

**2019 Housing and Residence Life Services Survey Report - All Students**  
**Prepared by IRDS**  
**Last updated: March 7, 2019**

**Administration and Response Rate** : The survey was administered between February 11th and February 25th, 2019 to all students who live in campus sponsored housing. Student employees who are compensated with room/board were not included. Of the 3281 students invited to complete the survey 856 (26%) provided complete or partial (i.e., answered at least one question) responses. Because students could choose whether or not to answer particular questions, the response rates varied by question.

Heritage Apartment residents were instructed that "any question that refers to your 'residence hall' or 'on campus' is intended to refer to your place of campus sponsored residence, the Heritage Apartments". Unless otherwise noted, all respondents could answer a particular question.

**Respondent Characteristics**: Please refer to Tables 1-4 below for respondent characteristics, including information about the representativeness of the respondent sample relative to the invitee population. The respondent sample was roughly representative of the invitee population with a few exceptions, noted below. Note that percents should be interpreted with caution when there are small cell sizes.

- White, multi-racial, and unknown students were somewhat more likely to respond ( 21-26%) compared to students from other racial/ethnic groups for which sample sizes were large enough to make comparisons (21-27%; Table 1).
- Females were more likely to respond (29%) compared to males (23%; Table 1), which is typical in survey research.
- Frosh were more likely to respond (34%) than other class levels for which sample sizes were large enough to make comparisons (11-21%; Table 2).
- Students who live off-campus in an apartment were less likely to respond ( 12%) compared to students living on campus in a residence hall (29%; Table 2). There were also some differences across residence halls (Table 3) and room types (Table 4) that should be examined by Housing and Residence Life Staff to determine representativeness as well as to suggest residence halls and/or room types where survey promotion efforts could be strengthened for the next survey administration.

Table 1: Comparison of student characteristics for survey invitees and respondents - background

Student Characteristic	# Invited (of 3281 total)	% Invited	# Responded (of 856 total)	% Responded	Response Rate (# responded/# invited)
<b>Entering Level</b>					
Entering Frosh	3134	96%	819	96%	26%
Transfer Students	95	3%	19	2%	20%
Unknown	52	2%	18	2%	35%
<b>Race/Ethnicity</b>					
International	280	9%	60	7%	21%
Hispanic	1864	57%	480	56%	26%
African American	194	6%	44	5%	23%
American Indian	4	<1%	0	0%	0%
Asian	542	17%	149	17%	27%
Pacific Islander	14	<1%	3	<1%	21%
White	228	7%	68	8%	30%
Multi-racial	98	3%	32	4%	33%
Unknown	57	2%	20	2%	35%
<b>Gender</b>					
Female	1796	55%	521	61%	29%
Male	1449	44%	327	38%	23%
Unknown	36	1%	8	1%	22%

Note: % values may not sum to 100 due to rounding error

Table 2: Comparison of student characteristics for survey invitees and respondents – background & housing

Student Characteristic	# Invited (of 3281 total)	% Invited	# Responded (of 856 total)	% Responded	Response Rate (# responded/# invited)
<b>Class Standing</b>					
Frosh	1558	47%	531	62%	34%
Sophomore	1015	31%	213	25%	21%
Junior	509	16%	88	10%	17%
Senior	186	6%	21	2%	11%
Non-Degree Seeking/Graduate	13	<1%	3	<1%	23%
<b>Pell Grant Eligibility Status</b>					
Pell Grant Eligible	2146	65%	529	62%	25%
Non-Pell Grant Eligible	1095	33%	312	36%	28%
Unknown	40	1%	15	2%	38%
<b>First Generation Status</b>					
First Generation	2455	75%	642	75%	26%
Non-First Generation	774	24%	196	23%	25%
Unknown	52	2%	18	2%	35%
<b>Housing Type</b>					
Apartment	609	19%	73	9%	12%
Residence Hall	2672	81%	783	91%	29%

Note: % values may not sum to 100 due to rounding error

Table 3: Comparison of student characteristics for survey invitees and respondents – housing

Residence Hall	# Invited (of 3281 Total)	%Invited	# Responded (of 856 Total)	% Responded	Response Rate (# responded/ # Invited)
Calaveras Hall	71	2%	13	2%	18%
Cathedral	225	7%	53	6%	24%
Fresno Hall	34	1%	2	<1%	6%
Glacier Point	478	15%	136	16%	28%
Granite Pass	153	5%	53	6%	35%
Half Dome	617	19%	149	17%	24%
Kern Hall	68	2%	18	2%	26%
Kings Hall	67	2%	4	<1%	6%
Madera Hall	65	2%	15	2%	23%
Mariposa	239	7%	114	13%	48%
Merced Hall	62	2%	6	1%	10%
Northwood Village	169	5%	22	3%	13%
San Joaquin Hall	35	1%	6	1%	17%
Stanislaus Hall	62	2%	9	1%	15%
Tenaya	162	5%	40	5%	25%
Tulare Hall	63	2%	7	1%	11%
Tuolumne	271	8%	158	18%	58%
Village Landing	236	7%	35	4%	15%
Village Terrace	204	6%	16	2%	8%

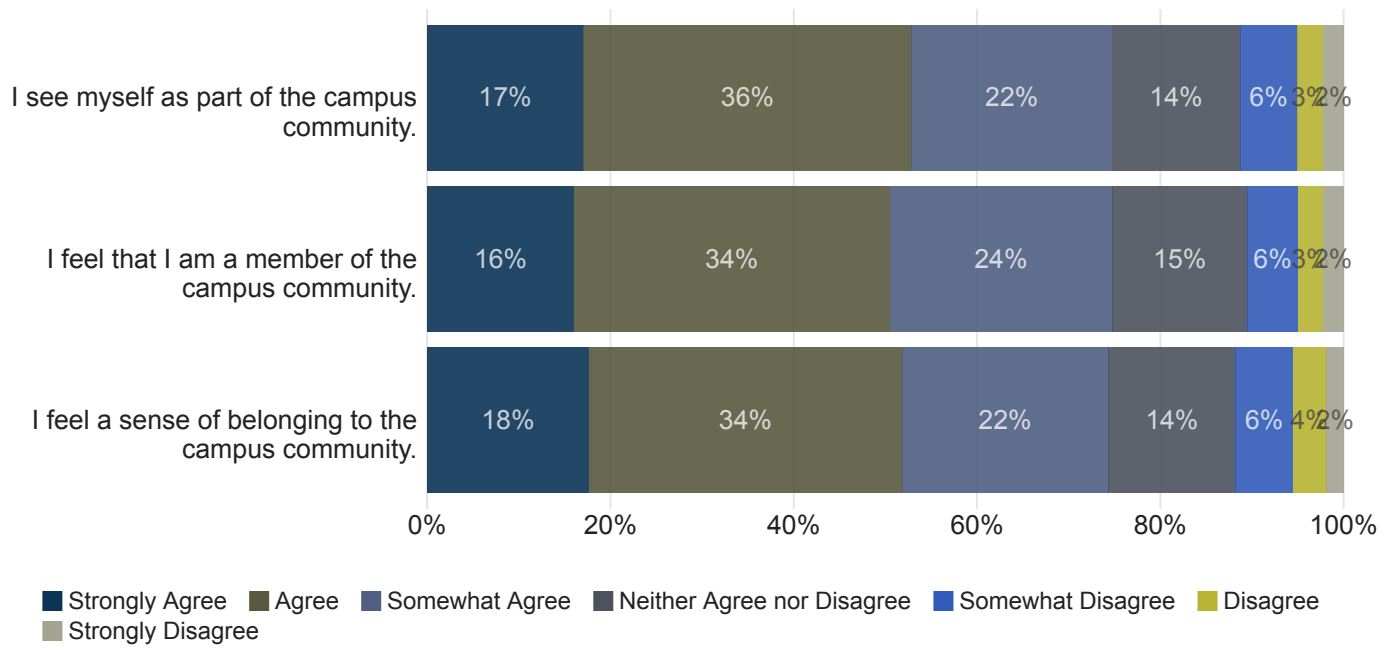
Note: % values may not sum to 100 due to rounding error

Table 4: Comparison of student characteristics for survey invitees and respondents – housing

Room Type	# Invited (of 3281 Total)	%Invited	# Responded (of 856 Total)	% Responded	Response Rate (# responded/ # Invited)
Apartment Private	73	2%	10	1%	14%
Apartment Shared	523	16%	60	7%	11%
Double	973	30%	222	26%	23%
Quad	658	20%	159	19%	24%
Triple	981	30%	386	45%	39%
Single/Safe Room Single	60	2%	15	2%	25%
Graduate	13	<1%	3	<1%	23%

Note: % values may not sum to 100 due to rounding error

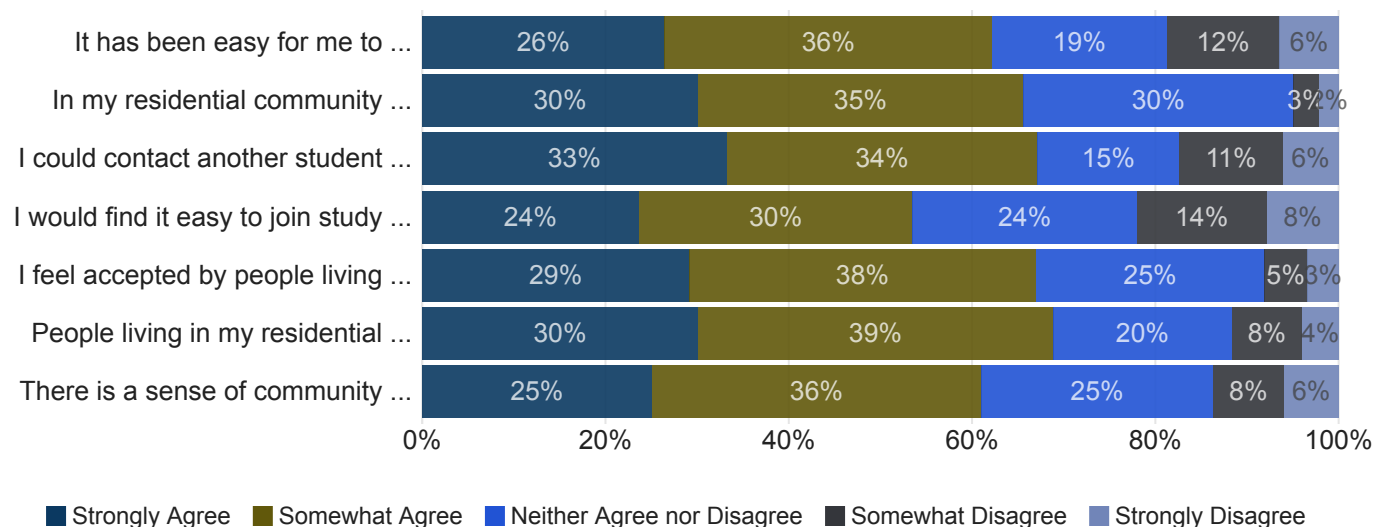
To what extent do you agree or disagree with each statement about your experience on the UC Merced campus.



