

2016 Housing and Residence Life Services Survey Report
 Prepared by Institutional Research and Decision Support
 Last Updated: April 6, 2016

Response Rate: Of the 2046 students invited to complete the survey, 722 (35%) provided complete or partial responses. Because students could choose whether to answer particular questions, the response rates varied by question.

Respondent Characteristics: Please refer to Tables 1-5 below for a summary. The respondent sample appears roughly representative of the invitee population with a few exceptions. (a) Females were overrepresented in the sample relative to males (Table 1), which is typical in survey research. (b) Hispanic students were somewhat overrepresented in the sample; Asian students were somewhat underrepresented (Table 1). (c) Freshmen were somewhat overrepresented in the sample; Sophomores were somewhat underrepresented (Table 2).

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

Student Characteristic	# Invited (of 2046 total)	% Invited	# Responded (of 722 total)	% Responded
Entering Freshmen	1978	97%	701	97%
Transfer Students	36	2%	17	2%
Gender				
Female	1099	54%	487	67%
Male	930	45%	232	32%
Race/Ethnicity				
International	148	7%	61	8%
Hispanic	1085	53%	410	57%
African American	86	4%	22	3%
American Indian	3	<1%	1	<1%
Asian	400	20%	116	16%
Pacific Islander	19	1%	1	<1%
White	196	10%	77	11%
Multi-racial	68	3%	28	4%
Unknown	9	<1%	6	1%
First Generation Students	1456	72%	532	74%
Pell Grant Eligible Students	1308	64%	472	65%
Non-English Only as First Language	1444	71%	522	72%

% values may not sum to 100 due to rounding error; students with missing/unknown data are not included such that counts may not sum to the total (invited; responded)

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

Student Characteristic	# Invited (of 2046 total)	% Invited	# Responded (of 722 total)	% Responded
Class Standing				
Freshman	1199	59%	450	62%
Sophomore	660	32%	198	27%
Junior	164	8%	66	9%
Senior	21	1%	7	1%
Academic Standing (prior Fall term)				
Good Standing	1747	85%	617	85%
Academic Probation	204	10%	69	10%
Special Probation	62	3%	23	3%
Academic Dismissal	1	<1%	1	<1%

Table 3:

Student Characteristic	Average (SD) for Invitees	Average (SD) for Respondents
Age	19 (1)	19 (1)
Average Fall 2014 end of <i>term</i> GPA	2.74 (.70)	2.79 (.71)
Average <i>cumulative</i> GPA as of Fall 2014 end of term	2.79 (.63)	2.82 (.65)

SD = Standard Deviation; % values may not sum to 100 due to rounding error; students with missing/unknown data are not included such that counts may not sum to the total (invited; responded)

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

Student Characteristic	# Invited (of 2046 total)	% Invited	# Responded (of 722 total)	% Responded
Residence Hall				
Calaveras Hall	72	4%	23	3%
Cathedral	233	11%	90	12%
Fresno Hall	37	2%	15	2%
Half Dome	560	27%	189	26%
Kern Hall	70	3%	17	2%
Kings Hall	71	3%	29	4%
Madera Hall	72	4%	21	3%
Mariposa	259	13%	100	14%
Merced Hall	71	3%	23	3%
San Joaquin Hall	36	2%	4	1%
Stanislaus Hall	56	3%	18	2%
Tenaya	175	9%	61	8%
Tulare Hall	68	3%	24	3%
Tuolumne	266	13%	108	15%

% values may not sum to 100 due to rounding error; students with missing/unknown data are not included such that counts may not sum to the total (invited; responded)

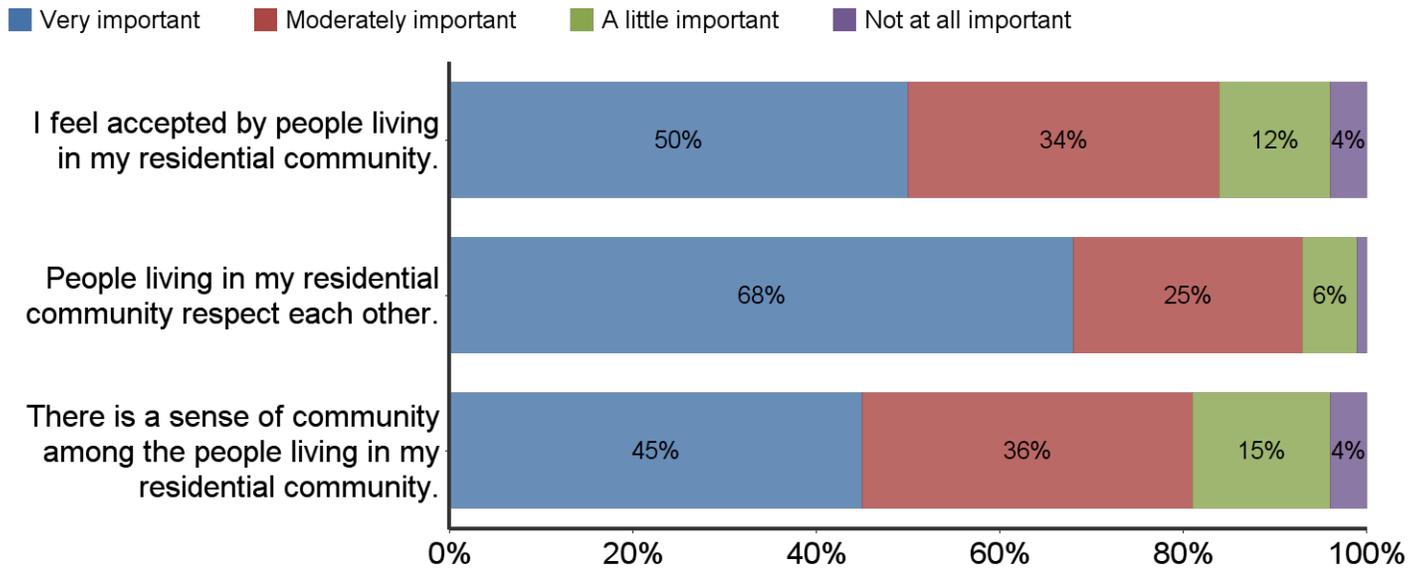
Table 5: Comparison of student characteristics for survey invitees and respondents

