

**2020 Housing Experience Survey Report - All Students**

**Prepared by IRDS**

**Last updated: March 6, 2020**

**Administration and Response Rate:** The survey was administered between February 10th and February 24th, 2020 to all students who live in campus sponsored housing. Student employees who are compensated with room/board were not included. Of the 3339 students invited to complete the survey 1287 (39%) 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.

- African American students were somewhat less likely to respond (29%) and multi-racial students were somewhat more likely to respond (47%) compared to students from other racial/ethnic groups for which sample sizes were large enough to make comparisons (36-41%; Table 1).
- Females were more likely to respond (44%) compared to males (32%; Table 1), which is typical in survey research.
- Frosh (44%) and sophomores (39%) were more likely to respond than juniors (30%) and seniors (25%).
- Students who live off-campus in an apartment were less likely to respond (14%) compared to students living on campus in a residence hall (43%; 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 Education 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 3339 Total)	% Invited	# Responded (of 1287 Total)	% Responded	Response Rate (# responded/ # Invited)
<b>Entering Level</b>					
<b>Entering Frosh</b>	3239	97%	1243	97%	38%
<b>Transfer Students</b>	96	3%	42	3%	44%
<b>Unknown</b>	4	<1%	2	<1%	50%
<b>Race/Ethnicity</b>					
<b>International</b>	319	10%	115	9%	36%
<b>Hispanic</b>	1966	59%	760	59%	39%
<b>African American</b>	170	5%	50	4%	29%
<b>American Indian</b>	2	<1%	0	0%	0%
<b>Asian</b>	537	16%	221	17%	41%
<b>Pacific Islander</b>	15	<1%	4	<1%	27%
<b>White</b>	215	6%	84	7%	39%
<b>Multi-racial</b>	93	3%	44	3%	47%
<b>Unknown</b>	22	1%	9	1%	41%
<b>Gender</b>					
<b>Female</b>	1786	53%	786	61%	44%
<b>Male</b>	1517	45%	489	38%	32%
<b>Unknown</b>	36	1%	12	1%	33%

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

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

Student Characteristic	# Invited (of 3339 Total)	% Invited	# Responded (of 1287 Total)	% Responded	Response Rate (# responded/ # Invited)
<b>Class Standing</b>					
<b>Frosh</b>	1499	45%	658	51%	44%
<b>Sophomore</b>	1009	30%	398	31%	39%
<b>Junior</b>	509	15%	151	12%	30%
<b>Senior</b>	322	10%	80	6%	25%
<b>Pell Grant Eligibility Status</b>					
<b>Pell Grant Eligible</b>	2195	66%	847	66%	39%
<b>Non-Pell Grant Eligible</b>	1140	34%	438	34%	38%
<b>Unknown</b>	4	<1%	2	<1%	50%
<b>First Generation Status</b>					
<b>First Generation</b>	2583	77%	989	77%	38%
<b>Non-First Generation</b>	752	23%	296	23%	39%
<b>Unknown</b>	4	<1%	2	<1%	50%
<b>Housing Type</b>					
<b>Apartment</b>	525	16%	76	6%	14%
<b>Residence Hall</b>	2814	84%	1211	94%	43%

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 3339 Total)	% Invited	# Responded (of 1287 Total)	% Responded	Response Rate (# responded/ # Invited)
Calaveras Hall	67	2%	19	1%	28%
Cathedral	204	6%	38	3%	19%
Fresno Hall	34	1%	24	2%	71%
Glacier Point	509	15%	212	16%	42%
Granite Pass	274	8%	110	9%	40%
Half Dome	583	17%	146	11%	25%
Kern Hall	73	2%	25	2%	34%
Kings Hall	72	2%	25	2%	35%
Madera Hall	70	2%	56	4%	80%
Mariposa	247	7%	190	15%	77%
Merced Hall	64	2%	51	4%	80%
Northwood Village	143	4%	24	2%	17%
San Joaquin Hall	32	1%	26	2%	81%
Stanislaus Hall	58	2%	34	3%	59%
Tenaya	170	5%	49	4%	29%
Tulare Hall	66	2%	38	3%	58%
Tuolumne	262	8%	160	12%	61%
Village Landing	216	6%	29	2%	13%
Village Terrace	195	6%	31	2%	16%

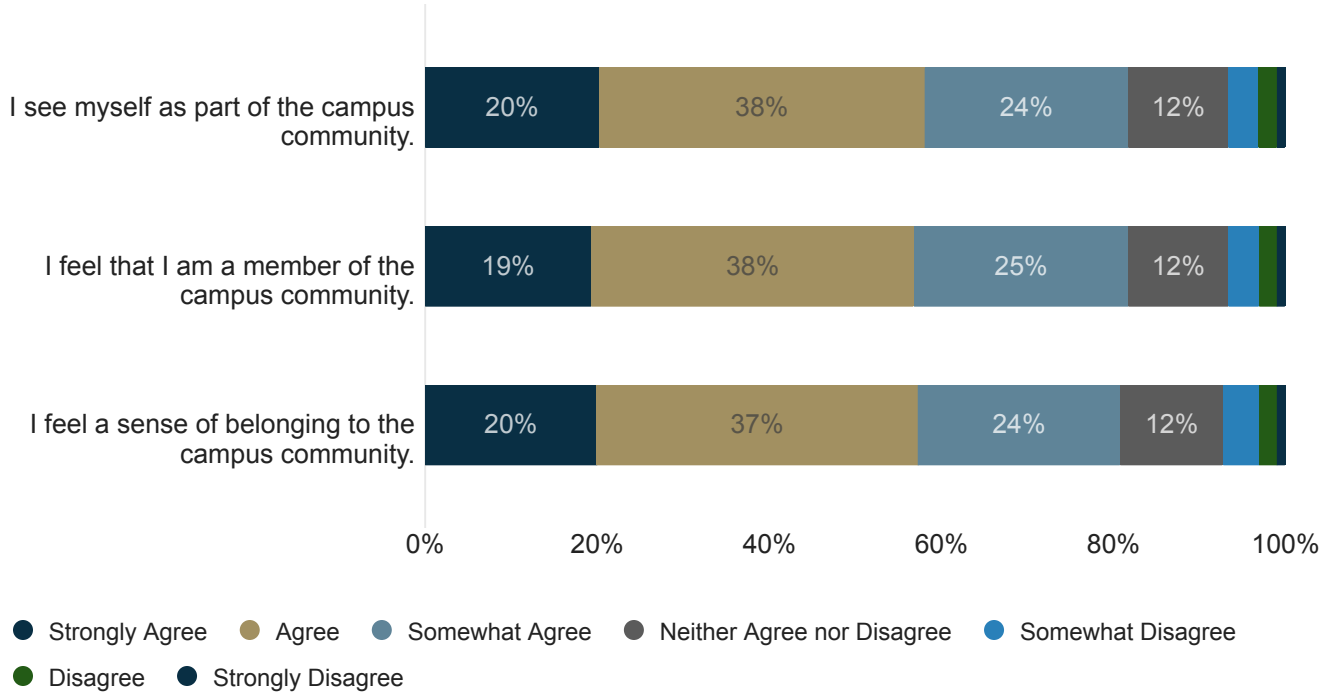
Note: % values may not sum to 100 due to rounding error

