

Student Satisfaction with Residential Life

University of Hawai'i at Mānoa
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**Student Satisfaction with Residential Life
Office of the Vice Chancellor for Students
Executive Summary
July 2006**

In April 2006, all students living in residence halls and apartments at the University of Hawai'i at Mānoa were invited to respond to a web-based satisfaction survey to identify areas of strength and needed improvement in residential life. A total of 1,053 or 40 percent of the students responded. The results were representative of the hall and apartment resident population with females overrepresented by 10 percent.

Overall

Overall 70 percent of the residents were satisfied with their residential living experiences. About 64 percent reported that most or many of their expectations of living on campus were met.

In nearly all areas of residential life, residence hall students were more satisfied than apartment students.

Significant differences in satisfaction were found among halls and between apartments in many areas. Residents of Anuenue and Hale Noelani were less satisfied than those from other units.

Residents from Oahu were clearly more satisfied with their residential experiences than other residents. They were less engaged in residential programs and activities than their fellow residents. They chose to live on campus because of the proximity to campus, independent living, and opportunity to meet people. In contrast, mainland residents were less satisfied with their residential experiences, more active in residential life, and living on campus because of the proximity to campus, costs, and limited off campus housing.

Overall 60 percent of residents consumed alcohol. More apartment residents (73%) reported drinking alcohol than hall residents (51%). They also reported drinking more frequently during the week and more number of drinks per event. Similarly, more mainland (70%) than other residents reported consuming alcohol, and they reported drinking more frequently and more number of drinks per event than their fellow residents.

Areas of Highest and Lowest Satisfaction with Residential Life

Areas of highest satisfaction with residential life (strongly agree and agree) include:

1. Respect for differences of fellow residents (91-94%)
2. Safety in the rooms and buildings of residents (90-93%)
3. Student Housing Computing Laboratory (91%)
4. Cable and Internet service in rooms (86-93%)
5. Dining room environment, cleanliness, and service (89-91%)
6. Attitude of the cleaning staff (90%)
7. Ability of resident advisors to handle confidential matters, availability when needed, fairness, positive role model, and willingness to assist with problems (81-84%)
8. Maintenance of residential grounds (83%)

Areas of lowest satisfaction with residential life (strongly agree and agree) include:

1. Condition of the rooms
 - Control of insects and pests (43%)
 - Maintenance of room (49%)
 - Furniture (55%)
2. Condition of the residence halls or apartment floors
 - Kitchen in apartments (41%)
 - Carpeting (44%)
 - Laundry room (48%)
 - Appliances in apartments (48%)
 - Study facility (55%)
3. Housing policies and procedures
 - Reasonableness of sanctions compared to gravity of violation if received sanctions (46%)
 - Enforcement of current drinking policy (54%)
4. Other
 - Availability of parking (15%)
 - Overall value of experience compared to cost (51%)
 - Value of meal plan (54%)

Of the above, residents from the mainland were less satisfied than those from Oahu on control of pests (37%), maintenance of room (46%), furniture (52%), carpeting (44%), laundry room (44%), appliances in apartment (46%), study facilities (54%), and reasonableness of sanctions compared to gravity of violation if received sanctions (40%), although some of the differences may not be significant.

Conclusion

Residents reported high satisfaction with a number of aspects of residential life on campus at UH-Mānoa. These areas of strength should be celebrated, supported, communicated, and used to promote the value of living in the residential halls and apartments at UHM. Similarly residents noted key concerns needing immediate and near term improvement. Many of these concerns were common across residential units and student groups. Likewise, there were numerous instances where concerns varied significantly among halls or between apartments and among Oahu, Neighbor Island, mainland, and international residents. These aspects should be considered when identifying areas of greatest impact on meeting student needs and while formulating priorities and appropriate implementation strategies for change.

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**Resident Satisfaction with Residential Life
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Introduction

In April 2006 all students living in the residence halls and apartments at the University of Hawai'i at Mānoa were invited to respond to a web-based student satisfaction survey to identify areas of strength and needed improvement in residential life.

The Office of the Vice Chancellor for Students (OVCS) and the Residential Life Office jointly developed and implemented the survey. Three follow-up e-mail reminders from the VCS, flyers from the residential life staff, and a chance to win prizes encouraged students to respond to the survey. The return rate of 1,053 or 40 percent was representative of the hall and apartment population with females overrepresented by 10 percent.

The residence halls included nine units: Anuenue (AN), Gateway House (GW), Johnson Hall (JH), Hale Aloha Ilima (IL), Hale Aloha Lehua (LE), Hale Aloha Lokelani (LO), Hale Aloha Mokihana (MO), Hale Kahawai (KA), and Hale Laulima (LA). The apartments included Hale Noelani (HN) and Hale Wainani (HW).

The residential life satisfaction survey covered the following areas: student background, residential life, resident advisor, hall director, residence hall or apartment room, residence hall floor, policies and procedures, safety and security, food services, other aspects of living on campus, and alcohol use.

Of 144 items in the survey, 99 represented Likert scales measuring student satisfaction. These four-point scales ranged from "strongly satisfied," "satisfied," "dissatisfied," and "strongly dissatisfied." Based on the satisfaction ratings, areas of "Strengths" and "Needed Improvement" were identified in this report. An area of strength signified that 80 percent or more of the residents were satisfied or strongly satisfied with that area. Likewise an area of needed improvement signified that less than 60 percent of residents were satisfied or strongly satisfied with that area. Areas receiving satisfaction ratings of 60-79 percent represent the middle ground. This middle area is listed in the report under "Also" so as not to be forgotten and should be monitored and continuously enhanced as appropriate to meet residential life needs. The Highlights section below summarizes the overall satisfaction of students by presenting the areas of highest and lowest satisfaction with residential life. That section is followed by highlights of the satisfaction of two groups of residents (residence hall and apartment students). When a set of percentages is presented with a comma between them (for example: 86%, 82%), the first percent represents residence hall students and the second apartment students.

This report also disaggregates the two groups into the nine residence halls and two apartments to better identify units needing attention on various residential issues. A group score alone of the halls or of the apartments may mask significant differences in satisfaction that might occur among the many residence hall units or between the two apartment units. Additionally significant differences among Oahu, Neighbor Island, mainland and international residents and their satisfaction with different aspects of residential life are reported for the same reason.

Acknowledgments go to Dee Uwono and Winston Chow from the Residential Life Office for their many contributions to this project. Recognition also goes to Matt Flores for data input and

verification assistance and to other valued colleagues and students who critiqued or piloted the survey or report.

Data Tables

(Tables 1-12)

The last section of this report contains the survey data tables. The first column in the tables contains the survey items followed by the second column with data representing the total group. The remaining columns are divided between data from residence hall units and from apartment units.

The tables are colored coded into a dashboard that represents areas of “Strengths,” “Middle Area,” and “Needed Improvement” so readers may easily identify the degree of satisfaction as well as the similarities and differences among all residence hall and apartment units. Readers are encouraged to review these tables and other related assessment reports on residential life at UH-Mānoa.

For certain sections of this report reference is made to these tables by noting the table numbers under the title of the section (see above title as an illustration).

There are also tables that are embedded in the report itself. These tables show the responses of Oahu, Neighbor Island, mainland and international residents.

Highlights

Areas of Highest and Lowest Satisfaction with Residential Life

Residents reported the greatest satisfaction with the following aspects of residential life (80-94% very satisfied and satisfied).

Respect for Fellow Residents

- 94% respect for differences of gender
- 91% respect for differences of sexual orientation
- 91% respect for different cultures

Safety in Room and Building

- 93% feel safe while in room
- 90% feel safe while in the building

Cable and Internet Service in Room

- 93% cable service
- 86% Internet service

Student Housing Computing Lab

- 91% Student Housing Computing Lab

Dining Room Environment and Service

- 91% dining room environment
- 90% cleanliness of dining hall facilities
- 89% service of dining hall staff

Attitude of Cleaning Staff

90% attitude of the cleaning staff

Resident Advisor (RA)

84% ability to handle confidential matters

82% available when needed

82% ability to treat everyone fairly

82% being a positive role model for residents

81% willingness to assist with problems

80% help residents understand residential life policies and procedures

Maintenance of Grounds

83% maintenance of grounds

Residents reported being least satisfied with the following aspects of residential life (15%-59% very satisfied and satisfied).