Student Characteristic	# Invited (of 2046 total)	% Invited	# Responded (of 722 total)	% Responded
Meal Plan				
A Meal Plan	997	49%	353	49%
C Meal Plan	230	11%	74	10%
T Meal Plan	819	40%	295	41%
Room Type Description				
Double	556	27%	176	24%
GI Triple	3	<1%	0	0%
Quad	222	11%	94	13%
Quad (Designed)	48	2%	14	2%
Single	31	2%	8	1%
Single dbl rt	3	<1%	0	0%
Triple	1177	58%	427	59%
Triple (Designed)	6	<1%	3	<1%

% values may not sum to 100 due to rounding error; students with missing/unknown data are not included such that counts may not sum to the total (invited; responded)

For each of the following categories of experiences you may have had while living in a Residence Hall, please indicate BOTH the extent to which you agree or disagree with the statement, and how important each experience is to you. Note: agreement/disagreement items appear on the next page; importance items appear on this page.

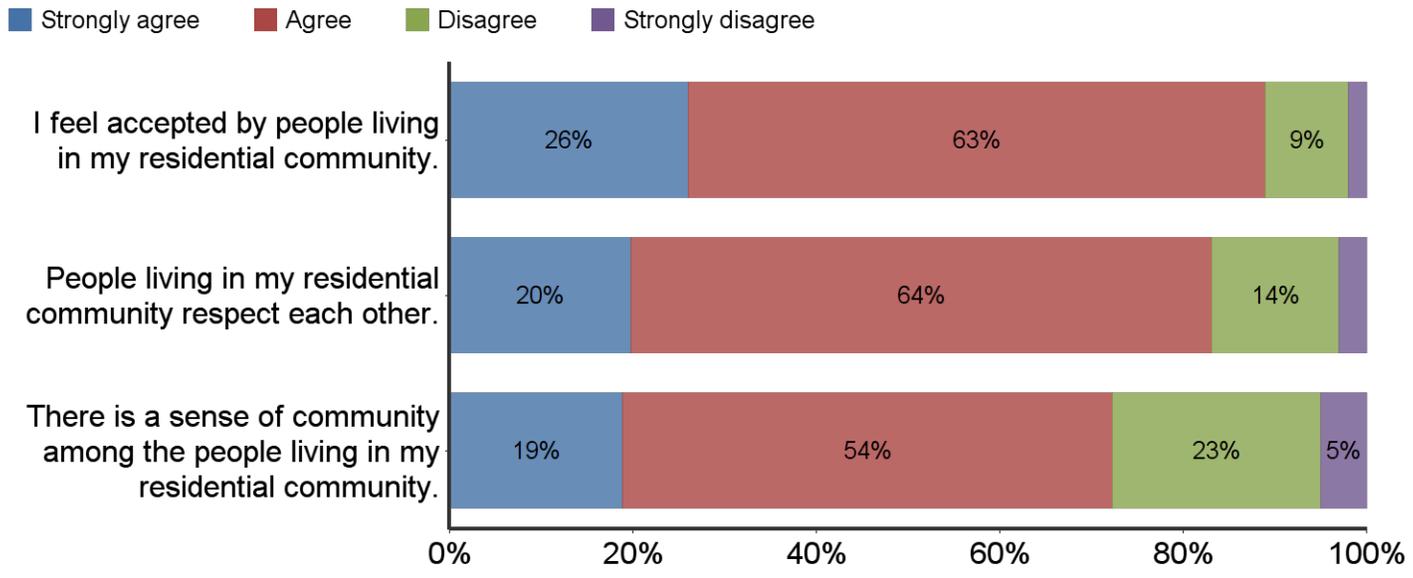
How important is this experience to you...



#	Question	Very important	Moderately important	A little important	Not at all important	Total Responses
1	I feel accepted by people living in my residential community.	320	213	75	26	634
2	People living in my residential community respect each other.	428	160	37	7	632
3	There is a sense of community among the people living in my residential community.	287	227	95	23	632

For each of the following categories of experiences you may have had while living in a Residence Hall, please indicate BOTH the extent to which you agree or disagree with the statement, and how important each experience is to you. Note: agreement/disagreement items appear on this page; importance items appear on the previous page.

To what extent do you agree or disagree with the statement...



#	Question	Strongly agree	Agree	Disagree	Strongly disagree	Total Responses
1	I feel accepted by people living in my residential community.	179	431	60	15	685
2	People living in my residential community respect each other.	134	435	94	20	683
3	There is a sense of community among the people living in my residential community.	128	368	155	33	684

6 While some open-ended responses are provided in the tables below, please see the Excel file provided with this report for a full list of responses to the following questions:

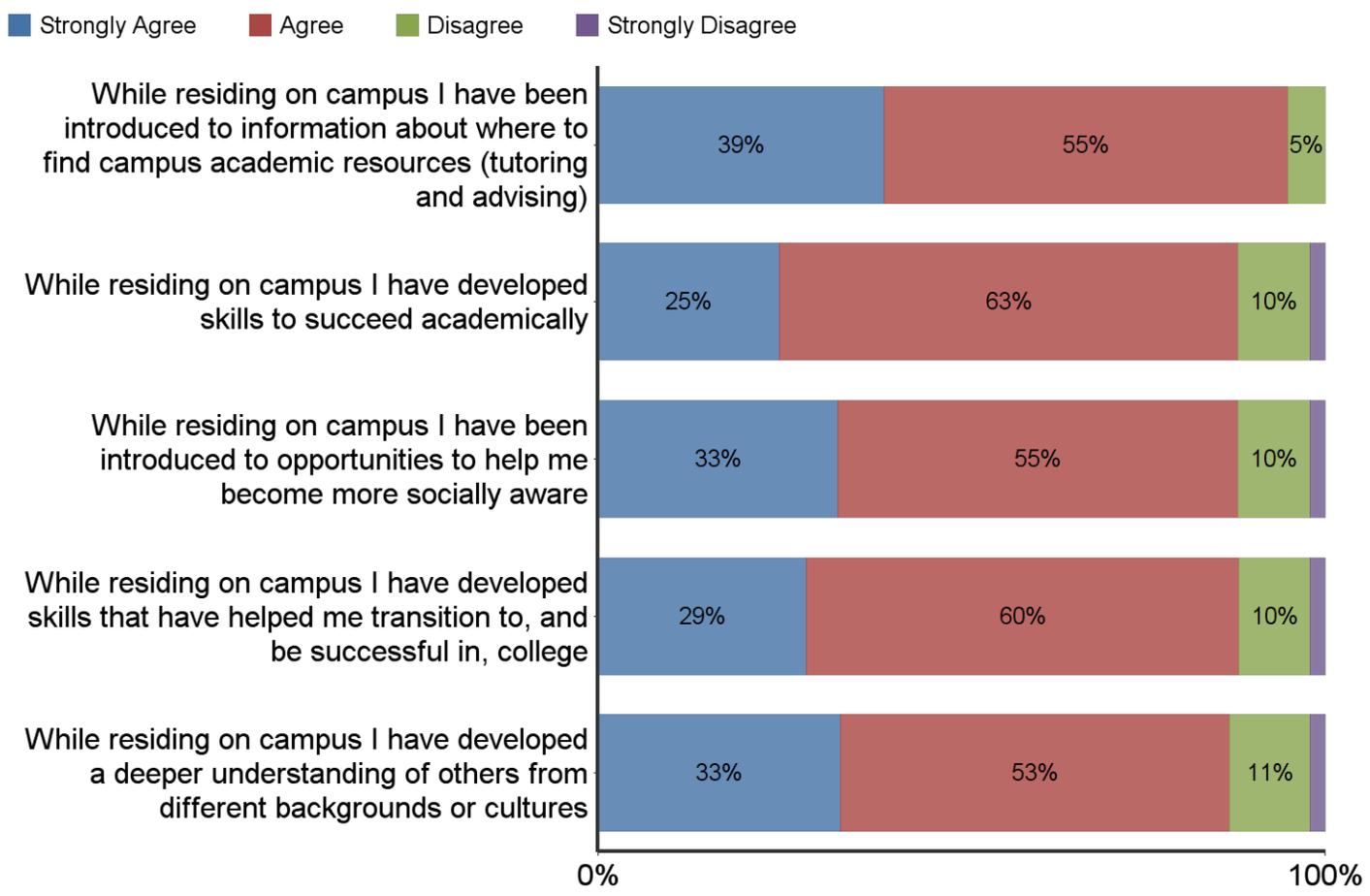
Q7: Please list 3 things you appreciate most about your Resident Assistant. (top table)

Q8: Please list the areas, if any, in which you would like to see your Resident Assistant (RA) improve. (bottom table)

Text Entry
Friendliness responsibility being kind to others
-Is always in top of things -Always asked if i am alright -Isn't scared to talk to anyone around, and is very opened towards helping settle issues
My RA is very nice, takes time to get to know us, and always says hi when I see her.
They can give you information about local activities, academic advice, and keep our floor quiet
She's always friendly, remembers my name, and is almost always available.
My resident assistant is enthusiastic my resident assistant is helpful during a crisis Last but not least, I appreciate it when my resident assistant wishes us luck for a midterm or finals.
Candy She can play uno. She tries to connect the community together.
She is there when we need someone to talk to
She is easy to talk to
Openness to her residents, making us feel like friends/family, being a great listener
View More

Text Entry
Being more active
keep the noise level down after quite hours.
I would like the Laundry room to be improve. Often in times i see the machines go down, and I have to wait a LONG time to use one, which is very annoying as I have other work to do. Another area I would like to see improve is the Mariposa 2nd floor study lounge. The walls are very thin, so maybe do something to improve this, I have gotten many "strikes" because i was talking to "loud" yet, I know i had a moderate voice, I do respect people who live around the study lounge, but for the most part it becomes very tedious working like this,
Be more available when we need her.
She can enforce the quiet hour rules to everyone not just a select few, and shouldn't show favoritism
N/A
I wish my resident assistant would understand how frustrating and stressful it is to live with one of my roommates.
None that come to mind.
Nothing much.
She could improve on her availability for residents.
View More

Please select your level of agreement or disagreement with the following statements regarding your experience with the Housing and Residence Life community and programs.



#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1	While residing on campus I have been introduced to information about where to find campus academic resources (tutoring and advising)	243	339	33	2	617
3	While residing on campus I have developed skills to succeed academically	155	387	62	11	615
4	While residing on campus I have been introduced to opportunities to help me become more socially aware	204	340	59	14	617
5	While residing on campus I have developed skills that have helped me transition to, and be successful in, college	175	366	59	14	614
6	While residing on campus I have developed a deeper understanding of others from different backgrounds or cultures	204	330	70	14	618

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

Note: Open-ended Other responses are summarized on the next page.

Answer	Bar	Response	%
In The House (e-mail sent to all Housing and Residence Life residents)		422	69%
Happenings emails		457	75%
Monthly newsletters or bulletin board posted by RA		240	39%
Flyers on or near your door		516	84%
Posters/flyers in the dining center		323	53%
Posters/flyers in between the Mailroom, the California room or The Summits		274	45%
Posters/flyers outside of Mariposa, Tuolumne, Tenaya, Half Dome and/or Cathedral		263	43%
Posters/flyers in the Housing and Residence Life Offices		200	33%
Events calendar on UC Merced website		67	11%
Digital screens in the library		35	6%
Word of mouth from other students		343	56%
Word of mouth from Resident Assistants or Programming Assistants		270	44%
Facebook postings		170	28%
Other (please specify)		15	2%
TV in The Summits office		13	2%
Commercials/advertisements on the Claw Channel 36		9	1%
Housing and Residence Life website		32	5%
Total		3649	100%

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

Note: Only open-ended Other responses are summarized on this page.

