

Report on the Residence Satisfaction Survey

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Residence Satisfaction Survey

Introduction

The Residence Satisfaction Survey was undertaken to determine the level of satisfaction felt by students living in the University of Winnipeg's residences. The survey was administered in February 2001 by Janis Pregnall, Housing Coordinator, and analyzed by the Institute of Urban Studies. The results will help the University identify the strengths and weaknesses of its student accommodation. The results will also help guide Phase II of the University's Long-term Student Housing Initiative by assessing students' needs and expectations of their residence experience.

Methodology

The Residence Satisfaction Survey (Appendix A) was distributed to all 32 students currently living in residence. A total of 28 completed surveys were returned. The majority of students had been living in residence since fall, though a number had only lived there since January.

Executive Summary

- Survey respondents indicated that they were highly satisfied with their accommodation overall.
- Most respondents would recommend living in residence to a friend.
- Respondents expressed a very high degree of satisfaction with the quality of accommodation, social interaction, level of rent, safety, residence atmosphere, lease arrangements and university staff.
- Respondents expressed a high degree of satisfaction with the level of privacy, neighbourhood, maintenance, residence assistants, local amenities and residence rules.
- Although most were satisfied, some did not find the level of organized events, amount of space and parking to be satisfactory.
- Meeting new people was cited as the single most positive aspect of residence life.
- Respondents indicated that other residents' failure to keep common areas clean was the most significant problem.
- Most respondents indicated that living in residence has led them to be more active on campus and in the community.

- Most respondents enjoyed living in the West Broadway Neighbourhood, and none of them expressed a strong objection to the area.

Qualitative Data

The survey was designed to obtain primarily quantifiable data. However, respondents were asked to elaborate on issues which they felt were of particular relevance.

Parking

Four respondents indicated that while the parking was convenient, snow clearance was a problem in winter.

Organized Activities

One respondent felt that organized activities are usually announced too late, making it difficult to fit them into his/her schedule.

Kitchen Space and Amenities

Four respondents felt that there was not enough space in fridges and kitchen cupboards. One respondent suggested installing fans over the stoves to dissipate the cooking smells, while another complained that the fire alarm was too sensitive and goes off frequently when people are cooking.

Maintenance

Four respondents cited maintenance as a significant concern. In particular, they noted that several bathroom blinds have yet to be replaced and that the fridges were unreliable at times.

Size

Three respondents felt the bedrooms were too small, and one noted that privacy can be a problem.

Cleanliness

Three respondents noted other residents' failure to keep common areas clean was a problem.

Rent

One respondent felt that \$200 would be appropriate for rent. Another would prefer there to be only three people to a house.

Staff

One respondent noted that Janis in particular has been very supportive of the residents.

Quality

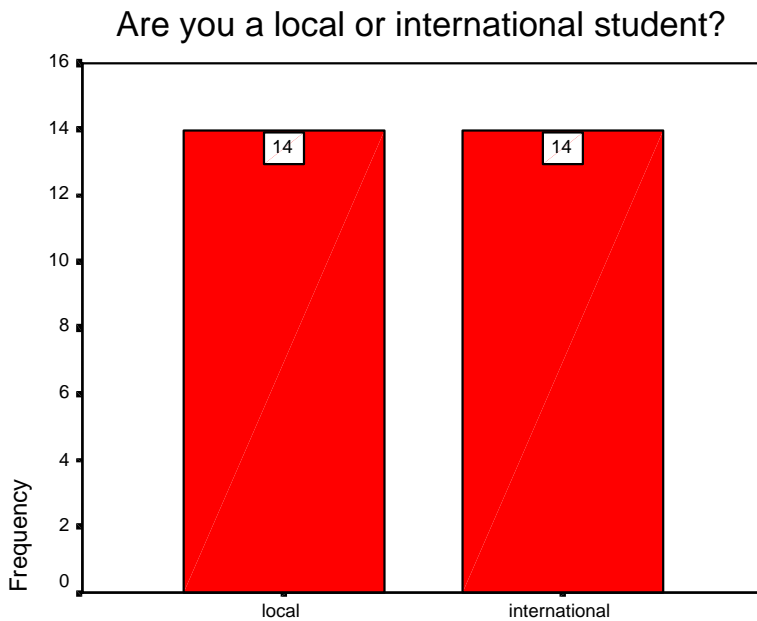
Three respondents commented on the high quality of the accommodation.

Smoking

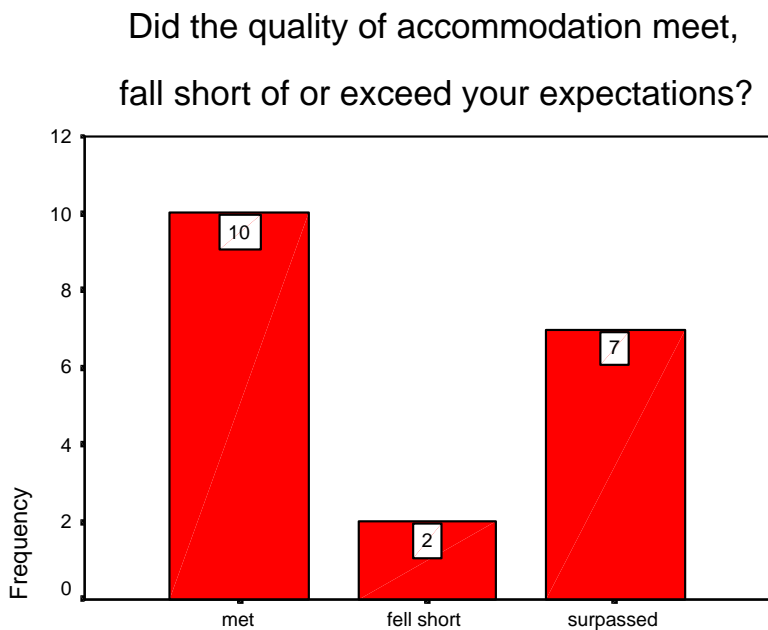
Two respondents mentioned smoking; one complaining that some individuals were smoking in the basement, the other indicating that there should be accommodation for smokers.