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

Room Type	# Invited (of 3339 Total)	% Invited	# Responded (of 1287 Total)	% Responded	Response Rate (# responded/ # Invited)
Apartment Private	77	2%	15	1%	19%
Apartment Shared	477	14%	69	5%	14%
Double	1104	33%	521	40%	47%
Quad	621	19%	152	12%	24%
Triple	992	30%	505	39%	51%
Single/Safe Room Single	68	2%	25	2%	37%

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

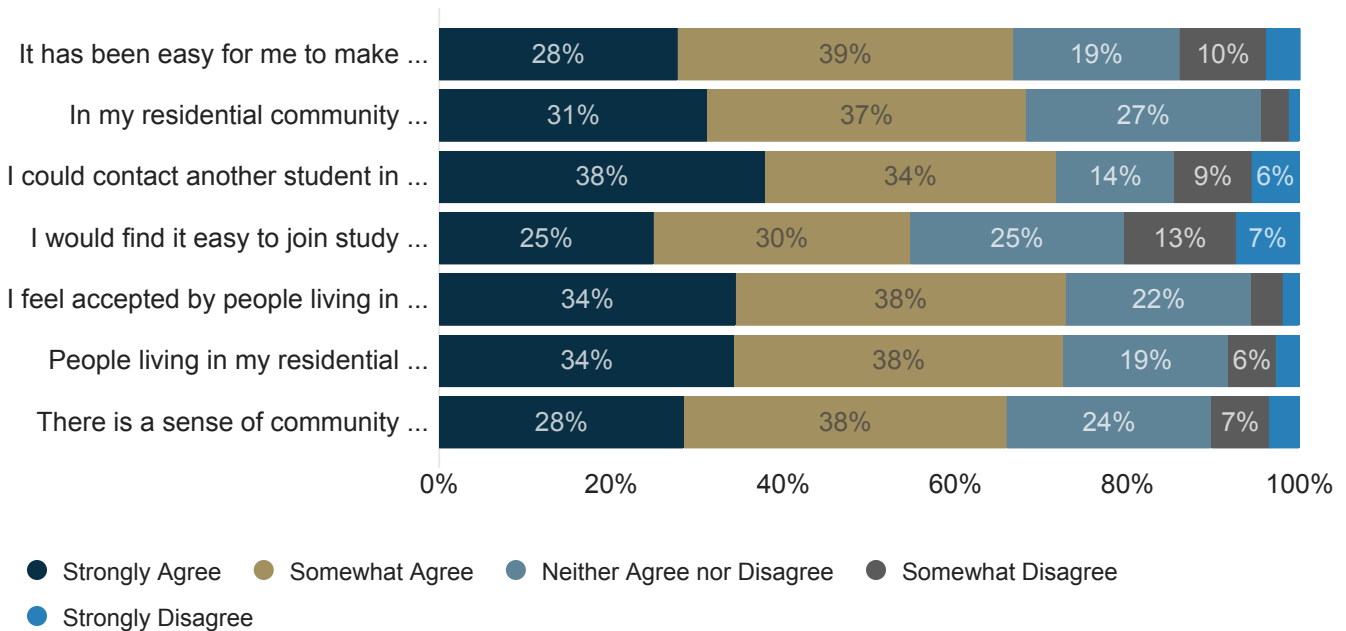
To what extent do you agree or disagree with each statement about your experience on the UC Merced campus.



Field	Strongly Agree	Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Disagree	Strongly Disagree	Total
I see myself as part of the campus community.	259	484	303	149	45	27	13	1280
I feel that I am a member of the campus community.	245	476	316	148	45	26	13	1269
I feel a sense of belonging to the campus community.	253	474	299	152	53	26	13	1270

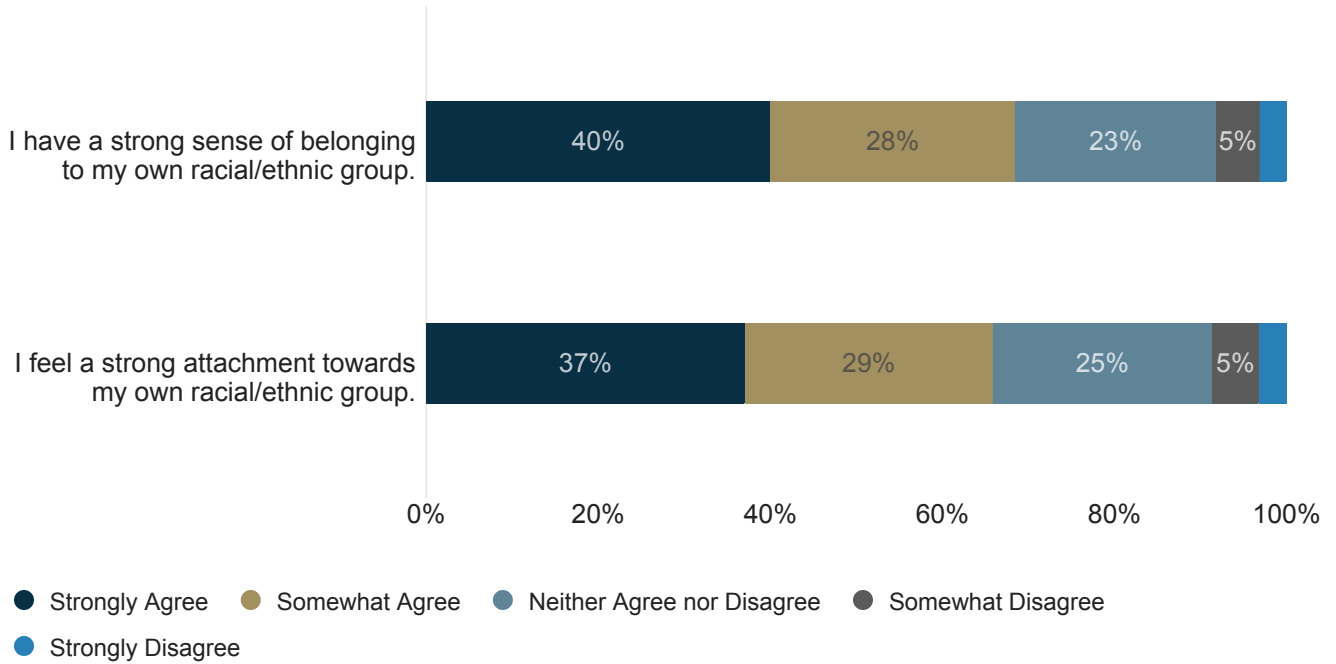
## From your experience in your residential community during the current academic year, to what extent do you agree or disagree with the following statements.

