

# 2019 Housing and Residence Life Services Survey

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## Start of Block: Instructions

QT1 Thanks for taking the Housing and Residence Life Survey! We appreciate your thoughtful participation. We recommend that you take the survey in one sitting; depending on your browser settings your responses may not be saved if you close the survey and try to complete it again later. It is easiest to take the survey on a computer or tablet that has a larger screen; smartphones are not recommended. You will not be able to change your responses to questions on prior pages of the survey, so please be sure you are happy with your answers before you move onto the next page. You can skip survey questions that you do not feel comfortable answering. Your responses will be kept confidential. Please complete the survey by Monday, **February 25th, 2019**. Contact Cinnamon Danube (cdanube@ucmerced.edu) if you have technical issues while trying to complete the survey or Martin Reed (mreed9@ucmerced.edu) if you have other questions about the survey or how the results will be used.

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QT37 **Heritage Apartment residents**, please note that any question that refers to your "residence hall", "residential community", or "on campus" is intended to refer to your place of campus sponsored residence, the Heritage Apartments.

## End of Block: Instructions

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## Start of Block: Climate

### QT45 Residential Community Experience

In this section, we'll ask you questions about your experience at UC Merced. Some will be about your experience on campus in general, some about your experience in your residential community, and some about your racial/ethnic identity.

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Q55 To what extent do you agree or disagree with each statement about your experience on the UC Merced campus.

	Strongly Agree (1)	Agree (2)	Somewhat Agree (3)	Neither Agree nor Disagree (4)	Somewhat Disagree (5)	Disagree (6)	Strongly Disagree (7)
I see myself as part of the campus community. (Q55_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that I am a member of the campus community. (Q55_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a sense of belonging to the campus community. (Q55_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q51

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

	Strongly Agree (1)	Somewhat Agree (2)	Neither Agree nor Disagree (3)	Somewhat Disagree (4)	Strongly Disagree (5)
It has been easy for me to make friends in my residential community. (Q51_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In my residential community other students like me the way I am. (Q51_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could contact another student in my residential community if I had a question about an assignment. (Q51_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would find it easy to join study groups with other students in my residential community if I wanted to. (Q51_4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel accepted by people living in my residential community. (Q51_5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

People living in my residential community respect each other.  
(Q51\_6)

There is a sense of community among the people living in my residential community.  
(Q51\_7)



Q54

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.

	Strongly Agree (1)	Somewhat Agree (2)	Neither Agree nor Disagree (3)	Somewhat Disagree (4)	Strongly Disagree (5)
I have a strong sense of belonging to my own racial/ethnic group. (Q54_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a strong attachment towards my own racial/ethnic group. (Q54_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Climate

Start of Block: Community and Programming

QT104 Residence Life Community and Programming

Q31\_1 Please indicate your agreement or disagreement with each statement about the staff and services offered at the Housing and Residence Life offices.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Not Applicable (5)
I am able to get my questions answered by Housing and Residence Life staff. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff at the front desk are helpful. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q56 Please indicate your agreement or disagreement with each statement. Housing and Residence Life:

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
Staff are genuinely interested in my educational and personal development. (Q56_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides information about resources to help me be academically successful (e.g., GPA calculation, tutoring). (Q56_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides information about self-care (e.g., stress management, making time for family). (Q56_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides education about the effects and risks of drug and alcohol use, and other high risk behaviors. (Q56_4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides information about how to access student services (e.g.,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

work orders,  
mail/packages,  
lost keys).  
(Q56\_5)

Provides  
information  
about what to  
do when there  
is an  
emergency  
(e.g., fire,  
medical).  
(Q56\_6)



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Page Break

Display This Question:  
 If HousingArea = Campus



Q65 Please indicate your agreement or disagreement with each statement about Resident Assistants (RAs).

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
Resident Assistants enforce policies that support my learning (e.g., noise complaints). (Q65_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resident Assistants provide opportunities that support residential community development. (Q65_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resident Assistants support my development as a person. (Q65_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know I can contact my Resident Assistant to help me resolve roommate conflicts. (Q65_4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Display This Question:

If HousingArea = Campus



Q59 Please indicate whether the floor activities put on by your Resident Assistant (RA) helped you do each of the following:

	Not Sure/Did Not Participate (1)	Not at All (2)	A Little (3)	Somewhat (4)	Very Much (5)
Helped me make new friends. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me learn a new skill or have a new experience. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helped me relieve stress. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Page Break



Q60 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:

	Strongly Agree (1)	Agree (2)	Neither Agree nor Disagree (3)	Disagree (4)	Strongly Disagree (5)
Helps me develop independence and self-sufficiency. (Q60_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitates my personal growth, reflection, and development. (Q60_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps me develop a sense of justice and fairness. (Q60_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilitates a respect for self, others, and property. (Q60_4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps me appreciate cultural differences, perspectives, lifestyles, spirituality, and other forms of diversity. (Q60_5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps me develop leadership skills. (Q60_6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helps me develop problem-solving and decision-making skills.  
(Q60\_7)

Helps me understand how to apply knowledge I learned in the classroom outside of class.  
(Q60\_8)

Helps me understand the importance of confronting inappropriate or disruptive behavior.  
(Q60\_9)

Helps me understand how to handle conflict within my community.  
(Q60\_10)

*Year = FR*

Helps me identify resources to facilitate my transition from high school to college.  
(Q60\_11)

*Year = SO*  
*Or Year = JR*

Or Year = SR

Helps me develop a lifestyle that balances my personal and academic life.  
(Q60\_12)

Year = SO

Or Year = JR

Or Year = SR

Helps me understand how to build relationships with faculty.  
(Q60\_13)

Year = SO

Or Year = JR

Or Year = SR

Helps me understand how to explore mentorship opportunities.  
(Q60\_14)

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Display This Question:

If Year = SO

Or Year = JR

Or Year = SR

Q62 Which of the following experiences have you participated in?

- Research with faculty/staff (1)
- Student clubs and organizations (2)
- Internship(s) (3)
- Study abroad (4)
- Leadership role on campus (5)
- Leadership role in the community (off campus) (6)
- Employment on or off campus (7)

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Page Break

Q13 How do you learn about campus events, programs and activities? (Please select all that apply)

- In The House (e-mail sent to all Housing and Residence Life residents) (1)
- Happenings emails (2)
- Monthly newsletters or bulletin board posted by RA (3)
- Posters/flyers (19)
- Events calendar on UC Merced website (9)
- Digital screens in the library (10)
- Word of mouth from other students (11)
- Word of mouth from Resident Assistants or Programming Assistants (12)
- Social media (e.g., Facebook, Instagram, Twitter) (13)
- Commercials/advertisements on the Claw Channel 36 (16)
- Housing and Residence Life website (17)
- Other (please specify) (14) \_\_\_\_\_

End of Block: Community and Programming

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Start of Block: Safety

QT14 **Safety**

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Q35 Please select your level of agreement or disagreement with the following statement - I feel safe in my residential community.

- Strongly Agree (1)
- Agree (2)
- Disagree (3)
- Strongly Disagree (4)

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Page Break



QT200 For the questions below, we will describe several scenarios and ask about how you would likely respond.

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Q201 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.)

- Direct - I would directly intervene by going to the room to see what's going on. (1)
  - Distract - I would create a distraction (e.g., ask them about an event on campus or if they wanted to go grab food). (2)
  - Delegate - I would call my RA or get another staff member involved. (3)
  - I wouldn't get involved. (4)
  - Other (please describe) (5) \_\_\_\_\_
- 



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?

- Yes (1)
  - No/Not Sure (0)
- 

*Display This Question:*

*If a friend in your residence hall told you that they experienced a sexual assault, domestic viol... = Yes*

Q203 What resource(s) would you share with them? (Select all that apply.)

- The CARE Office/Campus Advocate (3)
- A hotline for victims/survivors such as the Valley Crisis Center (2)
- Campus Police (4)
- An RA or other Housing staff (5)
- A professor or other non-Housing staff member (6)
- Counseling and Psychological Services (CAPS) (1)
- Other (please describe) (7) \_\_\_\_\_

End of Block: Safety

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Start of Block: Facilities

QT15 **Facilities/Maintenance/Custodial**

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Q37 Please select your level of agreement or disagreement with the following statements regarding cleanliness and custodial/maintenance support in on-campus housing.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (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.). (Q37_4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The custodial staff is friendly. (Q37_5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The maintenance staff is friendly. (Q37_6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residence Hall public areas and furnishings are in good condition. (Q37_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The housing buildings, exterior landscaping, grass, trees, benches, and bike parking look clean and in good condition. (Q37_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry machines are consistently in good working order. (Q37_10)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry card readers are consistently in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

good working order. (Q37\_11)

Paper towels should be provided to students who use residence hall bathrooms. (Q37\_12)

Paper toilet seat protectors should be provided to students who use residence hall bathrooms. (Q37\_13)

Trash bins should be provided to students who use residence hall bathrooms. (Q37\_14)

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Q38 I have submitted a work order.

