

# University Housing & Food Service Quality of Life Survey - Fall 2005

## Question Frequencies 1,524 Total Respondents

	<b>Q1. Currently live</b>	
	Count	%
Whitney	455	30.1%
Shasta	165	10.9%
Lassen	158	10.4%
Konkow	79	5.2%
Mechoopda/Esken	194	12.8%
UV-Double Studio	71	4.7%
UV-4 person cluster	98	6.5%
UV-6 person cluster	292	19.3%
Total	1512	100.0%

	<b>Q2. Class level</b>	
	Count	%
Freshman	1328	93.0%
Sophomore	24	1.7%
Junior	53	3.7%
Senior	20	1.4%
Graduate	3	.2%
Total	1428	100.0%

	<b>Q3. Gender</b>	
	Count	%
Male	449	45.4%
Female	541	54.6%
Total	990	100.0%

### Q4: How satisfied are you with the following:

	Q4A. Satisfied: Distribution of housing policies		Q4B. Satisfied: Quality of RA programs		Q4C. Satisfied: Room condition	
	Count	%	Count	%	Count	%
Not satisfied	111	7.6%	110	7.4%	130	8.6%
Somewhat satisfied	678	46.1%	595	39.9%	728	48.4%
Very satisfied	681	46.3%	788	52.8%	646	43.0%
Total	1470	100.0%	1493	100.0%	1504	100.0%

	Q4D. Satisfied: Landscaping		Q4E. Satisfied: Outside lighting		Q4F. Satisfied: Feeling safe	
	Count	%	Count	%	Count	%
Not satisfied	67	4.5%	159	10.6%	97	6.5%
Somewhat satisfied	516	34.7%	679	45.4%	585	39.0%
Very satisfied	905	60.8%	656	43.9%	817	54.5%
Total	1488	100.0%	1494	100.0%	1499	100.0%

	Q4G. Satisfied: Laundry system "add-value" card		Q4H. Satisfied: Laundry washer-dryer machines		Q4I. Satisfied: Hall lobby-desk area	
	Count	%	Count	%	Count	%
Not satisfied	380	25.6%	460	31.2%	79	5.4%
Somewhat satisfied	593	40.0%	632	42.8%	707	48.4%
Very satisfied	510	34.4%	384	26.0%	675	46.2%
Total	1483	100.0%	1476	100.0%	1461	100.0%

	Q4J. Satisfied: Front desk staff		Q4K. Satisfied: Hall study, computer lab		Q4L. Satisfied: Recreation space, TV area	
	Count	%	Count	%	Count	%
Not satisfied	89	6.1%	93	6.8%	106	7.5%
Somewhat satisfied	614	42.0%	596	43.5%	664	47.2%
Very satisfied	759	51.9%	682	49.7%	637	45.3%
Total	1462	100.0%	1371	100.0%	1407	100.0%

	Q4M. Satisfied: Bathroom cleanliness		Q4N. Satisfied: RHA newspaper program		Q4O. Satisfied: Rec Center	
	Count	%	Count	%	Count	%
Not satisfied	312	24.7%	121	9.8%	95	8.3%
Somewhat satisfied	598	47.3%	566	46.1%	590	51.3%
Very satisfied	354	28.0%	542	44.1%	464	40.4%
Total	1264	100.0%	1229	100.0%	1149	100.0%

	Q4P. Satisfied: Quality of Rec Center programs		Q4Q. Satisfied: Computer network in room		Q4R. Satisfied: Resnet service	
	Count	%	Count	%	Count	%
Not satisfied	108	9.0%	172	12.3%	120	9.4%
Somewhat satisfied	635	52.9%	585	41.7%	575	45.0%
Very satisfied	457	38.1%	646	46.0%	584	45.7%
Total	1200	100.0%	1403	100.0%	1279	100.0%

	Q4S. Satisfied: Fall orientation activities	
	Count	%
Not satisfied	95	6.9%
Somewhat satisfied	618	44.8%
Very satisfied	668	48.4%
Total	1381	100.0%

**Q5: Have you submitted a work order to fix a problem in your living space?**

	Q5A. Submitted a work order	
	Count	%
Yes	588	43.5%
No	763	56.5%
Total	1351	100.0%