Activities

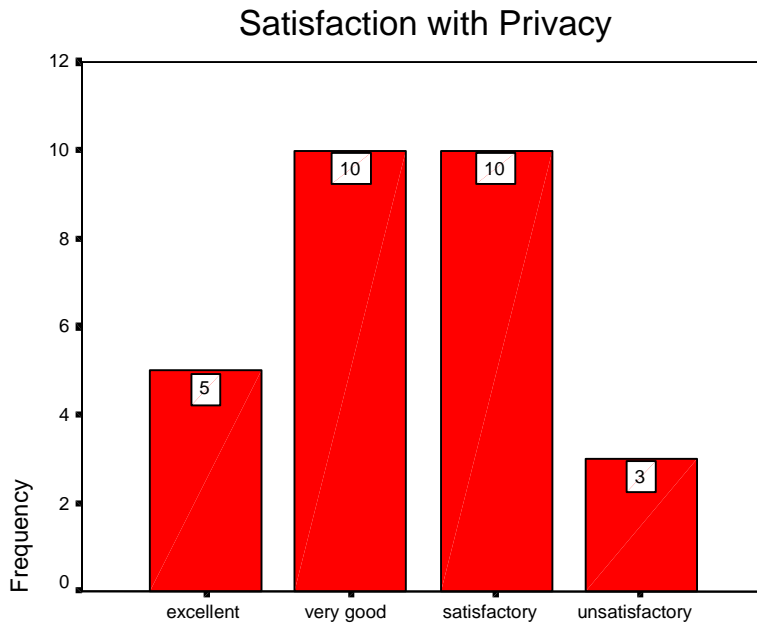
There was substantial interest in more organized residence activities, such as outdoor activities and weekend trips, sports, workshops, local excursions.



Respondents were evenly divided between "local" (Canadian) and international students.



Most respondents indicated that the accommodations met or surpassed their expectations. Only two (11%) indicated that the accommodation fell short of their expectations.

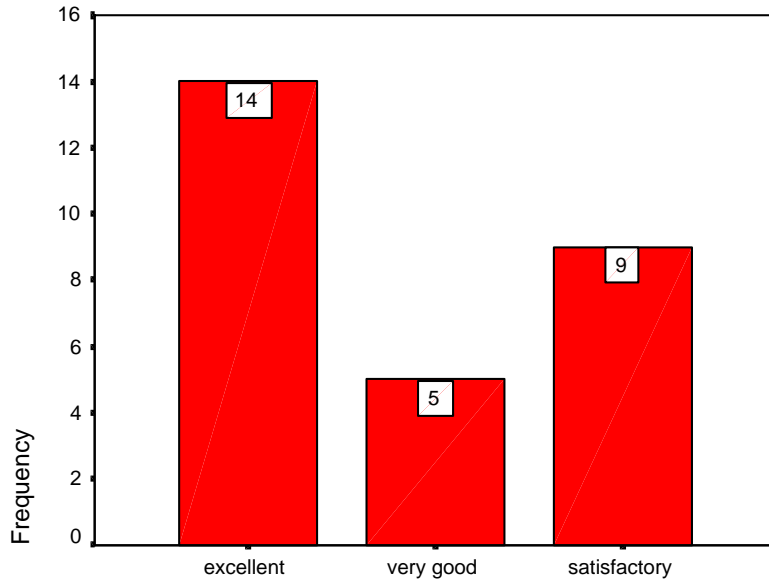


Most respondents were satisfied with the level of privacy afforded by residence accommodation, though only 18% ranked privacy as "excellent."



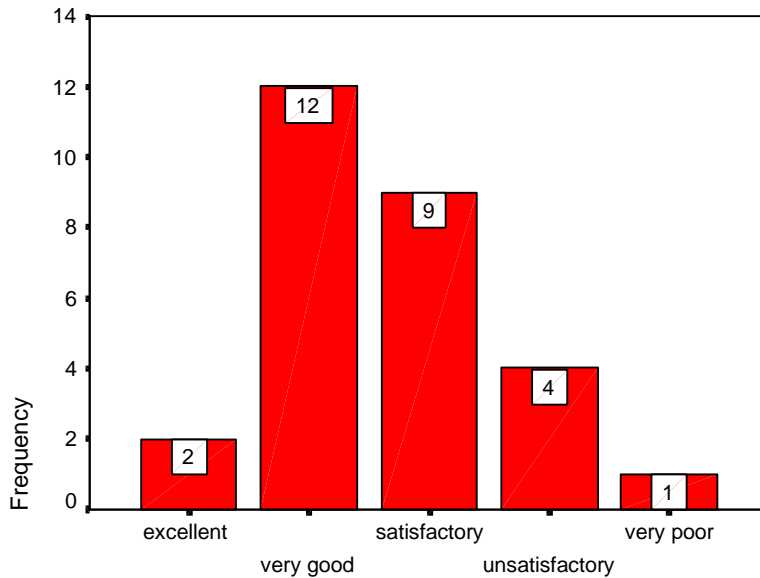
Respondents indicated a very high level of satisfaction with the quality of residence accommodations, with 61% indicating the quality was "very good" or "excellent."

