

# 2020 Housing Experience Survey

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## Start of Block: Instructions

### QTCL What is the Housing Experience Survey?

Each spring, all students who live in campus sponsored housing are invited to take the Housing Experience Survey to provide feedback that will help us improve the student experience. The questions on the survey will cover topics such as: . Your experience living in campus housing and how much you feel like you belong. . The helpfulness Housing and Residence Education Staff and programs. . The activities you've participated in and benefits you've experienced living on campus. . Your use of and satisfaction with campus safety, dining, facilities, parking, and technology resources.

### Accessibility

You will need to login using your UCM NetID and password. The survey can be taken using a desktop or laptop computer, iPad or other tablet device. Due to the format of the questions, taking the survey on a smartphone is not recommended. The survey will be available between February, 10th, 2020 and February 23rd, 2020. Please email or call Andrea Hall-Cuccia (ahallcuccia@ucmerced.edu; 209-228-2341) for assistance with survey access problems.

### Study Procedure

If you agree to participate, you should be able to complete the survey online in approximately 10-15 minutes. The design of the study requires that we also obtain background information about you from official campus records such as your major, gender, race/ethnicity, residence hall, and year in school.

### Voluntary Participation

Participation in this survey is entirely voluntary. Your decision whether or not to participate in the survey will not affect your grades or your relationship with UC Merced or benefits to which you may otherwise be entitled. You may choose to withdraw at any time without penalty. You may also choose not to answer particular questions.

### Benefits

While there may not be any direct benefit to you from participating, the Housing Experience Survey gives students an opportunity to comment on their experience at UC Merced, which can help us evaluate and improve the residential and campus life experience.

### Prizes

In appreciation for your participation, Housing and Residence Education will throw a pizza party this spring for the building that has the highest percent of responses from its residents (at least 75%). Plus, the three floors in any building with the highest percent of responses from residents will get to plan another party they choose (e.g., movie night). **Protecting your privacy**

Any personally identifiable information that is obtained in connection with this study will be stored on a secured server and remain confidential. Please be assured that your responses will be used for research purposes only and will be strictly confidential. Any information that is obtained in connection with this study and that can be identified with you will remain confidential and will be disclosed only with your permission or as required by law. The information you provide will be combined with responses from other students and reported as summary statistics only. Any quotations from responses to open ended questions used in public reporting will be reviewed to ensure that your identity cannot be ascertained.

Please keep in mind that University policy requires all reports of sexual harassment and sexual violence against students to be forwarded to the title IX office - <http://dsvp.ucmerced.edu/report>. Students who disclose that they experienced sexual harassment or sexual violence while students may be contacted by the Title IX office with information about reporting options and support services available to them.

Please note that the responses to the survey may not be reviewed immediately. If any of your responses concern matters in need of immediate action or disclose dangerous situations, you should immediately report those matters to the appropriate authorities. If you need immediate assistance, please contact Counseling and Psychological Services (CAPS) at <http://counseling.ucmerced.edu/>; the Campus Advocacy, Resources, and Education (CARE) office at <https://care.ucmerced.edu/>; or the Dean of Students Office at <https://studentaffairs.ucmerced.edu/dean-students>.

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#### QTConsent Statement of Consent

By selecting "Agree," I am providing my consent to this survey research effort, as described above. I understand and will participate.

- Agree (1)
- Disagree (2)

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#### Display This Question:

*If Statement of Consent By selecting "Agree," I am providing my consent to this survey research effort = Disagree*

QTNonconsent You have indicated that you do not wish to participate in the Housing Experience Survey. Please click "End" below to end your survey session and be opted out of receiving additional communications about this survey. If you decide later that you'd like to participate, please contact Andrea Hall-Cuccia (ahallcuccia@ucmerced.edu).

*Skip To: End of Survey If You have indicated that you do not wish to participate in the Housing Experience Survey. Please c... Is Displayed*

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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.

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**End of Block: Instructions**

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**Start of Block: Climate**

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**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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X+

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"/>

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**

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Q31\_1 Please indicate your agreement or disagreement with each statement about the staff and services offered at the Housing and Residence Education 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 Education staff. (1)	<input type="radio"/>				
The staff at the front desk are helpful. (2)	<input type="radio"/>				



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

	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

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Display This Question:

If HousingArea = Campus

X+

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

X+

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"/>

Page Break

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Q60 Please indicate your agreement or disagreement with each statement about the opportunities, experiences, and services offered to on campus residents. Living on campus:

	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)	<input type="radio"/>				
Helps me understand how to apply knowledge I learned in the classroom outside of class. (Q60_8)	<input type="radio"/>				
Helps me understand the importance of confronting inappropriate or disruptive behavior. (Q60_9)	<input type="radio"/>				
Helps me understand how to handle conflict within my community. (Q60_10)	<input type="radio"/>				
<b>Year = FR</b>					
Helps me identify resources to facilitate my transition from high school to college. (Q60_11)	<input type="radio"/>				
<b>Year = SO</b>					
<b>Or Year = JR</b>	<input type="radio"/>				

*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)

Q62 Which of the following experiences have you participated in? (Please select all that apply)

- Research with faculty/staff (1)
- Social activities and clubs (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)
- Studied or worked on a project with other students (8)
- Met with a faculty member (9)
- Attended health and wellness activities (10)
- Attended diversity-related activities (11)
- Used academic support services (e.g. tutoring, studying and class registration workshops) (12)
- Met with an academic advisor (13)

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Page Break

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

- 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 Education website (17)
- Other (please specify) (14)

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End of Block: Community and Programming

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Start of Block: Safety

QT14 Safety



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

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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.)

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

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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?

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

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Display This Question:

If 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)

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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)

   

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) \_\_\_\_\_

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*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

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Start of Block: Dining

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QT16 **Pavilion Dining Center**

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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"/>				
I am satisfied with the <b>variety</b> of food served. (2)	<input type="radio"/>				
I am satisfied with the <b>service</b> provided by staff. (3)	<input type="radio"/>				
I am satisfied with the <b>cleanliness</b> . (4)	<input type="radio"/>				
I am happy with the <b>hours</b> it is open. (5)	<input type="radio"/>				
I am able to select <b>healthy food options</b> . (6)	<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"/>				

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

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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"/>				
UC Merced Food Distribution (Tri-College) (2)	<input type="radio"/>				
Information on how to prepare healthy meals (5)	<input type="radio"/>				
iCare Program (7)	<input type="radio"/>				
Bobcat Pantry (6)	<input type="radio"/>				
UC Merced Community Garden (3)	<input type="radio"/>				
Financial Literacy Workshops (4)	<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)

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X+

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

- Yes (1)
- No (0)

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Q75 Which of the following streaming services do you use? (Select all that apply)

- None (1)
- Amazon (2)
- AT&T TV (3)
- Comcast (4)
- Hulu (5)
- YouTube TV (6)
- IPTV service (7)
- Other (specify) (8) \_\_\_\_\_

End of Block: Technology

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Start of Block: Transportation & Parking

QT57  
**Transportation and Parking**

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X→

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)

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Q76 When do you need to ride CatTracks? (select all that apply)

- Not applicable - I do not ride CatTracks (1)
- Monday to Friday (weekdays) (2)
- Friday night to Sunday (weekends) (3)
- Holidays and Break periods (4)

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)

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X→

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

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

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

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End of Block: Closing

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Start of Block: Submit

JS

**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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