**If "Yes," how satisfied were you with...**

	Q5B. Work order satisfied: Submit work order process		Q5C. Work order satisfied: Timeliness of completion		Q5D. Work order satisfied: Quality of work	
	Count	%	Count	%	Count	%
Not satisfied	37	6.3%	123	21.2%	71	12.3%
Somewhat satisfied	209	35.7%	179	30.9%	151	26.1%
Very satisfied	339	57.9%	278	47.9%	357	61.7%
Total	585	100.0%	580	100.0%	579	100.0%

**Q6: Do you feel it is important for students to be involved if a new housing facility were being designed?**

	Q6A. Student involvement important for new housing design	
	Count	%
Yes	994	66.0%
No	130	8.6%
Maybe	382	25.4%
Total	1506	100.0%

**If "Yes," which areas do you feel are most important for student involvement?  
(mark all that apply)**

	Q6B. Student involvement: Types of amenities		Q6C. Student involvement: Design of living arrangements		Q6D. Student involvement: Selection of color schemes	
	Count	%	Count	%	Count	%
Marked	669	67.3%	816	82.1%	399	40.1%
Not marked	325	32.7%	178	17.9%	595	59.9%
Total	994	100.0%	994	100.0%	994	100.0%

	Q6E. Student involvement: Selection of area furnishings		Q6F. Student involvement: Identify rec, community areas	
	Count	%	Count	%
Marked	530	53.3%	649	65.3%
Not marked	464	46.7%	345	34.7%
Total	994	100.0%	994	100.0%

**Q7: Please respond to the following statements.**

	Q7A. Would live in coed wing		Q7B. Comfortable with opposite gender RA		Q7C. Recommend friends live Univ Housing	
	Count	%	Count	%	Count	%
Yes	1004	81.6%	1169	78.1%	1099	74.3%
No	122	9.9%	175	11.7%	171	11.6%
Unsure	104	8.5%	153	10.2%	209	14.1%
Total	1230	100.0%	1497	100.0%	1479	100.0%

	Q7D. Interested in living on quiet lifestyle floor		Q7E. Interested in living on substance-free floor	
	Count	%	Count	%
Yes	420	29.3%	461	32.6%
No	649	45.3%	675	47.7%
Unsure	365	25.5%	278	19.7%
Total	1434	100.0%	1414	100.0%

	Q8. How often use computer lab	
	Count	%
Never	817	54.1%
Once a semester	182	12.1%
Monthly	171	11.3%
Weekly	268	17.8%
Daily	71	4.7%
Total	1509	100.0%

	Q9. How long in computer lab	
	Count	%
Do not use	796	53.5%
1-20 minutes	354	23.8%
21-40 minutes	139	9.3%
41-60 minutes	109	7.3%
More than 60 minutes	90	6.0%
Total	1488	100.0%

**Q10: How do you find out about Recreation Center programs/events? (mark all that apply)**

	Q10A. Rec Center info: Monthly calendar		Q10B. Rec Center info: Posters		Q10C. Rec Center info: Sandwich board		Q10D. Rec Center info: E-mail	
	Count	%	Count	%	Count	%	Count	%
Marked	675	44.3%	805	52.8%	64	4.2%	65	4.3%
Not marked	849	55.7%	719	47.2%	1460	95.8%	1459	95.7%
Total	1524	100.0%	1524	100.0%	1524	100.0%	1524	100.0%

	Q10E. Rec Center info: RA's		Q10F. Rec Center info: Residents		Q10G. Rec Center info: Rec Center staff	
	Count	%	Count	%	Count	%
Marked	642	42.1%	366	24.0%	45	3.0%
Not marked	882	57.9%	1158	76.0%	1479	97.0%
Total	1524	100.0%	1524	100.0%	1524	100.0%

	Q11. How often use Rec Center	
	Count	%
Never	1086	72.9%
1 hour per week	276	18.5%
2-3 hours per week	90	6.0%
4 + hours per week	38	2.6%
Total	1490	100.0%

**Q12: What's your main source of information about University Housing-sponsored programs? (mark all that apply)**

	Q12A. Main info source: RA's		Q12B. Main info source: Posters		Q12C. Main info source: Flyers	
	Count	%	Count	%	Count	%
Marked	858	56.3%	911	59.8%	511	33.5%
Not marked	666	43.7%	613	40.2%	1013	66.5%
Total	1524	100.0%	1524	100.0%	1524	100.0%

