



# **Camden Miramar Residents' Life Survey 2011 Summary of Findings**

Prepared by  
The Office of Planning & Institutional Effectiveness  
Texas A&M University-Corpus Christi

# Presentation Outline

The background of the slide features a large, multi-tiered gazebo with a weather vane on top, situated on a beach. The scene is captured at sunset, with the sun low on the horizon, casting a warm glow over the water and sky. The gazebo is partially obscured by a semi-transparent white box containing the text.

- Demographics
- Explanation of Results
- Housing Related Items
- Social Experiences
- CAS Standards and Outcomes
- Camden Miramar Personnel
- New Items (Media/Fire Evacuation)
- Returning to Camden Miramar
- Conclusion

A large, ornate gazebo with a weather vane on top, set against a sunset sky over a body of water. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like design. The background shows a calm body of water and a sky with soft, colorful clouds from a sunset or sunrise. The entire scene is overlaid with a semi-transparent teal filter.

# Demographics

# Demographics



Overall Response Rate: 25%  
(1,357 contacted/335 responses received)

Gender: Male 27%  
Female 73%

Ethnicity/Race: White 47%  
Hispanic 32%  
Other 21%

Age:  $\leq 20$  old 80%  
 $\geq 20$  years old 20%

# Demographics



Level:	Freshmen	47%
	Sophomore	30%
	Junior	11%
	Senior	9%
	Graduate	4%
Studio/One-Bedroom:		4%
Residence Hall Residents:		50%
One-Bedroom Residents:		2%
Two-Bedroom Residents:		31%
Four Bedroom Residents:		14%
Substance Free Housing Residents:		31%
Have a Car on Campus:		68%

# Explanation of Results

The results reported in this presentation reflect the general (combined) satisfaction rating reported by respondents for each item.

For example:

**I am satisfied with the culture at the “Island University”**

Very Satisfied	50%	<u>General Satisfaction</u> = 82%
Satisfied	32%	
Dissatisfied	10%	
Very Dissatisfied	8%	

The goal is to achieve 75% or higher combined satisfaction.

A large, ornate gazebo with a weather vane on top, set against a sunset sky over a body of water. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like top. The background shows a calm body of water and a sky with soft, colorful clouds from a sunset or sunrise.

# Housing Related Items

# Housing Related Items

## Safety

Safety and security surrounding building:	<b>85%</b> (+2%)
Safety of resident parking areas:	<b>83%</b> (+5%)
Adequacy of lighting in resident parking:	<b>82%</b> (+8%)
Enforcement of alcohol policy by UP:	<b>77%</b> (+1%)



# Housing Related Items



## Living Conditions

Condition of apartment/bedroom upon move-in: **76% (+4%)**

Pest control services in apartment/room: **66% (+4%)**

Noise level in building for sleep and study: **56% (+3%)**

# Housing Related Items

## Amenities

Cleanliness of Club House/Rec Center:	82% (+2%)
Availability of Time Warner Cable:	79% (-1%)
Availability of Road Runner Internet:	67% (-1%)
Amount of community lounge space:	62% (+3%)

# Housing Related Items

## Amenities - Laundry

Resident unlimited laundry program:	82% (+3%)
Cleanliness of Laundry Rooms:	60% (+6%)
Number of machines in Laundry Room:	33% (+1%)

# Housing Related Items

## Value

The value receiving for rent paid:

**40%**

This reflects an increase of 6% satisfaction compared to 2009.

More long term, it is up from 19% who were satisfied with the value receiving for rent paid in 2007.

New Item: Accurate recruiting practices:

**71%**

A large, ornate gazebo with a weather vane on top, set against a sunset sky over a body of water. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like design. The background shows a calm body of water and a sky with soft, colorful clouds from a sunset or sunrise. The entire scene is overlaid with a semi-transparent teal filter.

# **Social Experiences**

# Social Experiences

Residents attending social events,  
programs or activities at Miramar  
in Fall 2010/Spring 2011:

62% (-9%)

## Event Satisfaction

If attended events, how satisfied  
with the events, programs or activities:

92% (+4%)

# Social Experiences



Residents **NOT** attending social events,  
programs or activities at Miramar  
in Fall 2010/Spring 2011:

38%

## Reasons for Not Attending

Didn't have time

49% (+8%)

Not interested

27% (-8%)

Didn't hear about them

17% (+7%)

Other

7% (-6%)

# Social Experiences



Satisfaction with level of involvement in  
Community at Camden Miramar:

**82% (+1%)**

By event attendance

Yes **86%**

No **75%**



A large, multi-tiered gazebo with a weather vane on top, set against a sunset sky. The gazebo has a dark roof and a white railing. The weather vane is a large, multi-bladed design. The sky is a mix of orange, yellow, and blue, with some clouds. The ground in the foreground is a flat, open field.

