

2015

Residence Life Survey



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Executive Summary

The 2015 Residence Life Survey was conducted during January and February via email with an online survey instrument. The administration yielded a 36% response rate (s=621 out of n=1,718 contacted) compared to a 32% response rate in 2013 and 25% for the 2011 survey. This was the first administration of the campus housing survey using Qualtrics Survey software.

Experiences with Miramar Staff

- Satisfaction with Miramar Office/Management Staff remained nearly the same compared to the 2013 results. There was a slight increase in staff helpfulness and a decrease in degree of care.
- Satisfaction with Miramar RA's decreased 4% in all areas (degree of care, consistency in enforcing community policies, and *interactions with replaced courtesy of*) compared to the 2013 results.
- Satisfaction with Miramar Maintenance decreased 2-6% compared to the 2013 results; interaction with staff down 2%; timeliness of repair work down 6%; quality of repair work down 5%.

On-Campus Residence Experiences

- Once again the greatest dissatisfaction, and greatest drop in satisfaction, occurred with the internet. Satisfaction was only 50% in 2013. This year satisfaction with the response of Time Warner/Korcett to internet problems decreased to 22%, the largest percentage of change anywhere on the survey.
- The dining hall was new on campus this year. Students like the facility but are quite unhappy with the hours of service and quality of the food. They are extremely unhappy with the prices.
- There were increases in four of the satisfaction items related to the residence environment compared to 2013; condition at move in, cleanliness of laundry area, pest control, and noise level.
- The three safety items showed decreases in satisfaction.
 - Satisfaction with safety and security surrounding my building was down 4%, but 90% are satisfied with it.
 - Satisfaction with adequacy of the lighting in the resident parking areas decreased 9%, but 77% are satisfied with it.
 - Satisfaction with the safety of the resident parking areas decreased 3%, but 88% are satisfied with it.
- There was a decrease in satisfaction with the University Police. 87% of respondents were satisfied with the enforcement with the University Code of Conduct compared to 93% in 2013.
- Satisfaction with value received for the cost of rent remained the same as in 2013, 38%.

TAMU-CC University Housing Student Learning Outcomes

This year TAMU-CC University Housing Student Learning Outcomes were used instead of the CAS standards used in 2013. Only three items are the same. Three items are new.

- There were significant decreases in satisfaction from 10-17% in the three outcomes that were the same as in 2013. Becoming independent dropped 10% to 86%; becoming self-sufficient dropped 15% to 79%; aware of different cultures dropped 17% to 74%.

Satisfaction with the overall experience with campus housing decreased to 61% from 75% in 2013. This is a very large decrease. Overall satisfaction items tend to be the most reliable on surveys.

Demographics

- 27% (182) of the respondents were male and 73% (438) were female.
- 2.7% (17) are athletes.

This year Hispanic became the majority race. Hispanic 42% (2013=39%) (2011 = 32%) and White 41% (2013= 44%) (2011= 47%) comprised the two largest groups of ethnicities represented.

Class Level

- Freshmen 56% (345)
- Sophomores 26% (162)
- Juniors 10% (63)
- Seniors 7% (44)
- grad students .8% (5)

Race/Ethnicity

- Asian 1.6% (10)
- Black 10% (62)
- Hispanic 42% (259)
- Native American .3% (2)
- White 41% (253)
- Multiracial 2.4% (15)

A note about the response rate....

With this administration we began using Qualtrics Survey Software. With this product all responses are recorded even though a respondent may abandon the survey after a few questions. For this particular survey 677 (39%) people began the survey, and 621 (36%) completed it. The policy is to include all responders in the response rate.

Year	Response Rate
2007	40%
2009	27%
2011	25%
2013	32%
2015	39%

It was speculated that a likely cause of the decreased percentage of participation in 2009 and after is the strict use of Islander email accounts for contact with students. The survey was sent to the students’ University emails only, and it is likely these email accounts are not checked as often as personal email accounts.

This year when the administrator noticed that the response rate was rather low after two reminders, the third reminder went out with a subject header that read \$25 SandDollar Credit instead of 2015 Residence Life Survey. The respondents increased by 120 people overnight. However, when notified of the increase the Camden Miramar Director of Housing and Residence Life noted that the power had gone out just after the reminder was sent. It is possible that respondents were prompted by the inconvenience of the lack of power to respond to the survey. A few students, only seven, made comments about the power outages.

