



**Camden Miramar
Residents' Life Survey 2013
Summary of Findings**

Texas A&M University-Corpus Christi

Demographics



Overall Response Rate: 32%
(1,448 contacted/461 responses received)

Gender: Male 27%
Female 73%

Ethnicity/Race: White 44%
Hispanic 39%
Other 17%

Demographics



Level:	Freshmen	48%
	Sophomore	22%
	Junior	15%
	Senior	10%
	Graduate	4%
Residence Hall Single Residents:		15%
Residence Hall Suite Residents:		21%
Residence Hall Shared Residents:		14%
Studio/One-Bedroom:		1%
One-Bedroom Residents:		0%
Two-Bedroom Residents:		32%
Four Bedroom Residents:		17%
Substance Free Housing Residents:		39%
Overflow Housing		10%
Have a Car on Campus:		65%

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.

Housing Related Items

Safety

Safety and security surrounding building: **94% (+9%)**

Safety of resident parking areas: **91% (+8%)**

Adequacy of lighting in resident parking: **86% (+4%)**

Enforcement of Code of Conduct by UPD: **93%**

16% increase from 2011 question on enforcement of alcohol policy

Fire Evacuation



Percentage of individuals who correctly
Identified their building's fire
evacuation route:

76%

*1 in 4 residents do not know where to go in the event
of a fire in their building.*

CAS Student Learning Outcomes

Interpersonal Competence

Effectively communicate with people of different cultures/backgrounds:

90% (+9%)

Intrapersonal Development

Encourage you to learn and grow as an individual:

92% (+9%)

Become more independent:

96% (+7%)

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

88% (+6%)

CAS Student Learning Outcomes

Humanitarianism and Civic Engagement

Become more aware of people from different cultures/backgrounds:

91% (+9%)

Practical Competence

Become self-sufficient in life skills (cooking, cleaning, paying bills, etc.):

94% (+5%)

Residents receiving health information:

77% (+10)

Residents who receive and utilize health information:

87%

Camden Miramar Management



General Positive Satisfaction Ratings

Courtesy: **82%** **(-6%)**

Consistency: **88%**

(enforcing lease contract and/or policies)

6% increase over 2011 question on fairness

Degree of care: **77%** **(-2%)**

(about resident as an individual)

Office Visits

When are you most likely to visit the office?

Morning	59
Afternoon	268
Evening	89
Weekends	43
No Answer	2

Office Visits

How Many Times Have You Visited The Office To:

	Pay Rent	Ask Questions	Discuss Problem
1 to 2	274	210	235
3 to 5	76	167	130
5 to 10	59	48	47
10 or more	21	21	28
No Answer	31	15	21

Camden Miramar RA's



General Positive Satisfaction Ratings

Courtesy:

94% (+2%)

Consistency:

89%

(enforcing lease contract and/or policies)

5% increase over 2011 question on fairness

Degree of care:

88% (+2%)

(about resident as an individual)

Camden Miramar RA's

How do you contact your RA:

Room Phone	29
Cell Phone	84
E-Mail	51
I don't know how to contact my RA	48
I have not attempted to contact my RA	245
No Answer	4

Noise level in building for sleep and study: **64% (+8%)**

Camden Miramar RA's

How often have you had contact with your RA?

Daily	16
Weekly	50
Every Couple of Days	64
Monthly	34
Once or Twice a Semester	156
Never	135

Primary Reasons Residents Contact RAs:

- Noise (60)
- Roommate Issues (31)
- Did not know they had a RA (18)

Camden Miramar Maintenance Staff



General Positive Satisfaction Ratings

Courtesy:	94% (same)
Helpfulness: (addressing repair problem with apartments)	88% (+3%)
Quality of work: (of maintenance/repair work in unit)	86% (+6%)
Timeliness: (of maintenance/repair work in unit)	79% (+4%)

Facility Related Items

Living Conditions

Condition of apartment/bedroom upon move-in: **73% (-3%)**

Amount of community lounge space: **71% (+9%)**

Facility Related Items

Camden Contracted Services

Responsiveness Time Warner for Internet: **50%**

17% decrease from 2011 when rating availability of Road Runner

Pest control services in apartment/room: **65% (-1%)**

Cleanliness of Club House/Rec Center: **97% (+15%)**

Cleanliness of Laundry Rooms: **65% (+5%)**

Summary Items

Value

The value receiving for rent paid:	38% (-2%)
Overall experience with Campus Housing	75%
Satisfaction with level of involvement in Community at Camden Miramar:	84% (+2%)

Returning to Camden

Will you be returning to
Camden Miramar next year?:

No	36%
Yes	30% (-10%)
Uncertain	34%

Top reasons for returning next year:

1. Convenience of on-campus living (49)
2. No car or save driving/gas (10)

Top three reasons for not returning next year:

1. Rent too expensive (48)
2. Pest Control (27)
3. Want more space (24)

Conclusion

Camden Miramar Strengths

Increases in satisfaction for most items related to residence environment compared to 2011.