Yes (1)

No (2)

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*Display This Question:*

*If I have submitted a work order. = No*

Q39 The main reason I have not submitted a work order is:

- I do not want to get billed. (1)
- I have not seen anything needing repair. (2)
- I do not know how to submit a work order. (3)
- I do not know what a work order is. (4)
- Other (please specify) (5) \_\_\_\_\_

*Display This Question:*  
 If I have submitted a work order. = Yes

Q40 Please select your level of agreement or disagreement with the following statements regarding the response to work orders in on-campus housing.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
I am pleased with the quality of repairs done in my room/suite. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am pleased with the timeliness of repairs done in response to my request(s). (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Facilities

Start of Block: Dining

QT16 **Pavilion Dining Center**

Q41 Please select your level of agreement or disagreement with the following statements regarding the Pavilion Dining Center.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Not Applicable (5)
I am satisfied with the <b>quality</b> of food served. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the <b>variety</b> of food served. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the <b>service</b> provided by staff. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the <b>cleanliness</b> . (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with the <b>hours</b> it is open. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to select <b>healthy food options</b> . (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to select food options that <b>satisfy dietary restrictions</b> (e.g., vegetarian, vegan, gluten-free). (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q50 Please list any suggestions to improve the Pavilion Dining Center food or services.

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Page Break

Q47 During your time as a student, how often have you used the following resources **at UC Merced?**

	Very often (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)
CalFresh application assistance (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UC Merced Food Distribution (Tri-College) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on how to prepare healthy meals (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iCare Program (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bobcat Pantry (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UC Merced Community Garden (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Literacy Workshops (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q49 Please indicate which of the following might prevent you from using each resource below. (Select all that apply.)

	Resource not needed (1)	Have not heard of this resource (2)	Inconvenient time or hours (3)	Inconvenient location (4)	Other reason (5)
CalFresh application assistance (1)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UC Merced Food Distribution (Tri-College) (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on how to prepare healthy meals (5)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
iCare Program (7)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bobcat Pantry (6)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UC Merced Community Garden (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Literacy Workshops (4)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Display This Question:

If Please indicate which of the following might prevent you from using each resource below. (Select... [ Other reason] (Count) >= 1

Q50 You said that some "Other reason" might prevent you from using at least one of the resources above. Please use the space below to tell us more about that reason(s).

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End of Block: Dining

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Start of Block: Technology

**QT17 Technology and Internet Connections**

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Q94 The reliability of the WIRELESS network connections meets my needs.

- Strongly Agree (1)
  - Agree (2)
  - Disagree (4)
  - Strongly Disagree (5)
  - I do not use this service (6)
- 



Q66 Are you aware of the Information Technology (IT) resources in Housing and Residence Life?

- Yes (1)
- No (0)

End of Block: Technology

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Start of Block: Sustainability

**QT13 Sustainable Living**



Q64 Did you participate in any of the EcoReps programs?

- Yes (1)
- No (2)
- Not sure (3)

*Display This Question:*

*If Did you participate in any of the EcoReps programs? = Yes*



Q63 To what extent do you agree or disagree with the statements below.

	Strongly agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
The EcoReps broadened my understanding of UC Merced's sustainability goals. (Q63_1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EcoReps introduced me to other sustainability programs at UC Merced. (Q63_2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The EcoReps taught me to live more sustainably in the dorms. (Q63_3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Sustainability

Start of Block: Heritage

QT48

**Heritage Apartments**

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Q42 Heritage Apartment residents, please select your level of agreement or disagreement with the following statements.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Not Applicable (5)
I am pleased with the \$4800 Cat Dollar program offered with living at Heritage Apartments. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am pleased with the CatTracks Shuttle service. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Heritage

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Start of Block: Transportation & Parking

QT57

**Transportation and Parking**

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Q58 When do you need to park a motor vehicle on campus? (select all that apply)

- Not applicable - I do not own a motor vehicle. (1)
- Never - I own a motor vehicle but do not park on campus. (2)
- Monday to Friday (weekdays) (3)
- Friday night to Sunday (weekends) (4)
- Holidays and Break periods (5)

End of Block: Transportation & Parking

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Start of Block: Closing

QT12 Future Plans and Overall Evaluation

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

- 1 semester (1)
  - 2 semesters (2)
  - 3 semesters (3)
  - 4 semesters (4)
  - 5 or more semesters (5)
-

Q22 I plan to live on campus next year.

- Yes (1)
  - No (2)
  - Undecided (3)
- 



Q31\_2 Overall, I am satisfied with my experience living on campus.

- Strongly Agree (1)
  - Agree (2)
  - Disagree (3)
  - Strongly Disagree (4)
- 

Q70 Please use the space below to share any suggestions you have for improving Housing and Residence Life programs and services.

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End of Block: Closing

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Start of Block: Submit



QT18 Thank You!

We thank you for taking the time to give us your feedback. It is very important that we evaluate our services in an effort to improve. Please click the Submit button to submit your responses.

End of Block: Submit

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