Satisfaction with Social Interaction



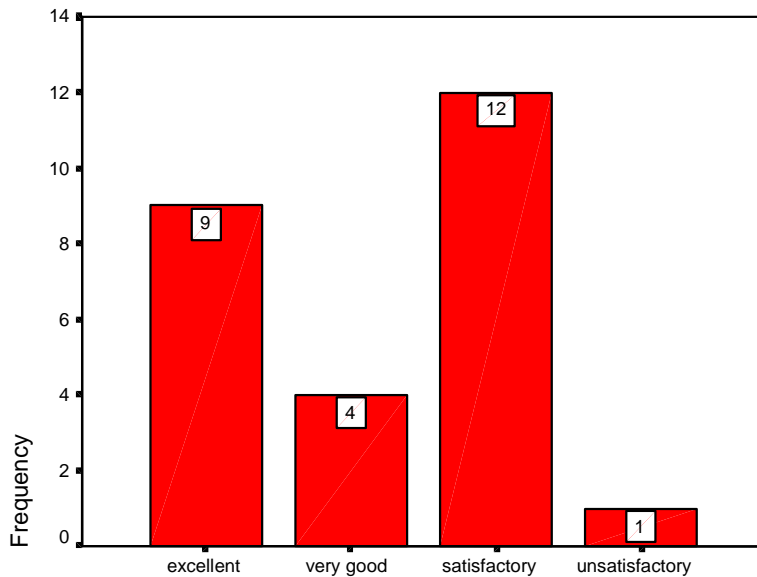
Most students were highly satisfied with the level of social interaction in residence. No students expressed dissatisfaction with the level of social interaction, and 50% of respondents ranked it as "excellent."

Satisfaction with the Neighbourhood



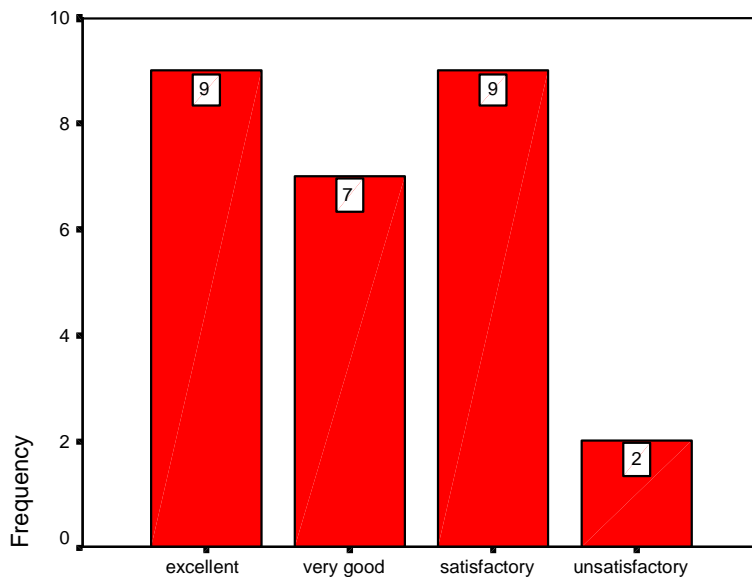
Most respondents (82%) were satisfied with the neighbourhood in which the residences are located, and 50% ranked the neighbourhood as "very good" or even "excellent." Five respondents were dissatisfied with the neighbourhood, with one respondent ranking it as "very poor."

Satisfaction with Residence Assistants

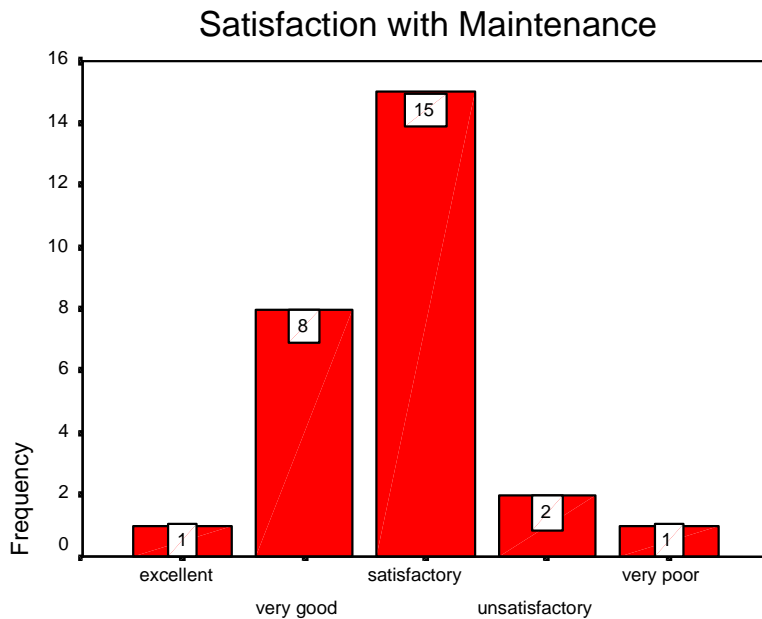


Respondents felt positive with regard to residence assistants, with only one respondent indicating some level of dissatisfaction. 50% of respondents were highly satisfied with the residence assistants.

