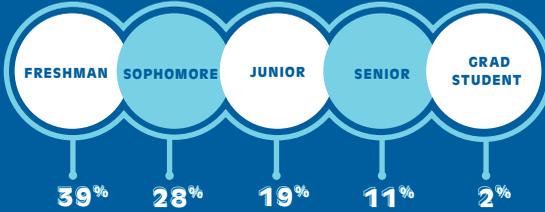


STUDENTS SAY THE TOP FOUR REASONS THEY LIVE ON CAMPUS ARE . . .  
**COST | CONVENIENCE | FRIENDS | ACTIVITIES**

**721 STUDENTS STARTED WITH A 61.4% COMPLETION RATE (443)**

CLASS STATUS % REPRESENTED IN SURVEY



## WHY WE LOVE LIVING ON CAMPUS

My RA is beyond amazing, he's the kindest guy ever and willing to bend over backwards for ANY of his residents.  
 – Stevenson Resident

Lawson is a fun place to be!  
 – Lawson Resident

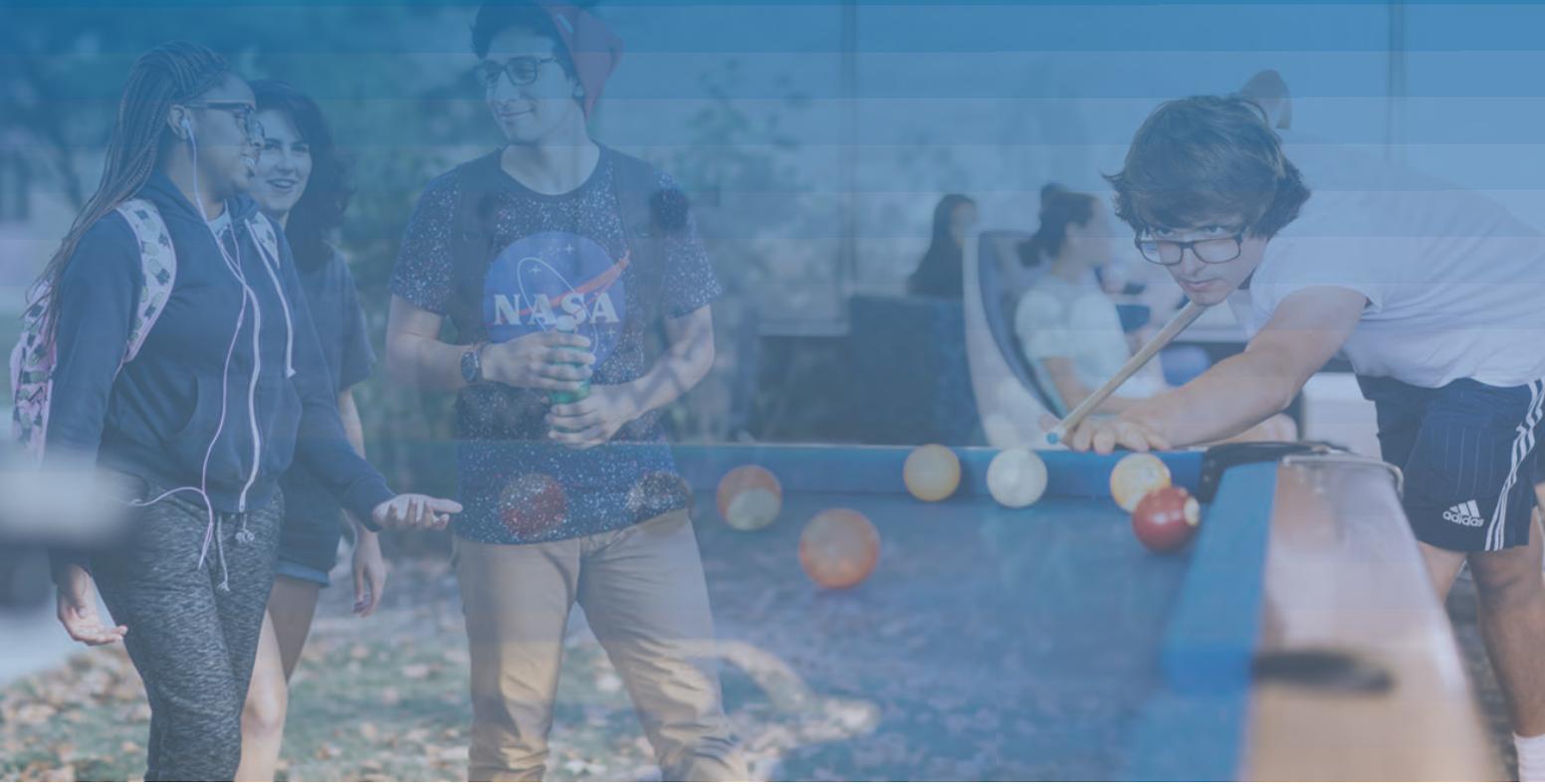
I love everyone who works as housing staff this semester. Everyone is kind and helpful.  
 – Pemberton Resident

- 97%** — Feel safe on their residence hall floor.
- 94%** — Feel their RA follows and upholds University Policies.
- 92%** — Rated room assignments as meeting their satisfaction.
- 91%** — Feel the Residential Dining Centers are Good or Very Good.
- 90%** — Enjoy living in the Residence Halls.
- 88%** — Feel their bathroom facilities are kept clean by the custodial staff.