Other (please specify)
gym
Friends
RHA and Community Council
Yik Yak, Twitter
from students yall spam to much
roomates
CORQ app
In Community Council
RA sends texts
Jacob
View More

10 **After attending programs/workshops hosted by Housing & Residence Life please list any new skills or techniques that you learned or used (e.g. take notes differently in class, make healthier food selections, use a condom correctly).**

Note: Some open-ended responses are provided in the table below. Please see the Excel file (Q102) provided with this report for a full list of responses.

Text Entry
I learned to interact with others
Probably looking at how people feel during certain situations.
How to deal with stress and how to be more efficient with food options.
FOOD
Destress after classes, make crafts, socialize
I definitely make healthier food choices now, and I have learned that sleep is very important. Therefore, I have learned to manage my time better and differently.
Food was okay.
Playing at the den.
Not to use a oil-based lubricant with condoms and eat a little bit better.
I know how to take care of a plant--just like how I would take care of myself.
Having different study environments
I've learned to budget my money and better study habits
Make healthier food choices and have a different perspective on learning
I did not attend any.
N/A
I did not attend any programs or workshops.
The most important thing I took away from the programs was a sense of community
how to make friends
I learned about utilizing resources provided to me by the college to help improve residence life.
Take notes, manage time more effectively, how to use my resources, how to get more involved
-make healthier food choice -keep a semester long calendar -take effective notes
leadership training and the how to be a better person program thingie
Make them more fun.
learned how to destress myself
None of them were beneficial
View More

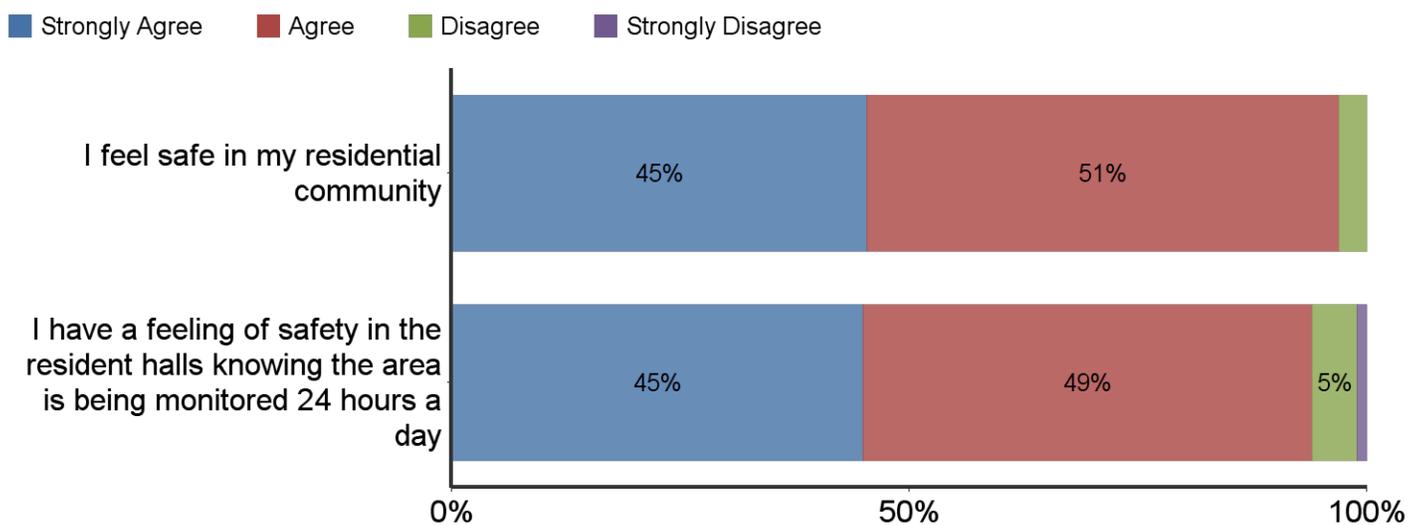
I plan to live on campus next year.

Answer	Bar	Frequency	%
Yes		328	53%
No		158	26%
Undecided		130	21%
Total		616	100%

12 Please list 2 things Housing and Residence Life could offer to help you be more successful academically.
 Note: Some open-ended responses are provided in the table below. Please see the Excel file (Q34) provided with this report for a full list of responses.

Text Entry
Welcome students to join study groups. Help students to see what way they learn better.
They could have better food, and more study rooms that are quiet
Tips on procrastination and emergency scantrons.
- help teach us to manage our time better with four classes, a job, and trying to attend social events.
Cheaper Housing. More cleaning supplies.
Maybe a list of people good at certain subject so that study groups and tutors can be found? and I'm not sure what else.
Small whiteboards in our actual dorm rooms and better enforcement of quiet in study lounges
More enforcement on courtesy hours, more engaging
Better enforcement of silent hours and have the bathroom more cleanly maintained.
interesting workshops and tutoring in the building. people that also live in half dome can help others that also live there
Class-Specific study sessions with other hall members More events related to recreation
Free Food Study sessions in the lounge
More time management workshops More brain food
Enforce quiet hours in the lounge.
study hours
Give some tips after first midterm of the second semester. Except names, also put students' majors on each door.
Provide more information on resources UC Merced has
-living on camps -convenient and closer access to library
More spaces to study Host tutoring sessions
More study rooms Quoted study rooms
N/A
Monthly study sessions or tutoring sessions
-have tutors within the dorm lounges -have shoutouts for high gpa's
better food better food
I don't know, I mostly study in my room
View More

Please select your level of agreement or disagreement with the following statements regarding safety in on-campus housing.