Field	Strongly Agree	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Strongly Disagree
I see myself as part of the campus community.	145	305	186	119	53	24	19
I feel that I am a member of the campus community.	136	292	206	125	47	23	19
I feel a sense of belonging to the campus community.	150	290	191	118	53	31	16

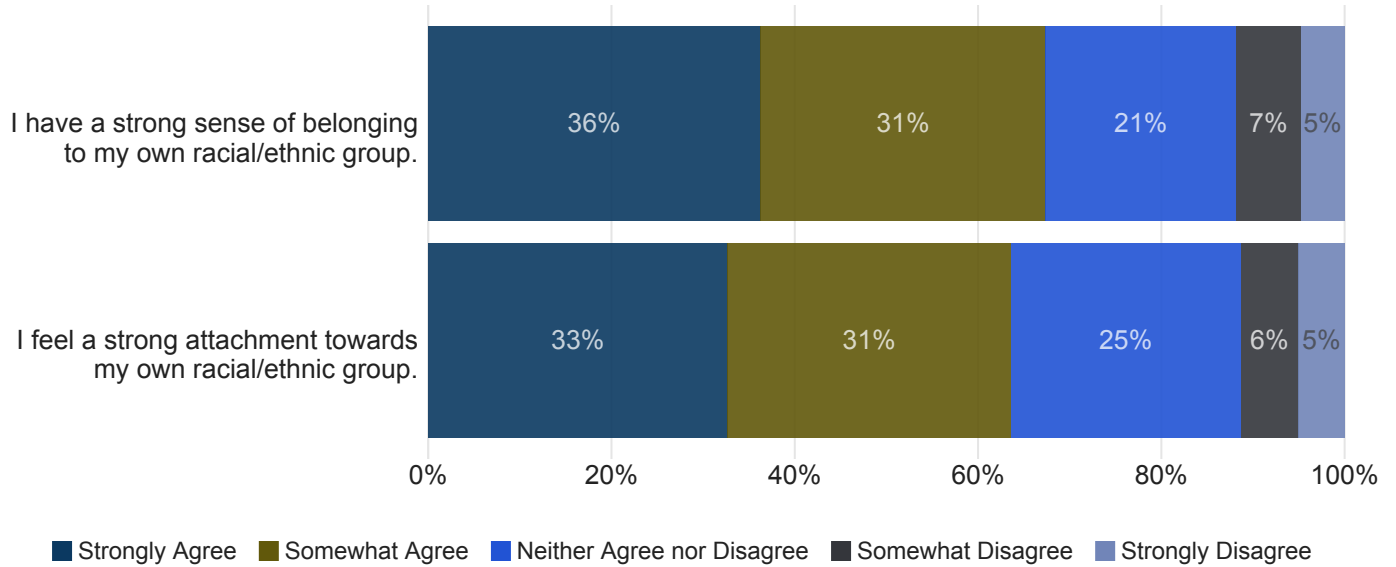
## From your experience in your residential community during the current academic year, to what extent do you agree or disagree with the following statements?

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
It has been easy for me to make friends in my residential community.	226	305	163	105	55
In my residential community other students like me the way I am.	257	303	252	24	18
I could contact another student in my residential community if I had a question about an assignment.	283	289	132	96	52
I would find it easy to join study groups with other students in my residential community if I wanted to.	202	255	209	121	67
I feel accepted by people living in my residential community.	248	322	212	40	29
People living in my residential community respect each other.	256	330	166	65	34
There is a sense of community among the people living in my residential community.	214	307	216	66	51

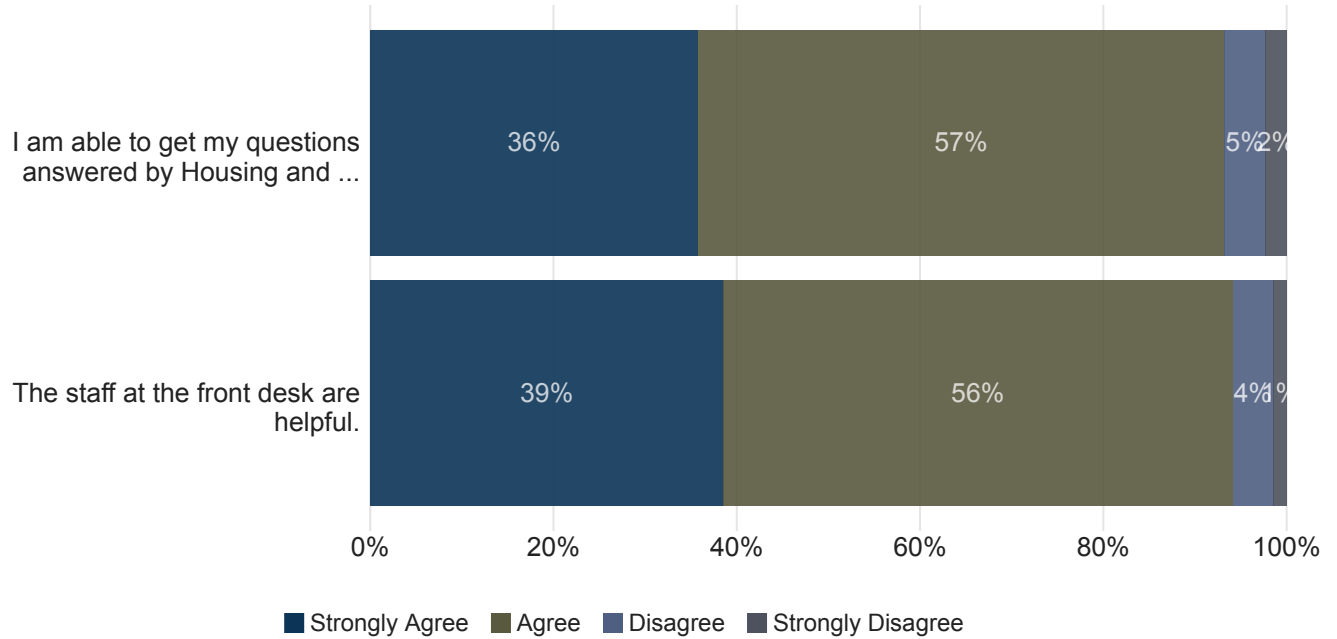
These questions are about your ethnicity or your ethnic group and how you feel about it or react to it. Please indicate how much you agree or disagree with each statement.



Field	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I have a strong sense of belonging to my own racial/ethnic group.	310	266	178	60	41
I feel a strong attachment towards my own racial/ethnic group.	279	264	214	54	43

Please indicate your agreement or disagreement with each statement about the staff and services offered at the Housing and Residence Life offices.

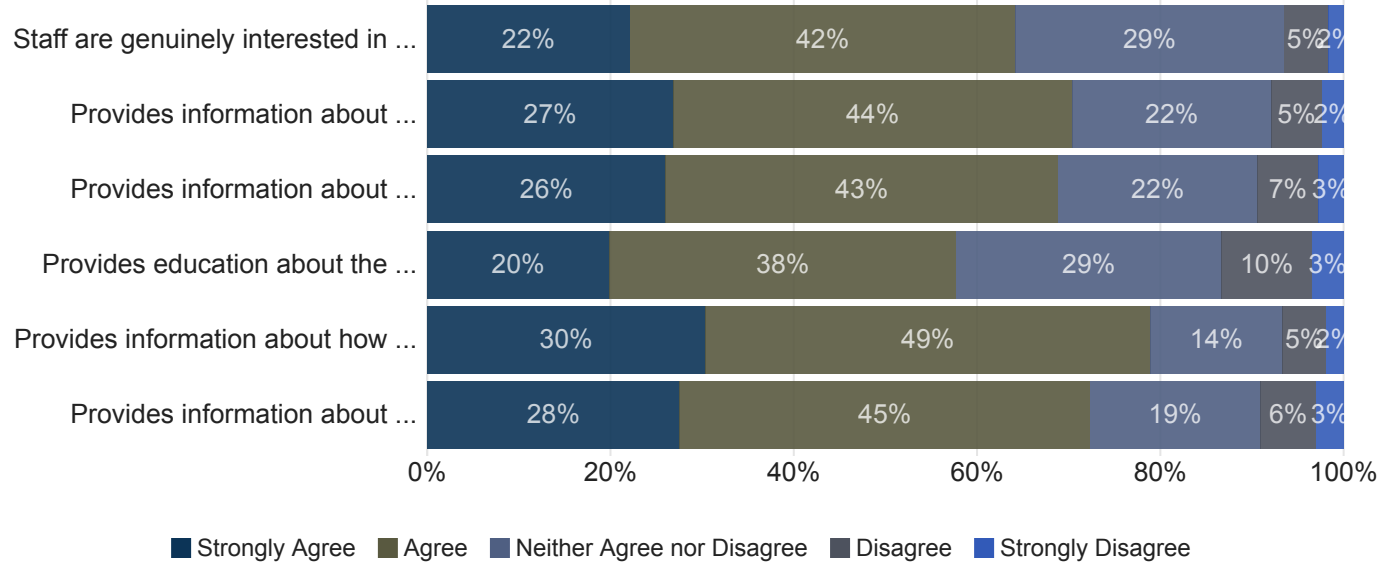
Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Strongly Agree	Agree	Disagree	Strongly Disagree
I am able to get my questions answered by Housing and Residence Life staff.	278	446	35	18
The staff at the front desk are helpful.	294	424	34	11

Please indicate your agreement or disagreement with each statement.  
**Housing and Residence Life:**

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



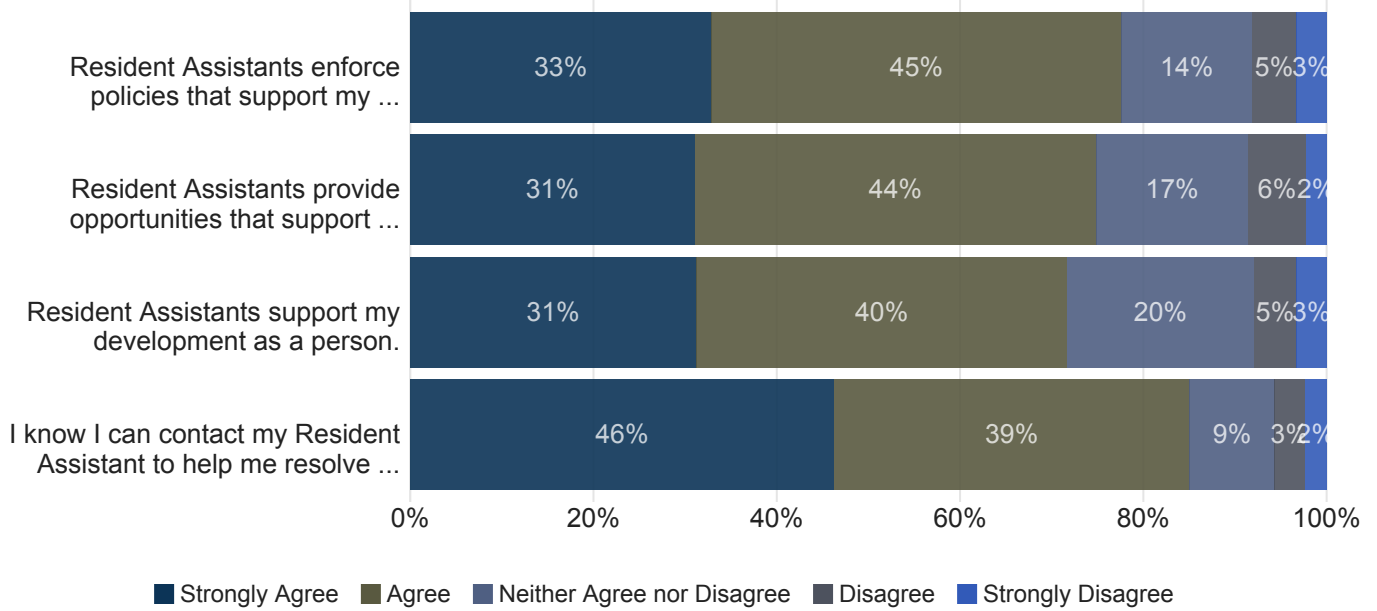
Field	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Staff are genuinely interested in my educational and personal development.	186	354	246	41	14
Provides information about resources to help me be academically successful (e.g., GPA calculation, tutoring).	225	365	182	46	20
Provides information about self-care (e.g., stress management, making time for family).	219	360	183	56	23
Provides education about the effects and risks of drug and alcohol use, and other high risk behaviors.	167	318	243	83	29
Provides information about how to access student services (e.g., work orders, mail/packages, lost keys).	255	408	121	40	16
Provides information about what to do when there is an emergency (e.g., fire, medical).	231	375	156	51	25