Room

43% control of insects and pests

49% maintenance of room

55% furniture in room

Hall or Floor

41% condition of apartment kitchen

44% condition of carpeting

48% laundry room

48% condition of apartment appliances

51% overall value of experience compared to cost

55% study facility in your residence hall or floor

56% condition of apartment living room

57% cleanliness of bathroom

59% timeliness of repair

59% feeling part of the hall/floor community

Policies and Procedures If Received Sanctions

46% the reasonableness of the sanctions in relation to the gravity of the violation

58% the fairness of the treatment during the meetings

58% your options as explained to you

59% reasonableness of the time involved in the judicial process

Food Services

54% value of meal plan

58% variety of the meal plan options

Safety and Security

58% relying on hired Security in an emergency (week-end guards)

Other

15% availability of parking (20 percent of residents have cars)

54% enforcement of current drinking policy

59% room assignment policy

59% flexibility of room change policy

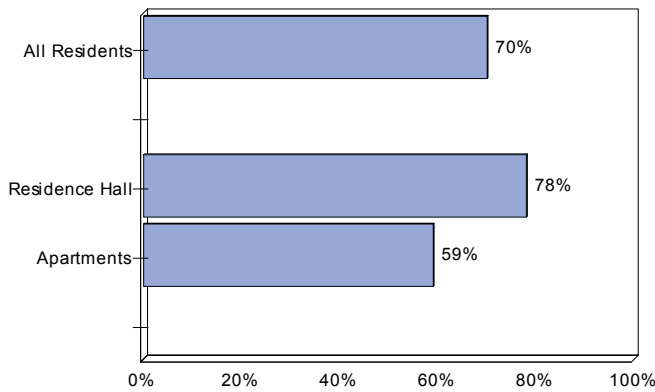
Residents and Residential Life

(Tables 1, 2, and 11)

Most residents chose to live on campus at UH-Mānoa for three main reasons: proximity to the campus (32%), costs (17%), and limited off campus housing (14%). The main reasons given by residents from the mainland were proximity (31%), costs (20%), and limited off campus housing (15%). Residents from Oahu preferred to live on campus because of proximity (32%), independent living (22%), and meeting people (10%).

Overall 70 percent of all students living in the residence halls and apartments were satisfied with their residential life experiences at UH-Mānoa. However, residence hall students were clearly more satisfied (78%) than apartment students (59%). This difference is evident in the responses of residents throughout this report. Additionally, residents from Oahu were far more satisfied (80%) than Neighbor Island (68%), mainland (67%), and international (64%) students.

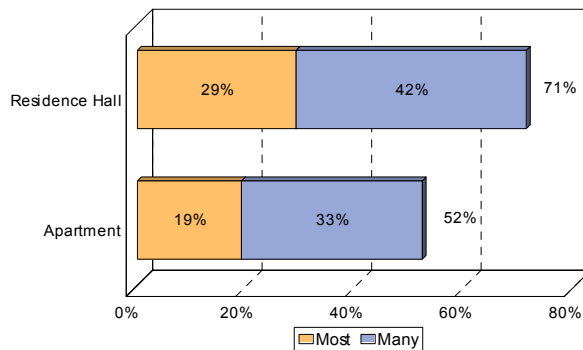
Satisfaction with Residential Life Experiences



Most or many of the expectations of living on campus were met for residence hall students (71%) and to a lesser extent for apartment students (52%). Here again a far larger proportion of Oahu residents (75%) reported that their expectations were met than Neighbor Island (63%), mainland (60%), and international (57%) residents.

Residential Life Expectations Met

Residence Hall and Apartment



Most residence hall students (70%) and to a lesser extent apartment students (60%) were satisfied with the residential programs offered to residents. Oahu residents were most satisfied (72%) followed by international (69%), Neighbor Island (68%), and mainland residents (64%).

When asked to what extent they participated in residential life programs, most students participated in social activities (49%, 40%) followed by recreational/leisure (29%, 25%), cultural (23%, 22%), wellness (21%, 12%), and educational (13%, 6%) activities. Mainland residents were more engaged in various residential programs than other residents, but as noted above they were the least satisfied with the programs offered to residents.

Percent of Resident Participation in Programs and Activities

Programs and Activities	Oahu	Neighbor Island	Mainland	International
Wellness	14	14	21	16
Educational	12	7	11	14
Cultural	17	20	27	20
Athletic	25	31	38	25
Recreational	14	21	38	27
Social	32	41	55	39
Student council/government	4	5	10	8
Faculty	1	3	2	4
Theme floor	9	2	4	2
Living-learning community	9	8	7	8

As far as living together on a floor for a common reason or theme, most students expressed an interest in multi-cultural theme floors (63%, 56%), year round apartments (60%, 73%), and outdoor recreation floors (57%, 51%). Further, international students appeared most interested in the multi-cultural theme floor; Oahu, mainland, and Neighbor Island students in the year round apartment; and mainland students in the outdoor recreational theme floor. Overall, international students had the greatest interest in most of the theme floors.

Percent of Residents Interested in Theme Floors

Theme Floors	Oahu	Neighbor Island	Mainland	International
Health and Wellness	46	40	42	71
Language	39	37	34	41
Computer Technology	36	37	20	37
24 Hour Quiet	32	27	18	43
Honors	21	14	19	27
Year Round Apartments	68	64	66	53
Environmental	29	32	39	51
Outdoor Recreation	45	48	62	57
Multi-cultural	61	59	58	78
Lesbian, Gay, Bi-Sexual, Transgender	23	16	23	20

Satisfaction with Resident Advisor

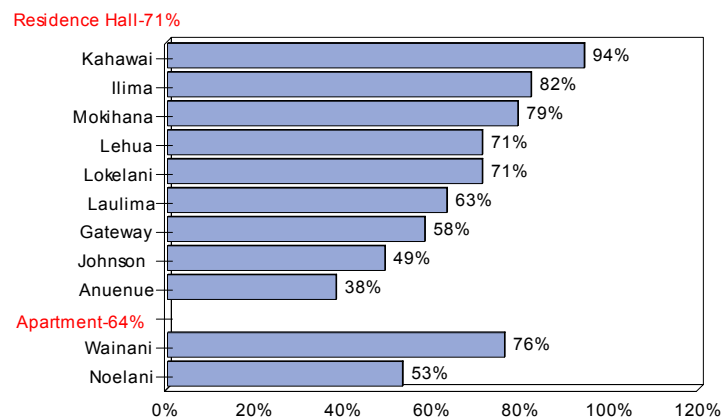
(Table 3)

Overall, residence hall students were more satisfied with their resident advisors than apartment students.

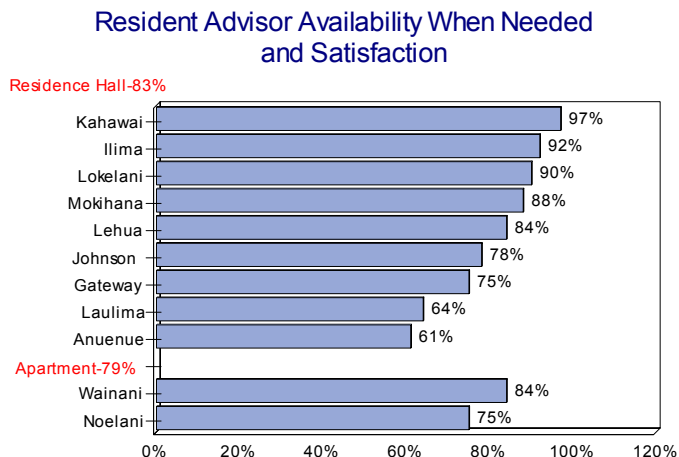
There were significant differences among units. Hale Kahawai residents were generally most satisfied while Anuenue the least satisfied. For apartments, Hale Wainani residents were significantly more satisfied than Hale Noelani residents.

The chart below shows that although 71 percent of residence hall students and 64 percent of apartment students were satisfied with a resident advisor's ability to enhance their college experiences, the differences among the halls and between the apartments were significant with satisfaction ranging from 38-94 percent for hall residents and 53-76 percent for apartment residents.

RA Ability to Enhance College Experiences of Residents



Another example demonstrates that although 83 percent of hall residents and 79 percent of apartment residents were satisfied with the availability of resident advisors, there were significant differences among halls and between apartments. The satisfaction ratings for the halls ranged from 61-97 percent and for the apartments 75-84 percent.



Residents from the mainland were less satisfied than other residents on being treated fairly by RAs (78%) and on the RAs ability to help them understand residential life policies (76%). The degree of satisfaction with RAs by mainland residents, however, was still quite high.