# THE RESULTS ARE IN

RESIDENCE HALL SATISFACTION SURVEY 2020 - 2021





### A QUICK NOTE FROM UNIVERSITY HOUSING & DINING SERVICES AND THE RESIDENCE HALL ASSOCIATION:

We would like to thank the residents who took part in this year's Residence Hall Satisfaction Survey. We had a response rate of close to thirty percent. This is particularly impressive due to the significant challenges the global pandemic has given to us all. Services have had to be modified to protect everyone's health in ways that we could not have imagined just twelve months ago. In spite of this, residents stepped up and gave us valuable insights as to how well your needs are being met. We look forward to when we can return to a regular delivery of services but will take the lessons learned this past year to strive to serve our residents even more effectively.

Residents' input helps us better prioritize upgrades, renovations, and program changes by focusing on your high-priority concerns. Given the need to balance residents' needs with limited resources, it's more important than ever for us to listen and respond to your requests and suggestions through surveys such as this one. Every area of University Housing & Dining Services continues to analyze the survey results and implement plans to enhance the resident's experience.

The Residence Hall Association and the Office of University Housing and Dining Services are committed to work together to make sure we understand residents' priorities and act on them. An example of one of the items accomplished from our last survey was the new laundry program implemented this semester. COVID impacted our timeline of installation and in fact, due to COVID interrupting supply chains, the last technology piece will be finished this summer. Our initial follow up survey is showing a very positive response from residents.

We hope you will review the included report, which highlights what residents are satisfied with and what we need to continue to improve on. Your ongoing feedback and suggestions are always encouraged. Feel free to communicate any issue to your residence hall staff, hall council member, and Residence Hall Association representative or just give us a call. You can also provide input at any time about dining services through our online Comment Card program. For your convenience, you can find the link under the "Our Information" tab at EIU.EDU/DINING to leave us your thoughts. If you leave us your contact information and request a response, we will get back to you in a timely fashion.

We appreciate you choosing to live in on-campus housing and always value your feedback. We look forward to continuing to serve you in the future.

Sincerely,

Mark Hudson, Director  
University Housing & Dining Services

Jaclyn Thomas, President  
Residence Hall Association

## THE LATEST SURVEY RESULTS ARE IN . . .

OUT OF THE RESIDENTS WHO PARTICIPATED IN THE RESIDENCE SATISFACTION SURVEY . . .

- **99%** rated the University Food Court as Good or Very Good.
- **98%** feel secure in the residence hall.
- **97%** view the cleaning and custodial staff as friendly and receptive of their concerns.
- **96%** say the Hall Desk Staff provide adequate services.
- **96%** agree the Residence Hall Staff are helpful and courteous.
- **96%** reported that Java Beanery and Bakery is Good or Very Good.
- **95%** feel the lighting around the halls helps make them feel secure.
- **95%** find the Night Assistants are helpful and courteous.
- **95%** find the Residential Dining Centers atmosphere comfortable.
- **95%** agree the Hall Secretary Staff are helpful and courteous.
- **94%** feel the corridors and public areas in the building are kept clean by the custodial staff.
- **94%** agree the policies within the halls are necessary.
- **94%** are satisfied with their RA's visibility and activity as a member of their community.
- **93%** state that the policies are enforced in a fair and consistent manner within their hall.
- **93%** were satisfied with the service they received when reporting a computer issue.
- **92%** evaluated Reservations Only Dining in Stevenson as positive.
- **92%** feel more secure in their residence halls due to the Night Assistants.
- **91%** were satisfied with the service received when calling in about wireless problems.
- **91%** feel their RAs care about their academic success and create opportunities of support.
- **90%** find issues within their rooms are taken care of in a satisfactory time frame.
- **90%** feel comfortable giving their RA feedback.
- **86%** are satisfied with the residence halls' culture awareness programs.
- **86%** agree RHA represents the view of the residence halls to University Officials.
- **85%** are satisfied with the residence halls' educational programs.
- **84%** agree the water temperature and pressure in the showers are satisfactory.
- **84%** agree the water temperature and pressure in the showers is satisfactory (up 17% from last survey).
- **82%** of students have the PantherLife app installed and of those students **93%** of them find the PantherLife app helpful.

## INTERESTING FACTS:

ACCORDING TO THE RESIDENCE HALL SATISFACTION SURVEY . . .

From 2018 to 2020 there was an increase of **17.2%** in students finding the PantherLife app helpful.

**4.2%** increase in finding email is the most effective way to communicate (88% overall).

**80%** of residents think it is their responsibility to ask others to be more quiet.

**5.4%** increase in the satisfaction of the meal plan options from 2018.

## ADDRESSING YOUR CONCERNS

WE LISTENED TO WHAT YOU SAID, AND THIS IS WHAT WE ARE GOING TO DO . . .

**WIFI:** We know that access to the internet is critically important to our residents. In the 2018 survey, residents collectively were only 61% satisfied. Since then, we have completely redone the system in three buildings and made other improvements in other halls. As of this survey, our overall satisfaction is now up to 81%. We will continue to invest in upgrading all the buildings as a major priority.

**LAUNDRY:** Laundry was a top concern in this survey as it was in the 2018 survey. We were on track to have the new laundry program in place in August but COVID made that impossible. We installed new machines over winter break and will finish the tech additions this summer. Residents will be able to see what machines are available from their phone as well as receive a text when their laundry is done. The cost is now built into the room and board rate.

**DRAPES:** A new item on the survey was concern about drapes in student rooms. We will survey all rooms this summer and develop a replacement plan.

**BATHROOM RENOVATIONS:** We have completed four major bathroom upgrades over the years and have plans drawn for several more. This school year we are drafting plans for Taylor and Thomas. This will be followed by working on a plan for Lawson and Andrews. It will be a few years before we can start funding these major projects but we will proceed with planning so we can get student input on the final result.