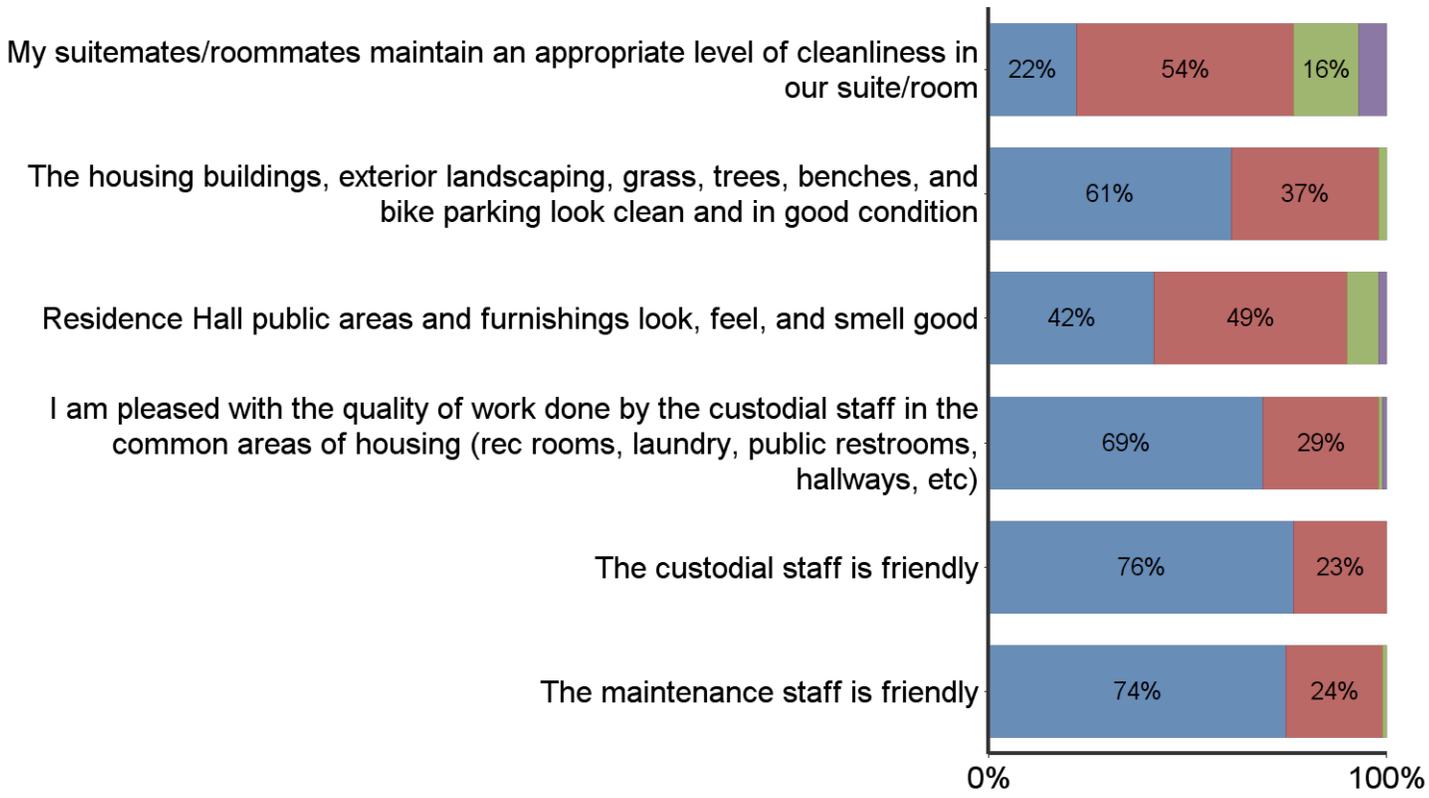
#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1	I feel safe in my residential community	277	315	21	2	615
2	I have a feeling of safety in the resident halls knowing the area is being monitored 24 hours a day	275	301	30	6	612

14 Please list other safety related service(s), including specific types of programming, you would like to see provided in the residential community or elsewhere on campus.
 Note: Some open-ended responses are provided in the table below. Please see the Excel file (Q36) provided with this report for a full list of responses.

Text Entry
PALS and Stem
Sell personal alarms or whistles on campus
I wish the library were more safe. I tend to study late at night in the library, and there are several times where I feel unsafe.
Patrol.
Everything is already really good
Sanitary and safe sex
I would like to see safe defense classes available for students.
There is nothing I can think of, I have felt very safe
Policy on monitoring of internet activities.
make your own cleaning kit
Let the RA's sleep, I see them around the halls around 1am, they are tired. Give them a break.
I don't quite know, im sorry
Mohammad was running back to my dorm the time of the incident because he lived in my hall and my room is the first one through the door he would have entered through....
use cat cards for room keys instead (its 2016, we are not amish, and ucla does it sooo wtf merced)
security cameras
Its good as is.
Self defense classes
N/A
More events that enlighten housing students about safety outside the dorms and fire hazards.
Maybe program that shows self defense and we can actually practice it with a trainer .
View More

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

■ Strongly Agree
 ■ Agree
 ■ Disagree
 ■ Strongly Disagree



#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1	My suitemates/roommates maintain an appropriate level of cleanliness in our suite/room	137	334	101	41	613
2	The housing buildings, exterior landscaping, grass, trees, benches, and bike parking look clean and in good condition	371	229	12	1	613
3	Residence Hall public areas and furnishings look, feel, and smell good	257	296	46	11	610
4	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)	420	179	9	5	613
5	The custodial staff is friendly	468	141	3	-	612
6	The maintenance staff is friendly	452	148	6	1	607

I have submitted a work order.