Introduction

The Office of Planning and Institutional Research (PIR) was contacted by the TAMU-CC Executive Director of Strategic Engagement Initiatives in fall 2014 to administer the 2015 Residence Life survey. A meeting was held on December 3, 2014 to review the instrument and update the survey questions to reflect current policies and assessment needs. The Research Analyst for PIR incorporated the changes identified during the meeting, and updated the survey instrument on *Qualtrics* software.

Camden Miramar residents were initially contacted via email with a link to the online survey on January 22, 2015. Follow-up reminders were sent on January 27, February 2, 5, and 10th, a total of five contacts. The link remained active until February 16, 2015. The online survey was completed by 621 residents, out of 1,718 viable email addresses, resulting in a final response rate of 36%.

As in previous administrations, incentives were offered as an attempt to increase interest in the survey. There was a total of ten \$25 deposits onto student SandDollar\$ (student identification) card.

This report includes general frequency results for 2015, in addition to responses from 2013 to allow for side by side comparison of results. The student learning and development outcome domains (SLDOD) of the CAS Standards and Guidelines are indicated as appropriate. Should additional information be required, or further explanation of this report discussed, please contact the Office of Planning & Institutional Research at 825-2242.

A Note on Interpretation: The Office of Planning and Institutional Research recommends combining satisfaction ratings (Very Satisfied and Satisfied) together when determining the overall performance/effectiveness of items assessed to create the Combined Satisfaction Rating for the item. Combined Satisfaction Ratings are indicated in the frequency tables as appropriate (Cmb Sat). Likewise, dissatisfaction is indicated in the same manner (Cmb Dis). Departments should strive to obtain an overall positive satisfaction rating of at least 75%. All frequencies included in this summary are reported by valid percent. This means that residents who did not participate in that particular question are not included in the overall percentages. Percentages are rounded to the nearest whole number; therefore, totals may not equal 100%.

Note: *All percentages are percentages of people who answered the question, no answer and N/A not included.*

Miramar Office Staff

Please indicate the extent of your satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total Responses
Your interactions with Miramar Management/Office Staff. Cmb Sat = 84% Cmb Dis 16% Cmb Sat = 82% 2013	175	371	73	29	648
The consistency of Miramar management/office staff in enforcing the Lease Contract. Cmb Sat = 88% Cmb Dis 12% Cmb Sat = 88% 2013	152	392	69	33	646
The degree of care (about me as an individual) demonstrated by Miramar management/office staff. Cmb Sat = 72% Cmb Dis 28% Cmb Sat = 77% 2013	147	318	110	71	646

When are you most likely to visit the office?

#	Answer		Response	%
1	9 am to Noon		55	9%
2	Noon to 5 pm		332	51%
3	5 pm to 10 pm		160	25%
4	Weekends		99	15%
	Total		646	100%

Students were asked if they wished to provide comments about Miramar management and/or staff, a summary is below. All comments in their entirety are located at the end of this report beginning on page 12. The comments specific to Miramar management and/or staff start on page 14.

Internet Issues (this comment section only)	14
Laundry Issues	6
Rude staff	7
Unhelpful staff	7

Twenty-two people had nice things to say about Miramar management and/or staff.

Resident Advisors

How do you contact your Resident Advisor (RA)?

#	Answer	Response	%
1	Room Phone	0	0%
2	Cell Phone	65	10%
3	Email	74	12%
4	I don't know how to contact my RA	33	5%
5	I have not attempted to contact my RA	163	26%
6	In person	300	47%
	Total	635	100%

	Daily	Weekly	Every couple of weeks	Monthly	Once or twice a semester	Never
How often have you had contact with your RA?	29	76	71	71	258	130





Please indicate the extent of your satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total Responses
The consistency of Miramar resident advisor staff in enforcing community policies.	219	322	73	18	632
Cmb Sat = 85% Cmb Dis 15%					
Cmb Sat = 89% 2013					
The degree of care (about me as an individual) demonstrated by Miramar Resident Advisors.	230	302	69	31	632
Cmb Sat = 84% Cmb Dis 16%					
Cmb Sat = 88% 2013					
Your interactions with Resident Advisors.	247	313	50	23	633
Cmb Sat = 88% Cmb Dis 12%					
Courtesy was Cmb Sat = 94% 2013					

Comments about RA's start on page 20.

