**Resident Facility Satisfaction Survey**

Total number of respondents: 453  
Total number of people in residence hall: 1301  
Percentage completing survey: 35%

Using the following scale please indicate how satisfied or dissatisfied you are with the items listed below:

<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Moderately Dissatisfied</th>
<th>Slightly Dissatisfied</th>
<th>Neutral</th>
<th>Slightly Satisfied</th>
<th>Moderately Satisfied</th>
<th>Very Satisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>NA</td>
</tr>
</tbody>
</table>

1. How satisfied are you with the cleanliness of your residence hall?

   - **BARH**:
     - Very Dissatisfied: 0%
     - Moderately Dissatisfied: 3%
     - Slightly Dissatisfied: 3%
     - Neutral: 10%
     - Slightly Satisfied: 20%
     - Moderately Satisfied: 46%
     - Very Satisfied: 18%
     - Not Applicable: 0%

   - **Colonie**:  
     - Very Dissatisfied: 0%
     - Moderately Dissatisfied: 3%
     - Slightly Dissatisfied: 3%
     - Neutral: 8%
     - Slightly Satisfied: 10%
     - Moderately Satisfied: 30%
     - Very Satisfied: 46%
     - Not Applicable: 0%

   - **E-Complex**:  
     - Very Dissatisfied: 15%
     - Moderately Dissatisfied: 23%
     - Slightly Dissatisfied: 15%
     - Neutral: 8%
     - Slightly Satisfied: 20%
     - Moderately Satisfied: 32%
     - Very Satisfied: 24%
     - Not Applicable: 8%

   - **North**:  
     - Very Dissatisfied: 4%
     - Moderately Dissatisfied: 4%
     - Slightly Dissatisfied: 8%
     - Neutral: 8%
     - Slightly Satisfied: 20%
     - Moderately Satisfied: 32%
     - Very Satisfied: 32%
     - Not Applicable: 0%

   - **Quad**:  
     - Very Dissatisfied: 2%
     - Moderately Dissatisfied: 3%
     - Slightly Dissatisfied: 4%
     - Neutral: 5%
     - Slightly Satisfied: 13%
     - Moderately Satisfied: 31%
     - Very Satisfied: 20%
     - Not Applicable: 0%

   - **RAHPS**:  
     - Very Dissatisfied: 6%
     - Moderately Dissatisfied: 7%
     - Slightly Dissatisfied: 6%
     - Neutral: 14%
     - Slightly Satisfied: 24%
     - Moderately Satisfied: 36%
     - Very Satisfied: 18%
     - Not Applicable: 0%

   - **Stacwyck**:  
     - Very Dissatisfied: 4%
     - Moderately Dissatisfied: 7%
     - Slightly Dissatisfied: 6%
     - Neutral: 14%
     - Slightly Satisfied: 21%
     - Moderately Satisfied: 21%
     - Very Satisfied: 18%
     - Not Applicable: 0%

   **Average Ranking**  
   - **BARH**: 5.56  
   - **Colonie**: 5.22  
   - **E-Complex**: 3.62  
   - **North**: 5.28  
   - **Quad**: 5.03  
   - **RAHPS**: 4.38  
   - **Stacwyck**: 3.54

2. The overall cleanliness of your room at the time you moved in.

   - **BARH**:  
     - Very Dissatisfied: 2%
     - Moderately Dissatisfied: 2%
     - Slightly Dissatisfied: 23%
     - Neutral: 12%
     - Slightly Satisfied: 12%
     - Moderately Satisfied: 20%
     - Very Satisfied: 20%
     - Not Applicable: 0%

   - **Colonie**:  
     - Very Dissatisfied: 5%
     - Moderately Dissatisfied: 8%
     - Slightly Dissatisfied: 13%
     - Neutral: 8%
     - Slightly Satisfied: 25%
     - Moderately Satisfied: 21%
     - Very Satisfied: 9%
     - Not Applicable: 0%

   - **E-Complex**:  
     - Very Dissatisfied: 8%
     - Moderately Dissatisfied: 8%
     - Slightly Dissatisfied: 8%
     - Neutral: 8%
     - Slightly Satisfied: 20%
     - Moderately Satisfied: 21%
     - Very Satisfied: 20%
     - Not Applicable: 0%

   - **North**:  
     - Very Dissatisfied: 2%
     - Moderately Dissatisfied: 4%
     - Slightly Dissatisfied: 14%
     - Neutral: 10%
     - Slightly Satisfied: 20%
     - Moderately Satisfied: 31%
     - Very Satisfied: 36%
     - Not Applicable: 2%