Answer	Bar	Frequency	%
Yes		328	55%
No		266	45%
Total		594	100%

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

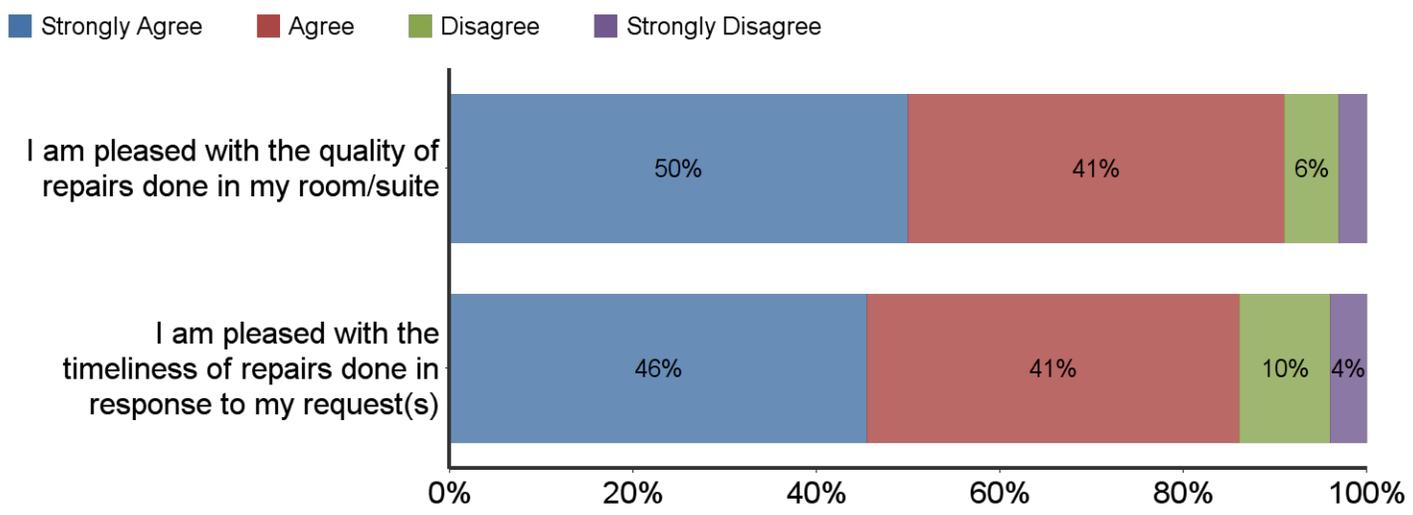
Note: Only respondents who said they had not submitted a work order could answer this question. Open-ended Other responses are summarized on this page below the table.

Answer	Bar	Frequency	%
I do not want to get billed		11	4%
I have not seen anything needing repair		176	66%
I do not know how to submit a work order		28	11%
I do not know what a work order is		36	14%
Other (please specify)		14	5%
Total		265	100%

Other (please specify)
Someone else has done it for me
I have not submitted it yet
My roommates have done it instead.
my roommate submitted the work order for our light, not me.
The times I've tried to submit one, it won't go through.
whenever something needs fixing one of my roommates always does it
My roommate usually submits the work order.
every time I try to I can't access it
suite mates submitted the work orders
don't care enough
My roommates would do it before I could
roommate submit one
i hear they take forever to process
my suitemates submitted a work order

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

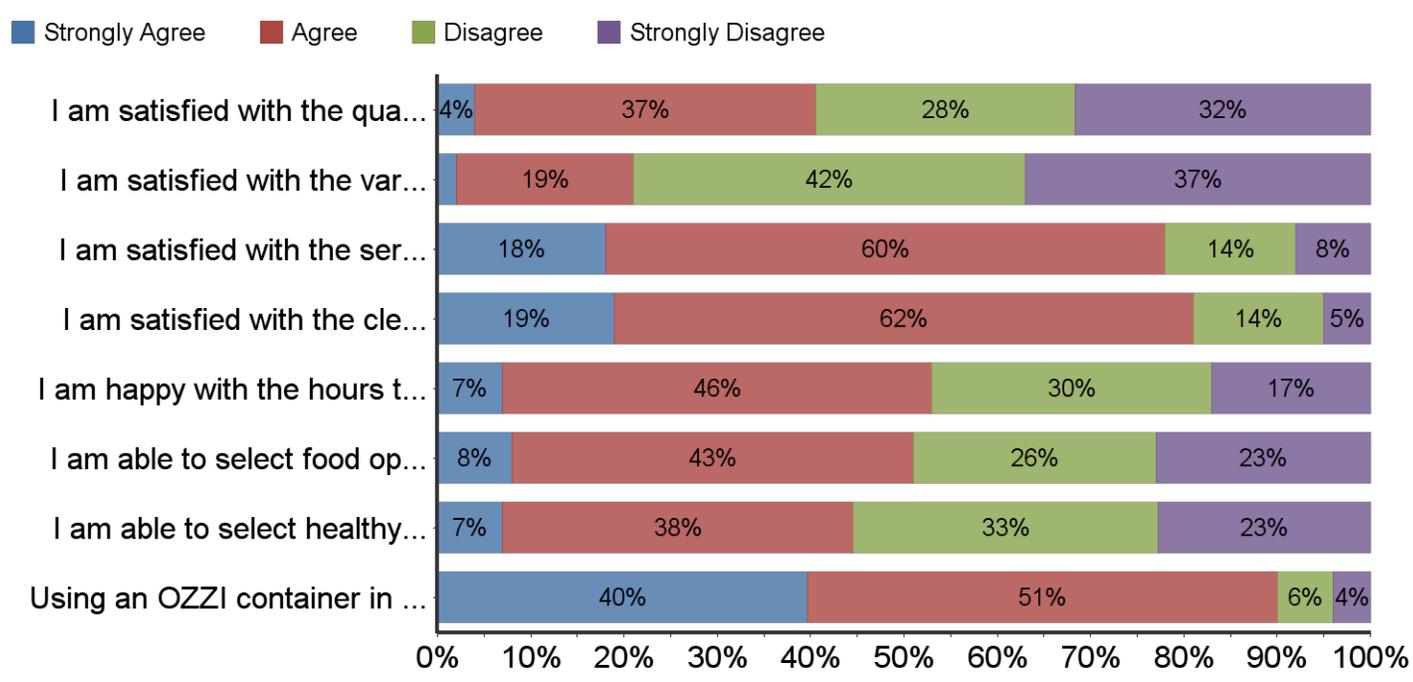
Note: Only respondents who said they had submitted a work order could answer this question.



#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1	I am pleased with the quality of repairs done in my room/suite	163	134	18	11	326
2	I am pleased with the timeliness of repairs done in response to my request(s)	149	133	31	12	325

19 Please select your level of agreement or disagreement with the following statements regarding the Yablokoff-Wallace 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.