Satisfaction with Miramar RAs and Maintenance increased in all areas compared to 2011 results. Both were rated very courteous (94%).

Increase in satisfaction from 6 to 9 percent in all CAS learning domains compared to 2011..

Over 90% satisfaction with safety related questions

Conclusion

Maintenance Action Planning

Scored Below 75% Satisfaction

❖ Condition of unit at move-in

Scored Above 75% Satisfaction: Aspirational Improvement

❖ Timeliness of Maintenance and Repairs

Conclusion

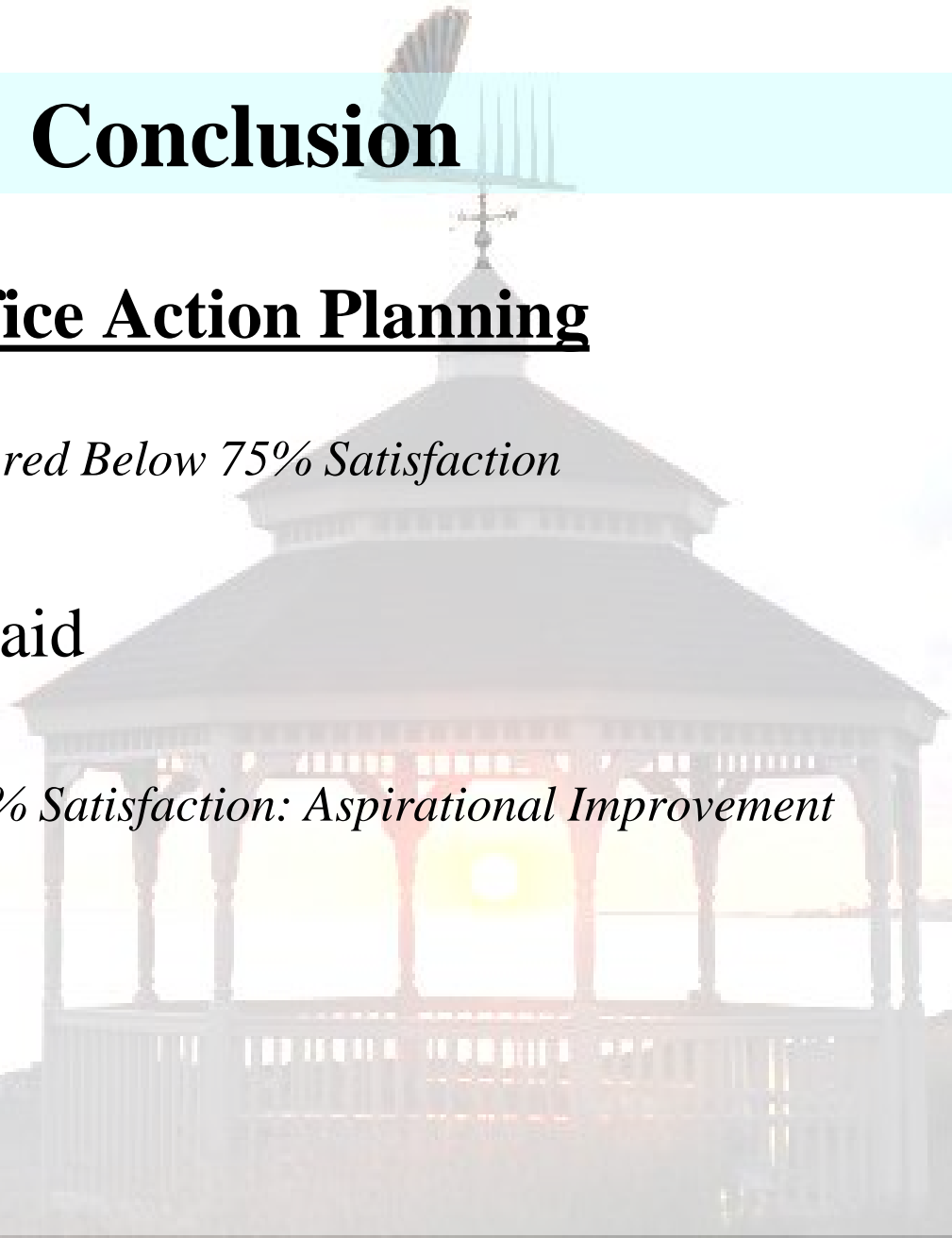
Office Action Planning

Scored Below 75% Satisfaction

❖ Value for Rent Paid

Scored Above 75% Satisfaction: Aspirational Improvement

❖ Degree of Care



Conclusion

Resident Advisor Action Planning

Scored Below 75% Satisfaction

- ❖ Noise levels in the buildings

Scored Above 75% Satisfaction: Aspirational Improvement

- ❖ Knowledge of Fire Evacuation Point



Conclusion

Vendor Action Planning

Scored Below 75% Satisfaction

- ❖ Pest Control Services
- ❖ Time Warner Internet

Additional Improvement

- ❖ Amount of Community Lounge Space