# **CAS Standards and Guidelines**

# CAS Standards & Outcomes

## SLDOD: Interpersonal Competence

Effectively communicate with people of different cultures/backgrounds:

**81%** (same)

## SLDOD: Intrapersonal Development

Encourage you to learn and grow as an individual:

**83%** (+2%)

Become more independent:

**89%** (-4%)

Help you to have an enhanced, or positive college experience:

**82%** (+4%)

# CAS Standards & Outcomes

## SLDOD: Humanitarianism and Civic Engagement

Become more aware of people from different cultures/backgrounds:

82% (-3%)

Encourage you to become actively involved in organizations on or off campus:

69% (-4%)

Encourage you to become actively involved in activities/events on or off campus:

69%

# General Experiences

A large, multi-tiered wooden gazebo stands on a sandy beach. The sun is setting directly behind the gazebo, creating a bright, warm glow that silhouettes the structure. The sky is a mix of orange, yellow, and light blue, and the ocean is visible in the background.

## SLDOD: Practical Competence

Become self-sufficient in life skills (cooking, cleaning, paying bills, etc.): **89% (+1%)**

Residents receiving health information: **67%**

Residents who receive and utilize health information: **87%**

A large, ornate gazebo with a weather vane on top, set against a sunset sky over a body of water. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like design. The background shows a calm body of water and a sky with soft, colorful clouds from a setting or rising sun.

# Camden Miramar Personnel

# Camden Miramar Management



## General Positive Satisfaction Ratings

Courtesy:	88% (+7%)
Helpfulness: (addressing problems with apartments)	84% (+17%)
Fairness: (enforcing lease contract and/or policies)	82% (+10%)
Degree of care: (about resident as an individual)	79% (+14%)

# Camden Miramar RA's



## General Positive Satisfaction Ratings

Courtesy:	92% (+7%)
Degree of care: (about resident as an individual)	86% (+9%)
Fairness: (enforcing lease contract and/or policies)	84% (+5%)
Helpfulness: (addressing problems with apartments)	82% (+8%)
Alcohol Policy Enforcement:	77% (+1%)