54 Positive comments about RAs	54
19 Negative comments about RAs	19

Maintenance

How do you usually put in a maintenance request?				
#	Answer		Response	%
1	Online		259	41%
2	Phone		125	20%
3	In person		131	21%
4	I have never submitted a maintenance request.		117	19%
	Total		632	100%

Please indicate the extent of your satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total Responses
Your interaction with Miramar Maintenance staff when you have a maintenance or repair problem. Cmb Sat = 86% Cmb Dis 14% Cmb Sat = 88% 2013	211	229	53	21	514
The timeliness of maintenance and repair work in my apartment/room. Cmb Sat = 73% Cmb Dis 27% Cmb Sat = 79% 2013	162	212	95	45	514
The quality of maintenance and repair work in my apartment/room. Cmb Sat = 81% Cmb Dis 19% Cmb Sat = 86% 2013	191	227	64	31	513

Maintenance comment summary....

Long wait time for repairs	22
No response to work orders	4
Constant breakdowns that need maintenance	6
Would show a fix had been done when it wasn't	2

Satisfaction with the Dining Hall

Please indicate the extent of your satisfaction with the following:

<i>Cmb Sat</i>	<i>Question</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Total Responses</i>
82%	Overall Facility	162	355	68	45	630
57%	Quality of the food	78	280	169	99	626
54%	Hours of service	66	274	166	121	627
76%	Wait time	95	379	105	49	628
39%	Value for the price paid	55	190	211	174	630

Comments about the dining hall start on page 25.

Dining Hall comment summary....

Meals are too expensive and required	71
Want longer dining hours	33
Quality of the food is poor/bad	21
Food gives them upset stomach & other intestinal issues	13
Undercooked food	7
Dishes have "visible leftovers" on them	4

Satisfaction with Miramar Environment

Please indicate the extent of your satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total Responses
The condition of my apartment and bedroom when I moved in. Cmb Sat = 80% Cmb Dis 20% Cmb Sat = 73% 2013	170	330	85	33	618
The cleanliness of the Laundry Room. Cmb Sat = 70% Cmb Dis 30% Cmb Sat = 65% 2013	132	303	118	65	618
The Pest Control services in my apartment/room. Cmb Sat = 68% Cmb Dis 32% Cmb Sat = 62.5% 2013	131	291	112	70	604

The response of Time Warner/Korcett to internet problems. Cmb Sat = 22.5% Cmb Dis 77.5% Cmb Sat = 50% 2013	29	112	146	313	600
The noise level in my building for me to sleep and study. Cmb Sat = 70% Cmb Dis 30% Cmb Sat = 64% 2013	138	299	114	63	614
The safety and security surrounding my building. Cmb Sat = 90% Cmb Dis 10% Cmb Sat = 94% 2013	187	377	32	22	618
The adequacy of the lighting in the resident parking areas. Cmb Sat = 77% Cmb Dis 23% Cmb Sat = 86% 2013	146	336	95	38	615
The safety of the resident parking areas. Cmb Sat = 88% Cmb Dis 12% Cmb Sat = 91% 2013	158	388	40	24	610
The enforcement of the University Code of Conduct by the University Police. Cmb Sat = 87% Cmb Dis 13% Cmb Sat = 93% 2013	191	352	29	30	602

Will you be returning to Camden Miramar next year?

	<i>Count</i>	2015	2013
Yes	163	26%	30%
Uncertain	194	31%	34%
No	260	42%	36%
<i>Total</i>	<i>617</i>	<i>100%</i>	<i>100%</i>

A summary of the reasons for not returning follows. The comments in their entirety start on page 33.

Why student *will not* return to Miramar:

Too expensive	45
Bad internet	41
Cleanliness of building	3
Poor condition of dorm	5
Roaches/bugs	7
Bad laundry facilities	11
Slow maintenance	3
Dining Hall issues	
Bad food	3
High priced meal plan	16
Bad food hours	1
Graduating	6
Transferring	12

In case of a fire alarm, to where do residents in your building evacuate?

#	Answer	Response	%
1	Hike & Bike Trail	319	55%
2	In front of the Dining Hall	256	45%
	Total	575	100%

Learning Outcomes

The items below are associated with several of the Texas A&M University System Learning Outcomes. The specific outcome is listed below the item.

There is a significant decline in these ratings compared to the previous administration.

