

Housing and Residence Life Services Survey 2018

Start of Block: Instructions

QT1 Housing and Residence Life invites your perceptions of residential facilities, programs, and services to improve and upgrade the quality of your residential living experience. Student feedback will lead to changes and shape the direction of the services provided. Examples include changes to the hours, menus, and flex options of the residential dining program; improvements to student service; policy changes; and upgrades to residential technology support. We appreciate your thoughtful participation.

Please complete the survey by Sunday, **February 18, 2017**. Contact Cinnamon Danube (cdanube@ucmerced.edu) if you have any 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 shared.

Q37 **Heritage Apartment residents**, please note 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.

End of Block: Instructions

Start of Block: Climate

Q45 Residential Community Experience

Q101 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.

	To what extent do you agree or disagree with the statement				How important is this experience to you			
	Strongly agree (1)	Agree (2)	Disagree (3)	Strongly disagree (4)	Very important (1)	Moderately important (2)	A little important (3)	Not at all important (4)
I feel accepted by people living in my residential community. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People living in my residential community respect each other. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a sense of community among the people living in my residential community. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Climate

Start of Block: Resident Assistants

QT3 Resident Assistants

We would like your help with evaluating your Resident Assistant (RA). For the two questions below, we will use the information you provide to evaluate your RAs job performance. Please only share information that you would like to be considered in a formal performance evaluation and that you are comfortable with sharing. Your name will not be associated with your responses; however, we recommend that you do not share specific stories or experiences that if shared verbatim could inadvertently identify you.

Q7 Please list 3 things you appreciate most about your Resident Assistant (RA).

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

End of Block: Resident Assistants

Start of Block: Community and Programming

Q104 Residence Life Community and Programming

QT5 For the following questions, please consider interactions with Residence Life staff (including front desk staff), programs and activities you have attended, email notices, and “In the House” and community newsletters.

Q12 Please select your level of agreement or disagreement with the following statements regarding your experience with the Housing and Residence Life community and programs.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
While residing on campus I have been introduced to information about where to find campus academic resources (tutoring and advising) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While residing on campus I have been introduced to opportunities to help me become more socially aware (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q46 Please rate your level of skills and knowledge in the following statements. Please give yourself two different scores, one score for when you started studying at UC Merced, and a second score for today.

	When you started at UC Merced			Today		
	High (1)	Moderate (2)	Low/None (3)	High (1)	Moderate (2)	Low/None (3)

The skills
needed to
succeed
academically.
(1)

A deep
understanding
of others from
backgrounds
or cultures
different from
mine. (2)



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)
 - Flyers on or near your door (4)
 - Posters/flyers in the dining center (5)
 - Posters/flyers in between the Mailroom, the California room or The Summits (6)
 - Posters/flyers outside of Mariposa, Tuolumne, Tenaya, Half Dome and/or Cathedral (7)
 - Posters/flyers in the Housing and Residence Life Offices (8)
 - 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)
 - Facebook postings (13)
 - Commercials/advertisements on the Claw Channel 36 (16)
 - Housing and Residence Life website (17)
 - Other (please specify) (14) _____
-

Q102 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).

Q34 Please list **2 things** Housing and Residence Life could offer to help you be more successful academically.

Q43 Please list **2 ideas** you have for other programs/workshops that you would like to see in your residential community.

End of Block: Community and Programming

Start of Block: Safety

QT14 **Safety**

Q35 Please select your level of agreement or disagreement with the following statements regarding safety in on-campus housing.

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)
I feel safe in my residential community (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have a feeling of safety in the resident halls knowing the area is being monitored 24 hours a day (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q36 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.

Page Break

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

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.)

- I would go to the room to see what's going on (1)
 - I would create a distraction (e.g., ask them about an event on campus or if they wanted to go grab food) (2)
 - 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 or other resident told you that s/he experienced sexual assault, experienced stalking, or was in an abusive relationship, would you be aware of and comfortable with telling him/her about resources that could help?

- Yes (5)
 - No/Not Sure (6)
-

Display This Question:

If If a friend or other resident told you that s/he experienced sexual assault, experienced stalking... = Yes

Q203 What resource(s) would you tell her/him about? (Select all that apply.)

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

End of Block: Safety

Start of Block: Facilities

Note: Only on-campus housing residents answer the Facilities/Maintenance/Custodial questions.

QT15 **Facilities/Maintenance/Custodial**

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)
My suitemates/roommates maintain an appropriate level of cleanliness in our suite/room (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The custodial staff is friendly (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The maintenance staff is friendly (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residence Hall public areas and furnishings look, feel, and smell good (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 (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q38 I have submitted a work order.

- Yes (1)
- No (2)

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 **Yablokoff-Wallace Dining Center**

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

	Strongly Agree (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Not Applicable (5)
I am satisfied with the quality of food served in the Yablokoff-Wallace Dining Center (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the variety of food served in Yablokoff-Wallace Dining Center (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the service provided by the staff in the Yablokoff-Wallace Dining Center (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the cleanliness of Yablokoff-Wallace Dining Center (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am happy with the hours the Yablokoff-Wallace Dining Center is open (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am able to select	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

healthy food options at the Dining Center (8)

I am able to select food options at the Dining Center that **satisfy dietary restrictions** (e.g., vegetarian, vegan, gluten-free). (7)

Using an OZZI container in order to generate less waste is important to me. (10)

Q105 Do you think that the UC Merced campus should have more OZZI machines for returning containers?

- Yes (1)
 - No (2)
 - Not applicable; I do not use OZZI containers (3)
-

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

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"/>
Food pantry (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fresh fruit and vegetable giveaways (Pop-up Produce) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on managing my finances (4)	<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"/>
Shuttle service to grocery stores (6)	<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"/>
Emergency Food Box (8)	<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)	Lack of knowledge about 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"/>
Food pantry (2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fresh fruit and vegetable giveaways (Pop-up Produce) (3)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on managing my finances (4)	<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"/>
Shuttle service to grocery stores (6)	<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"/>
Emergency Food Box (8)	<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).

End of Block: Dining

Start of Block: Technology

Note: Only on-campus housing residents answer the Technology and Internet Connections questions.

QT17 Technology and Internet Connections

Q93 The reliability of the WIRED network connections meets my academic needs

- Strongly Agree (1)
 - Agree (2)
 - Disagree (3)
 - Strongly Disagree (4)
 - I do not use this service (5)
-

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

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

End of Block: Technology

Start of Block: Services

QT12 Housing Services

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 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 (1)	Agree (2)	Disagree (3)	Strongly Disagree (4)	Not Applicable (5)
I am able to get my questions answered at the Housing and Residence Life Offices (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"/>
Overall, I am satisfied with my experience living on campus (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Living on campus has helped me achieve academic success (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Services

Start of Block: Sustainability

QT13 Sustainable Living

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.

Q109 How much would you say you **know about** living a sustainable lifestyle?

- Nothing (1)
 - A little (2)
 - A moderate amount (3)
 - Very much (4)
-



Q111 How much would you say you **are able to** live a sustainable lifestyle?

- Unsure/don't know (0)
- Not at all able (1)
- A little able (2)
- Moderately able (3)
- Very much able (4)

End of Block: Sustainability

Start of Block: Heritage

Note: Only off-campus Heritage Apartment residents answer the Heritage Apartment questions.

Q48

Heritage Apartments

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

	Strongly Agree (8)	Agree (9)	Disagree (10)	Strongly Disagree (11)	Not Applicable (12)
I am pleased with the \$600 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"/>
The \$600 Cat Dollars should only be used to purchase food on campus (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am pleased with my Comcast wireless internet service (3)	<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

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