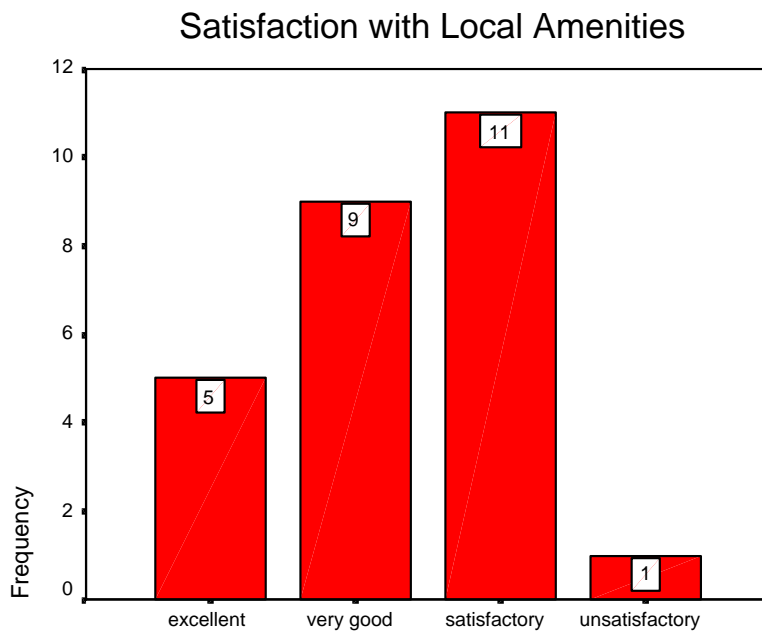
Satisfaction with Level of Rent



Respondents were overwhelmingly satisfied with the level of rent, with only two respondents indicating that they were dissatisfied with the amount they were paying.

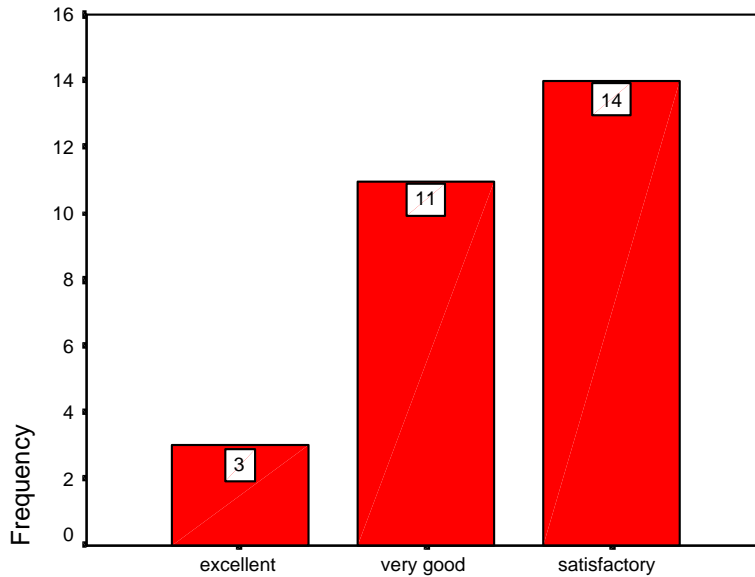


56% of respondents felt moderately satisfied with the level of maintenance. 33% felt highly satisfied, while 11% felt dissatisfied.



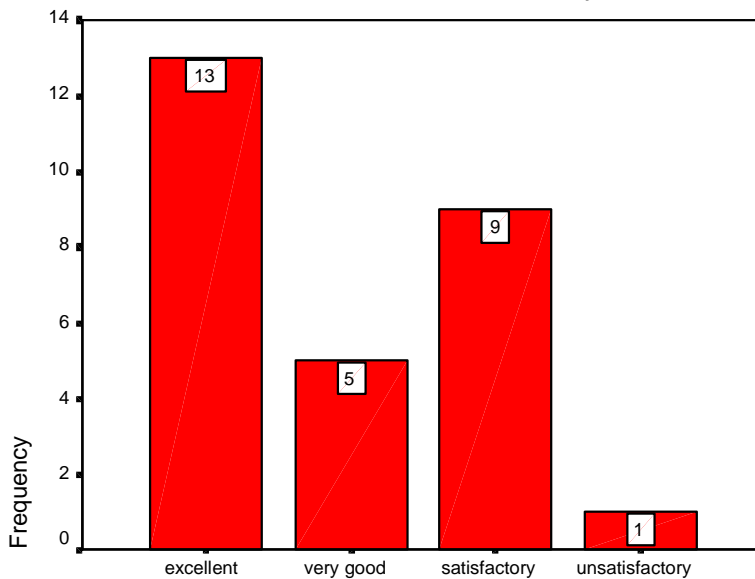
All but one respondent indicated they were satisfied with the level of amenities near the residences. While 54% of respondents were highly satisfied in this regard, 42% were only moderately satisfied.