## Please indicate your agreement or disagreement with each statement about Resident Assistants.

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

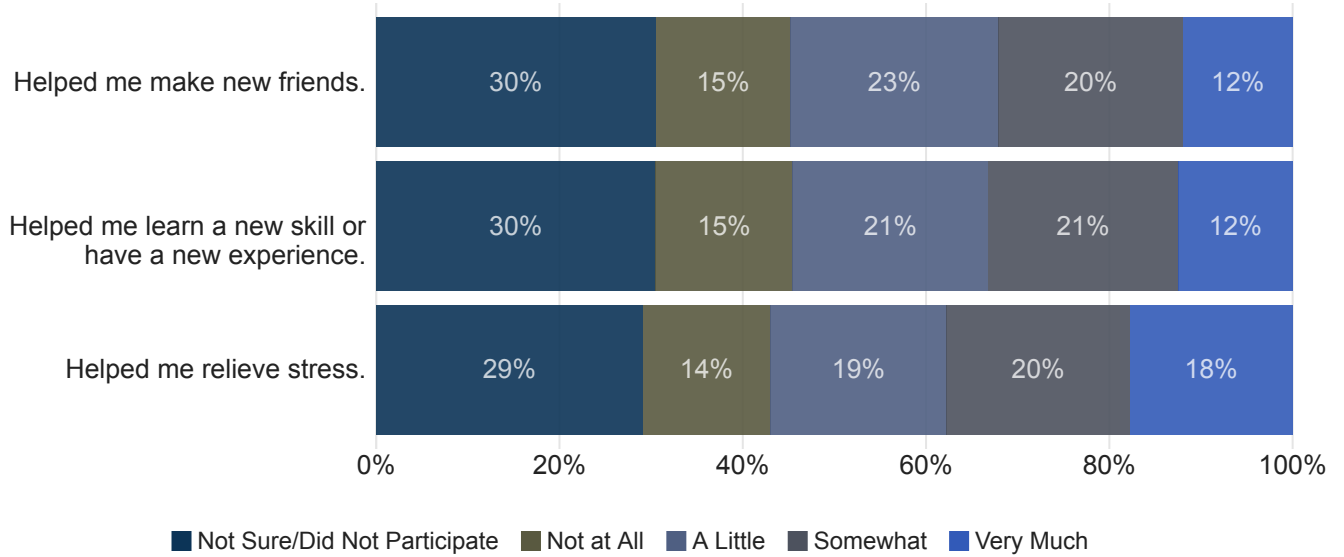
Note: Only respondents who lived on campus could answer this question.



Field	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Resident Assistants enforce policies that support my learning (e.g., noise complaints).	250	341	108	37	25
Resident Assistants provide opportunities that support residential community development.	236	333	126	48	17
Resident Assistants support my development as a person.	236	306	154	35	25
I know I can contact my Resident Assistant to help me resolve roommate conflicts.	352	295	71	25	18

Please indicate whether the floor activities put on by your Resident Assistant (RA) helped you do each of the following:

Note: Only respondents who lived on campus could answer this question.

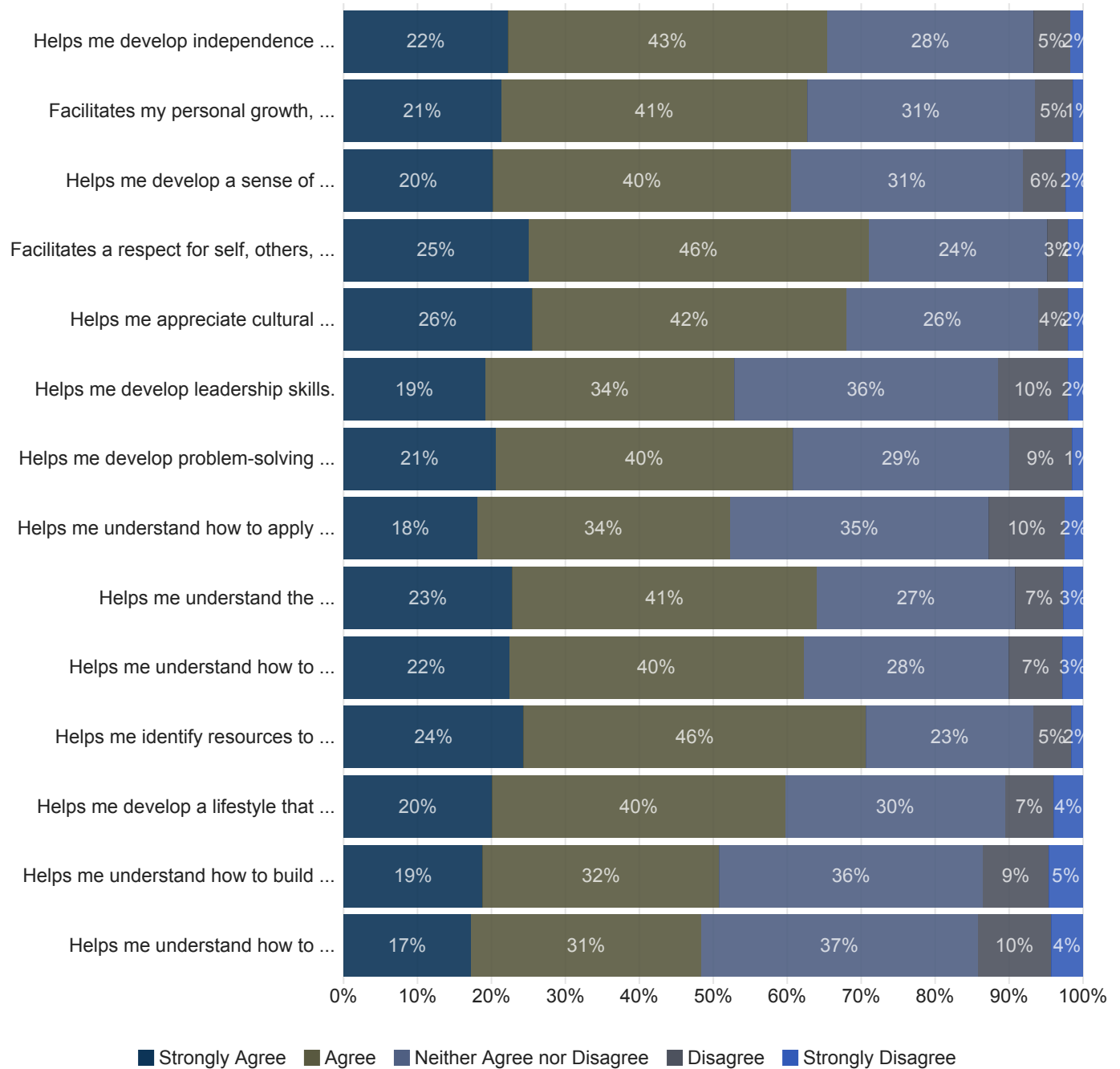


Field	Not Sure/Did Not Participate	Not at All	A Little	Somewhat	Very Much
Helped me make new friends.	232	112	173	153	91
Helped me learn a new skill or have a new experience.	232	114	162	158	95
Helped me relieve stress.	221	106	146	152	135

## Please indicate your agreement or disagreement with each statement about the opportunities, experiences, and services offered by Housing and Residence Life. Housing and Residence Life:

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

Note: Some questions were asked only of certain classes.

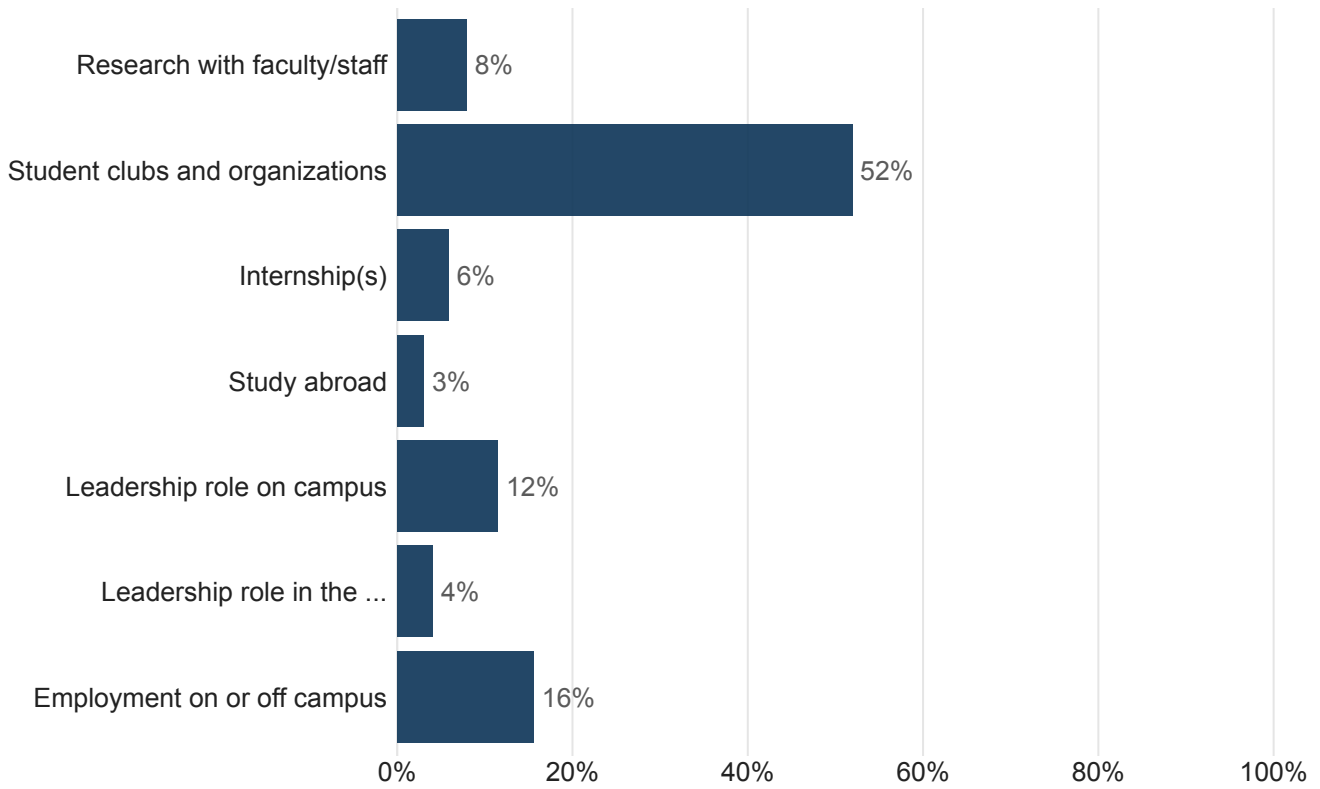


Please indicate your agreement or disagreement with each statement about the opportunities, experiences, and services offered by Housing and Residence Life. Housing and Residence Life:

Note: This data is presented as a figure (percentages) on the previous page.