Percent Satisfaction with Resident Advisor

Resident Advisor	Oahu	Neighbor Island	Mainland	International	Sign
Ability to treat everyone fairly	88	83	78	84	0.037
Help residents understand policies	87	81	76	86	0.027

STRENGTHS:

The availability and ability of their resident advisor

Hall	Apartment	Ability
86%	81%	ability to handle confidential matters
85%	77%	ability to treat everyone fairly
83%	79%	availability when needed
83%	77%	willingness to assist with problems
81%	67%	ability to maintain a quiet atmosphere
80%	76%	ability to enforce drinking policies

The implementation of policies and procedures by resident advisor

Hall	Apartment	Ability
86%	71%	help residents understand residential life policies
85%	77%	be a positive role model for residents

85%, 71%	make appropriate referrals when necessary
83%, 68%	fair when dealing with disciplinary problems
81%, 71%	enforce policies
80%, 68%	consistent dealing with infraction of rules

The coordination of maintenance and repairs by resident advisor

<u>Hall, Apart</u>	
81%, 69%	encourage residents to properly maintain common areas

Also:

The planning and implementation of programs by resident advisor

<u>Hall, Apart</u>	
76%, 69%	determine activities of interest to residents
75%, 65%	organize events
70%	involve residents in planning activities (residence hall only)
68%	encourage participation in hall activities (residence hall only)

NEEDED IMPROVEMENT:

<u>Hall, Apart</u>	
59%	involve residents in planning activities (apartment only)

NEEDED IMPROVEMENT: (Anuenue and Hale Noelani)

Residents of Anuenue residence hall and the Hale Noelani apartment were the least satisfied with the performance of resident advisors. Their satisfaction ratings of less than 60 percent are listed below.

Anuenue:

36%	involve residents in planning activities
38%	ability to enhance my college experience
39%	encourage participation in hall activities
46%	ability to follow up on problems raised
50%	ability to maintain a quiet college atmosphere
52%	consistency in dealing with infraction of rules
54%	enforce policies
54%	efforts to build community
54%	determine activities of interest to residents
54%	promptly report needed repairs
56%	willingness to assist with problems
57%	organize events
58%	encourage residents to properly maintain common areas
58%	communicate clearly the process for repairs and maintenance

Hale Noelani:

53%	ability to enhance my college experience
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- 54% encourage participation in hall activities
- 55% involve residents in planning activities
- 57% consistency in dealing with infraction of rules
- 58% fair when dealing with disciplinary problems
- 59% efforts to build community

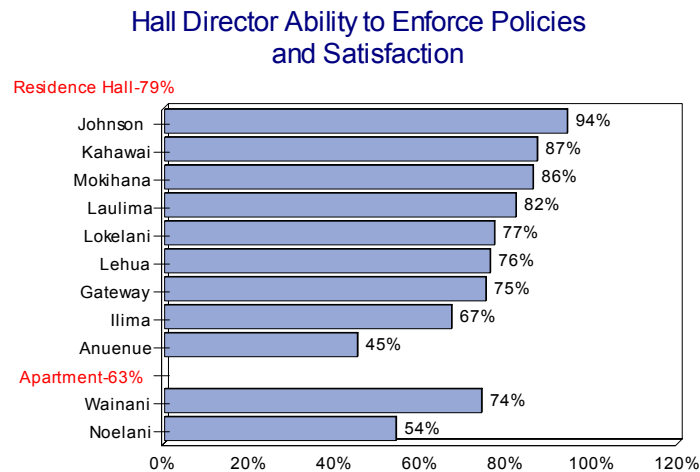
Satisfaction with Hall Director
(Table 4)

Hall directors did not receive any group satisfaction ratings above 80 percent. The highest satisfaction rating by hall residents dealt with their ability to enforce policies (79%) and to treat everyone fairly (79%). The highest ratings by apartment residents were on their availability when needed (64%) and ability to enforce policies (63%).

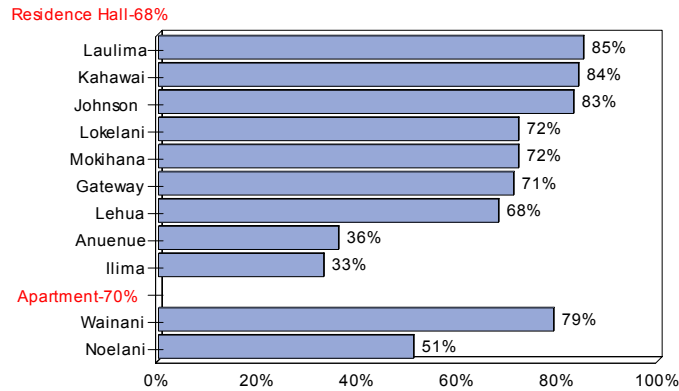
There were significant differences among halls and between apartments on all survey items regarding hall directors. Additionally residence hall students were generally more satisfied than apartment students on the performance of hall directors.

Residents of Hale Laulima, Hale Kahawai, and Johnson Hall were most satisfied with the performance of their hall director and Anuenue and Hale Aloha Ilima were the least satisfied.

Charts on the ability of hall directors to enforce policy and to be available are shown below.



Hall Director Availability When Needed and Satisfaction



Mainland residents were less satisfied with their hall director (68%) than Oahu (76%), Neighbor Island (74%), and international (92%) residents.

STRENGTHS:

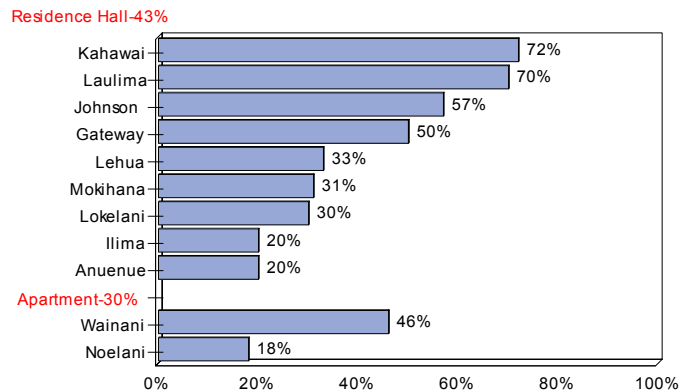
(No ratings 80 percent or more)

NEEDED IMPROVEMENT:

Hall, Apart	Percentage	Improvement Area
Hall	43%	attempt to get to know residents
	54%	willingness to assist with problems (Hale Noelani apartment only)
	56%	overall performance (Hale Noelani apartment only)
Apartment	30%	attempt to get to know residents

Residence hall and apartment students were least satisfied with the hall director's attempts to get to know them (43%, 30%). There were significant differences among halls and between apartments.

Hall Director Attempts to Get to Know Residents and Satisfaction



Satisfaction with Floor Residents (Table 5)

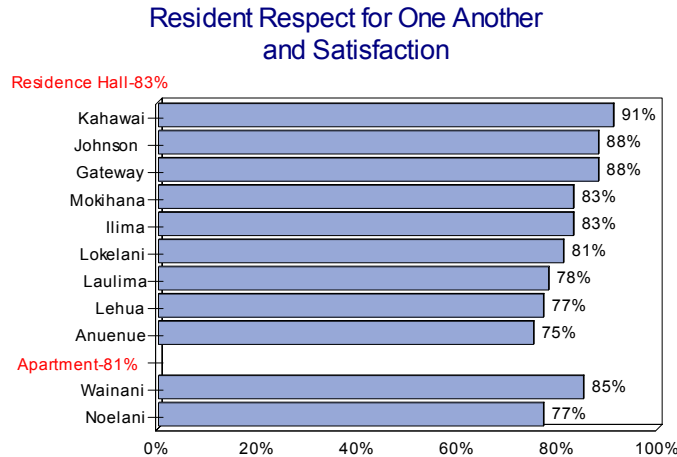
All students were highly satisfied with their fellow residents in regard to respect for individual differences among students living in the halls and apartments. There were no significant differences among halls and between apartments.

STRENGTHS:

<u>Hall, Apart</u>	
95%, 94%	respect for differences of gender of fellow residents
92%, 90%	respect for differences of sexual orientation of fellow residents
91%, 92%	respect for different cultures of fellow residents
83%, 81%	respect for each other

Also:

<u>Hall, Apart</u>	
78%, 75%	desire to succeed academically
72%, 67%	respect for property



Satisfaction with Room (Table 6)

All resident hall and apartment students were highly satisfied with their cable (94%, 92%) and Internet (85%, 88%) service. There were no significant differences among halls and between apartments. Resident hall and to a lesser extent apartment students were also satisfied with their ability to study in their room (81%, 65%).

STRENGTHS:

<u>Hall, Apart</u>	
94%, 92%	cable service
85%, 88%	Internet service
81%, 65%	ability to study in your room

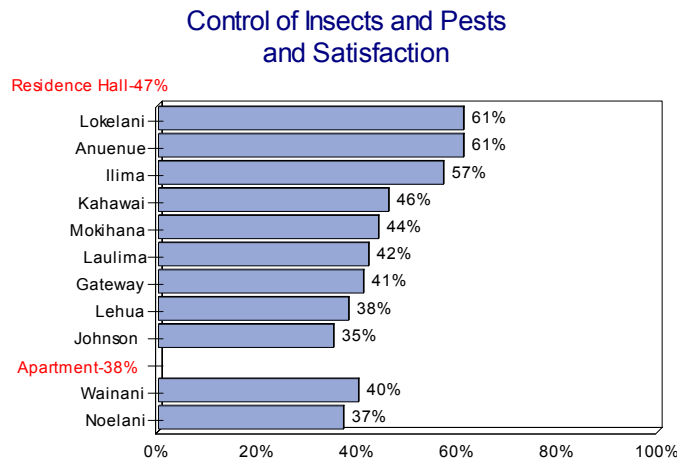
Also:

Hall, Apart	
77%, 62%	degree of privacy
75%, 63%	electrical wiring
72%	overall condition of room (residence hall only)
70%	furniture (residence hall only)
68%	ability to sleep without interruption (residence hall only)

NEEDED IMPROVEMENT:

Hall, Apart	
47%, 38%	control of insects and pests
54%, 40%	maintenance of their room.

Residents were least satisfied with the control of insects and pests (47%, 38%) with significant differences among halls. Residents in Anuenue (61%) and Hale Aloha Lokelani (61%) were more satisfied than residents in Johnson Hall (35%) and Hale Aloha Lehua (38%). Maintenance of their rooms was also a concern to students (54%, 40%) with no significant differences among halls and between apartments.



Additionally, students living in apartments were less satisfied than students living in the residence halls on most conditions except for cable and Internet services. Areas most needing improvement for apartments included furniture in room (32%), overall condition of room (43%), and the ability to sleep without interruption (50%).

	<u>Apartments Only</u>
32%	furniture in room
43%	overall condition of room
50%	sleeping without interruption

Oahu residents were more satisfied than other residents in respect to the condition of their furniture, the control of pests, and the overall room condition.

Percent Satisfaction with Condition of Room

Condition of Room	Oahu	Neighbor Island	Mainland	Interna- tional	Sign
Furniture	68	51	52	51	0.002
Control pests	57	43	37	39	0.000
Overall room condition	71	61	56	52	0.001

Satisfaction with Hall or Floor

(Table 7)

All units were highly satisfied with the attitude of the cleaning staff (94%, 83%) and the Student Housing Computing Lab (92%, 89%). There was a significant difference among apartments on the attitude of the cleaning staff.

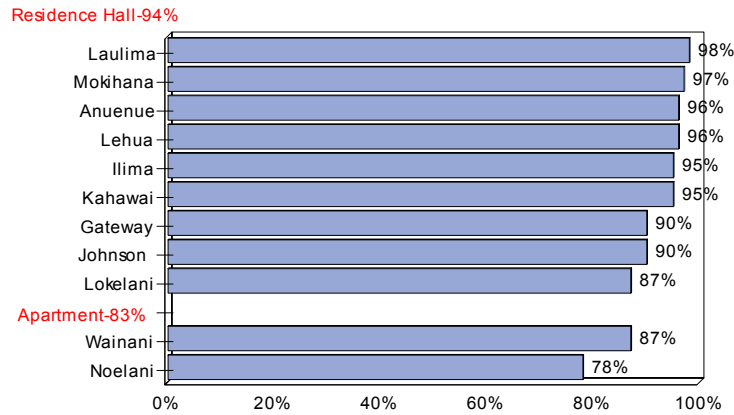
STRENGTHS:

<u>Hall, Apart</u>	
94%, 83%	attitude of the cleaning staff
92%, 89%	Student Housing Computing Lab

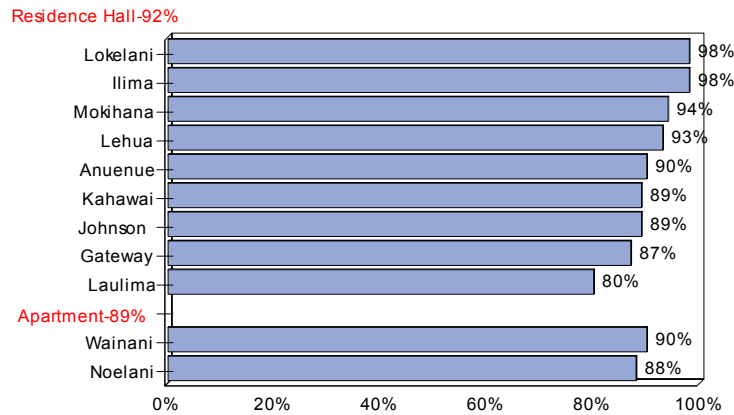
Also:

<u>Hall, Apart</u>	
77%, 62%	general study environment
76%	noise level (residence hall only)
71%	participating in hall/floor activities (residence hall only)
68%	cleanliness of your hall (residence hall only)
67%, 64%	condition of common area on your floor
66%, 61%	getting to know your resident advisor
64%, 61%	quality of repair
63%	timeliness of repair (Hale Wainani apartment only, 67%)
62%	feeling part of the hall/floor community (residence hall only)
61%	study facilities (residence hall only)

Attitude of Cleaning Staff



Student Housing Computing Lab



NEEDED IMPROVEMENT:

Hall, Apart	
41%	condition of <u>apartment</u> kitchen
45%, 52%	laundry room
49%, 38%	condition of carpeting
48%	condition of <u>apartment</u> appliances
49%	cleanliness of <u>apartment</u> floor
56%	condition of <u>apartment</u> living room
56%	timeliness of repair (residence hall only)
58%, 42%	overall value of residential experience compared to cost
59%, 53%	cleanliness of bathroom
58%	noise level in <u>apartment</u>
60%	participating in <u>apartment</u> floor activities
54%	feeling part of the <u>apartment</u> floor community

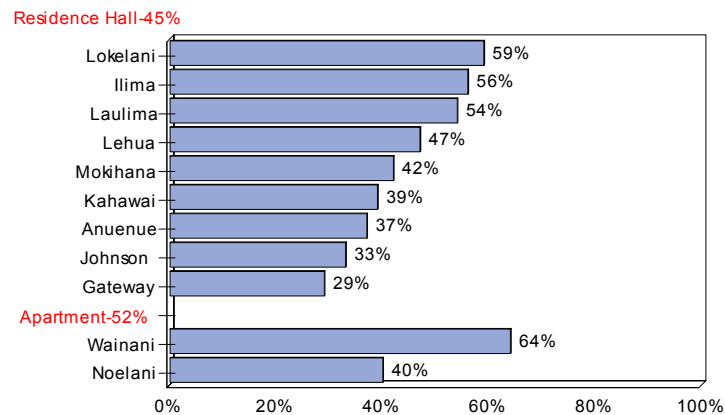
The top two areas of concern to both hall and apartment residents were the laundry room (45%, 52%) and the condition of the carpeting (49%, 38%). There were significant differences among halls and between apartments. For example, the satisfaction ratings ranged from 59 percent at Hale Aloha Lokelani to 29 percent at Gateway.

Areas most needing improvement for residence halls include the laundry room (45%), carpeting (49%), timeliness of repairs (56%), overall value of the residential experience compared to cost (58%), and cleanliness of bathrooms.

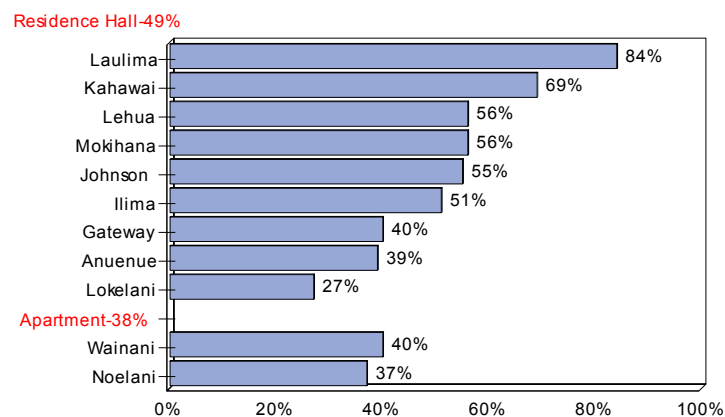
Students living in apartments were less satisfied than students living in the residence halls on most conditions except for the timeliness of repairs and laundry room facilities. Areas most needing improvement for apartments included the carpeting (38%), kitchen (41%), overall value of the residential experience compared to cost (42%), appliances (48%), cleanliness of the floor (49%), and bathrooms (53%).