#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1	I am satisfied with the quality of food served in the Yablokoff-Wallace Dining Center	22	224	167	192	605
2	I am satisfied with the variety of food served in Yablokoff-Wallace Dining Center	13	115	251	223	602
3	I am satisfied with the service provided by the staff in the Yablokoff-Wallace Dining Center	109	364	86	46	605
4	I am satisfied with the cleanliness of Yablokoff-Wallace Dining Center	113	373	87	29	602
5	I am happy with the hours the Yablokoff-Wallace Dining Center is open	45	281	181	101	608
7	I am able to select food options at the Dining Center that satisfy dietary restrictions (e.g., vegetarian, vegan, gluten-free).	42	223	135	120	520
8	I am able to select healthy food options at the Dining Center	40	228	198	136	602
10	Using an OZZI container in order to generate less waste is important to me.	229	293	35	21	578

Do you think that the UC Merced campus should have more OZZI machines for returning containers?

Answer	Bar	Frequency	%
Yes		496	85%
No		87	15%
Total		583	100%

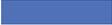
21 Please list any suggestions to improve the Dining Center food or services.

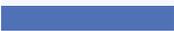
Note: Some open-ended responses are provided in the table below. Please see the Excel file (Q50) provided with this report for a full list of responses.

Text Entry
Fix the Ozzie containers
More ozzi returning machines
- Servers should let students know if the food is not ready-as in: NOT WARM. - There should be more food options for vegetarien, vegan, and gluten free. - If people do not want to work there- they SHOULDN'T. They should not be rude and give glaring glances. - Double check food that it is consumable and healthy- not rotten.
The quality of the food varies. The different pasta dishes are good, but the meats sometimes look undercooked. I also think I may have picked up something from the cafeteria food. Also, since there is no place to comment on this elsewhere, I would like to suggest a change in the available meal plans. The current meal plans available (C, A, and T) do not vary in the amount of money available at the DC, only in the amount of cat dollars. I would like to be able to choose a smaller amount of money towards cafeteria food, as the standard amount assumes I eat much more at the DC than I plan to. I am not the only one who has this problem.
There should more varieties of food available at the Dining Center.
More made to order foods, foods that have more flavor--healthy does not need to be tasteless. More healthy foods other than salads. The leaves of lettuce often look wilted or empty very quickly.
Better food. Have outside franchises (i.e.: Sam's Cafe, In-n'-Out) appear in the DC / payable with DC dollars.
Definitely more variety would help since i feel like I end up eating the same things over and over again.
Better vendors, more variety, more flavor
The only issue that I have had with the DC was that on a few occasion when I got pizza, it was not fully cooked and I am not sure how this issue could be address beside for better method for make sure pizza is cooked completely.
we need a wider variety of food because it gets boring and literally students just won't eat because they're tired of it. The food itself isn't even all that good. I find myself getting the same thing about 4 or 5 times a week
Including possible popular franchises on campus or increasing hours with more food available "after hours" would be beneficial to a lot of people. Also, having more of a selection each night and working to improve the flavor of the main courses/proteins you provide would be a great addition
More options Extend hours
More variety and healthy options
We need more variety of food. There's many Hispanics attending UC Merced, we need more Mexican food.
For rice bowl, I get raw tofu sometimes even after cooking. Therefore, my suggestion is cooking tofu first for preparation.
The potatoes they serve are not good. They are hard and dry, please improve on that. Eating breakfast burritos is the only breakfast I eat.
please also open at midnight!
I wish that there were more options including healthy options and regular options in general. I also dislike the hours, it makes it hard to get food.
There should be much more vegetarian and vegan options, often the only option is a salad, or something more unhealthy like cheese pizza, if every other server has non-vegetarian options.
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Please indicate how often you watch television shows using the provided cable TV service on campus. Please do NOT include streaming video websites or devices other than a television when responding to this question.

Answer	Bar	Frequency	%
Daily		24	4%
Several Times a Week		39	6%
Once a Week		45	7%
Several Times a Month		26	4%
Once a Month		42	7%
Less than Once a Month		84	14%
Never		347	57%
Total		607	100%

Answer	Bar	Frequency	%
Strongly Agree		121	20%
Agree		249	41%
Disagree		71	12%
Strongly Disagree		45	7%
I do not use this service		119	20%
Total		605	100%

Answer	Bar	Frequency	%
Strongly Agree		44	7%
Agree		217	36%
Disagree		186	31%
Strongly Disagree		136	22%
I do not use this service		24	4%
Total		607	100%

25 Which online services do you use on a daily basis? (please select all that apply)

Note: Open-ended Other responses are summarized on the next page.

#	Answer	Bar	Response	%
1	UCMCROPS		121	20%
2	CatCourses		597	98%
3	Facebook		412	68%
4	Google Plus		57	9%
5	Twitter		169	28%
6	Tumblr		109	18%
7	Instagram		371	61%
8	Pinterest		80	13%
9	Reddit		42	7%
10	You Tube		470	77%
11	Box		27	4%
12	DropBox		62	10%
13	OneDrive		106	17%
14	Google Drive/Docs		277	46%
15	O365 Calendar		76	13%
16	Google Calendar		81	13%
17	Google Video Chat/Hangouts		30	5%
18	Skype		168	28%
19	Lync		1	0%
20	Oovoo		20	3%
21	Facetime		178	29%
22	Other (please specify - e.g., MobileMe, Vine, Vimeo)		61	10%
	Total		3515	100%

26 Which online services do you use on a daily basis? (please select all that apply)
 Note: Only open-ended Other responses are summarized on this page.