	Q12D. Main info source: Bulletin boards		Q12E. Main info source: Front desk		Q12F. Main info source: E-mail	
	Count	%	Count	%	Count	%
Marked	331	21.7%	90	5.9%	129	8.5%
Not marked	1193	78.3%	1434	94.1%	1395	91.5%
Total	1524	100.0%	1524	100.0%	1524	100.0%

	Q12G. Main info source: Whitney dining table tents		Q12H. Main info source: Other residents		Q12I. Main info source: Mailbox	
	Count	%	Count	%	Count	%
Marked	97	6.4%	272	17.8%	268	17.6%
Not marked	1427	93.6%	1252	82.2%	1256	82.4%
Total	1524	100.0%	1524	100.0%	1524	100.0%

	<b>Q13. How often attend programs</b>	
	Count	%
Never	544	36.4%
Once a month	639	42.7%
2-3 times a month	257	17.2%
4 or more times a month	56	3.7%
Total	1496	100.0%

	<b>Q14. How often read RHA newspaper</b>	
	Count	%
Never	917	61.4%
Occasionally	437	29.3%
Daily	63	4.2%
Weekly	76	5.1%
Total	1493	100.0%

	<b>Q15. Read Living In booklet</b>	
	Count	%
Yes	493	33.2%
No	458	30.9%
Some sections	501	33.8%
Don't know what it is	32	2.2%
Total	1484	100.0%

	<b>Q16. How informative were CADEC seminars</b>	
	Count	%
Minimally informative	265	34.8%
Moderately informative	310	40.7%
Very informative	187	24.5%
Total	762	100.0%

	<b>Q17. Housing policy deters drinking-drug usage</b>	
	Count	%
Yes	405	27.3%
No	432	29.1%
Somewhat	513	34.5%
No idea	136	9.2%
Total	1486	100.0%

	<b>Q18. Housing, disciplinary policies communicated</b>	
	Count	%
Not very well	142	9.7%
Moderately well	542	37.0%
Very well	779	53.2%
Total	1463	100.0%

**Q19: Please rate your satisfaction with the following Food Service Programs.  
Staff in...**

	Q19A. Staff satisfaction: Whitney		Q19B. Staff satisfaction: The Marketplace		Q19C. Staff satisfaction: Holt Station	
	Count	%	Count	%	Count	%
Not satisfied	205	17.7%	35	3.7%	58	8.2%
Somewhat satisfied	477	41.3%	409	42.7%	328	46.6%
Very satisfied	473	41.0%	514	53.7%	318	45.2%
Total	1155	100.0%	958	100.0%	704	100.0%

	Q19D. Staff satisfaction: Butte Station		Q19E. Staff satisfaction: Creekside Cafe		Q19F. Staff satisfaction: Common Grounds	
	Count	%	Count	%	Count	%
Not satisfied	38	3.6%	34	4.9%	35	5.2%
Somewhat satisfied	423	39.6%	273	39.7%	281	42.0%
Very satisfied	607	56.8%	381	55.4%	353	52.8%
Total	1068	100.0%	688	100.0%	669	100.0%

**Q19: Please rate your satisfaction with the following Food Service Programs.  
Menu choices in...**

	Q19G. Menu satisfaction: Whitney		Q19H. Menu satisfaction: The Marketplace		Q19I. Menu satisfaction: Holt Station	
	Count	%	Count	%	Count	%
Not satisfied	515	44.6%	80	8.4%	115	16.7%
Somewhat satisfied	501	43.3%	478	50.0%	378	54.8%
Very satisfied	140	12.1%	398	41.6%	197	28.6%
Total	1156	100.0%	956	100.0%	690	100.0%

	Q19J. Menu satisfaction: Butte Station		Q19K. Menu satisfaction: Creekside Cafe		Q19L. Menu satisfaction: Common Grounds	
	Count	%	Count	%	Count	%
Not satisfied	86	8.3%	64	9.4%	69	10.5%
Somewhat satisfied	544	52.3%	316	46.5%	334	51.0%
Very satisfied	411	39.5%	299	44.0%	252	38.5%
Total	1041	100.0%	679	100.0%	655	100.0%