Field	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Helps me develop independence and self-sufficiency.	180	349	226	40	14
Facilitates my personal growth, reflection, and development.	173	335	249	42	11
Helps me develop a sense of justice and fairness.	164	327	254	47	19
Facilitates a respect for self, others, and property.	202	371	195	23	16
Helps me appreciate cultural differences, perspectives, lifestyles, spirituality, and other forms of diversity.	207	344	210	33	16
Helps me develop leadership skills.	155	272	288	77	16
Helps me develop problem-solving and decision-making skills.	167	326	237	69	12
Helps me understand how to apply knowledge I learned in the classroom outside of class.	146	276	283	83	20
Helps me understand the importance of confronting inappropriate or disruptive behavior.	184	332	216	53	21
Helps me understand how to handle conflict within my community.	181	321	224	59	22
Helps me identify resources to facilitate my transition from high school to college.	123	234	114	26	8
Helps me develop a lifestyle that balances my personal and academic life.	61	120	90	20	12
Helps me understand how to build relationships with faculty.	57	97	108	27	14
Helps me understand how to explore mentorship opportunities.	52	94	113	30	13

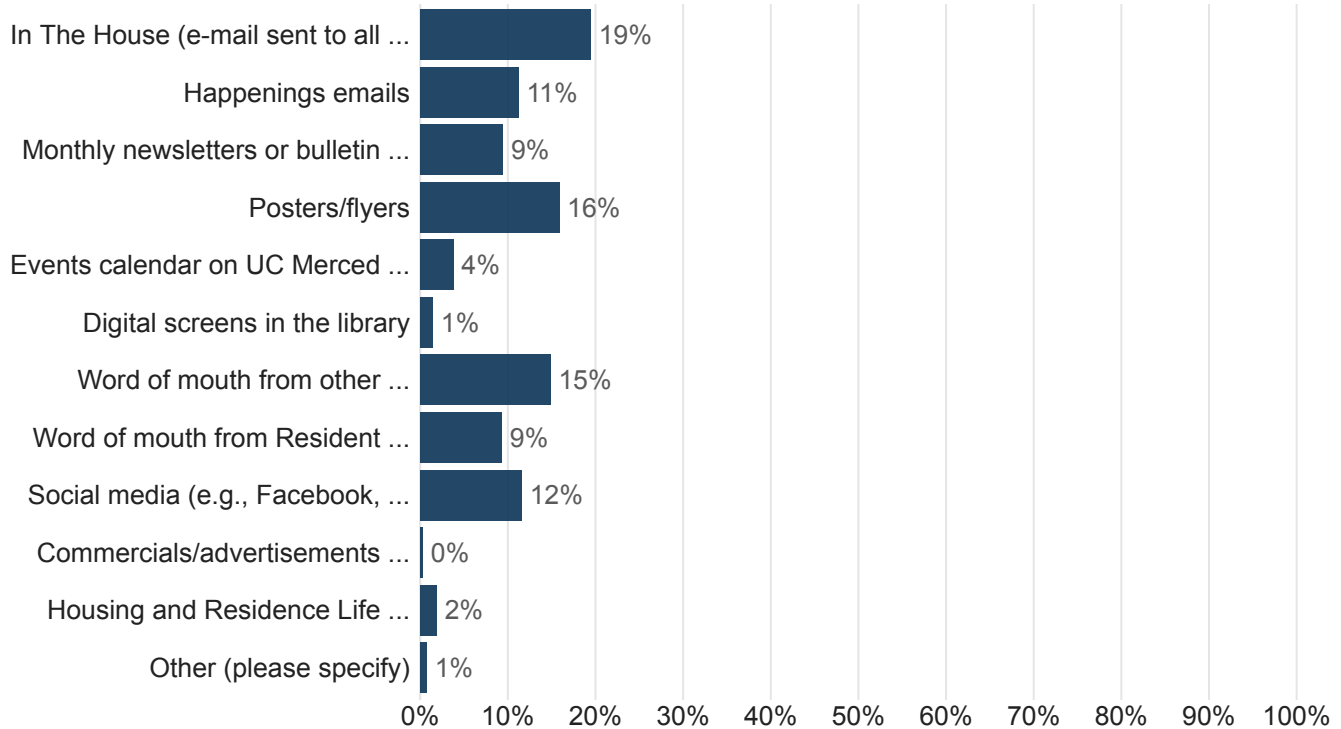
## Which of the following experiences have you participated in?



Field	Choice Count
Research with faculty/staff	31
Student clubs and organizations	203
Internship(s)	23
Study abroad	12
Leadership role on campus	45
Leadership role in the community (off campus)	16
Employment on or off campus	61

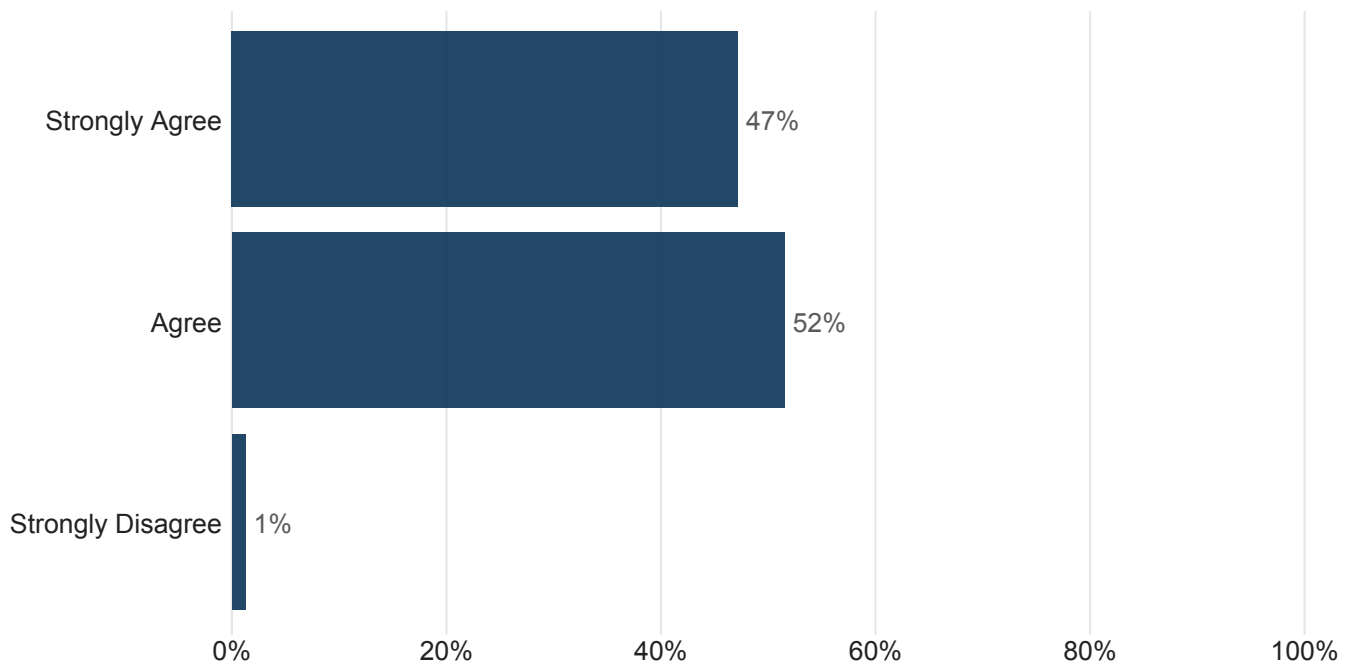
## How do you learn about campus events, programs and activities? (Please select all that apply)

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Choice Count
In The House (e-mail sent to all Housing and Residence Life residents)	618
Happenings emails	356
Monthly newsletters or bulletin board posted by RA	300
Posters/flyers	504
Events calendar on UC Merced website	121
Digital screens in the library	46
Word of mouth from other students	472
Word of mouth from Resident Assistants or Programming Assistants	296
Social media (e.g., Facebook, Instagram, Twitter)	368
Commercials/advertisements on the Claw Channel 36	10
Housing and Residence Life website	60
Other (please specify)	24

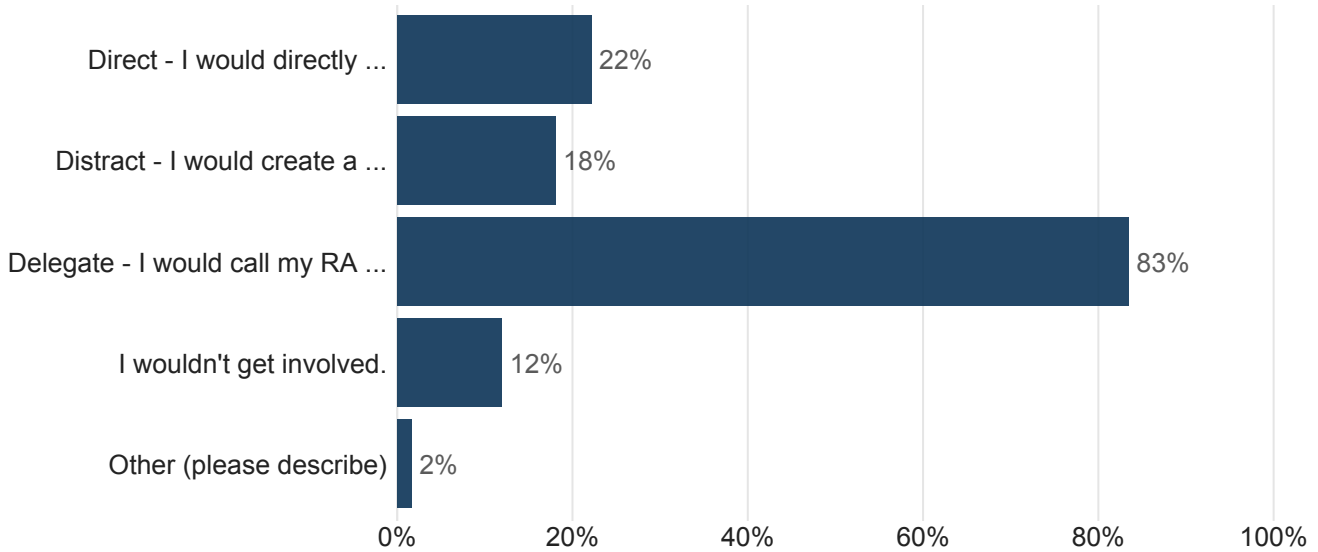
Please select your level of agreement or disagreement with the following statement - I feel safe in my residential community.



Field	Choice Count
Strongly Agree	369
Agree	403
Strongly Disagree	10

Imagine that you are leaving your residence hall and you hear yelling and noises coming from a nearby room. You can tell that the people involved are angry and they sound like they are a couple; you then hear a loud noise that sounds like something breaking. What would you do?  
 (Select all that apply.)

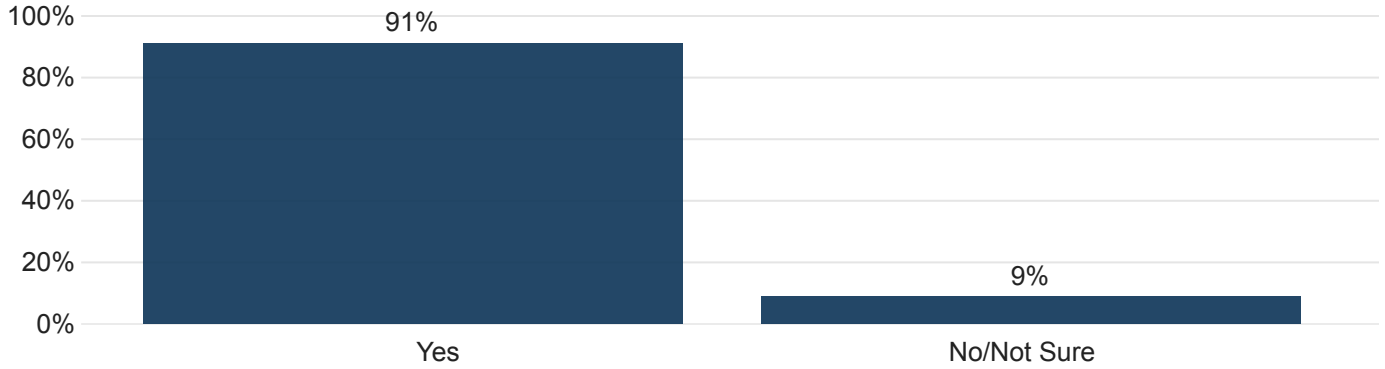
Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Choice Count
Direct - I would directly intervene by going to the room to see what's going on.	178
Distract - I would create a distraction (e.g., ask them about an event on campus or if they wanted to go grab food).	145
Delegate - I would call my RA or get another staff member involved.	671
I wouldn't get involved.	96
Other (please describe)	13



If a friend in your residence hall told you that they experienced a sexual assault, domestic violence, or stalking incident, would you be comfortable telling them about campus resources that could help?