   - **Quad**:  
     - Very Dissatisfied: 2%
     - Moderately Dissatisfied: 4%
     - Slightly Dissatisfied: 15%
     - Neutral: 8%
     - Slightly Satisfied: 31%
     - Moderately Satisfied: 31%
     - Very Satisfied: 20%
     - Not Applicable: 0%

   - **RAHPS**:  
     - Very Dissatisfied: 4%
     - Moderately Dissatisfied: 7%
     - Slightly Dissatisfied: 6%
     - Neutral: 14%
     - Slightly Satisfied: 21%
     - Moderately Satisfied: 21%
     - Very Satisfied: 18%
     - Not Applicable: 0%

   - **Stacwyck**:  
     - Very Dissatisfied: 4%
     - Moderately Dissatisfied: 7%
     - Slightly Dissatisfied: 6%
     - Neutral: 14%
     - Slightly Satisfied: 21%
     - Moderately Satisfied: 21%
     - Very Satisfied: 18%
     - Not Applicable: 0%

   **Average Ranking**  
   - **BARH**: 5.22  
   - **Colonie**: 3.62  
   - **E-Complex**: 5.28  
   - **North**: 5.03  
   - **Quad**: 4.38  
   - **RAHPS**: 3.54  
   - **Stacwyck**: 3.54

3/4/2003 1:47 PM
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>NA</td>
</tr>
</tbody>
</table>

**BARH Colonie E-Complex North Quad RAHPS Stacwyck**

Average Ranking

3. How satisfied are you with the cleanliness of bathroom facilities?

<table>
<thead>
<tr>
<th></th>
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<td>5%</td>
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<tr>
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<td>21%</td>
<td>18%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Average Ranking

4. How satisfied are you with the temperature regulation in your room?

<table>
<thead>
<tr>
<th></th>
<th></th>
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<td>5%</td>
<td>27%</td>
<td>8%</td>
<td>4%</td>
<td>16%</td>
<td>15%</td>
<td>15%</td>
<td>25%</td>
</tr>
<tr>
<td>0%</td>
<td>3%</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
<td>6%</td>
<td>6%</td>
<td>4%</td>
</tr>
</tbody>
</table>

3/4/2003 1:47 PM
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<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Moderately Dissatisfied</th>
<th>Slightly Dissatisfied</th>
<th>Neutral</th>
<th>Slightly Satisfied</th>
<th>Moderately Satisfied</th>
<th>Very Satisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>NA</td>
</tr>
</tbody>
</table>

5. How satisfied are you with the condition of the window treatments?

- 1. Very Dissatisfied: 5% (BARH), 5% (Colonie), 8% (E-Complex), 8% (North), 5% (Quad), 33% (RAHPS), 14% (Stacwyck)
- 2. Moderately Dissatisfied: 5% (BARH), 7% (Colonie), 15% (E-Complex), 12% (North), 13% (Quad), 17% (RAHPS), 14% (Stacwyck)
- 3. Slightly Dissatisfied: 11% (BARH), 18% (Colonie), 15% (E-Complex), 16% (North), 17% (Quad), 12% (RAHPS), 18% (Stacwyck)
- 4. Neutral: 34% (BARH), 10% (Colonie), 18% (E-Complex), 20% (North), 22% (Quad), 8% (RAHPS), 21% (Stacwyck)
- 5. Slightly Satisfied: 15% (BARH), 15% (Colonie), 31% (E-Complex), 20% (North), 18% (Quad), 6% (RAHPS), 25% (Stacwyck)
- 6. Moderately Satisfied: 20% (BARH), 35% (Colonie), 8% (E-Complex), 20% (North), 18% (Quad), 10% (RAHPS), 4% (Stacwyck)
- 7. Very Satisfied: 8% (BARH), 10% (Colonie), 8% (E-Complex), 4% (North), 7% (Quad), 2% (RAHPS), 4% (Stacwyck)
- NA. Not Applicable: 2% (BARH), 0% (Colonie), 0% (E-Complex), 0% (North), 0% (Quad), 11% (RAHPS), 0% (Stacwyck)

Average Ranking: 4.43 (BARH), 4.68 (Colonie), 4.00 (E-Complex), 4.08 (North), 4.16 (Quad), 2.73 (RAHPS), 3.54 (Stacwyck)

