Student Satisfaction Survey

December 1, 2003
Norris Pearson, Manager
## Residence Facility Satisfaction Survey Overall Results

<table>
<thead>
<tr>
<th>Barton</th>
<th>Bray</th>
<th>Cary</th>
<th>Crockett</th>
<th>Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nason</td>
<td>Davison</td>
<td>Nugent</td>
<td>Sharp</td>
<td>Warren</td>
</tr>
<tr>
<td>Quad</td>
<td>North</td>
<td>E-Complex</td>
<td>Stacwyck</td>
<td>RAHPS</td>
</tr>
<tr>
<td>BARH</td>
<td>Colonie</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Percentage Return of Survey

- Total Residents – 2851
- Total Responses – 1232
- Percent Responded – 43%
Comparison of responses offering satisfied results:

- 1.) Cleanliness of your residence hall?
- 2.) Cleanliness of your room at the time you moved in?
- 3.) Cleanliness of the bathrooms?
- 4.) Temperature regulation in your room?

Percent Satisfied

<table>
<thead>
<tr>
<th>Question</th>
<th>2003-04</th>
<th>2002-03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness of your residence hall?</td>
<td>84.54</td>
<td>70.16</td>
</tr>
<tr>
<td>Cleanliness of your room at the time you moved in?</td>
<td>81.99</td>
<td>73.45</td>
</tr>
<tr>
<td>Cleanliness of the bathrooms?</td>
<td>67.79</td>
<td>56.44</td>
</tr>
<tr>
<td>Temperature regulation in your room?</td>
<td>60.98</td>
<td>45.90</td>
</tr>
</tbody>
</table>
Comparison of responses offering satisfied results:

5.) Condition of the window treatments? 6.) Timeliness of repairs? 7.) Quality of maintenance performed? 8.) Process used to generate a maintenance request?

- 2003-04:
  - 5.) 76.63%
  - 6.) 73.63%
  - 7.) 81.88%
  - 8.) 80.96%

- 2002-03:
  - 5.) 50.72%
  - 6.) 69.57%

Note: The bar graph does not show a comparison between 2003-04 and 2002-03 for the process used to generate a maintenance request.
Comparison of responses offering satisfied results:

9.) Laundry room facilities?
10.) The vending services?
11.) Condition of your furniture?
12.) Condition of your carpeting?

2003-04
2002-03
Comparison of responses offering satisfied results:

- 13.) The pest control?
- 77.19% in 2003-04, 73.64% in 2002-03
- 14.) Public spaces/lounges in your residence hall?
- 76.47% in 2003-04, 70.17% in 2002-03
- 15.) Landscape, sidewalks, and sitting areas around your residence hall?
- 70.84% in 2003-04, 70.84% in 2002-03
Comparison of responses offering satisfied results:

- 16.) Appearance of the waste disposal areas outside your residence?
  - 2003-04: 71.56%
  - 2002-03: n/a

- 17.) Safety features in your residence hall?
  - 2003-04: 81.6%
  - 2002-03: 77.27%

- 18.) Overall, how satisfied are you with your residence hall?
  - 2003-04: 85.74%
  - 2002-03: 78.38%