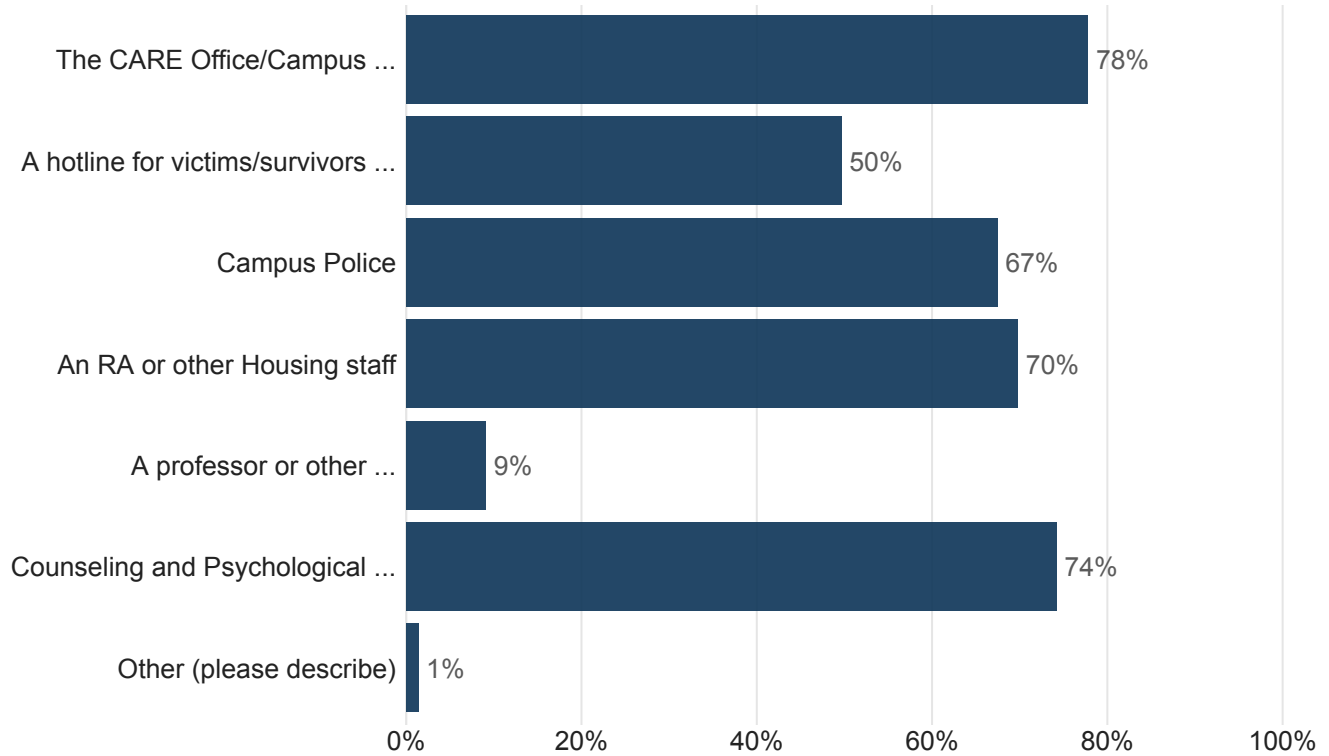
Q202 - If a friend in your residence hall told you that they experienced a sexual assault, domestic violence, or stalking incident, would you be comfortable telling them about campus resources that could help?

Field	Choice Count
Yes	725
No/Not Sure	71

## What resource(s) would you share with them? (Select all that apply.)

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

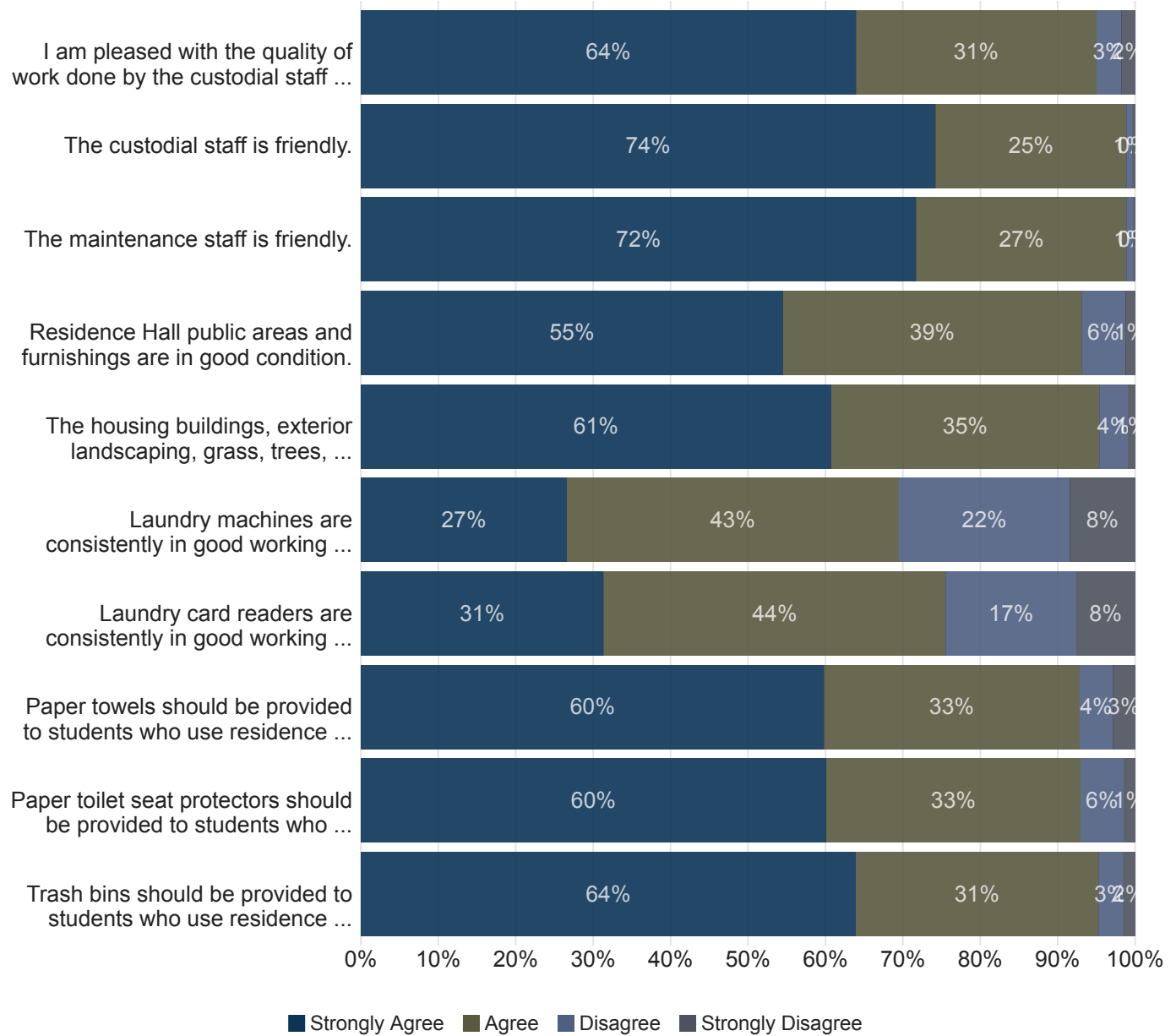
Note: Only respondents who answered "yes" to the preceding question could answer this question.



Field	Choice Count
The CARE Office/Campus Advocate	564
A hotline for victims/survivors such as the Valley Crisis Center	360
Campus Police	489
An RA or other Housing staff	506
A professor or other non-Housing staff member	66
Counseling and Psychological Services (CAPS)	538
Other (please describe)	10

Please select your level of agreement or disagreement with the following statements regarding cleanliness and custodial/maintenance support in on-campus housing.

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

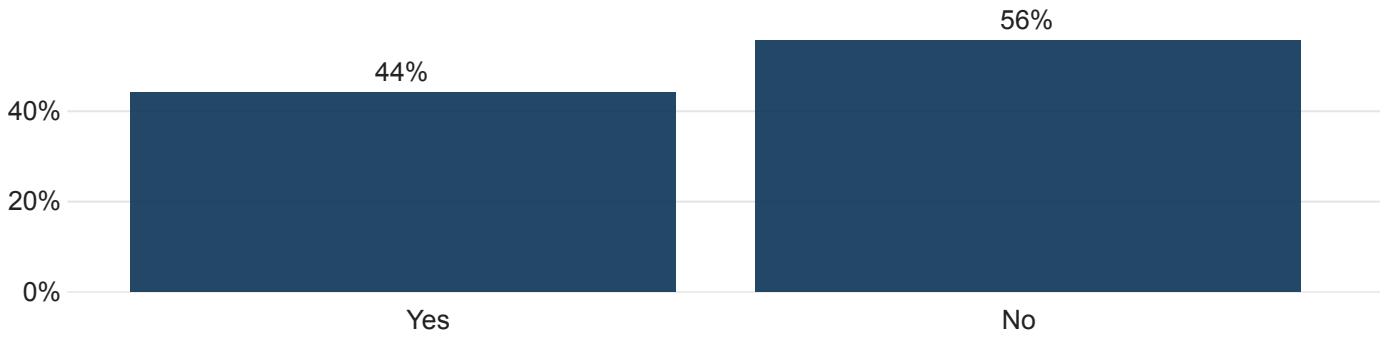


Please select your level of agreement or disagreement with the following statements regarding cleanliness and custodial/maintenance support in on-campus housing.

Note: This data is presented as a figure (percentages) on the previous page.

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
I am pleased with the quality of work done by the custodial staff in the common areas of housing (rec rooms, laundry, public restrooms, hallways, etc.).	472	229	24	13
The custodial staff is friendly.	547	182	5	3
The maintenance staff is friendly.	528	200	6	2
Residence Hall public areas and furnishings are in good condition.	402	284	42	9
The housing buildings, exterior landscaping, grass, trees, benches, and bike parking look clean and in good condition.	447	255	27	7
Laundry machines are consistently in good working order.	196	316	163	62
Laundry card readers are consistently in good working order.	231	326	124	56
Paper towels should be provided to students who use residence hall bathrooms.	441	243	32	21
Paper toilet seat protectors should be provided to students who use residence hall bathrooms.	443	242	41	11
Trash bins should be provided to students who use residence hall bathrooms.	471	231	23	12

I have submitted a work order.



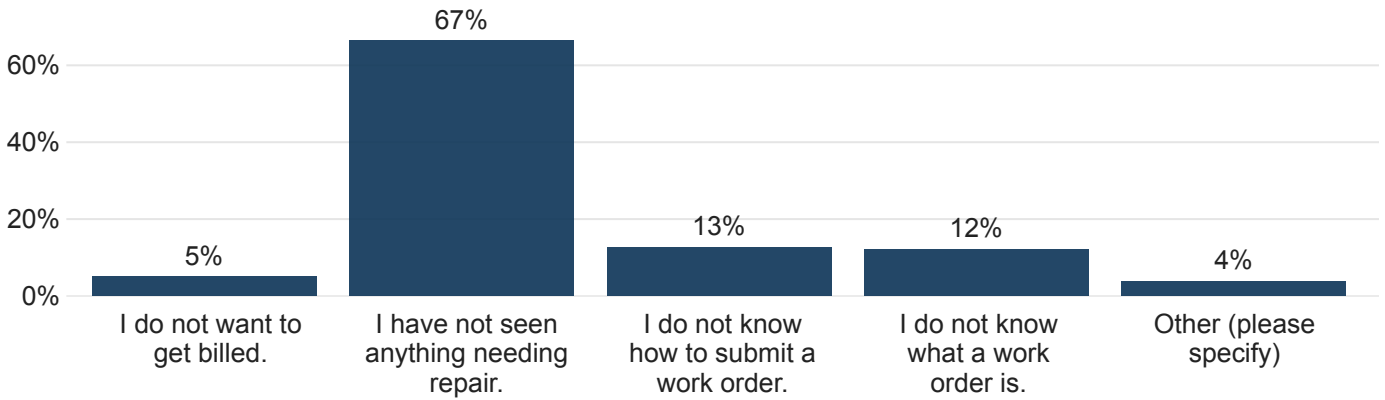
Q38 - I have submitted a work order.