Think about what you have learned as a result of living on-campus. Please indicate to what extent you have learned the following as a result of living on-campus:

	A great deal	Some	Little	None	Total Responses
Become more independent.	346	192	40	43	621

Cmb Positive = 86% Cmb Little/None 14%

Cmb Positive = 96% 2013

Social Responsibility

Become self-sufficient in life skills (cooking, cleaning, paying bills, etc.). Cmb Positive = 79% Cmb Little/None 21% Cmb Positive = 94% 2013 Social Responsibility	277	212	72	59	620
Become more aware of people from different cultures/ backgrounds. Cmb Positive = 74% Cmb Little/None 9% Cmb Positive = 91% 2013 large shift Globalization and Cultural Diversity	245	211	98	66	620
Becoming more aware of societal issues and how I can contribute in a positive way. Cmb Positive = 90% Cmb Little/None 10% New in 2015 Social Responsibility	208	203	116	93	620
Learning to make responsible decisions. Cmb Positive = 88% Cmb Little/None 12% New in 2015 Ethical Decision Making	321	198	56	46	621
Connecting knowledge gained from programming to real life. Cmb Positive = 92% Cmb Little/None 8% New in 2015 Knowledge Acquisition Integration of Broad Knowledge	257	213	73	76	619

Please indicate the extent of your satisfaction with:

Question	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total Responses	2015 Cmb Sat	2013 Cmb Sat
The value you are receiving for the rent you are paying.	37	201	197	185	620	38%	38%
Your overall experience with campus housing.	68	309	144	97	618	61%	75%

Comments

Students were asked to comment in the six areas below. All comments (as written by the student - spelling and grammatical errors included) follow on the next pages. Some students left comments that were better put in other sections. Consequently some comments do not make sense under the heading. For this reason there is a table of the total number of comments made about an area of concern below. Similar charts listing the number of comments about a particular area of concern head up each section of the comments

- ◇ **Please add any comments you wish regarding Miramar Management and/or Office Staff.**
- ◇ **Please add any comments you wish regarding Miramar Resident Advisors.** (page 20)
- ◇ **Please add any comments you wish regarding the Dining Hall.** (page 25)
- ◇ **Please explain why you will not be returning to Miramar:** (page 33)
- ◇ **Please explain why you are uncertain about returning.** (page 40)
- ◇ **Is there anything else you would like us to know?** (page 46)

Miramar Comments *(Totals for each concern)*

Internet Issues 97

Campus housing is expensive/overpriced for what you get 82

Dining

Meals are too expensive and required 71

Want longer dining hours 33

Quality of the food is poor/bad 21

Food gives them upset stomach & other intestinal issues 13

Undercooked food 7

Dishes have "visible leftovers" on them 4

Maintenance

Long wait time for repairs 22

No response to work orders 4

Constant breakdowns that need maintenance 6

Would show a fix had been done when it wasn't 2

Laundry facility is bad/inadequate 32

Rude/unhelpful staff	14
Poor condition/quality of dorm	16
Roaches/bugs	16
Constant fire alarms going off	7
Power outages	7
Mildew/moldy ceilings/water leaks	7
Lack of hot water	3
Animal feces on stairs and sidewalks	3
Inadequate parking	3
Poor quality of services (unspecified)	3
Will tell other students not to live on campus	4
RA's	
Positive comments about RAs	54
Negative comments about RAs	19
Nice comments about the Miramar staff	22

Comments about Miramar Management and/or Office Staff

Themes about issues with Miramar Management and/or Office Staff...

Internet Issues	14
Laundry Issues	6
Rude staff	7
Unhelpful staff	7
Maintenance	
Long wait time for repairs	14
No response to work orders	4
Constant breakdowns that need maintenance	2
Would show a fix had been done when it wasn't	2

Resident Advisors

Positive comments about RAs **54**

Negative comments about RAs **19**

Themes about the dining hall....

Want longer hours	31
Too expensive	31
Poor quality food	16
Food gives them upset stomach	12
Undercooked food	7
Dishes have "visible leftovers" on them	4
Like the dining hall	3

Themes about why students will not return to Miramar next year...

Too expensive	45
Bad internet	41
Cleanliness of building	3
Poor condition of dorm	5
Roaches/bugs	7
Bad laundry facilities	11
Slow maintenance	3
Dining Hall issues	
Bad food	3
High priced meal plan	16
Bad food hours	1
Graduating	6
Transferring	12

Themes about why student is UNCERTAIN if they will return to Miramar next year...

Expensive/Overpriced for what you get	20
Bad internet	17
Required high priced meal plan	13
Food makes me sick	1
Poor condition of dorm	3
Roaches/bugs	5
Bad laundry facilities	4
Slow maintenance	2
Might Transfer	17
Might move	33

Themes of "other comments"....

Campus Housing too Expensive 45

Bad internet 41

Cleanliness of building 3

Poor condition of dorm 5

Roaches/bugs 7

Bad laundry facilities 11

Slow maintenance 3

Dining Hall issues

Bad food 3

High priced meal plan 16

Bad food hours 1

Graduating 6

Transferring 12