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	Total
It has been easy for me to make friends in my residential community.	354	498	247	129	49	1277
In my residential community other students like me the way I am.	397	471	348	41	16	1273
I could contact another student in my residential community if I had a question about an assignment.	482	431	175	114	71	1273
I would find it easy to join study groups with other students in my residential community if I wanted to.	318	380	317	166	94	1275
I feel accepted by people living in my residential community.	438	487	274	46	25	1270
People living in my residential community respect each other.	436	484	244	70	35	1269
There is a sense of community among the people living in my residential community.	361	476	302	85	45	1269

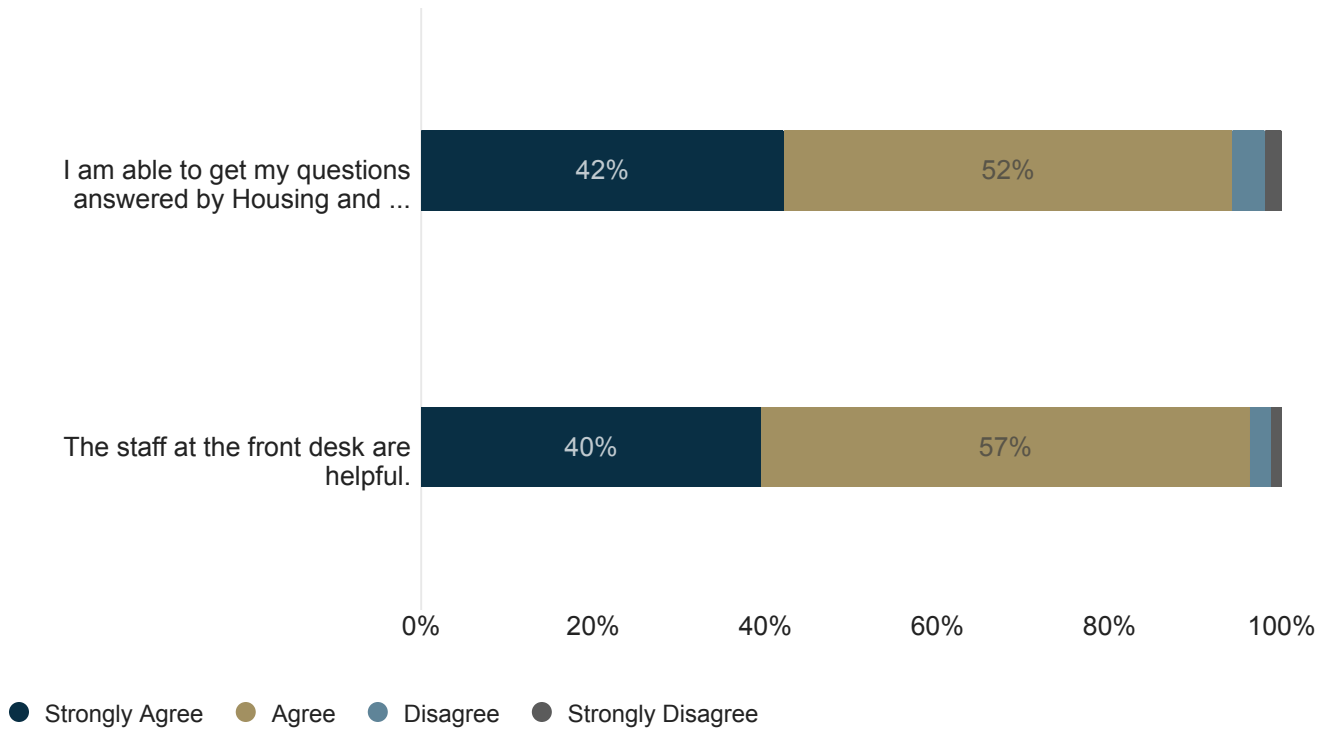
These questions are about your ethnicity or your ethnic group and how you feel about it or react to it. Please indicate how much you agree or disagree with each statement.



Field	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	Total
I have a strong sense of belonging to my own racial/ethnic group.	511	362	299	64	40	1276
I feel a strong attachment towards my own racial/ethnic group.	471	366	324	69	41	1271

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

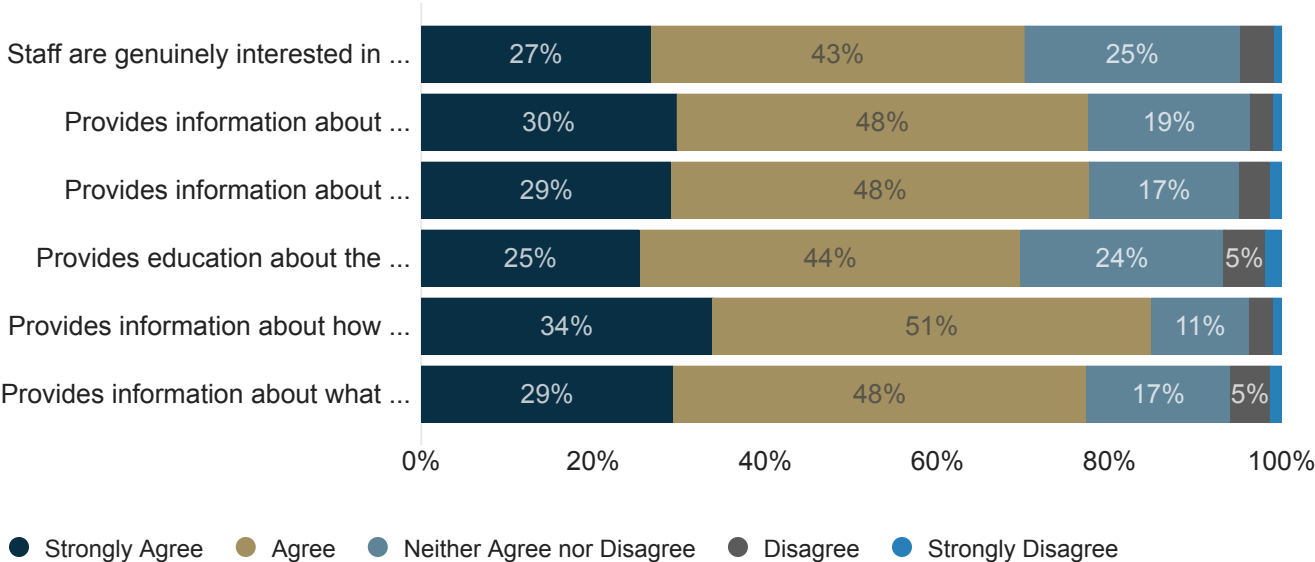
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Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I am able to get my questions answered by Housing and Residence Education staff.	509	629	46	23	1207
The staff at the front desk are helpful.	462	664	29	14	1169