Field	Choice Count
Yes	322
No	406

## The main reason I have not submitted a work order is:

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

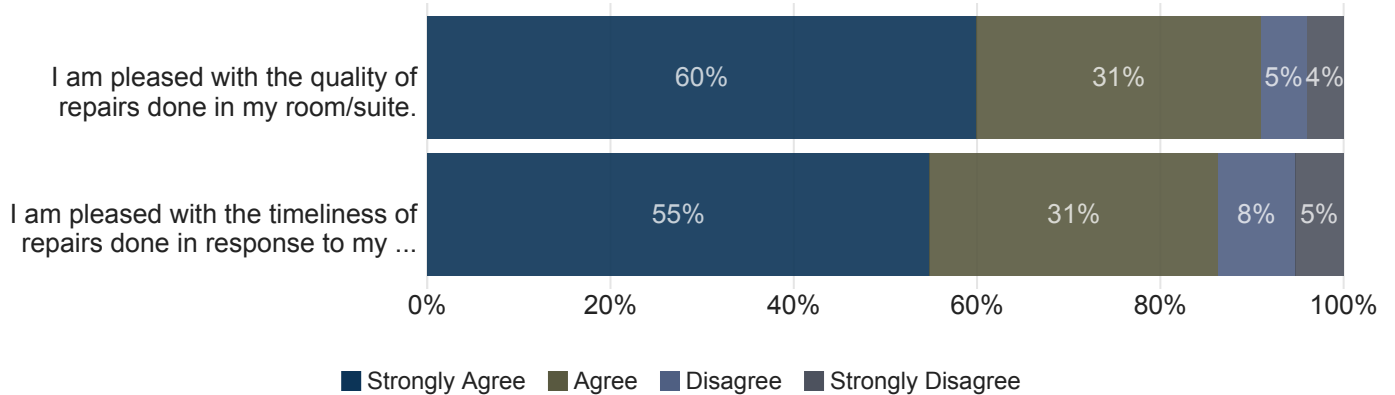
Note: Only respondents who did not submit a work order could answer this question.



Field	Choice Count
I do not want to get billed.	20
I have not seen anything needing repair.	269
I do not know how to submit a work order.	51
I do not know what a work order is.	49
Other (please specify)	15

Please select your level of agreement or disagreement with the following statements regarding the response to work orders in on-campus housing.

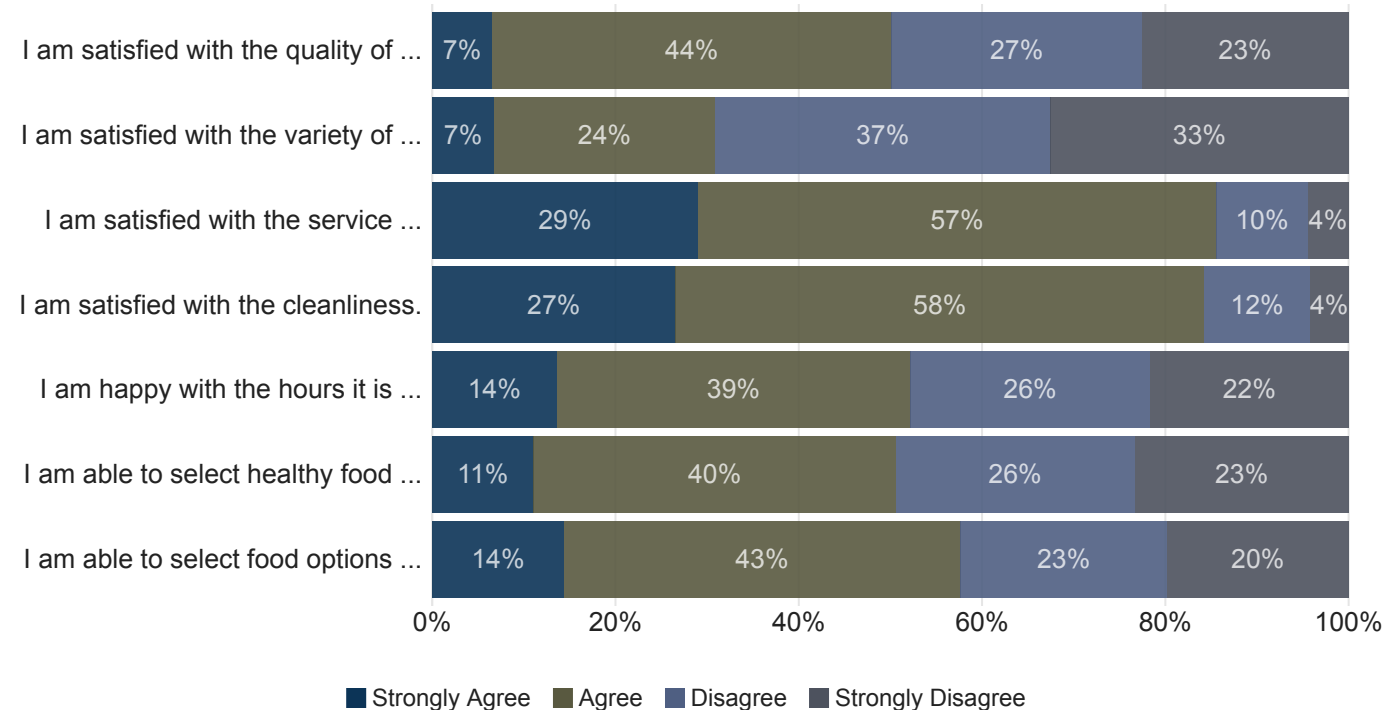
Note: Only respondents who submitted a work order could answer this question.



Field	Strongly Agree	Agree	Disagree	Strongly Disagree
I am pleased with the quality of repairs done in my room/suite.	193	100	16	13
I am pleased with the timeliness of repairs done in response to my request(s).	176	101	27	17

## Please select your level of agreement or disagreement with the following statements regarding the Pavilion Dining Center.

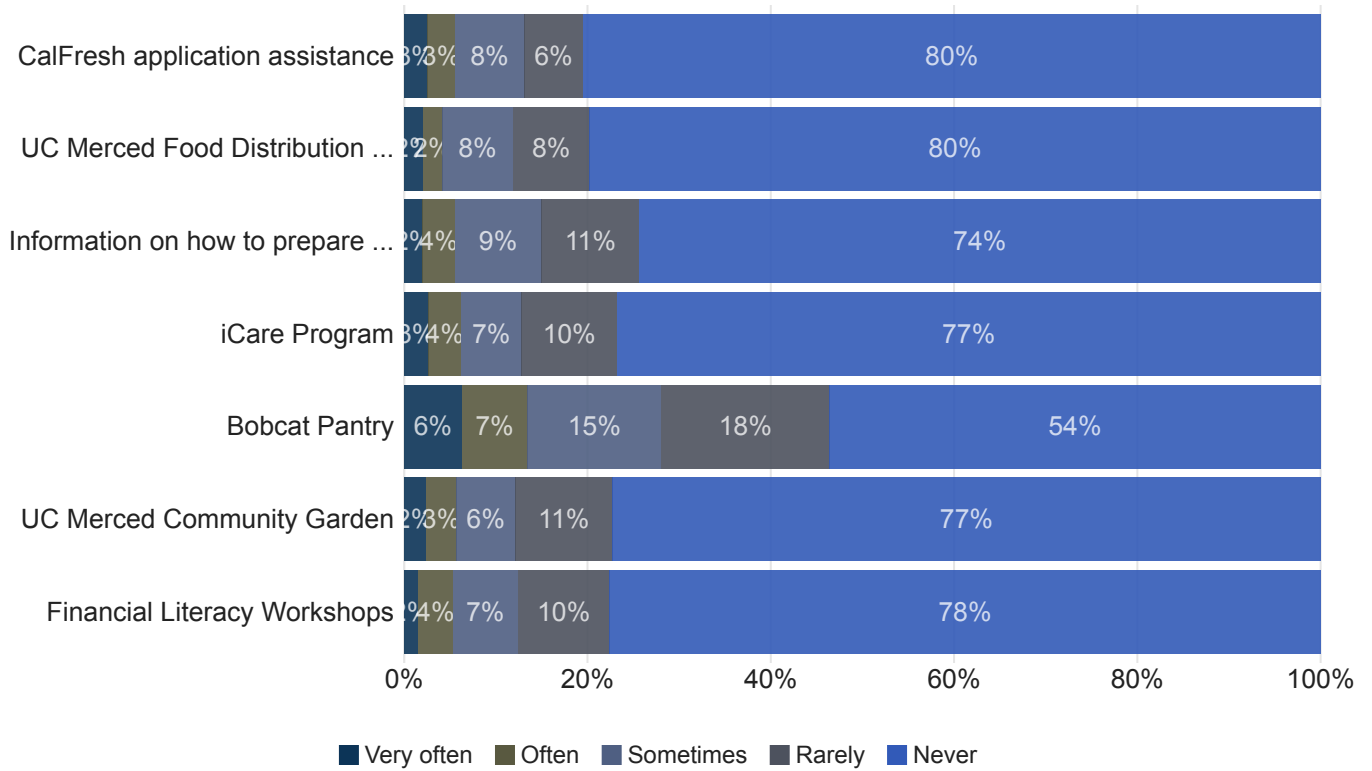
Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Strongly Agree	Agree	Disagree	Strongly Disagree
I am satisfied with the quality of food served.	51	340	213	176
I am satisfied with the variety of food served.	53	189	287	255
I am satisfied with the service provided by staff.	227	443	78	35
I am satisfied with the cleanliness.	209	454	91	33
I am happy with the hours it is open.	106	301	204	169
I am able to select healthy food options.	85	303	200	179
I am able to select food options that satisfy dietary restrictions (e.g., vegetarian, vegan, gluten-free).	98	295	154	135



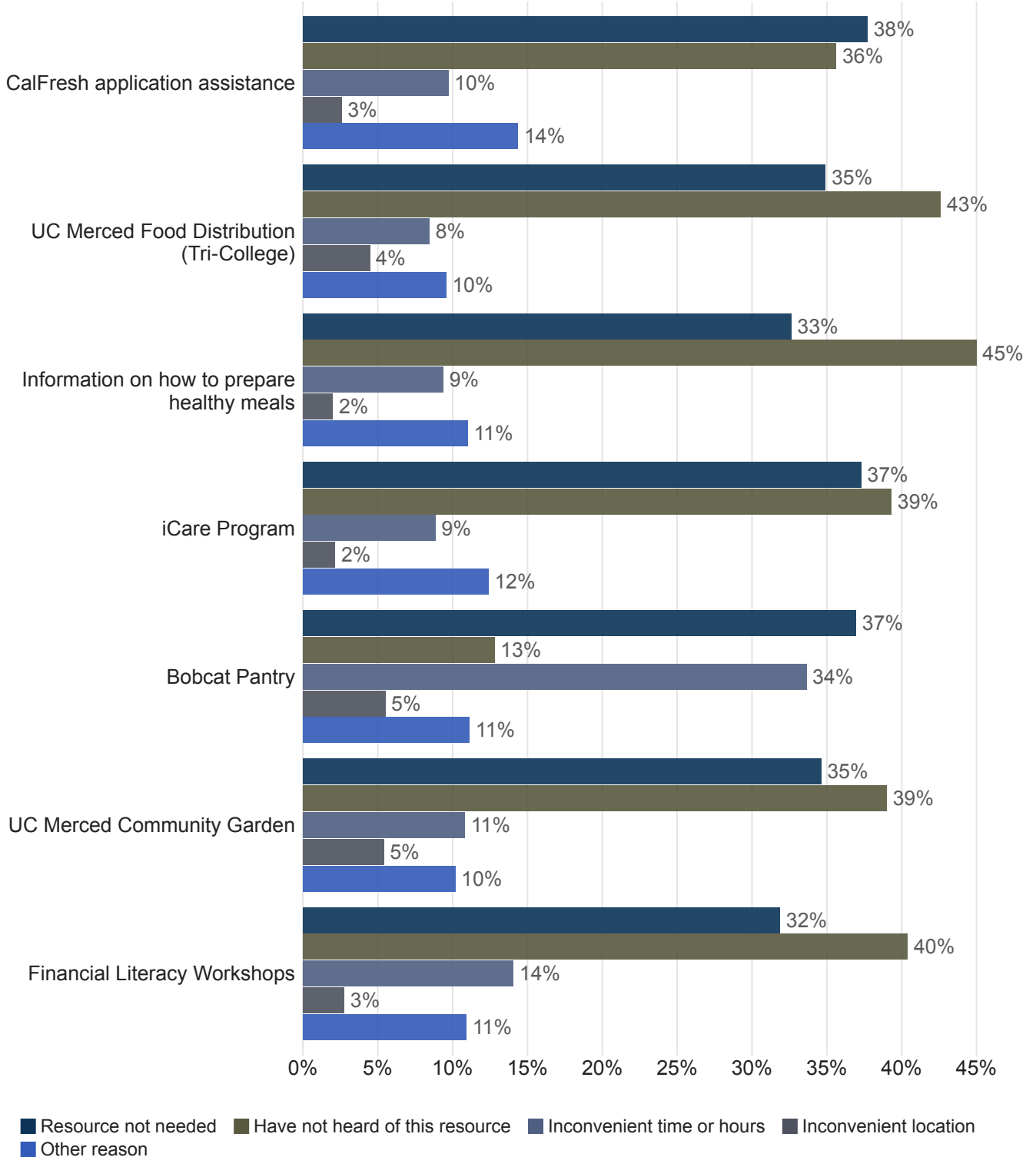
## During your time as a student, how often have you used the following resources at UC Merced?