Satisfaction with Residence Rules

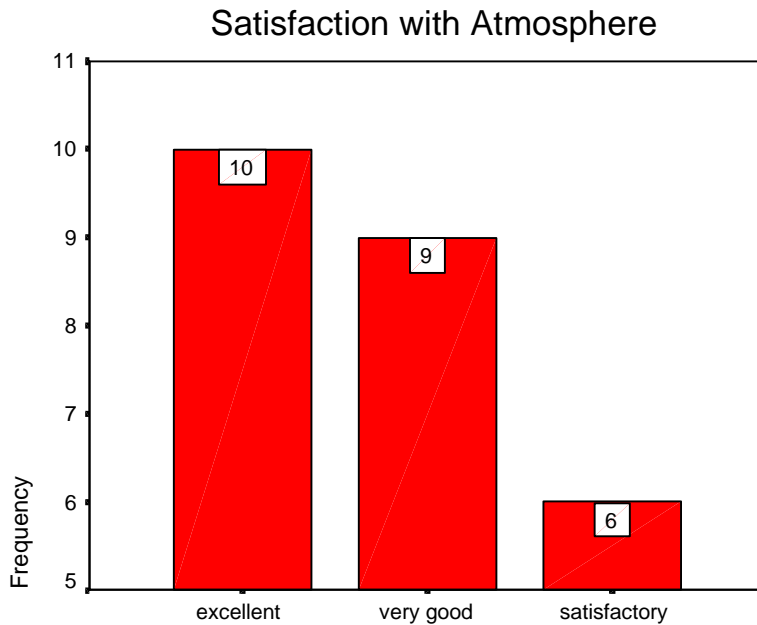


Respondents indicated that they were satisfied with the current residence rules. 50% indicated that they were highly satisfied, while another 50% indicated only moderate satisfaction.

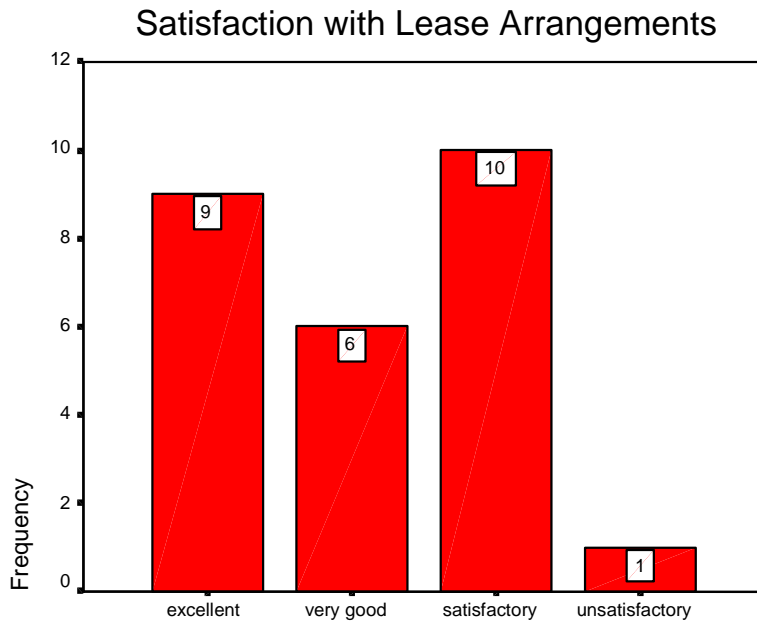
Satisfaction with Safety



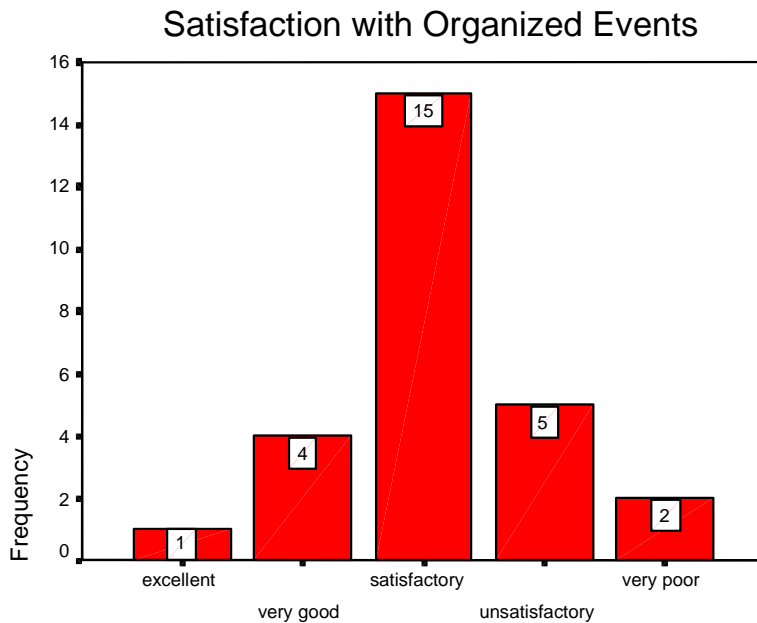
4% of respondents indicated a high level of satisfaction with residence safety, with 46% ranking it as "excellent." Only one respondent was dissatisfied with the level of safety.