Students in the Hale Noelani apartments were generally less satisfied than students in Hale Wainani apartments.

Condition of Laundry Room Facilities



Condition of Carpeting



Mainland residents were least satisfied of all residents with the time it took to conduct repairs, international residents with the quality of repairs, and mainland residents with the laundry room.

Percent Satisfaction with Condition of Hall and Floor

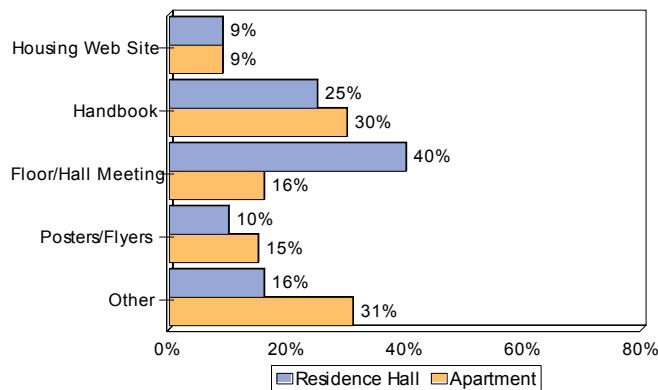
Condition of Hall and Floor	Oahu	Neighbor Island	Mainland	International	Sign
Repair time	59	68	53	55	0.001
Repair quality	66	69	59	51	0.024
Laundry	56	46	44	65	0.008

Satisfaction with Policies and Procedures

(Table 8)

Hall and apartment residents learned about housing policies and procedures a little differently. Residents living in the halls relied mainly on hall meetings (40 percent) or the residence hall handbook (25 percent). Most apartment residents, however, learned about housing policies and procedures about equally through “Other” means not associated with the Residential Life Office (31 percent) followed by the residence hall handbook (30 percent).

How Residents Learn About Policies and Procedures



Most hall residents were satisfied with the reasonableness of the policies and procedures (76%), the due process afforded to housing residents when they may be responsible for an alleged violation (71%), and the responsibility residents take for their actions (69%). In contrast, apartment residents were quite dissatisfied with these areas as noted below under needed improvement.

STRENGTHS:

Residence hall students were reasonably satisfied with various aspects of housing policies and procedures.

(no strengths above 80%)

Also:

Residence hall only

- 76% reasonableness with policies and procedures governing housing students
- 71% due process when may be responsible for alleged violation
- 69% housing residents taking responsibility for their activities

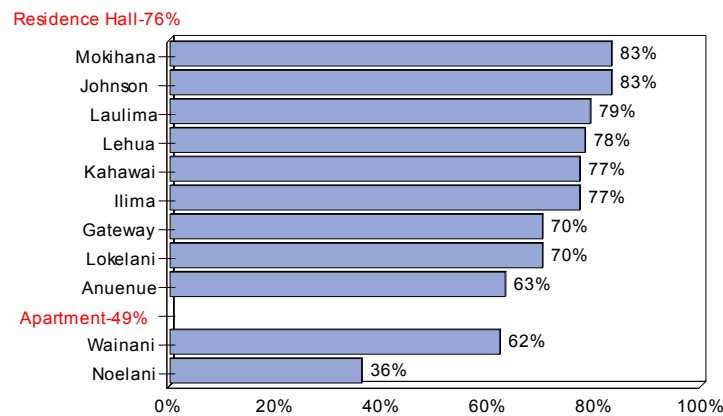
NEEDED IMPROVEMENT:

Apartment students, unlike residence hall students, were less satisfied with housing policies and procedures.

Apartments only

- 49% reasonableness with policies and procedures governing housing students
- 50% due process when may be responsible for alleged violation
- 57% housing residents taking responsibility for their activities

Reasonableness of Policies and Procedures

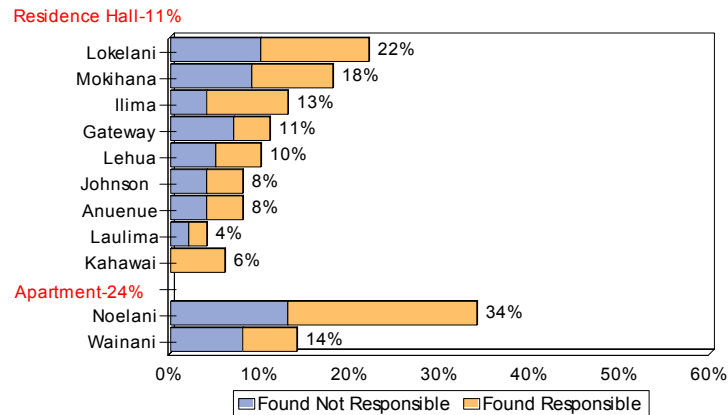


Residents from the mainland (57%) were less satisfied with the due process afforded them in a review situation than Oahu (75%), Neighbor Island (61%), and international (63%) residents.

Satisfaction with Policies and Procedures If Received Sanctions
(Table 8)

Residents living in apartments (24%) received more sanctions for violating housing policies over the last year than residents living in the halls (11 percent). Hale Noelani residents received the largest amount of sanctions (34%). However, residents who received sanctions may be found not responsible for violating house rules. The chart below depicts the proportion who received sanctions along with the proportion found responsible and not responsible for infractions. Residents in Hale Noelani report receiving the most sanctions compared to other units.

Sanctions Received for Violating Housing Policies



Most students who received sanctions were satisfied with the policies and procedures concerning these sanctions except for Gateway House and Hale Noelani.

STRENGTHS:

(No ratings above 80%)

Also:

Residence halls

- 74% opportunity to ask questions related to the allegation
- 70% your understanding of the review process as explained to you
- 68% the opportunity to share your understanding of the situation
- 67% reasonableness of the time involved in the judicial process
- 66% the fairness of the treatment during the meetings
- 66% your options as explained to you

NEEDED IMPROVEMENT:

Apartments

- 52% reasonableness of the time involved in the judicial process
- 53% the fairness of the treatment during the meetings
- 53% your options as explained to you
- 54% understanding the review process
- 54% opportunity to share your understanding of the situation
- 57% opportunity to ask questions related to the allegation

Of residents who received sanctions, apartment residents were less satisfied than hall residents with the reasonableness of the sanction in relation to the gravity of the violation.

Hall, Apart

- 58%, 35% reasonableness of the sanctions in relation to the gravity of the violation

Mainland residents who received sanctions were less satisfied than others who received sanctions on the opportunity to ask questions (54%), fairness of the treatment during meetings (48%), and their options as explained to them (48%).

Precent Satisfaction of Residents Receiving Sanctions

Judicial Process	Oahu	Neighbor Island	Mainland	International	Sign
Opportunity to ask questions	82	66	54	78	0.026
Fairness of treatment during meetings	70	62	48	88	0.039
Your options as explained to you	68	63	48	88	0.047

Satisfaction with Safety and Security

(Table 9)

A high percentage of students in the residence halls and apartments were satisfied with their safety while in their rooms and while in their building. Most students were also satisfied with the security of their possessions in their room.

STRENGTHS:

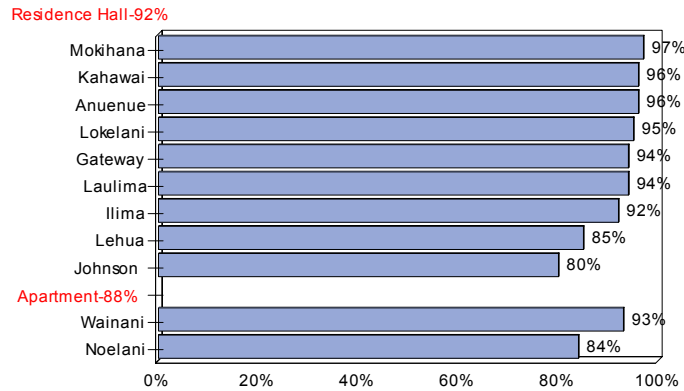
<u>Hall, Apart</u>	
94%, 90%	your safety while in your room
92%, 88%	your safety while in your building
88%, 66%	security of your possessions in your room

Also:

Hall, Apart
 In the event of an emergency, most residents relied first on residents on their floor followed by hall or apartment staff members, Campus Security, and lastly hired security.