Other (please specify - e.g., MobileMe, Vine, Vimeo)
snapchat
Netflix
Snapchat
Outlook
Netflix
Out Look Office and Netflix
Snapchat
Snapchat
pandora
Snapchat
SnapChat
Tox, OwnCloud, Steam
outlook email
spotify
Netflix, Vessel, Amazon
Gmail
Twitch
Kik, Yik Yak
Vine, Dayre
snapchat, yikyak
Snapchat
snapchat
Snapchat, texting
Snapchat, Vine
Netflix
View More

Other (please specify - e.g., MobileMe, Vine, Vimeo)
snapchat
Snapchat
qq
Spotify
Twitch, Steam, Origin
Discord/ Curse voice
snapchat,vine
Netflix
amazon
Pandora/Spotify, email (UCM and Google emails)
Gmail
Snapchat
Netflix
snapchat, netflix
Twitch, Imgur
Snapchat
Snapchat
Amazon
netflix
snapchat
Snapchat
Vine, Snapchat,
E-Mail
Email
outlook, gmail
View More

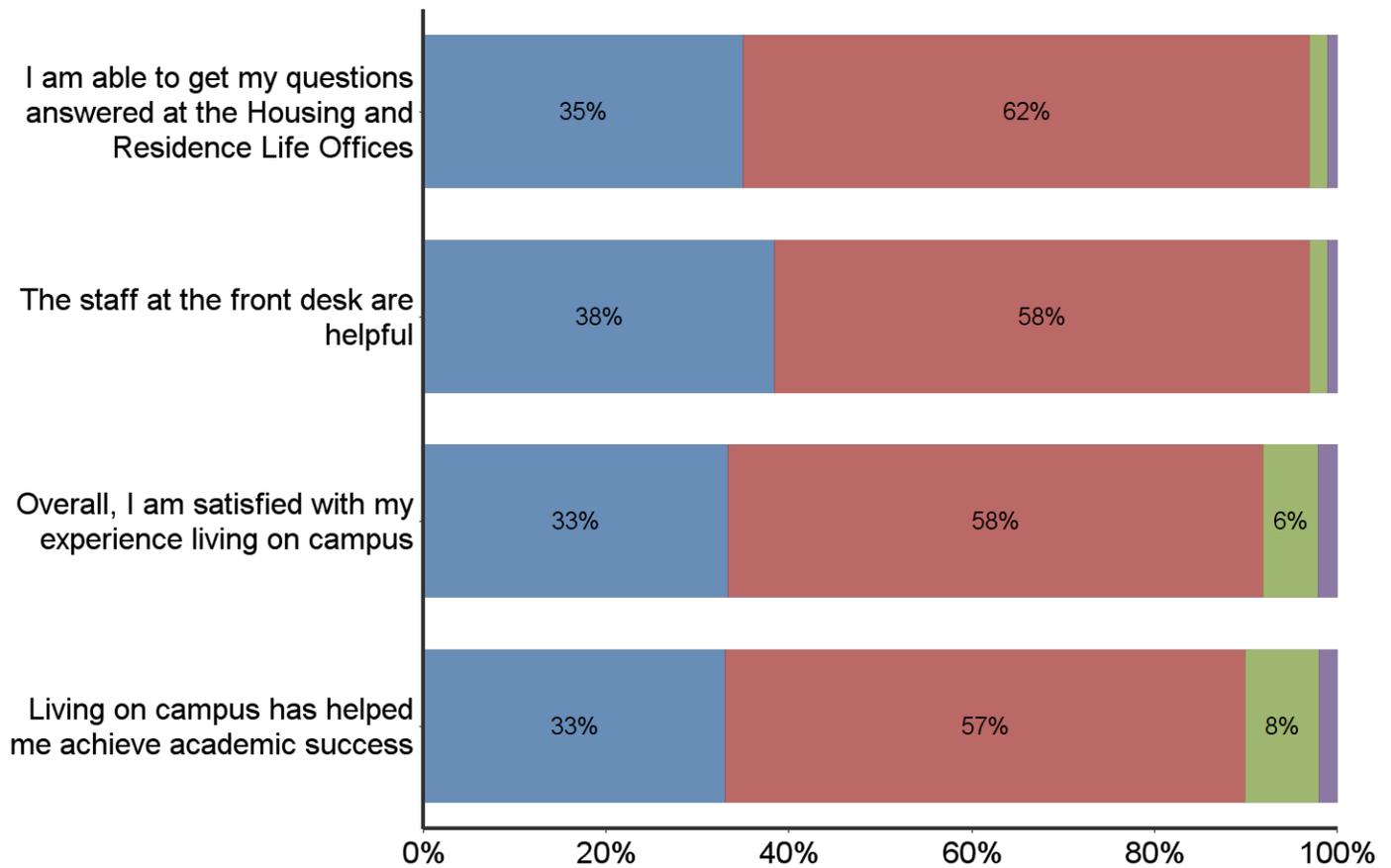
Other (please specify - e.g., MobileMe, Vine, Vimeo)
store websites
Netflix, Steam
snapchat9
iFunny
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How many semesters have you have lived in Housing (please include the current semester in your count)?

Answer	Bar	Frequency	%
1 semester		33	5%
2 semesters		428	71%
3 semesters		7	1%
4 semesters		130	21%
5 or more semesters		8	1%
Total		606	100%

Please select your level of agreement or disagreement with the following statements regarding the staff and services offered at the Housing and Residence Life offices.

Strongly Agree Agree Disagree Strongly Disagree



#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses
1	I am able to get my questions answered at the Housing and Residence Life Offices	199	352	13	7	571
2	The staff at the front desk are helpful	227	345	11	7	590
4	Overall, I am satisfied with my experience living on campus	200	350	37	13	600
5	Living on campus has helped me achieve academic success	191	333	46	12	582

For the questions below, a sustainable lifestyle is defined as one that uses as few of the Earth's natural resources as possible and causes the least amount of environmental damage for future generations.

How much would you say you know about living a sustainable lifestyle?

Answer	Bar	Frequency	%
Nothing		16	3%
A little		151	25%
A moderate amount		351	58%
Very much		90	15%
Total		608	100%

How much would you say you are able to live a sustainable lifestyle?

Answer	Bar	Frequency	%
Not at all able		15	2%
A little able		160	26%
Moderately able		293	48%
Very much able		79	13%
Unsure/don't know		61	10%
Total		608	100%