Field	Very often	Often	Sometimes	Rarely	Never
CalFresh application assistance	20	24	60	51	639
UC Merced Food Distribution (Tri-College)	16	17	61	66	631
Information on how to prepare healthy meals	16	28	75	85	591
iCare Program	21	28	52	82	605
Bobcat Pantry	50	57	116	146	426
UC Merced Community Garden	19	26	51	84	612
Financial Literacy Workshops	12	30	56	79	613

Please indicate which of the following might prevent you from using each resource below. (Select all that apply.)

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

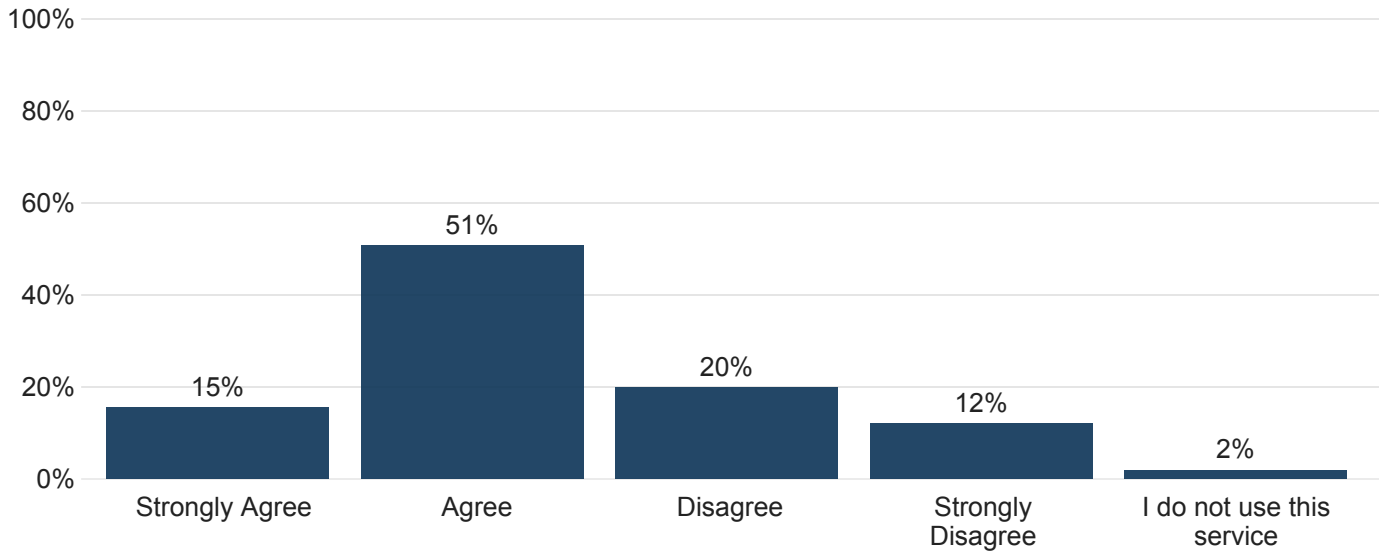


Please indicate which of the following might prevent you from using each resource below. (Select all that apply.)

Note: This data is presented as a figure (percentages) on the previous page.

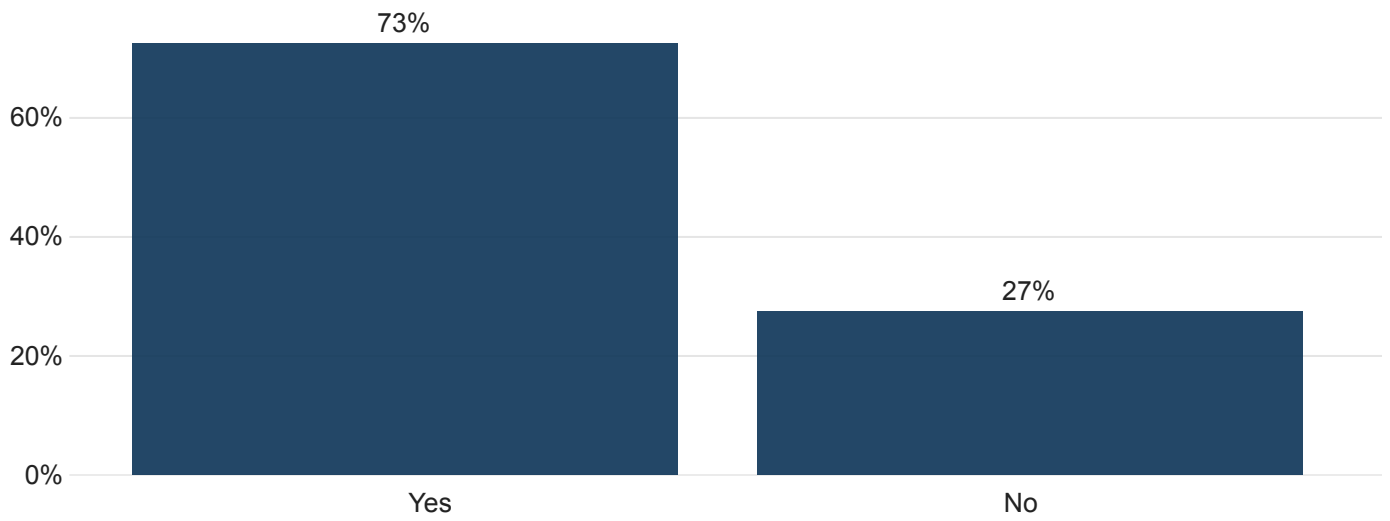
Field	Resource not needed	Have not heard of this resource	Inconvenient time or hours	Inconvenient location	Other reason
CalFresh application assistance	307	290	79	21	117
UC Merced Food Distribution (Tri-College)	281	343	68	36	77
Information on how to prepare healthy meals	261	360	75	16	88
iCare Program	295	311	70	17	98
Bobcat Pantry	289	100	263	43	87
UC Merced Community Garden	269	303	84	42	79
Financial Literacy Workshops	254	322	112	22	87

The reliability of the WIRELESS network connections meets my needs.



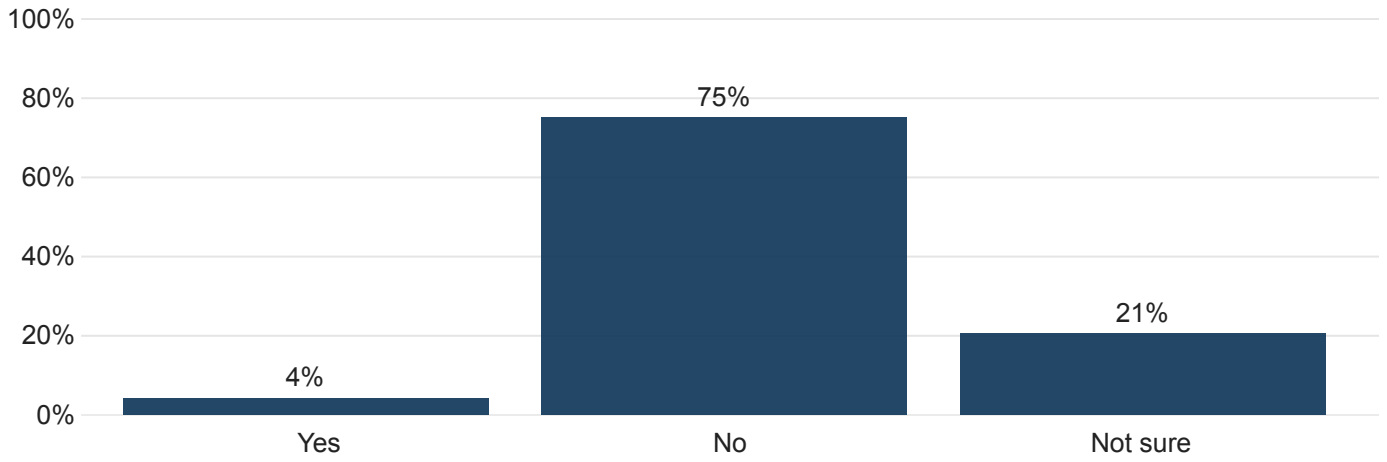
Field	Choice Count
Strongly Agree	113
Agree	371
Disagree	146
Strongly Disagree	88
I do not use this service	13

### Are you aware of the Information Technology (IT) resources in Housing and Residence Life?



Field	Choice Count
Yes	527
No	199

### Did you participate in any of the EcoReps programs?

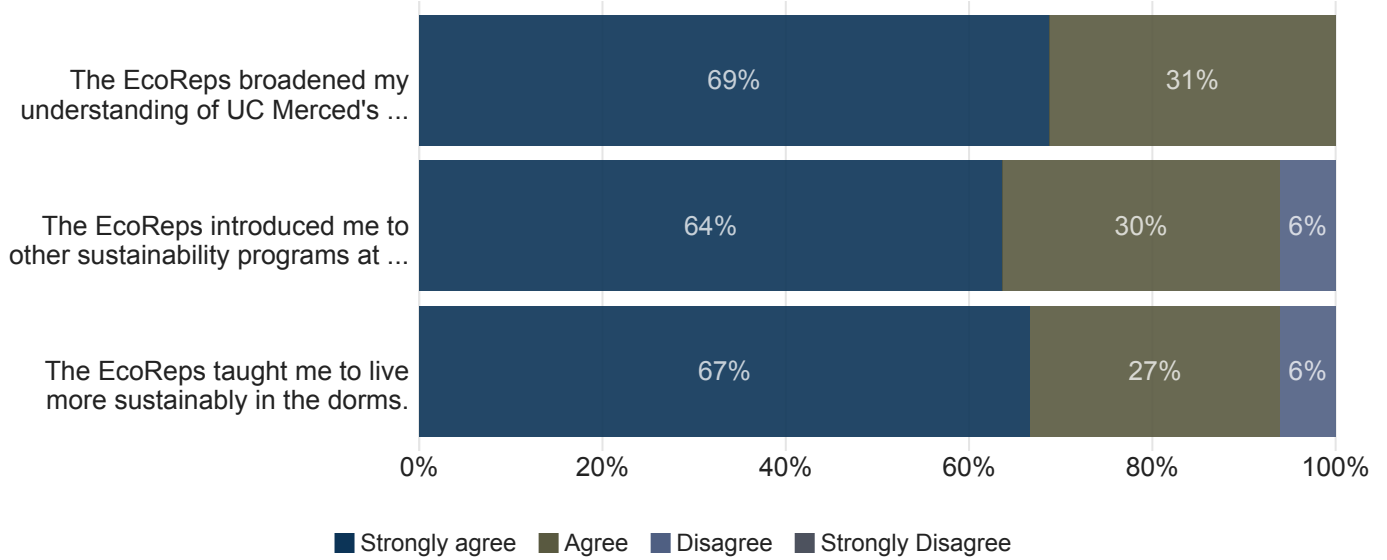


Field	Choice Count
Yes	33
No	597
Not sure	164

## To what extent do you agree or disagree with the statements below.

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

Note: Only respondents who participated in an EcoReps program could answer this question.