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

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	Total
Staff are genuinely interested in my educational and personal development.	335	543	314	49	11	1252
Provides information about resources to help me be academically successful (e.g., GPA calculation, tutoring).	371	598	234	34	12	1249
Provides information about self-care (e.g., stress management, making time for family).	363	604	218	44	17	1246
Provides education about the effects and risks of drug and alcohol use, and other high risk behaviors.	318	553	295	60	24	1250
Provides information about how to access student services (e.g., work orders, mail/packages, lost keys).	422	636	142	35	12	1247
Provides information about what to do when there is an emergency (e.g., fire, medical).	364	597	208	57	17	1243



























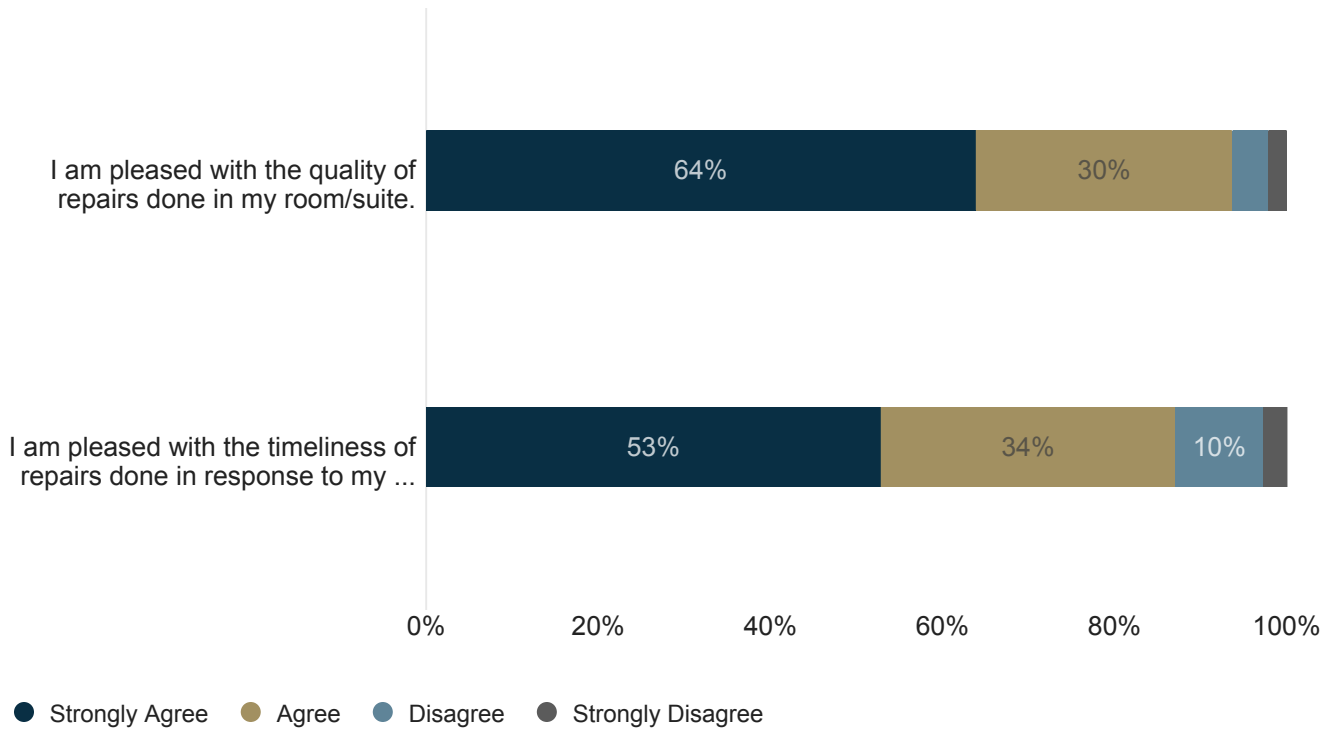






Please select your level of agreement or disagreement with the following statements regarding the response to work orders in on-campus housing.

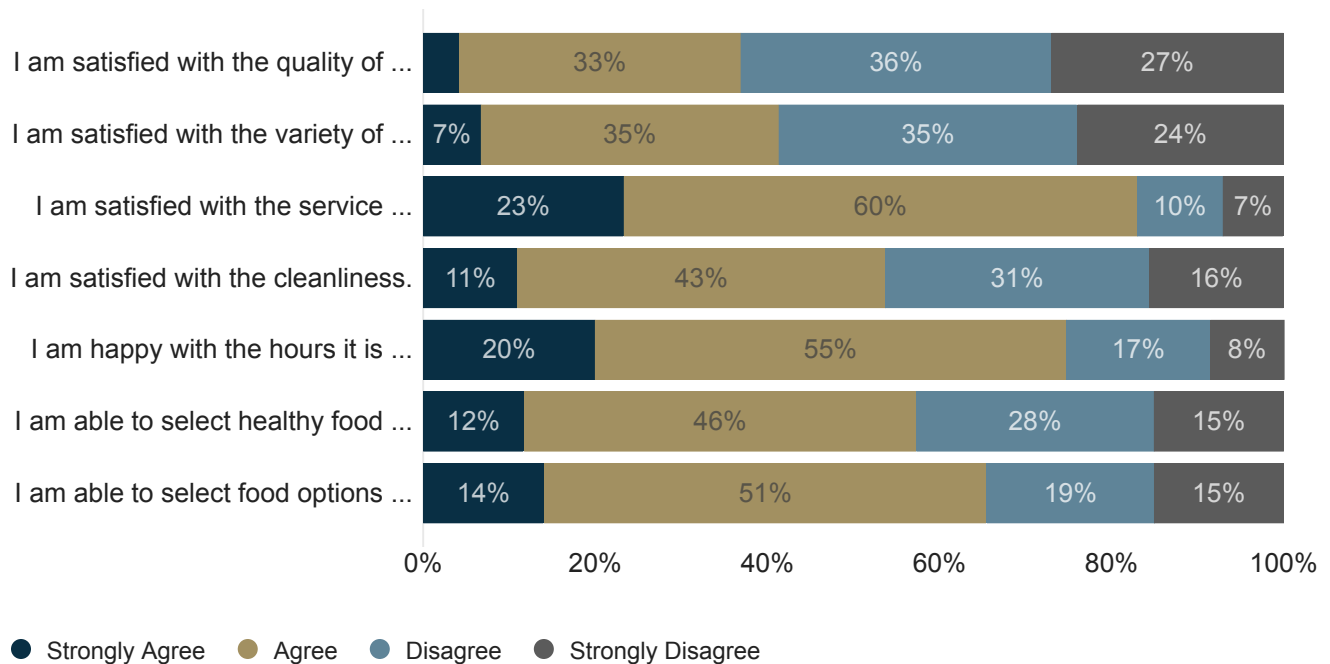
Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure. Only respondents who submitted a work order could answer this question.



Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I am pleased with the quality of repairs done in my room/suite.	244	114	16	8	382
I am pleased with the timeliness of repairs done in response to my request(s).	196	127	38	10	371

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

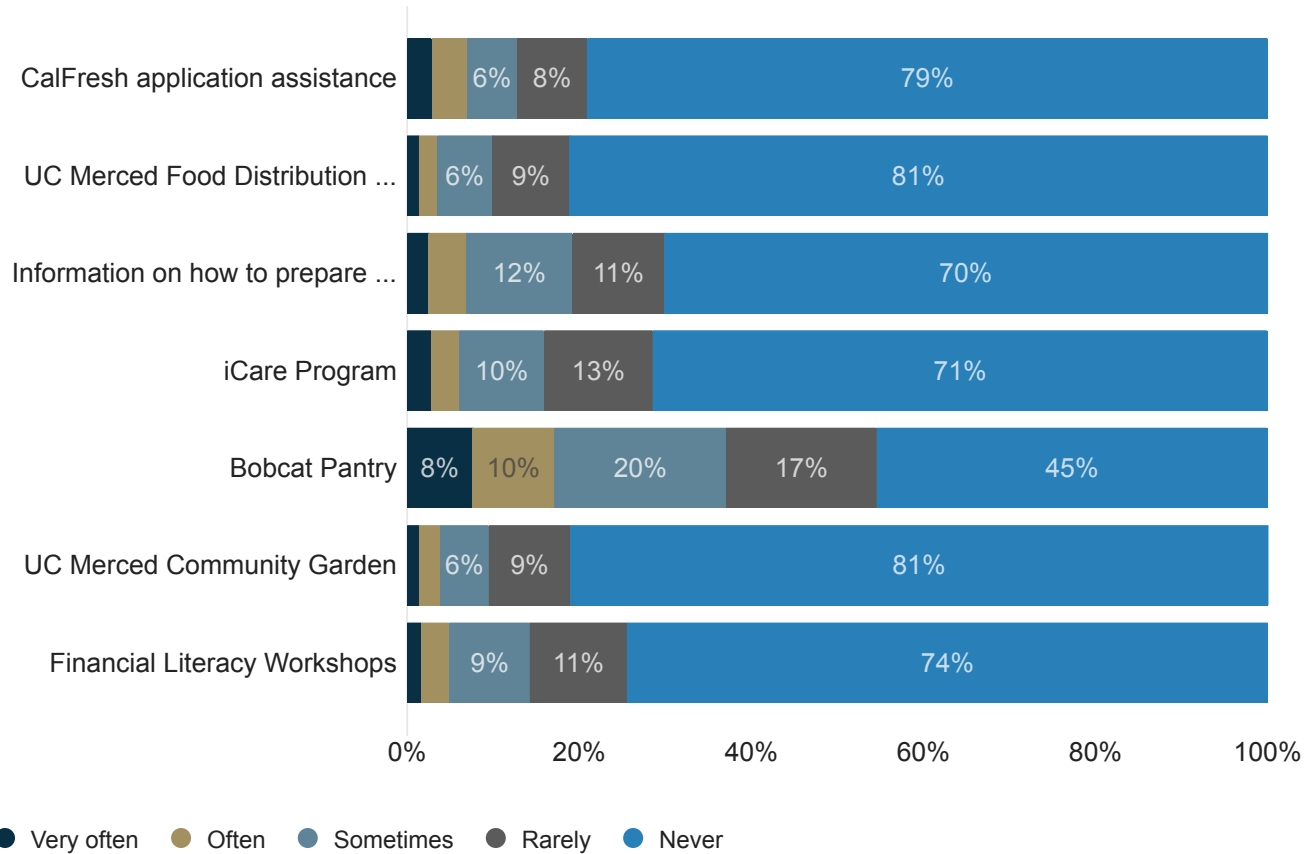
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Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
I am satisfied with the quality of food served.	38	297	328	245	908
I am satisfied with the variety of food served.	61	315	316	218	910
I am satisfied with the service provided by staff.	211	540	90	64	905
I am satisfied with the cleanliness.	100	388	279	142	909
I am happy with the hours it is open.	181	497	152	77	907
I am able to select healthy food options.	105	408	247	135	895
I am able to select food options that satisfy dietary restrictions (e.g., vegetarian, vegan, gluten-free).	110	403	152	118	783

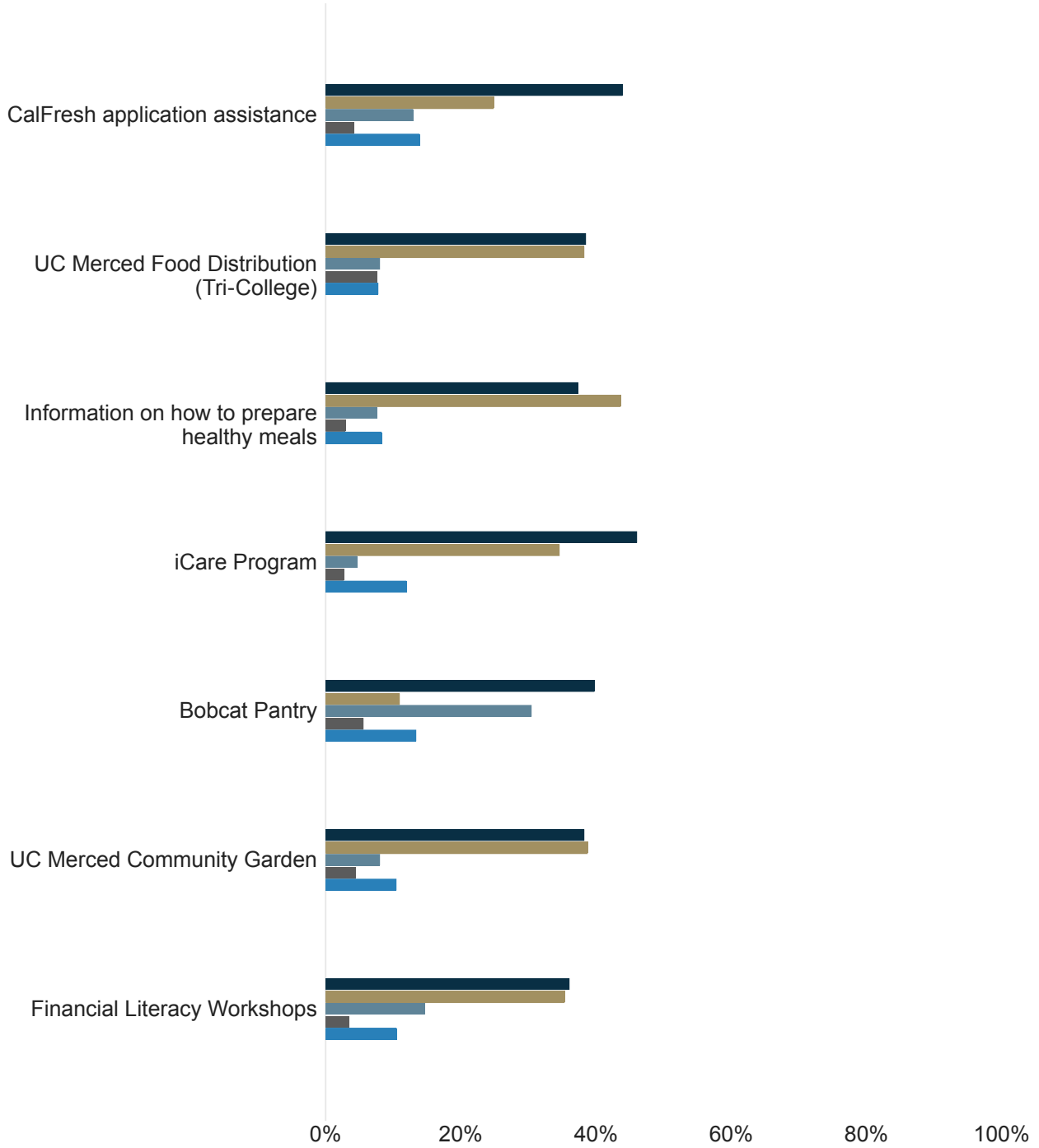


## During your time as a student, how often have you used the following resources at UC Merced?



Field	Very often	Often	Sometimes	Rarely	Never	Total
CalFresh application assistance	34	48	68	96	929	1175
UC Merced Food Distribution (Tri-College)	16	25	75	105	950	1171
Information on how to prepare healthy meals	29	51	145	124	820	1169
iCare Program	33	38	115	147	834	1167
Bobcat Pantry	89	112	234	205	533	1173
UC Merced Community Garden	16	29	66	111	948	1170
Financial Literacy Workshops	19	39	109	133	872	1172

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



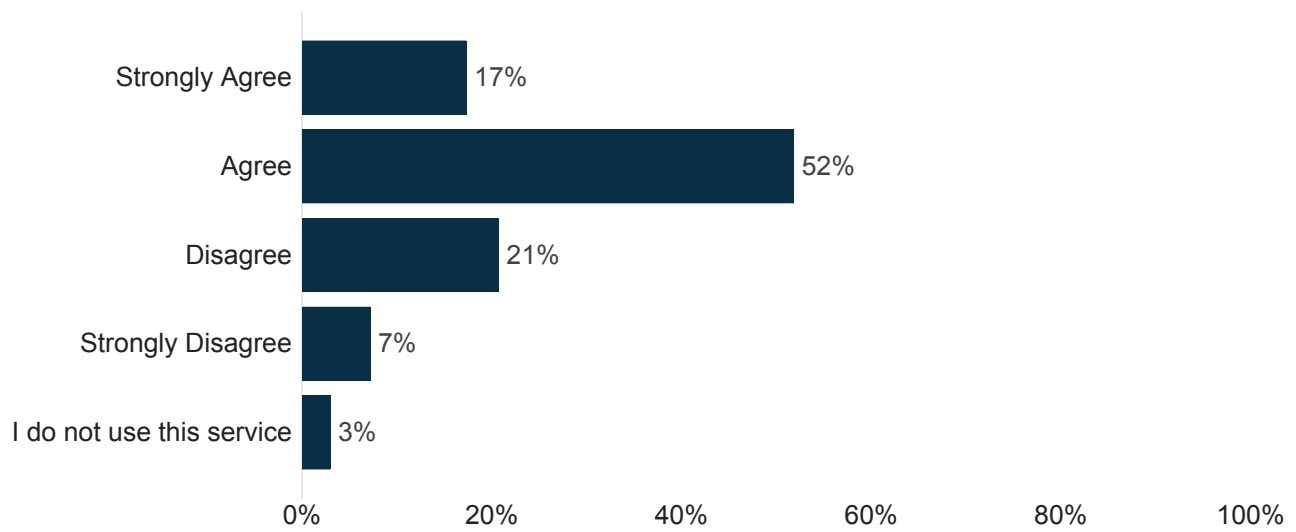
- Resource not needed
- Have not heard of this resource
- Inconvenient time or hours
- Inconvenient location
- Other reason

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.

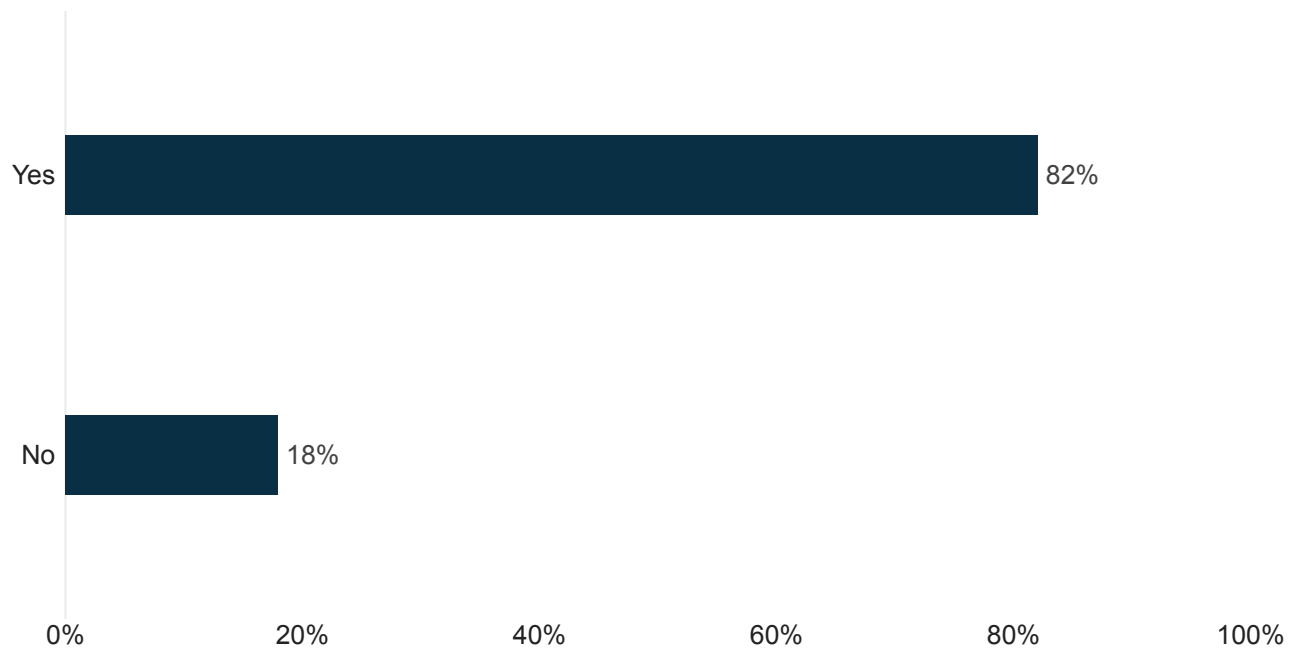
Field	Resource not needed	Have not heard of this resource	Inconvenient time or hours	Inconvenient location	Other reason	Total
CalFresh application assistance	560	317	166	53	177	1273
UC Merced Food Distribution (Tri-College)	436	434	90	86	88	1134
Information on how to prepare healthy meals	403	472	82	32	90	1079
iCare Program	487	365	50	29	127	1058
Bobcat Pantry	394	108	301	55	132	990
UC Merced Community Garden	400	407	84	47	109	1047
Financial Literacy Workshops	368	362	150	35	108	1023