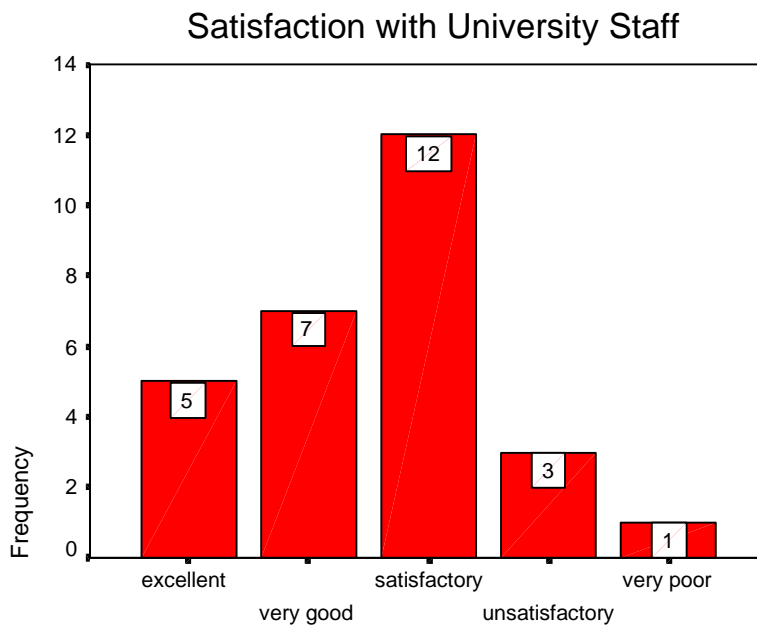
Respondents indicated a very high level of satisfaction with the atmosphere in residence. 76% indicated the atmosphere was "very good" or "excellent," with the remaining 24% indicating the atmosphere was satisfactory.



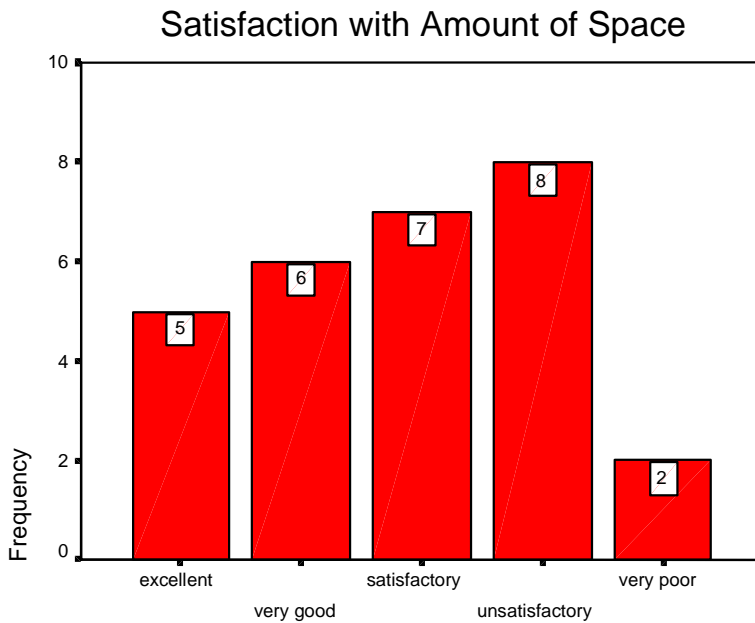
All but one respondent indicated they were satisfied with the lease arrangement, and 58% indicated they were highly satisfied with the current lease arrangement.



Respondents had mixed views regarding organized residence activities. 56% were satisfied with the level and types of activities, 19% were highly satisfied and 26% were dissatisfied.



86% of respondents were satisfied or highly satisfied with the university staff involved in student housing. Only 14% indicated dissatisfaction with the university staff.

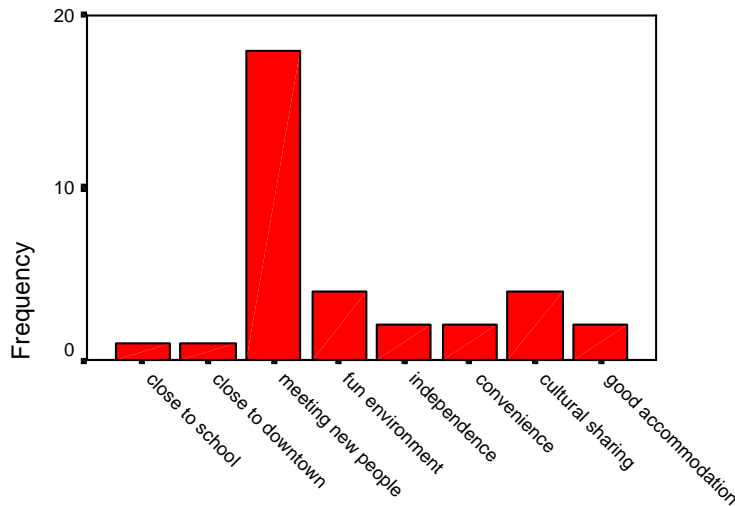


Respondents expressed a significant level of dissatisfaction with the amount of space available in residence. 36% of respondents were dissatisfied, while 25% were moderately satisfied and 39% were highly satisfied.



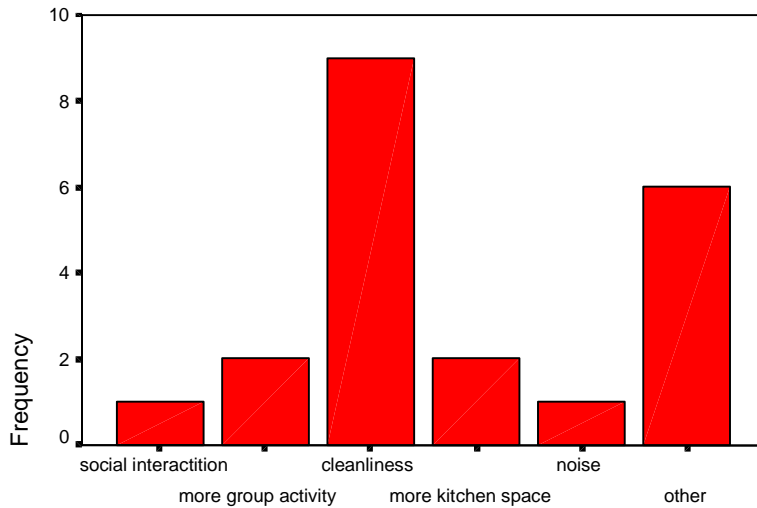
Respondents expressed some dissatisfaction with the residence parking facilities. 41% of respondents were moderately satisfied, 32% were highly satisfied, and 27% were dissatisfied.