<u>Hall, Apart</u>	
79%, 72%	relying on residents on your floor in an emergency
77%, 63%	relying on your hall/apartment staff in an emergency
66%	relying on Campus Security in an emergency (residence hall only)
66%	relying on hired Security in an emergency (week-end guards) (residence hall only)

Safety While in Building and Satisfaction



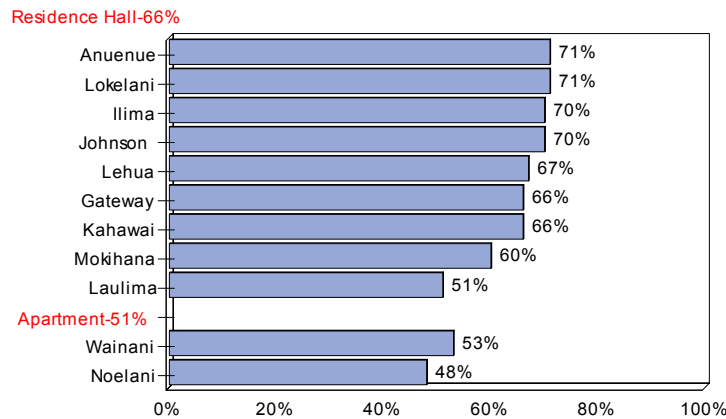
NEEDED IMPROVEMENT:

Areas of needed improvement, especially for apartment residents, concern Campus Security and hired security.

Apartment only:

- 47% relying on hired Security in an emergency (week-end guards)
- 51% relying on Campus Security in an emergency

Relying on Campus Security in Emergencies and Satisfaction



Satisfaction with Food Services (Table 10)

Students in all the residence halls and apartments were highly satisfied with three aspects of food services

STRENGTHS:

- Hall, Apart
92%, 90% dining room environment

90%, 89% cleanliness of dining hall facilities
 90%, 89% service provided by the dining hall staff

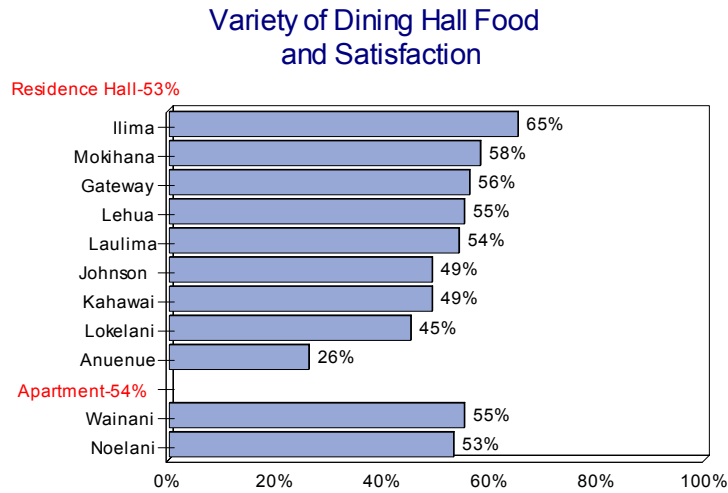
Also:

Hall, Apart
 66%, 63% Quick Zone (Noelani Store)
 65%, 69% dining facilities service hours
 61% quality of dining hall food (residence hall only)

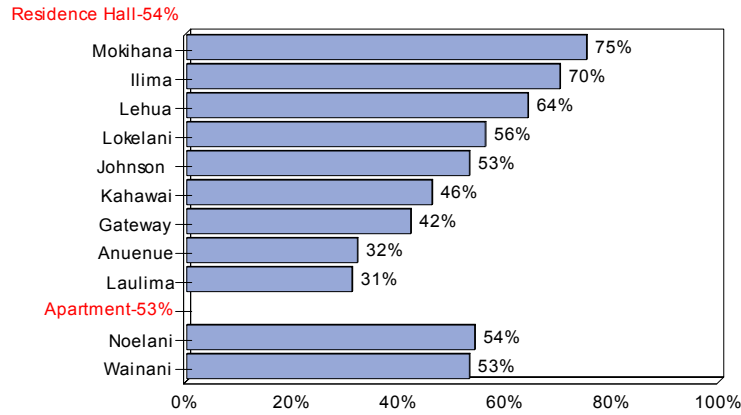
NEEDED IMPROVEMENT:

Residents were especially concerned about the variety of food, the value of the meal plan, and the variety of the meal plan options. However, there were significant differences among halls on the degree of satisfaction in these areas.

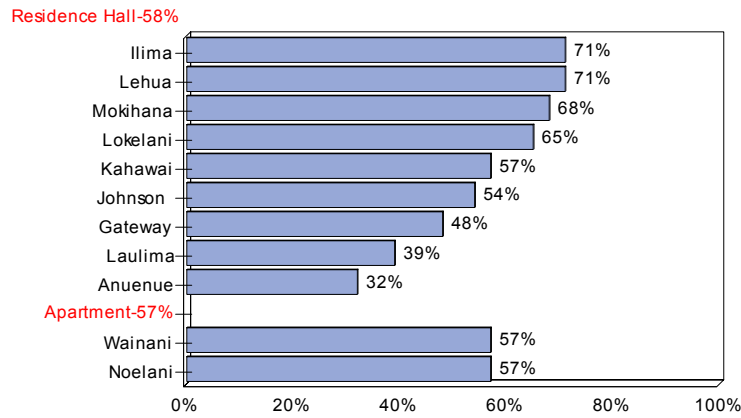
Hall, Apart
 53%, 54% variety of dining hall food
 54%, 53% value of meal plan
 59%, 57% variety of the meal plan options
 59% quality of dining hall food (apartment only)



Value of Meal Plan and Satisfaction



Variety of the Meal Plan Options and Satisfaction



Mainland and international residents were less satisfied than Hawaii residents on the dining hall food quality, food variety, dining facility hours, and the Quick Zone.

Percent Satisfaction with Food Services

Theme Floors	Oahu	Neighbor Island	Mainland	International	Sign
Dining hall food quality	67	66	54	52	0.001
Dining hall food variety	58	58	47	60	0.007
Dining facility hours	69	73	61	56	0.005
Quick Zone (Noelani Store)	71	70	60	51	0.002

Satisfaction with Other Areas

(Table 11)

Other high areas of resident satisfaction included the maintenance of the grounds and the customer service offered by the desk receptionists at their hall's front desk.

STRENGTHS:

Hall, Apart

83%, 82%	maintenance of grounds
82%, 73%	customer service offered by the Desk Receptionist at your hall front desk

Also:

Hall, Apart

79%, 73%	various services provided at your building's front desk
75%, 68%	overall welcoming atmosphere of your first floor lobby area
75%, 69%	customer service at Student Housing Services main office in Johnson Hall A Basement
65%	room assignment policy (residence hall only)
61%	flexibility of room change policy (residence hall only)

NEEDED IMPROVEMENT:

Hall, Apart

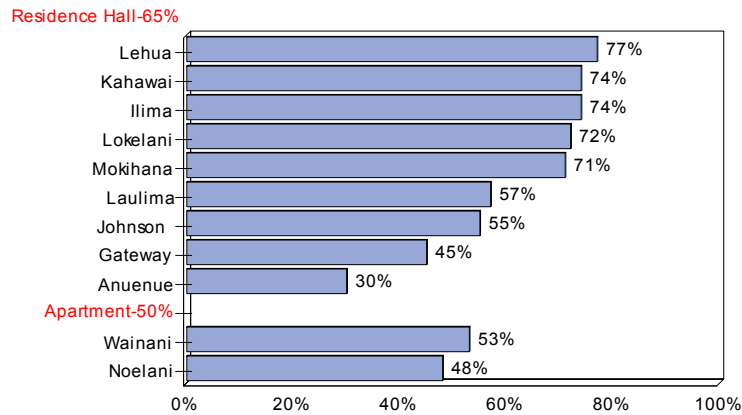
18%, 12%	availability of parking
50%	room assignment policy (apartment only)
57%	flexibility of room change policy (apartment only)

More than any other issue, residents were least satisfied with the availability of on campus parking. Overall only 15 percent of residents were satisfied with the availability of parking. In fact more students were dissatisfied with parking than any other issue covered by the survey. Not all residents have cars.