The reliability of the WIRELESS network connections meets my needs.



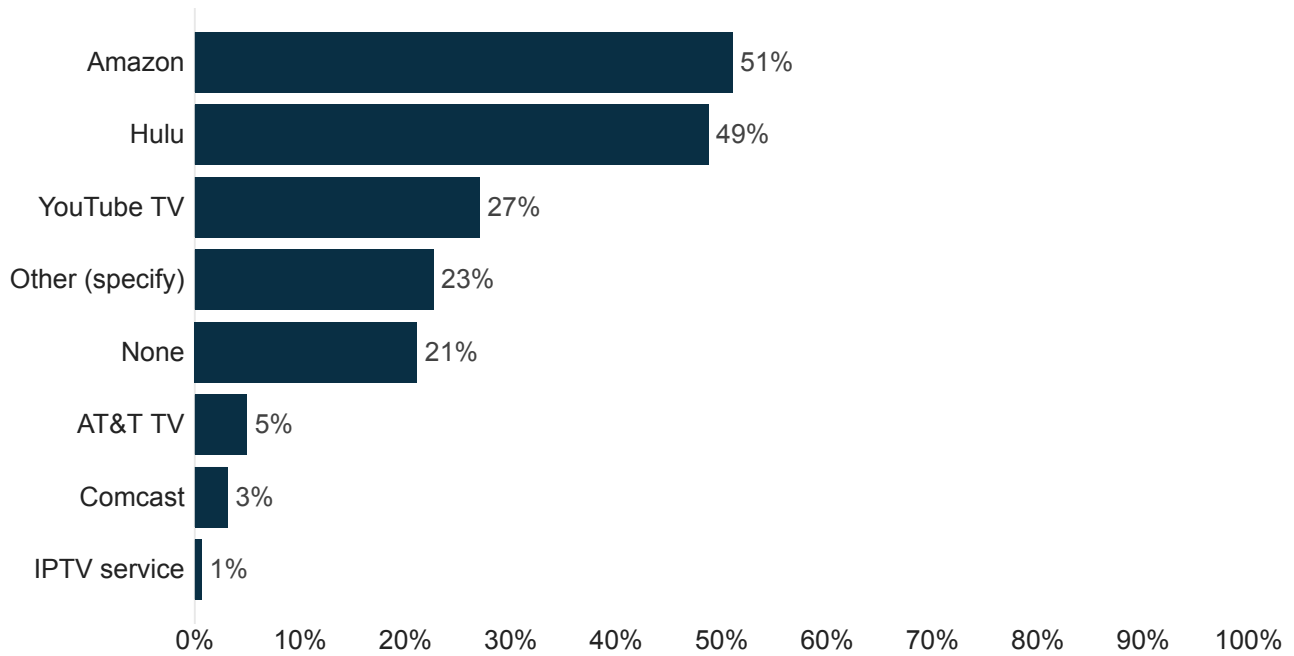
Field	Choice Count
Strongly Agree	193
Agree	578
Disagree	231
Strongly Disagree	80
I do not use this service	33
Total	1115

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



Field	Choice Count
Yes	914
No	200
Total	1114

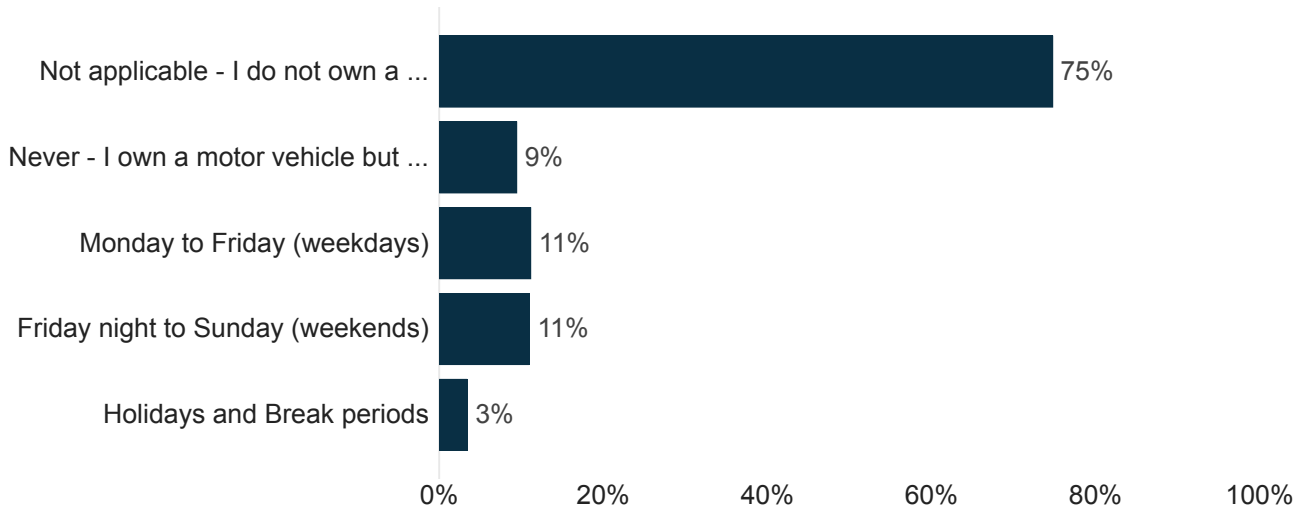
Which of the following streaming services do you use? (Select all that apply)