# Camden Miramar RA's

## General Positive Satisfaction Ratings

Assistance with University Resources: **83% (+6%)**

My resident advisor has made an attempt  
to get to know me: **Yes 68%**

I have made an attempt to get to know  
my resident advisor: **Yes 50%**

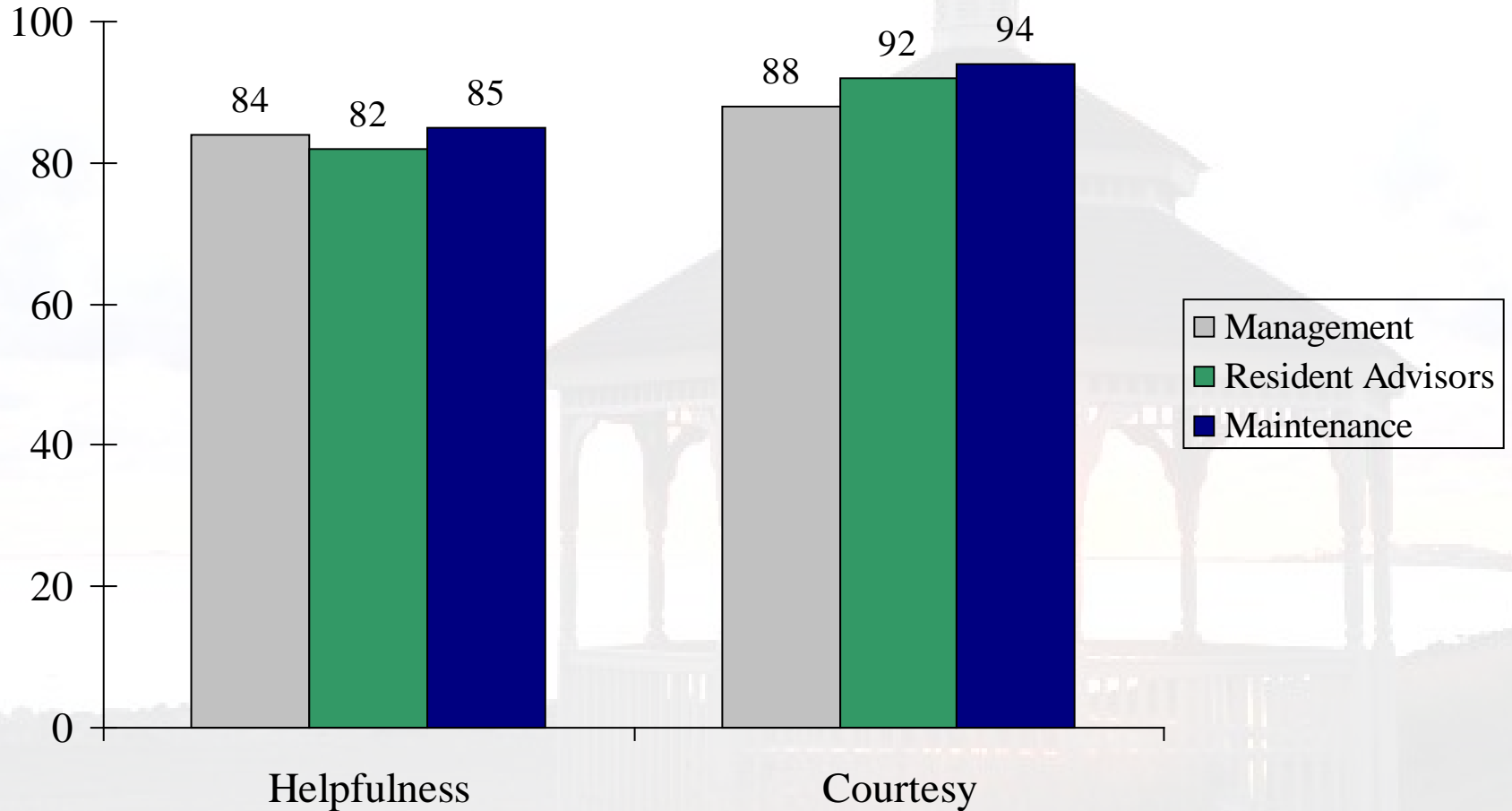


# Camden Miramar Maintenance Staff

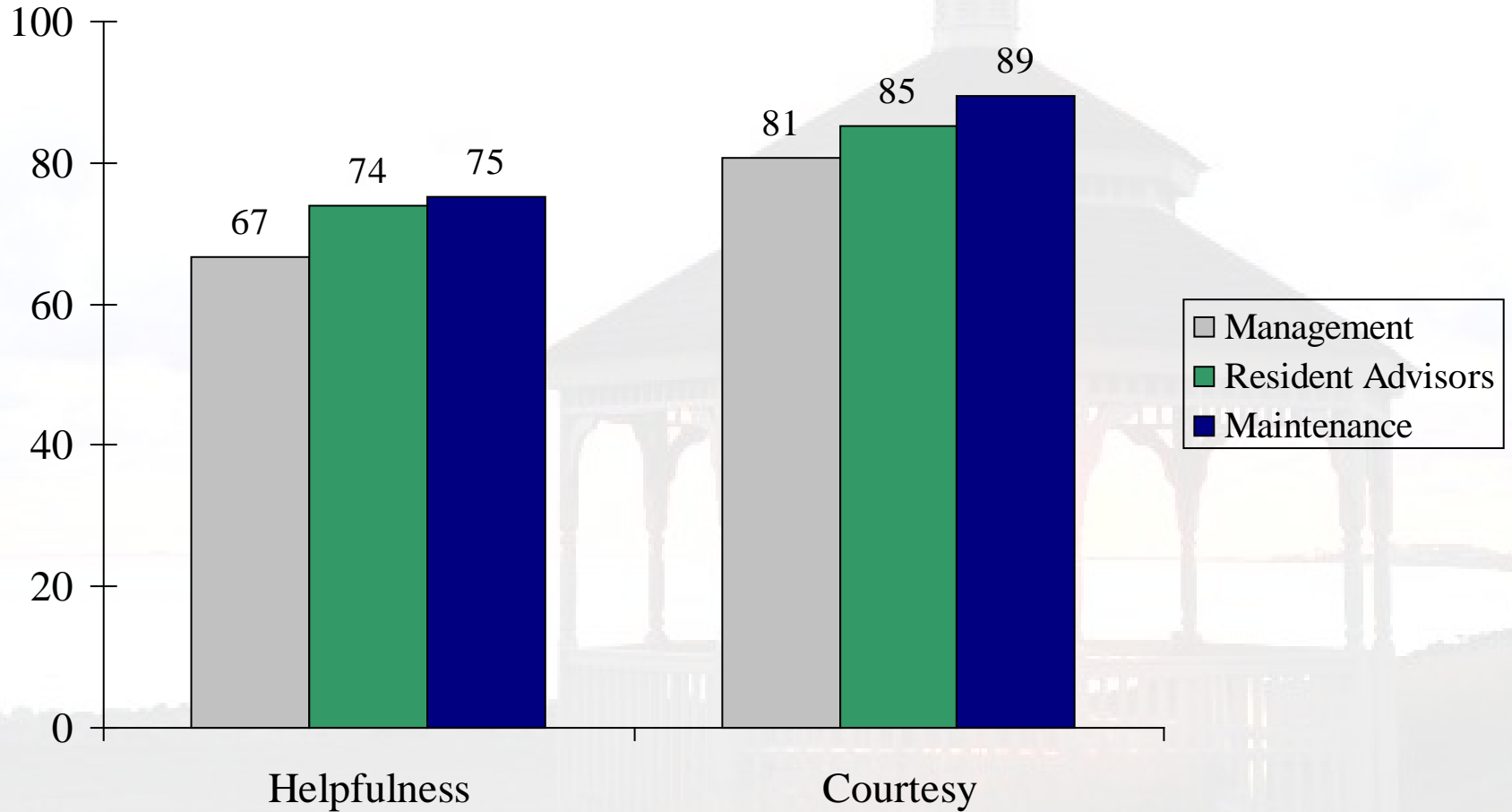
## General Positive Satisfaction Ratings