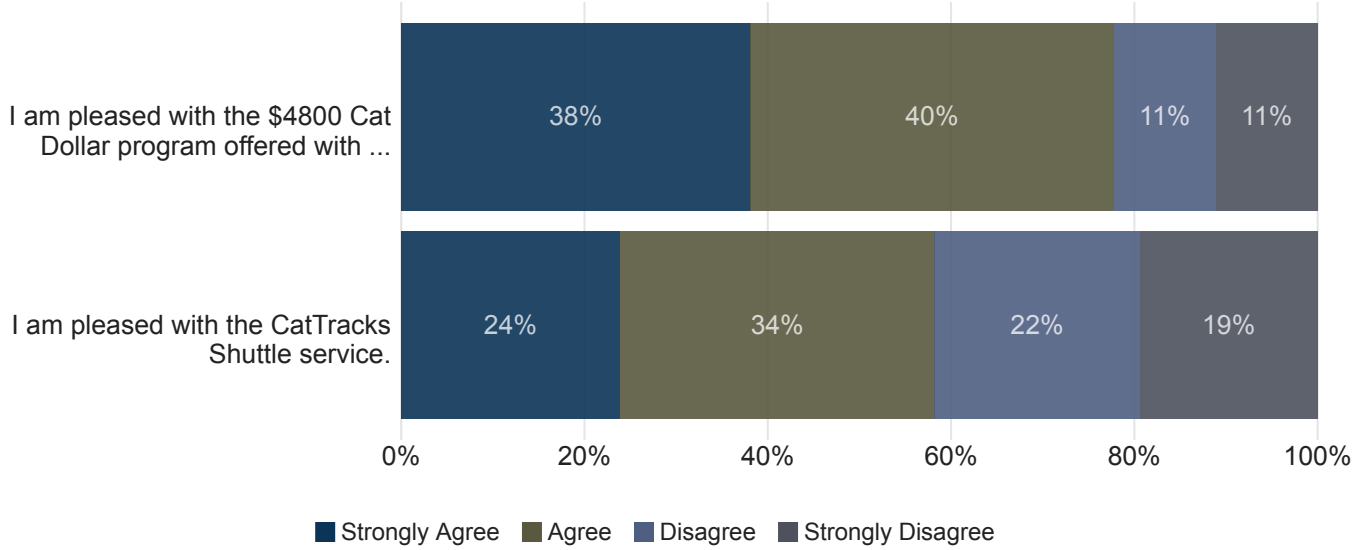


Field	Strongly agree	Agree	Disagree	Strongly Disagree
The EcoReps broadened my understanding of UC Merced's sustainability goals.	22	10	0	0
The EcoReps introduced me to other sustainability programs at UC Merced.	21	10	2	0
The EcoReps taught me to live more sustainably in the dorms.	22	9	2	0

## Heritage Apartment residents, please select your level of agreement or disagreement with the following statements.

Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.

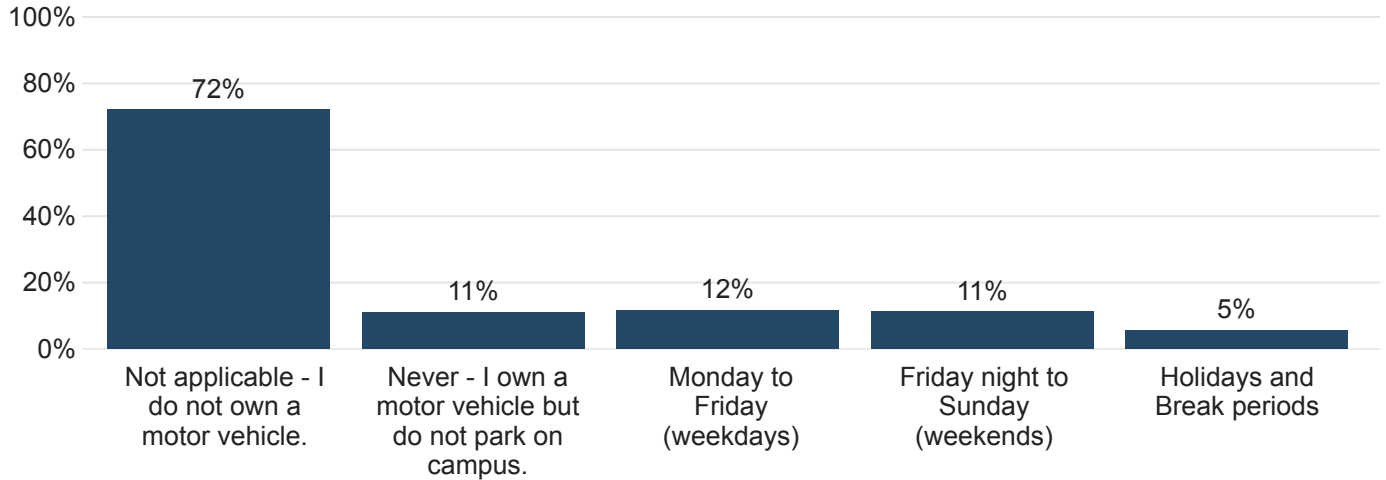
Note: Only respondents living in Heritage Apartments could answer this question.



Field	Strongly Agree	Agree	Disagree	Strongly Disagree
I am pleased with the \$4800 Cat Dollar program offered with living at Heritage Apartments.	24	25	7	7
I am pleased with the CatTracks Shuttle service.	16	23	15	13

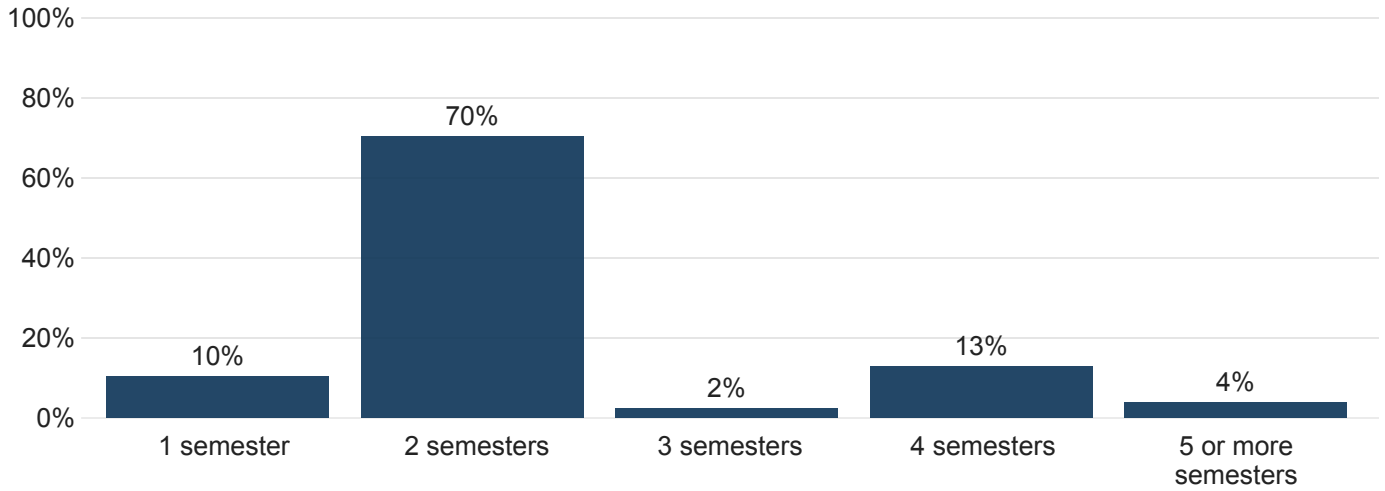


### When do you need to park a motor vehicle on campus? (select all that apply)



Field	Choice Count
Not applicable - I do not own a motor vehicle.	571
Never - I own a motor vehicle but do not park on campus.	88
Monday to Friday (weekdays)	92
Friday night to Sunday (weekends)	89
Holidays and Break periods	43

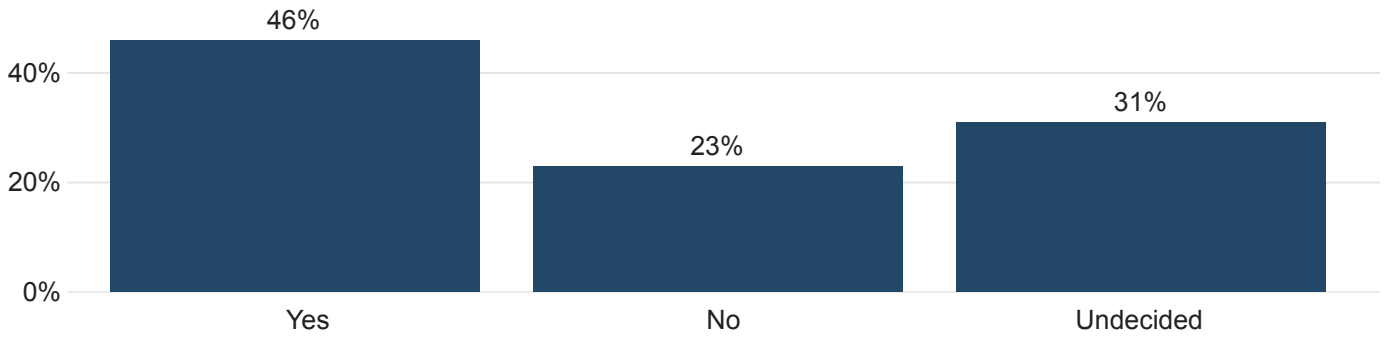
How many semesters have you have lived in Housing (please include the current semester in your count)?



Q103 - How many semesters have you have lived in Housing (please include the current semester in your count)?

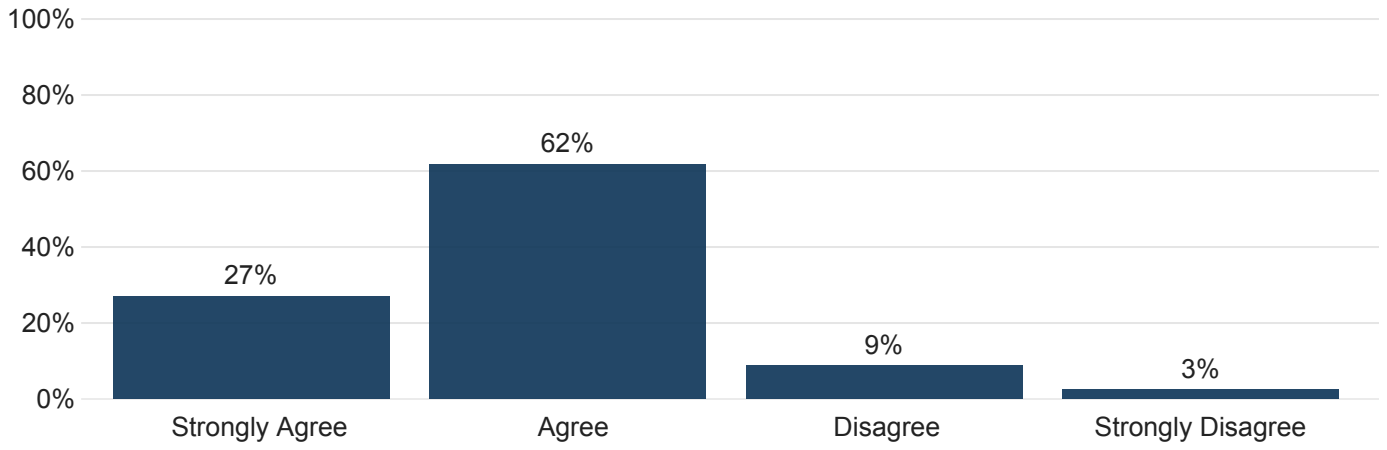
Field	Choice Count
1 semester	82
2 semesters	560
3 semesters	19
4 semesters	103
5 or more semesters	31

### I plan to live on campus next year.



Field	Choice Count
Yes	365
No	182
Undecided	246

Overall, I am satisfied with my experience living on campus.



Field	Choice Count
Strongly Agree	214
Agree	491
Disagree	69
Strongly Disagree	20