Field	Choice Count
Amazon	559
Hulu	534
YouTube TV	296
Other (specify)	248
None	231
AT&T TV	54
Comcast	34
IPTV service	7

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

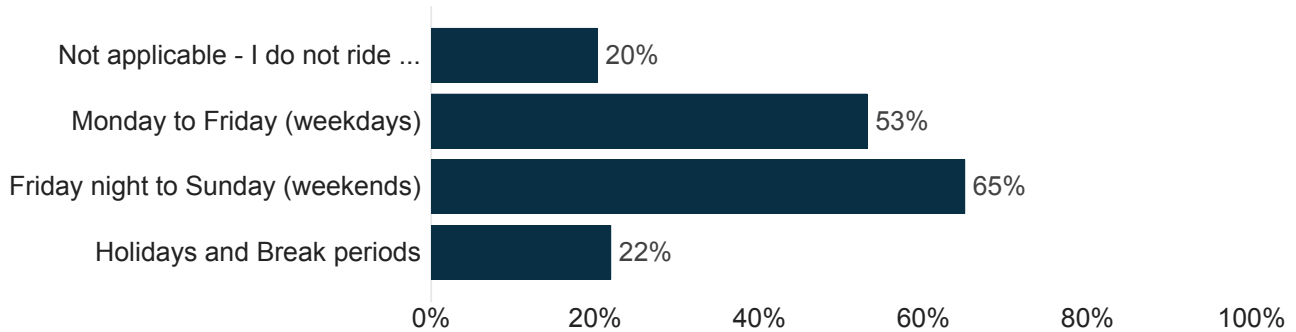
Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Choice Count
Not applicable - I do not own a motor vehicle.	870
Never - I own a motor vehicle but do not park on campus.	110
Monday to Friday (weekdays)	130
Friday night to Sunday (weekends)	128
Holidays and Break periods	40

## When do you need to ride CatTracks? (select all that apply)

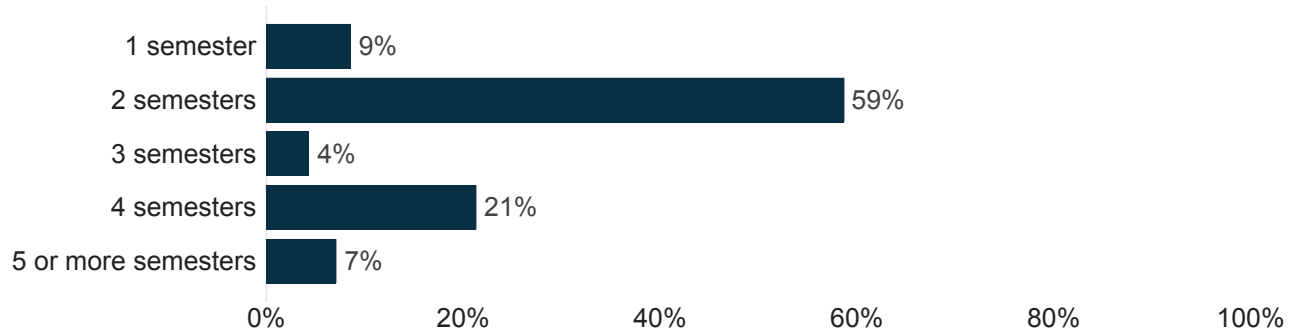
Note: To improve readability, some question text is truncated in the figure. Full question text can be found in the table that follows the figure.



Field	Choice Count
Not applicable - I do not ride CatTracks	236
Monday to Friday (weekdays)	619
Friday night to Sunday (weekends)	757
Holidays and Break periods	255

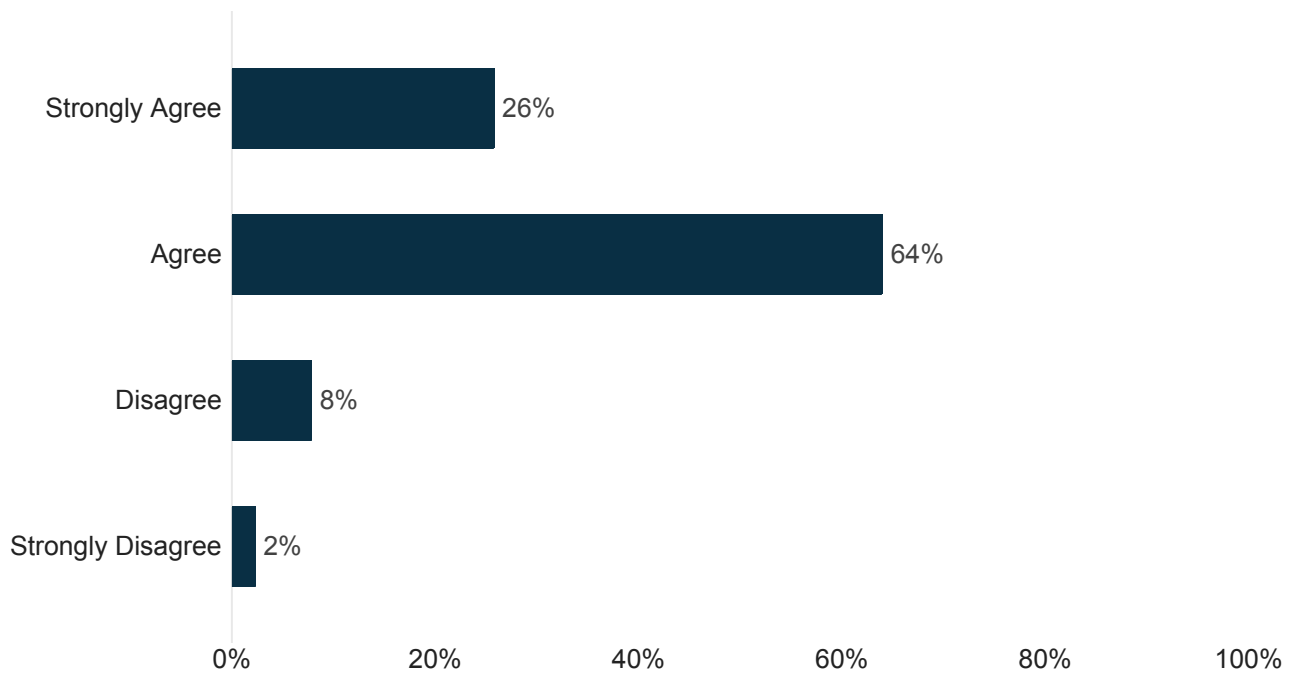


How many semesters have you have lived in Housing (please include the current semester in your count)?



Field	Choice Count
1 semester	100
2 semesters	685
3 semesters	51
4 semesters	249
5 or more semesters	83
Total	1168

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



Field	Choice Count
Strongly Agree	302
Agree	749
Disagree	92
Strongly Disagree	27
Total	1170