**Q19: Please rate your satisfaction with the following Food Service Programs.  
Serving area atmosphere in...**

	Q19M. Serving atmosphere satisfaction: Whitney		Q19N. Serving atmosphere satisfaction: The Marketplace	
	Count	%	Count	%
Not satisfied	227	19.9%	46	4.9%
Somewhat satisfied	557	48.9%	420	44.8%
Very satisfied	356	31.2%	471	50.3%
Total	1140	100.0%	937	100.0%

	Q19O. Serving atmosphere satisfaction: Holt station		Q19P. Serving atmosphere satisfaction: Butte Station	
	Count	%	Count	%
Not satisfied	78	11.3%	75	7.7%
Somewhat satisfied	358	51.9%	498	51.3%
Very satisfied	254	36.8%	397	40.9%
Total	690	100.0%	970	100.0%

	Q19Q. Serving atmosphere satisfaction: Creekside Cafe		Q19R. Serving atmosphere satisfaction: Common Grounds	
	Count	%	Count	%
Not satisfied	44	6.5%	43	6.6%
Somewhat satisfied	310	45.9%	309	47.3%
Very satisfied	321	47.6%	301	46.1%
Total	675	100.0%	653	100.0%

**Q19: Please rate your satisfaction with the following Food Service Programs.  
Dining area atmosphere in...**

	Q19S. Dining atmosphere satisfaction: Whitney		Q19T. Dining atmosphere satisfaction: The Marketplace	
	Count	%	Count	%
Not satisfied	179	15.7%	38	4.1%
Somewhat satisfied	587	51.4%	418	44.9%
Very satisfied	376	32.9%	475	51.0%
Total	1142	100.0%	931	100.0%

	Q19U. Dining atmosphere satisfaction: Holt Station		Q19V. Dining atmosphere satisfaction: Butte Station	
	Count	%	Count	%
Not satisfied	74	11.3%	98	11.3%
Somewhat satisfied	344	52.8%	456	52.8%
Very satisfied	234	35.9%	310	35.9%
Total	652	100.0%	864	100.0%

	Q19W. Dining atmosphere satisfaction: Creekside Cafe		Q19X. Dining atmosphere satisfaction: Common Grounds	
	Count	%	Count	%
Not satisfied	41	6.1%	38	5.7%
Somewhat satisfied	317	47.1%	320	48.3%
Very satisfied	315	46.8%	305	46.0%
Total	673	100.0%	663	100.0%

**Q19: Please rate your satisfaction with the following Food Service Programs.  
Serving hours in...**

	Q19Y. Serving hours satisfaction: Whitney		Q19Z. Serving hours satisfaction: The Marketplace	
	Count	%	Count	%
Not satisfied	562	49.1%	374	39.8%
Somewhat satisfied	356	31.1%	369	39.3%
Very satisfied	226	19.8%	196	20.9%
Total	1144	100.0%	939	100.0%

	Q19AA. Serving hours satisfaction: Holt Station		Q19AB. Serving hours satisfaction: Butte Station	
	Count	%	Count	%
Not satisfied	251	34.4%	330	32.6%
Somewhat satisfied	313	42.9%	436	43.1%
Very satisfied	165	22.6%	245	24.2%
Total	729	100.0%	1011	100.0%

	Q19AC. Serving hours satisfaction: Creekside Cafe		Q19AD. Serving hours satisfaction: Common Grounds	
	Count	%	Count	%
Not satisfied	227	32.7%	207	29.7%
Somewhat satisfied	283	40.8%	281	40.3%
Very satisfied	184	26.5%	210	30.1%
Total	694	100.0%	698	100.0%

**Q19: Please rate your satisfaction with the following Food Service Programs.  
Other**

	Q19AE. Satisfaction with meal card flexibility		Q19AF. Satisfaction with "Continuous Dining" in Whitney Hall		Q19AG. Satisfaction with bonus dollars on your meal plan	
	Count	%	Count	%	Count	%
Not satisfied	373	32.9%	233	22.0%	115	10.8%
Somewhat satisfied	428	37.7%	440	41.5%	309	29.1%
Very satisfied	334	29.4%	386	36.4%	638	60.1%
Total	1135	100.0%	1059	100.0%	1062	100.0%