As dissatisfied as residents were with parking, it should be noted that past research (2001 UHM Student Satisfaction Inventory) indicated that UH-Mānoa residents not only rated the availability of parking low in satisfaction they also rated it low in importance. However, according to this study, the availability of parking still remains problematic for the 20 percent of residents who currently have cars. Most of these residents park their cars off campus.

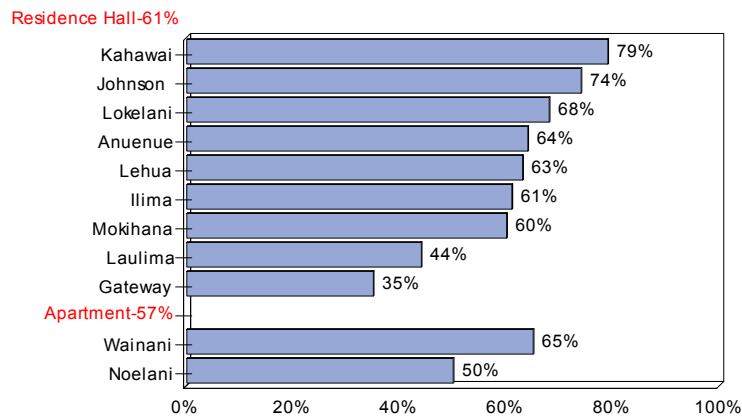
With the room assignment policy, residence hall students were more satisfied than apartment students with only half of the apartment students reporting being satisfied. Anuenue, Gateway House, Johnson Hall, Hale Lau lima, and both apartments were the least satisfied. There were significant differences among residence halls.

Room Assignment Policy and Satisfaction



There were significant differences among residence hall students as well as between apartment students on satisfaction with the flexibility of the room change policy. Students from Gateway House and Hale Laulima residence halls and Hale Noelani apartment were least satisfied.

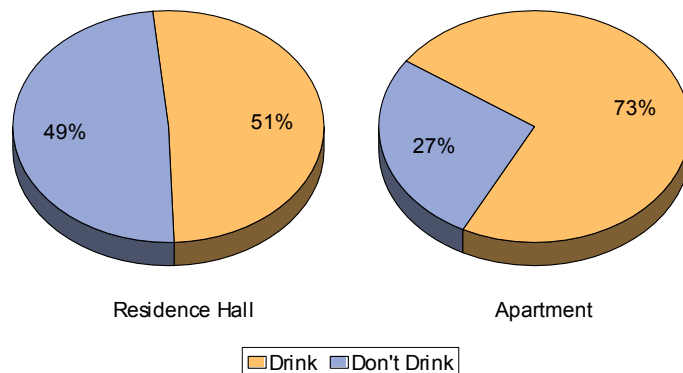
Flexibility of Room Change Policy and Satisfaction



Alcohol Use Residence Hall and Apartments (Table 12)

Overall 60 percent of those living on campus consumed alcohol. More apartment residents (73%) consumed alcohol than hall residents (51%). There were no significant differences among halls and between apartments on alcohol use.

Residents and Drinking

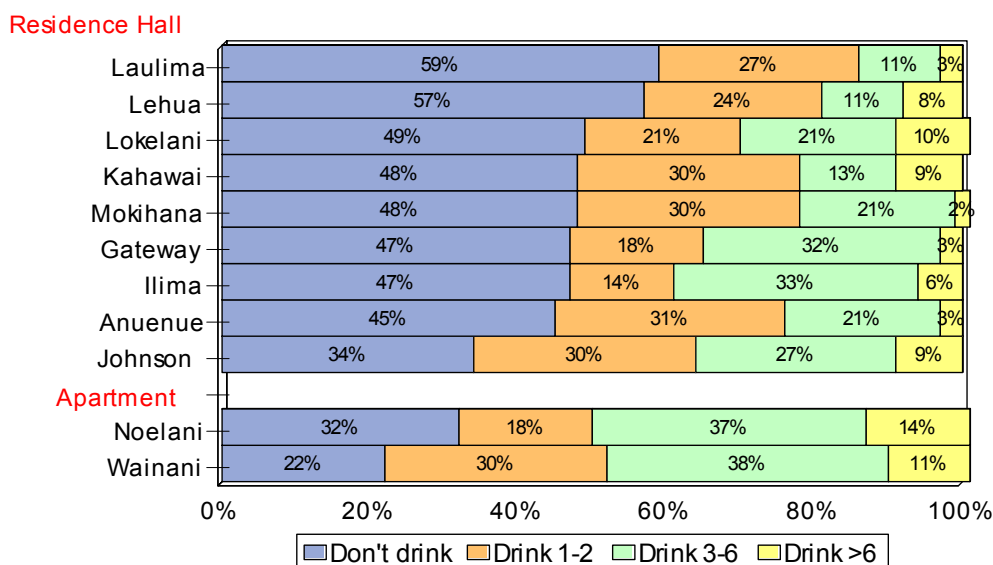


Not only did a larger proportion of apartment residents drink, they reported drinking more frequently and drinking more per event than hall residents.

As far as how frequently residents consumed alcohol, most hall and apartment residents reported drinking less than once a week (31%, 29%). However, a higher proportion of apartment residents than hall residents reported drinking once a week (11%, 21%) and 2-3 times a week (7%, 21%). About 2 percent of all residents consumed alcohol almost every day or every day.

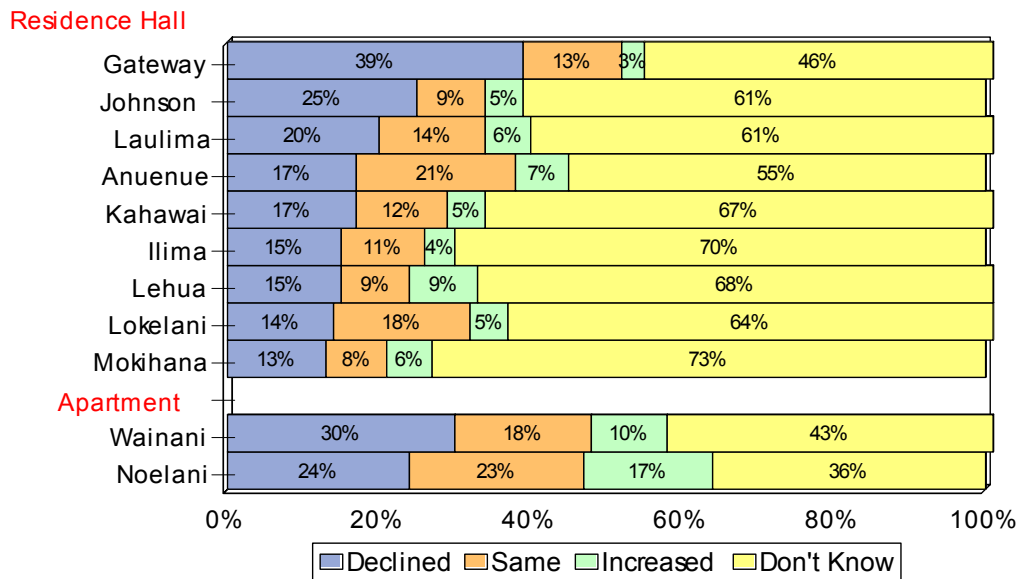
When asked about the number of alcoholic beverages consumed per event, most hall residents (24%) drank 1-2 drinks per event while most apartment residents (37%) drank 3-6 drinks per event. There were significant differences among hall residents and between apartment residents on the number of drinks consumed per event.

Number of Alcoholic Drinks Consumed Per Event



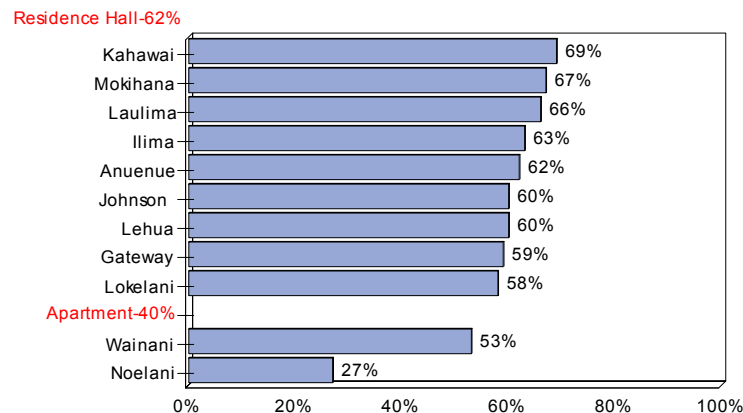
When asked whether drinking problems have changed over the last year, slightly more than half of all residents did not know (54%). Most of the remaining residents reported a decline since last year (22%) followed by no change since last year (15%), and an increase since last year (9%). There were significant differences among halls and between apartments on resident perception of the change in the drinking problem since last year. Gateway House (39%) and Hale Wainani (30%) reported the largest decline in the drinking problem and Hale Noelani (17%) the largest increase.