What has been the most positive aspect of living in residence?



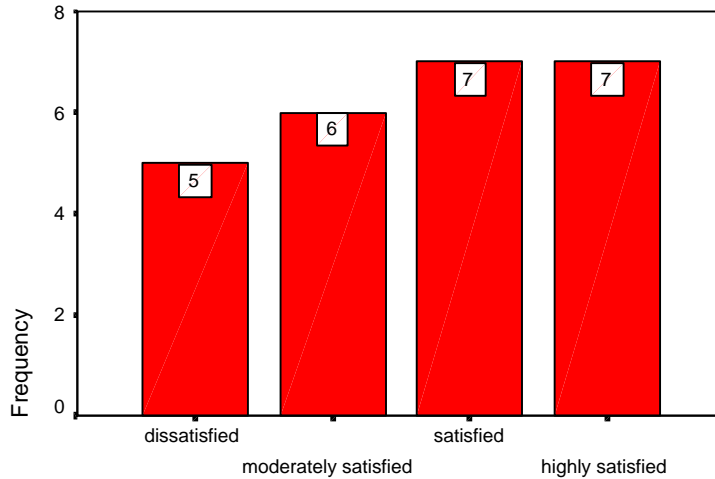
Respondents indicated that meeting new people was the single most positive aspect of living in residence. Other significant factors included a "fun environment" and the opportunity to learn about different cultures.

What aspect of residence life needs the most improvement?



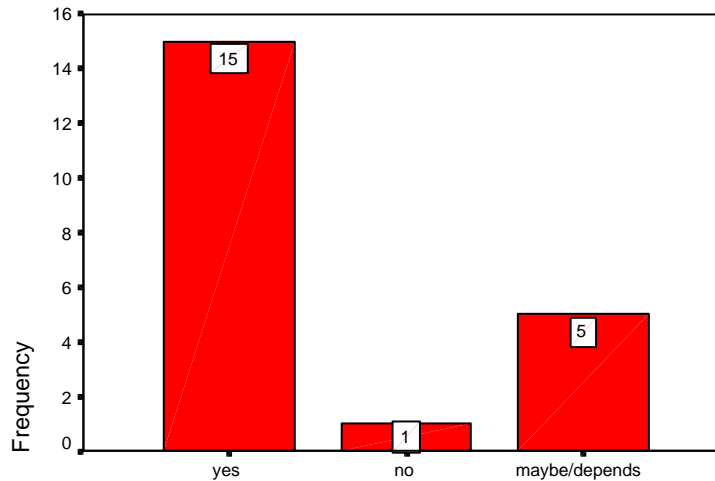
Most respondents cited cleanliness as the single most negative aspect of living in residence. Other significant factors included a lack of group activities and a lack of kitchen space.

What is your overall level of satisfaction
with residence life?



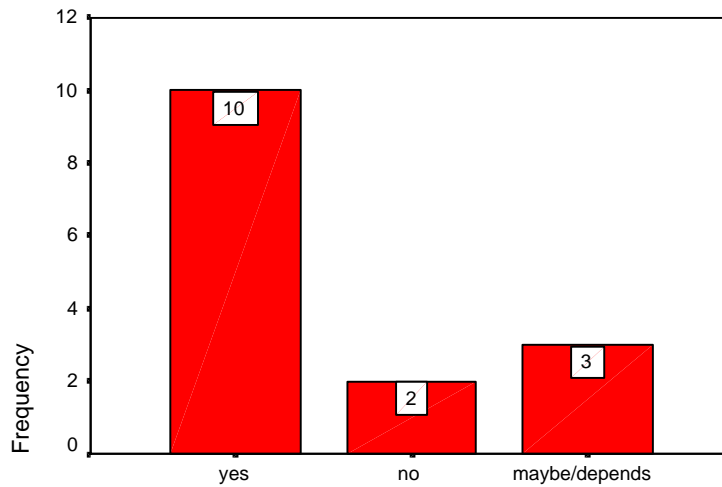
Respondents expressed an overall satisfaction with residence life. 56% of respondents were highly satisfied, 24% were moderately satisfied and 20% were dissatisfied.

Would you recommend living in
residence to a friend?



