

LHU Division of Student Affairs Student Life & Housing Office



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Quality of Life

2011 QUALITY OF LIFE SURVEY RESULTS

In November of 2011 all Residence Halls were asked to participate in the QLS Survey. Out of the 1730 students living on campus 1376 responded. This response rate of 79% equaled the past two years' response rate, which was overly impressive, as this was the first year the survey was delivered exclusively online.

2011 Shows high levels of Satisfaction

The students rated their Residence Halls in the following areas: Community Environment; Physical Environment; Personal Development; Residence Hall Staff; Safety of Campus; Residence Hall Association, Programming and what housing option they most desired in the coming year.

Students were given the option to agree or disagree, but included was a “no response/does not apply” option.

2011 marked the 12th installment of the QLS. This would be the fourth time, since 2000 that the survey has reached a 79% response rate.

The purpose of the survey is to provide insight about student living conditions and to receive feedback regarding residence hall policies, procedures and services. The results are being used to assess the quality of the services provided for the students and to make changes in the future.

Demographics of Respondents

The survey was administered to the seven, University owned, residence halls and the Campus Village apartments. The three residence halls with the highest response rate were:

Smith	94%
Russell	87%
North	82%

Of the respondents 42% were male and 58% were female. 69% of all students who responded have been living in the residence halls for two or less semesters. 20% have spent three or four semesters on campus.

The vast majority (88%) were between the ages of 18 and 20. 3% of students living within the hall classified themselves as international students and 15% of students identified themselves as non-Caucasian.

The overall survey results show a high level of student satisfaction with the living environment. Residents also indicate their awareness of expectations and policies that govern residence halls, and they report their halls as safe places to live.



Findings

Community Environment

The residents were asked to evaluate the several areas related to their sense of community in the residence halls. 83% of residents felt comfortable sleeping and studying in their rooms whenever they pleased. A majority of students also believed there was a strong sense of community spirit in their respective halls. It was apparent that all the students had a comprehension of all University policies and procedures and would even feel comfortable confronting students who were not positive members of the community. Students reported in great numbers that they are comfortable with establishing friendships on the floor and 89% of respondents were accepting of people of other cultural backgrounds.



“The staff in my hall is very outgoing and fun. They are always planning activities to do. I really like and have enjoyed the staff in my hall!”
-Anonymous Comment

2011 QLS Findings Continued...

Personal Development

83% of students reported that the residence halls were a beneficial factor to their educational experience. Another large majority, 85%, also acknowledged the residence halls as helping them transition to University life.

Residence Hall Staff

The students were asked to rate the service they received from the Front Desk Staff, their Resident Assistants (RA) and their Resident Director (RD) in each building. It is important to note that over 1100 new students enter LHU residence halls each Fall semester - a fact that creates new expectations for service every year. Something important to reflect upon is that 85% of respondents enjoyed living in their hall and would recommend it to another student. The students also appeared to be comfortable with the front desk staff and happy with the quality of service they provide.

The Resident Assistants (RAs) rated highly as well. They were scored on their skills enforcing University rules and regulations and their availability and attentiveness. Almost 98% of residents were aware of who their Resident Assistant was.

82% of the students believe that their RA has made a sincere effort to get to know them, but in turn only 71% of residents made the effort to get to know their RA. The LHU Resident Assistants rate highly as positive role models and a majority (81%) believe that they can trust their RA with anything confidential and personal.

Other Services and Safety

In an effort to obtain a multifaceted look into the halls, a few other services were surveyed.

- 92% of all students surveyed believe that the custodial staff has met their expectations for the year.
- 73% of students feel that Laundry services offered in their halls are good.
- 55% of students say they are satisfied with the computing services, but 76% feel that it is important to have these services in the halls. Students use these services constantly; and expect a high level of service.

The residence halls are highly regarded as a safe place to live. A survey rating of 97% (with only 1% of residents not answering) solidified this statistic. Also 95% of the residents are aware of the risks that are taken when propping exterior doors to the residence halls open. The residents also believe that there is adequate lighting on campus and that this provides for a safe environment.

Fire safety is a topic that should never be taken lightly. Every room has a visible smoke detector and sprinkler head. 94% of all residents surveyed are satisfied with the fire safety measures (equipment, evacuation measures, etc.) in place in their residence hall. This 94% exceeds the results of past surveys in 2010 and as far back as the year 2000.

Conclusion

The students provide a valuable insight into campus living here at Lock Haven University. Overall, our students enjoy living on campus and feel very safe in our residence halls. They also reported that living in the halls has helped them become more acquainted with the University, helped them develop critical community living skills and has contributed to their educational experience. The survey is most powerful in the hands of the students to bring about change and to mold the residence halls into a positive and exciting place to live. It has helped develop several policies, including rulings about on campus smoking.

The survey has also provided staff with the opportunity to review and change current service levels in other areas including laundry facilities, computer connectedness and service, and overall attractiveness of the living units.

Special thanks go out to the student life staff for administering the survey and encouraging residents to participate.

SOME SURVEY HIGHLIGHTS:



- High satisfaction with educational experience of living on campus.
- Custodial staff rated highly.
- 97% of students believe the residence halls are a safe place to live.
- Residence halls are a place to develop critical community skills.
- 85% of students say that living in their hall has helped them transition to University Life.
- Expectations and policies regarding alcohol are comprehended by 98% of students.



“84% of respondents enjoyed living in their hall and would recommend it to another student.”



WHERE STUDENTS WANT TO LIVE NEXT YEAR:

