

what's in the works | 2017

The following is a tentative list of upcoming projects:

- Lounge furniture updates for our residential communities. Recently, Thomas Hall was updated with new lounge furniture (pictured below). We plan to complete lounge renovations in Stevenson and Taylor Halls this summer.
- New laundry dryers will be placed to address residents' strongest concerns.
- The pool tables in our lounges are getting new covers featuring the EIU logo.



lobby renovations



Our lounge renovation project includes significant changes. Featured above is the new look of Thomas Hall.

Renovations included the following upgrades.

- 1 chairs
- 2 couches
- 3 carpeting
- 4 student work spaces

recent project

Here is a major project we have completed this year:

This year, we completed the Memorial Courtyard between Andrews and Lawson Halls.

The courtyard was designed as a tribute to Mark Shaklee and Mike Drake, two former employees of the Housing and Dining department.

Mark Shaklee served as the Associate Director for 32 years and Mike Drake worked for many years with the washer and dryer program and developed the security camera system on campus.

The project was funded by Housing and Dining alumni and former staff members who donated to either honor Mark and Mike or to commemorate their own experience living and working on campus.

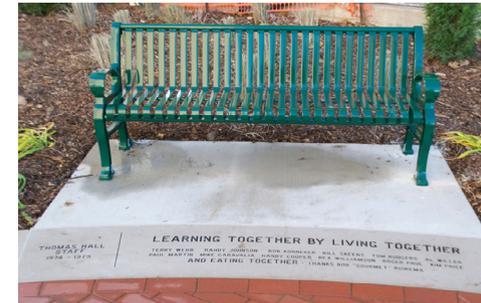
Photos of the Memorial Courtyard under construction.



Our talented facility staff provided the craftsmanship for the courtyard.



The courtyard is a comfortable place for students, staff and visitors.



the results are in

residence hall satisfaction survey | 2016-17





Housing and Dining Services
EASTERN ILLINOIS UNIVERSITY™



a quick note from university housing & dining services and the residence hall association:

We would like to thank the residents who took part in the Residence Hall Satisfaction Survey. We had a response of more than 20 percent. This is exciting news because your input will help 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 residence hall experience.

Your feedback and suggestions are always encouraged. Feel free to communicate any issue to your residence hall staff, hall executive board, Residence Hall Association representative or give us a call.

You can also provide input at any time about dining services through our Comment Card program. For your convenience, we have comment cards available at each residential dining center and at the University Food Court. You can also fill out a comment card on-line at www.eiu.edu/dining.

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

Sincerely,

Mark Hudson, Director
University Housing & Dining Services

Nicholas A Bamert, President
Residence Hall Association

the latest survey results are in . . .

Of the students who responded to the Residence Hall Satisfaction Survey:

- 100% stated the atmosphere in the dining centers was comfortable.
- 100% reported that Housing & Dining administrative staff members were able to assist them.
- 99% felt secure on their residence hall floor.
- 99% felt their residence hall secretary and student employees at their residence hall front desks were helpful and courteous.
- 99% were satisfied with their interaction with support staff in the Central Housing & Dining Office.
- 99% reported being satisfied with the room/hall assignment process.
- 97% felt the custodial staff was friendly and receptive to their cleaning concerns.
- 97% felt the custodial staff kept the bathroom facilities clean.
- 96% reported being satisfied with social programming offered in their residence hall.
- 96% felt the Residence Hall Association effectively represented their views to administrators.
- 95% said they enjoyed living in the residence halls, an increase of 4% from 2014.
- 95% felt the Residence Hall Association programming served their needs.
- 95% were satisfied with their building's visitation policy, an increase of 4% from 2014.
- 95% felt there were adequate quiet study areas in their building, an increase of 4% from 2014.
- 94% of students felt their hall government represented their needs in the community.
- 94% were satisfied with the educational programs offered in the residence hall.
- 94% were satisfied with the service they received when reporting a problem with their computer.
- 92% were satisfied with the cultural awareness programs offered in their residence hall.
- 92% stated the present serving hours in the dining centers met their needs.
- 90% said their RA encouraged them to be academically successful.
- 88% felt the Food Court atmosphere was good or very good.
- 80% were aware of the healthy food choices offered in the dining centers.

interesting facts . . .

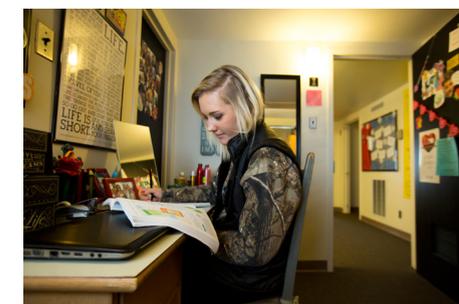
According to the Residence Hall Satisfaction Survey:

- There was a 14% increase in students who reported viewing our website daily.
- There was a 12% increase in students who "strongly agree" that they feel secure in their residence hall.
- The University Food Court has only a 1% negative rating.
- Residential Dining has only a 4% negative rating.
- There was a 3% increase in the number of students who felt living on campus promoted academic success.
- There was a 12% increase in the satisfaction of those who attended Reservation Only Dining.
- There was a 9% increase in satisfaction with the courtesy and helpfulness of staff in the Dining Centers.

addressing your concerns

We listened to what you said, and this is what we're going to do:

- 78% of students felt their maintenance concerns were addressed in a timely fashion. We have seen a slight decrease in satisfaction levels in this area and we believe there is more work to be done. University Housing & Dining Services will continue to partner with Facilities Planning and Management to improve response rate. 80% of our students reported having knowledge of the online work order system and we will continue to make residents aware of this resource.
- Students said the number one facility issue to be addressed in their community was the bathrooms. Our halls with renovated bathrooms reported a 96.3% satisfaction rate while non-renovated were 82% satisfied. Plans are being developed to continue bathroom renovations that provide upgrades and more privacy.
- There was a slight decrease in satisfaction with the variety of food offered. Although our menu offerings have actually expanded, we will continue to look for even more variety to meet student expectations.
- 16% of students were dissatisfied with our laundry facilities. Most comments focused on dryers, so we will be replacing dryers in those areas that had the largest concerns.
- The number one item students wanted updated in their rooms was mattresses. We will implement a schedule for replacing mattresses starting this summer.



Students said the top three reasons they live on campus are **Cost, Convenience and Friends and Activities.**