Courtesy:	<b>94% (+5%)</b>
Helpfulness: (addressing repair problem with apartments)	<b>85% (+10%)</b>
Online work order system:	<b>81% (+13%)</b>
Quality of work: (of maintenance/repair work in unit)	<b>80% (+5%)</b>
Timeliness: (of maintenance/repair work in unit)	<b>75% (+8%)</b>

# Camden Miramar Personnel 2011



# Camden Miramar Personnel 2009



A large, ornate gazebo with a weather vane on top, set against a sunset sky over a body of water. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like design. The background shows a calm body of water and a sky with soft, colorful clouds from a sunset or sunrise. The entire scene is overlaid with a semi-transparent teal filter.

# **New Items 2011**



# Fire Evacuation

Percentage of individuals who correctly identified their building's fire evacuation route: **77%**

Average 85% correct Apartments/  
68% correct Residence Halls

# Media

## Media used to get information regarding housing:

Islander e-mail	58%
Resident Advisor Monthly newsletter	42%
Camden Miramar at TAMU-CC Facebook Page	32%
Bulletin boards	28%
University Housing webpage from TAMU-CC main page	20%
<a href="http://www.Miramarrocks.com">www.Miramarrocks.com</a>	15%
Other (Please Specify)	4%

A large, ornate gazebo with a weather vane on top, set against a sunset sky. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like design. The background shows a sunset over a body of water with a distant shoreline.

# Returning to Camden Miramar

# Returning to Camden



Will you be returning to  
Camden Miramar next year?:

No	35%
Yes	40% (+8%)
Uncertain	24%

Top five reasons (mentions) for not returning next year:

1. Rent too expensive
2. Living conditions, upkeep of complex
3. Graduating
4. Noise level
5. Roommate issues



# Returning to Camden

The background of the slide features a large, multi-tiered gazebo with a decorative finial on top, situated on a grassy lawn. The scene is captured during a sunset or sunrise, with a warm, golden glow and a low sun visible behind the gazebo. A bird is seen in flight in the upper right portion of the image. The overall atmosphere is serene and peaceful.

Top reasons (mentions) for returning next year:

1. Convenience of on-campus living
2. Enjoy on-campus living/Camden housing

A large, ornate gazebo with a weather vane on top, set against a sunset sky over a body of water. The gazebo has a multi-tiered roof and a decorative weather vane with a fan-like design. The background shows a calm body of water and a sky with soft, colorful clouds from a sunset or sunrise. The entire scene is overlaid with a semi-transparent teal filter.

# Conclusion

# Conclusion

## Camden Miramar Strengths

ALL of the questions related to personnel (management, RA's, and Maintenance) experienced an increase from 2009 to 2011.

Only two CAS items remained below the recommended 75% satisfaction level.

Increase with satisfaction of on-campus environment except for a 1% decrease in satisfaction with Time Warner (both internet and cable).

# Conclusion

## Camden Miramar Strengths



Courtesy of maintenance staff:	94%
Satisfaction with social events, programs, activities:	92%
Courtesy of resident advisors:	92%
Help become more self-sufficient	89%
Help become more independent:	89%
Courtesy of management/office staff:	88%
Help live a healthier lifestyle	87%
Degree of care by Resident Advisors	86%
Safety and security around building:	85%

# Conclusion



## Camden Miramar Needs

- ❖ Number of machines in laundry room
- ❖ Issues of rent value
- ❖ Noise levels in the buildings



# The End

**Presentation Provided by**

***The Office of Planning & Institutional Effectiveness***