6. How satisfied are you with the timeliness of repairs?

- 1. Very Dissatisfied: 3% (BARH), 0% (Colonie), 8% (E-Complex), 0% (North), 3% (Quad), 10% (RAHPS), 0% (Stacwyck)
- 2. Moderately Dissatisfied: 8% (BARH), 8% (Colonie), 8% (E-Complex), 0% (North), 4% (Quad), 12% (RAHPS), 0% (Stacwyck)
- 3. Slightly Dissatisfied: 10% (BARH), 3% (Colonie), 0% (E-Complex), 0% (North), 6% (Quad), 14% (RAHPS), 0% (Stacwyck)
- 4. Neutral: 21% (BARH), 10% (Colonie), 31% (E-Complex), 8% (North), 17% (Quad), 13% (RAHPS), 7% (Stacwyck)
- 5. Slightly Satisfied: 18% (BARH), 13% (Colonie), 15% (E-Complex), 20% (North), 20% (Quad), 14% (RAHPS), 14% (Stacwyck)
- 6. Moderately Satisfied: 18% (BARH), 25% (Colonie), 23% (E-Complex), 28% (North), 22% (Quad), 15% (RAHPS), 36% (Stacwyck)
- 7. Very Satisfied: 18% (BARH), 28% (Colonie), 8% (E-Complex), 24% (North), 18% (Quad), 19% (RAHPS), 32% (Stacwyck)
Using the following scale please indicate how satisfied or dissatisfied you are with the items listed below:

1. Very Dissatisfied
2. Moderately Dissatisfied
3. Slightly Dissatisfied
4. Neutral
5. Slightly Satisfied
6. Moderately Satisfied
7. Very Satisfied

NA. Not Applicable

<table>
<thead>
<tr>
<th>Item</th>
<th>BARH</th>
<th>Colonie</th>
<th>E-Complex</th>
<th>North</th>
<th>Quad</th>
<th>RAHPS</th>
<th>Stacwyck</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laundry Room Facilities</td>
<td>3%</td>
<td>12%</td>
<td>8%</td>
<td>20%</td>
<td>10%</td>
<td>4%</td>
<td>11%</td>
</tr>
<tr>
<td>Average Ranking</td>
<td>4.75</td>
<td>5.45</td>
<td>4.50</td>
<td>5.85</td>
<td>5.07</td>
<td>4.32</td>
<td>6.04</td>
</tr>
</tbody>
</table>

7. How satisfied are you with the laundry room facilities?

1. Very Dissatisfied
2. Moderately Dissatisfied
3. Slightly Dissatisfied
4. Neutral
5. Slightly Satisfied
6. Moderately Satisfied
7. Very Satisfied

NA. Not Applicable

<table>
<thead>
<tr>
<th>Item</th>
<th>BARH</th>
<th>Colonie</th>
<th>E-Complex</th>
<th>North</th>
<th>Quad</th>
<th>RAHPS</th>
<th>Stacwyck</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laundry Room Facilities</td>
<td>2%</td>
<td>13%</td>
<td>8%</td>
<td>8%</td>
<td>6%</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>Average Ranking</td>
<td>4.68</td>
<td>4.81</td>
<td>5.58</td>
<td>5.44</td>
<td>5.01</td>
<td>4.83</td>
<td>5.15</td>
</tr>
</tbody>
</table>

8. How satisfied are you with the vending service?

1. Very Dissatisfied
2. Moderately Dissatisfied
3. Slightly Dissatisfied
4. Neutral
5. Slightly Satisfied
6. Moderately Satisfied

NA. Not Applicable

<table>
<thead>
<tr>
<th>Item</th>
<th>BARH</th>
<th>Colonie</th>
<th>E-Complex</th>
<th>North</th>
<th>Quad</th>
<th>RAHPS</th>
<th>Stacwyck</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vending Service</td>
<td>2%</td>
<td>13%</td>
<td>8%</td>
<td>8%</td>
<td>6%</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>Average Ranking</td>
<td>4.68</td>
<td>4.81</td>
<td>5.58</td>
<td>5.44</td>
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<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>NA</td>
</tr>
</tbody>
</table>

7. Very Satisfied 10% 3% 8% 12% 6% 1% 0%
NA. Not Applicable 15% 53% 23% 8% 17% 54% 11%

Average Ranking 4.83 3.11 3.30 4.91 4.23 3.38 3.58

9. How satisfied are you with the condition of the furniture?

1. Very Dissatisfied 2% 3% 0% 0% 3% 11% 21%
2. Moderately Dissatisfied 3% 5% 0% 12% 6% 10% 4%
3. Slightly Dissatisfied 2% 17% 15% 8% 11% 10% 14%
4. Neutral 28% 10% 23% 12% 17% 17% 25%
5. Slightly Satisfied 18% 20% 15% 28% 22% 14% 32%
6. Moderately Satisfied 33% 35% 23% 28% 28% 19% 14%
7. Very Satisfied 11% 10% 23% 12% 13% 1% 4%
NA. Not Applicable 3% 0% 0% 0% 0% 19% 0%

