

Lock Haven University of Pennsylvania
Office of Student Life/Housing
Quality of Life Survey

Dear Resident:

The Office of Student Life/Housing is conducting a Quality of Life Survey. This survey has been developed to evaluate your satisfaction with the quality and type of services, which the Office of Student Life/Housing provides its students. Your constructive input is extremely important. The results assist us in making informed decisions about apartment/residence hall policies, procedures, and related issues.

This survey consists of statements that may or may not reflect your own views about various aspects of your residence hall experience throughout this semester. For each statement, please indicate your views by answering Agree or Disagree on the accompanying computer sheet. If the question is not applicable to you or your situation, please respond Does Not Apply. All of your responses should be recorded on the computer sheet, using a dark (#2) pencil. This is a confidential survey, so please do not include your name or student identification number. The pre-coded items simply identify your hall and floor or area.

When you have completed the survey, please submit all materials) to your RA.

Thank you very much for your assistance. Please feel free to contact me or any Student Life staff member if you have any questions.

Sincerely,

Dr. Dwayne L. Allison,
Dean of Student Affairs

Hall Council and Programming

57. I know that there is a hall council in my residence hall.
58. The programs and activities on my floor have addressed educational and cultural issues as well as social and recreational.
59. I have participated in planned activities this semester in my residence hall.
60. Hall Council is responsive to the needs and concerns of my residence hall.
61. I am satisfied with the variety of programs / presentations in my residence hall.

Demographics

62. Are you male or female? A = Male B = Female
63. How many Semesters have you lived on campus?
 A=1-2 B=3-4 C=5-6 D = 7 or more
64. What is your current age range?
 A=18 & Under B=19-20 C=21-25 D=Over 25
65. Are you a Foreign Citizen? A = Yes B = No
66. What is your ethnic background?
 A = Native American B = Asian American
 C = African American / Black
 D = Caucasian / White E = Hispanic American

Thank you for your time in completing this survey!

We are interested in your opinion or suggestions on issues not covered in this survey. Please feel free to write these in the write-in portion of the computer sheet.

Please mark the answer sheet according to the following scale:

A = Agree

B = Disagree

E = No Response, Does not apply

Community Environment

1. I am generally able to sleep or study in my room when I want to.
2. There are adequate study facilities in my hall.
3. I know most of the people on my floor.
4. There is a sense of community spirit in the residence hall where I live.
5. People on my floor respect the rights of others.
6. I attempt to confront inappropriate behavior directly before seeking assistance from an RA.
7. I know the policies and expectations regarding my behavior in the residence hall.
8. Most residents in my hall are accepting of students from diverse cultural backgrounds.
9. My residence hall provides opportunities to interact with individuals who have different backgrounds and values than me.
10. Establishing a positive community on my floor is important to me.
11. I would like to live in the residence halls next year.
12. I would recommend my hall to other students as a good place to live.

Physical Environment

13. My bathroom is a clean area.
14. My room furnishings meet my needs.
15. The lighting in my room is adequate for studying.
16. My residence hall is an attractive place to live.
17. The public areas of my residence hall area are kept clean.
18. Overall, I like living in my residence hall.

Personal Development

19. Living on campus has added to my educational experience at Lock Haven University.
20. Living in the residence halls has challenged me to learn more about myself
21. As a result of living on campus, I have developed the necessary skills needed to live within a community
22. Living in the residence halls has helped me make the transition to University life.
23. I have been associated in some way with university judicial procedures.
24. The hearing officer provided adequate explanations so that I understood the violation's impact on the University community.

Residence Hall Staff

25. The desk receptionists in my hall are friendly, helpful and attentive to my needs or concerns.

26. I know who my Resident Assistant (RA) is.
27. My RA has made a sincere effort to get to know me.
28. I have made a sincere effort to get to know my Resident Assistant.
29. My RA is helpful in getting answers to my questions (even though I may not agree with the answer.)
30. My RA keeps me adequately informed of floor, hall and university activities through floor meetings, signs, etc.
31. I am satisfied with my RA's involvement in facilitating programs and activities on my floor.
32. My RA interacts effectively with people of different cultures, values and lifestyles.
33. My RA is fair and consistent when enforcing the rules and regulations of the University.
34. My RA can be trusted with confidential matters.
35. My RA role models responsible behavior.
36. I feel comfortable approaching other RA's for assistance when my RA is unavailable.
37. My RA is available for me, when I need to speak with her or him.
38. My RA encourages participation in hall council and its activities.
39. Overall, I am satisfied with my RA's performance and effectiveness.
40. I know who my Resident Director (RD) is.
41. My RD is available for me to answer questions, or to help me out in times of need.
42. My RD is concerned about students and is willing to provide assistance.
43. I feel comfortable approaching my Resident Director.
44. Overall, my Resident Director does a good job.

Other Services

45. Building Maintenance concerns (Lights, plugged toilets, elevators, etc.) are repaired in a timely manner.
46. The custodial staff has met most of my expectations this year.
47. The laundry services offered in my hall are good.
48. I am satisfied with the computing services offered in my hall.

Safety

49. I am aware of Lock Haven University's alcohol and other drug policies.
50. My hall is a safe place in which to live.
51. I feel safe knowing there are Emergency Phone Boxes located in the halls.
52. I feel safe knowing that there is a 24 hour Exterior Access Control System used in my residence hall.
53. There is enough lighting in the areas surrounding my residence hall.
54. I recognize the risk involved when the outside doors of the residence halls are left propped open.
55. I am satisfied with the fire safety (equipment, evacuation procedures, etc.) in my hall.
56. I understand the importance of showing identification to enter my hall.