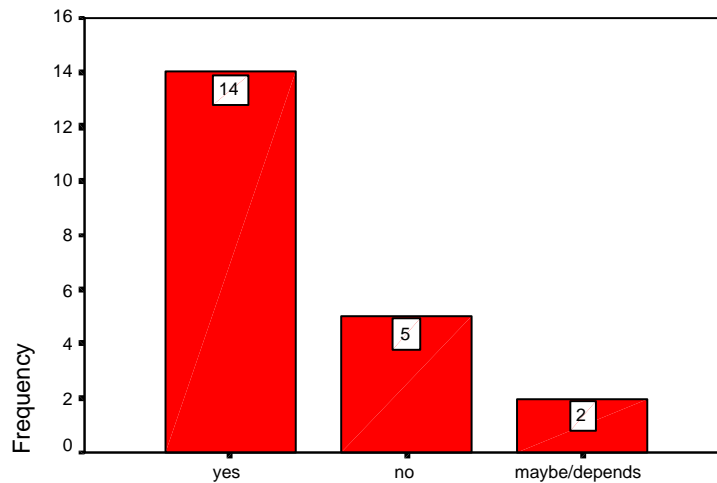
Only one respondent indicated they would not recommend living in residence to a friend. Among those who indicated "maybe/depends," most respondents cited the individual's ability to adapt to a communal living arrangement as opposed to qualities of the residence itself.

Would you support more contact between the residence and surrounding community?



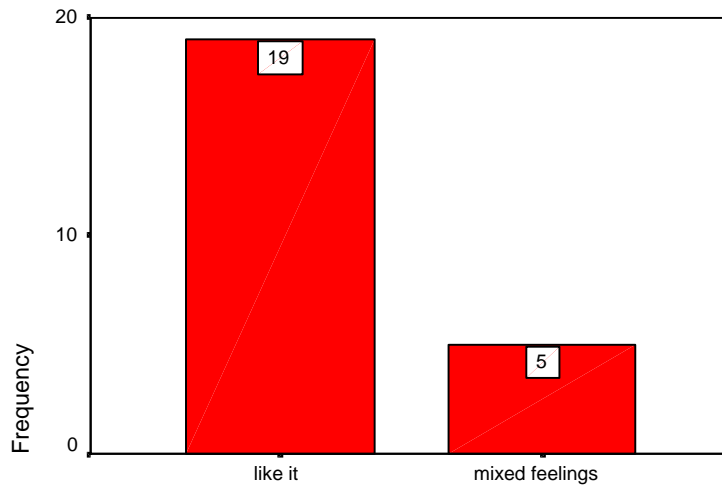
Most respondents indicated they would favour more contact between students living in residence and the surrounding community (66%). 13% did not favour more contact, while 20% indicated it depends upon a number of factors, including their schedules.

Has living in residence made you more active in campus and community activities?



67% of respondents indicated that living in residence had led them to become more active on campus and in the community. 24% of respondents indicated that living in residence did not affect their level of involvement, and 10% indicated it may have affected their level of involvement.

How do you feel about living in
the West Broadway area?



79% of respondents indicated that they enjoyed living in the West Broadway area, while 21% reported mixed feelings about the neighbourhood. No respondents expressed strong concerns about the area.

APPENDIX A

Residence Satisfaction Survey

1. Did the quality of accommodation (furniture, design, appliances etc):

- a) meet your expectations
- b) fall short of your expectations or
- c) surpass your expectations?

(Please circle one answer.)

2. Please rate your satisfaction with the following aspects of life at the university residences:

	excellent 1	2	satisfactory 3	4	very poor 5
a) level of privacy	[]	[]	[]	[]	[]
b) quality of accommodation (furniture, appliances etc.).....	[]	[]	[]	[]	[]
c) social interaction with others in residence	[]	[]	[]	[]	[]
d) the neighbourhood	[]	[]	[]	[]	[]
e) residence assistants	[]	[]	[]	[]	[]
f) levels of rent.....	[]	[]	[]	[]	[]
g) maintenance and repair of the residences.....	[]	[]	[]	[]	[]
h) basic amenities are readily accessible (grocery stores, banks etc.)...	[]	[]	[]	[]	[]
i) residence rules appropriately deal with residence issues	[]	[]	[]	[]	[]
j) I perceive my residence to be safe	[]	[]	[]	[]	[]
k) my residence has a positive atmosphere.....	[]	[]	[]	[]	[]
l) the lease suits my needs....	[]	[]	[]	[]	[]
m) organized activities and special events.....	[]	[]	[]	[]	[]
n) university staff involved in residence is supportive of the residences, open to student feedback and responsive to problems and suggestions as they arise	[]	[]	[]	[]	[]
o) there is enough space.....	[]	[]	[]	[]	[]
p) parking provided is satisfactory.....	[]	[]	[]	[]	[]

Please feel free to expand on any of the above answers, especially if you feel highly satisfied or highly unsatisfied:

3. What has been the most positive aspect of living in residence for you?

4. What aspect of residence life do you feel needs the most improvement? (please indicate how strongly you feel about the issue).

5. What is your level of overall satisfaction with residence life?

highly unsatisfied moderately satisfied highly satisfied
1 2 3 4 5

6. Would you recommend living in residence to a friend? Why or why not?

Your Input:

Having lived in the university residences for several months, you are in a sense the “expert” on residence life, and on the relationship between residence students and the surrounding neighbourhood. Your input would be helpful in determining ways of developing the U of W residences in the future.

1. Would you support more contact between students living in residence and the surrounding neighbourhood (i.e. volunteering, etc.)? If so, do you have any ideas for joint projects or events?

2. Are there any programming ideas for residence students that you would like to see started up (social events, outings, workshops, weekend trips)?

3. Do you feel living in residence has encouraged you to become more involved in campus and community activities? Please explain why or why not.

4. How do you feel about living in the West Broadway area?

5. What did you enjoy about the orientation session? What didn't you enjoy? Do you have any suggestions or ideas for the next time?