Average Ranking 5.08 4.83 5.15 4.88 4.87 3.88 3.71

10. How satisfied are you with the condition of the carpeting?

1. Very Dissatisfied 3% 5% 8% 4% 6% 16% 21%
2. Moderately Dissatisfied 0% 7% 0% 4% 4% 10% 7%
3. Slightly Dissatisfied 2% 7% 8% 4% 15% 23% 18%
4. Neutral 15% 10% 15% 0% 18% 13% 14%
5. Slightly Satisfied 15% 23% 0% 28% 22% 15% 32%
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<td>5</td>
<td>6</td>
<td>7</td>
<td>NA</td>
</tr>
</tbody>
</table>

6. Moderately Satisfied 33% 25% 31% 28% 23% 19% 7%
7. Very Satisfied 31% 18% 38% 32% 8% 3% 0%
NA. Not Applicable 2% 5% 0% 0% 3% 2% 0%

Average Ranking 5.65 4.98 5.46 5.56 4.52 3.69 3.50

11. How satisfied are you with pest control?
1. Very Dissatisfied 0% 3% 0% 0% 6% 3% 0%
2. Moderately Dissatisfied 0% 3% 0% 4% 4% 2% 0%
3. Slightly Dissatisfied 0% 3% 15% 12% 6% 5% 11%
4. Neutral 8% 12% 23% 8% 20% 19% 14%
5. Slightly Satisfied 10% 12% 23% 8% 20% 19% 14%
6. Moderately Satisfied 28% 23% 23% 20% 19% 29% 36%
7. Very Satisfied 43% 25% 38% 24% 17% 19% 21%
NA. Not Applicable 11% 18% 0% 4% 13% 11% 4%

Average Ranking 6.19 5.39 5.46 5.25 4.81 5.24 5.44

12. How satisfied are you with the public spaces/lounges in your residence hall?
1. Very Dissatisfied 0% 7% 8% 8% 7% 5% 4%
2. Moderately Dissatisfied 0% 3% 0% 4% 8% 1% 0%
3. Slightly Dissatisfied 5% 10% 8% 8% 13% 4% 7%
4. Neutral 13% 17% 15% 20% 18% 11% 11%
Resident Facility Satisfaction Survey

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<tr>
<td>Very Dissatisfied</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>5. Slightly Satisfied</td>
</tr>
<tr>
<td>6. Moderately Satisfied</td>
</tr>
<tr>
<td>7. Very Satisfied</td>
</tr>
<tr>
<td>NA. Not Applicable</td>
</tr>
</tbody>
</table>

Average Ranking 5.51 4.03 4.91 4.63 4.34 4.38 4.00

13. How satisfied are you with the safety features in your residence hall?

| 1. Very Dissatisfied | 2% | 0% | 0% | 0% | 1% | 17% | 4% |
| 2. Moderately Dissatisfied | 3% | 7% | 0% | 0% | 3% | 16% | 0% |
| 3. Slightly Dissatisfied | 8% | 7% | 0% | 16% | 10% | 18% | 4% |
| 4. Neutral | 8% | 13% | 0% | 8% | 17% | 13% | 14% |
| 5. Slightly Satisfied | 11% | 7% | 15% | 12% | 11% | 16% | 11% |
| 6. Moderately Satisfied | 39% | 30% | 62% | 40% | 34% | 11% | 32% |
| 7. Very Satisfied | 26% | 32% | 23% | 20% | 21% | 5% | 32% |
| NA. Not Applicable | 2% | 5% | 0% | 4% | 3% | 6% | 4% |

Average Ranking 5.52 5.49 6.08 5.42 5.28 3.50 5.63

14. Overall how satisfied are you living in your residence hall this year?

| 1. Very Dissatisfied | 0% | 0% | 8% | 4% | 2% | 5% | 0% |
| 2. Moderately Dissatisfied | 0% | 3% | 0% | 8% | 2% | 6% | 4% |
| 3. Slightly Dissatisfied | 0% | 3% | 31% | 0% | 8% | 13% | 4% |
### Resident Facility Satisfaction Survey

Total number of respondents: 453  
Total number of people in residence hall: 1301  
Percentage completing survey: 35%

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<th>NA</th>
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<tbody>
<tr>
<td><strong>BARH</strong></td>
<td>10%</td>
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<td><strong>Colonie</strong></td>
<td>16%</td>
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<td>8%</td>
<td>8%</td>
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<tr>
<td><strong>E-Complex</strong></td>
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<td>50%</td>
<td>23%</td>
<td>48%</td>
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<td><strong>North</strong></td>
<td>31%</td>
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<td>16%</td>
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<td><strong>Quad</strong></td>
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**Average Ranking**  
- BARH: 5.95  
- Colonie: 5.68  
- E-Complex: 4.46  
- North: 5.24  
- Quad: 5.15  
- RAHPS: 4.71  
- Stacwyck: 5.21