Resident Perception of Change in Drinking Problem Since Last Year



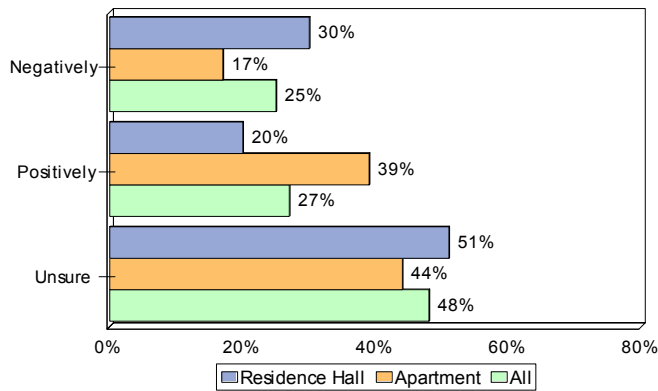
Slightly more than half (54%) of all residents were satisfied with the overall enforcement of the drinking policies. Residents living in the halls (62%) were more satisfied than those living in the apartments (40%). Apartment residents of Hale Wainani (53%) were significantly more satisfied than residents of Hale Noelani (27%).

Enforcement of Current Drinking Policies



When asked how alcohol affects their community, nearly half of all residents (48%) reported being unsure with slightly more reporting positive (27%) rather than negative (25%) effects. Further analysis revealed that more apartment residents perceive a positive impact of drinking on the residential community (39%) while more hall residence a negative effect (30%).

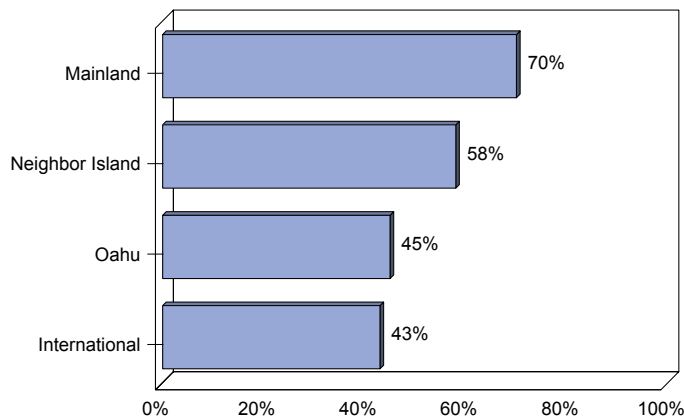
How Alcohol Affects Resident Community



Alcohol Use Residents

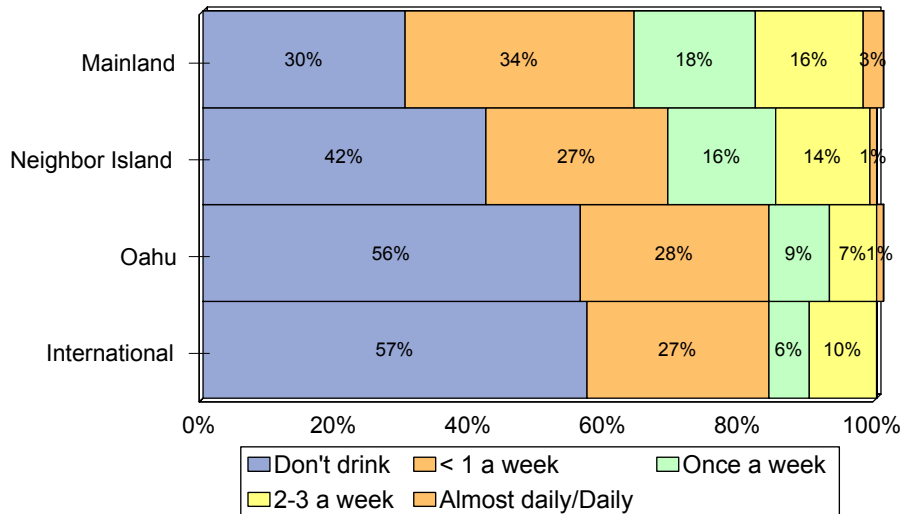
In regard to drinking alcohol, more mainland residents (70%) consumed alcohol than Neighbor Island (58%), Oahu (45%), and International residents (43%).

Residents Who Drink

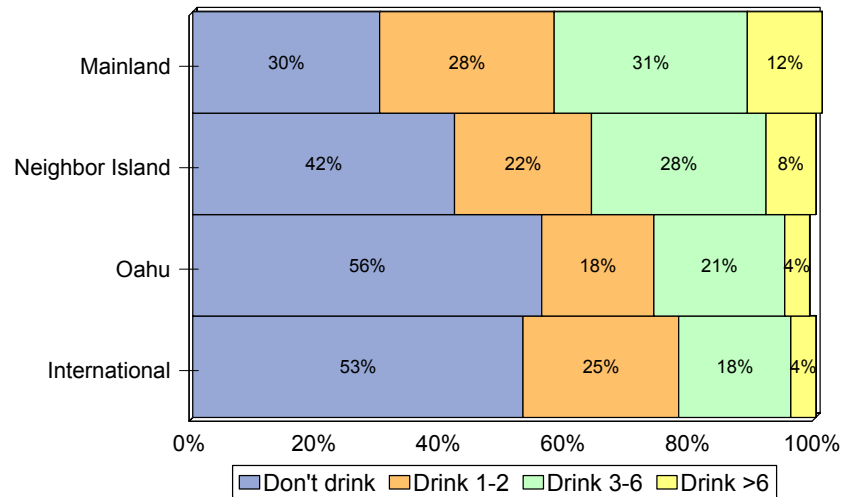


Not only did a larger proportion of mainland residents drink, they reported drinking more frequently and drinking more per event than residents from elsewhere.

Frequency in Drinking Per Week



Number of Alcoholic Drinks Consumed Per Event

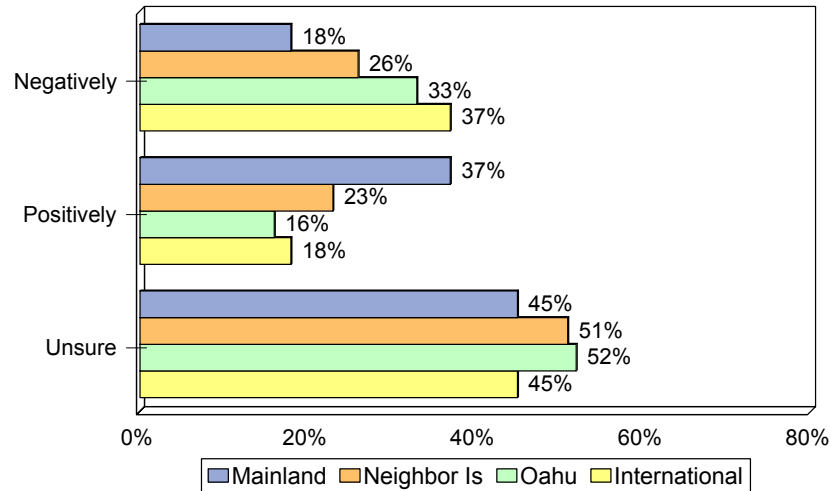


When asked whether drinking problems have changed over the last year, there were no significant differences among Oahu, Neighbor Island, mainland, and international residents. Slightly more than half of all residents did not know (54%). Most of the remaining residents reported a decline since last year (22%) followed by no change since last year (15%), and an increase since last year (9%).

When asked how alcohol affects their community, there were significant differences among residents. Nearly half (48%) of all residents were unsure. However, more international (37%),

Oahu (33%) and Neighbor Island (26%) residents perceived a negative effect on the community. In contrast, more mainland (37%) residents perceived a positive effect of drinking on residential life.

How Alcohol Affects Resident Community



Conclusion

Residents reported high satisfaction with a number of aspects of residential life on campus at UH-Mānoa. These areas of strength should be celebrated, supported, communicated, and used to promote the value of living in the residential halls and apartments at UHM. Similarly residents noted key concerns needing immediate and near term improvement. Many of these concerns were common across residential units and student groups. Likewise, there were numerous instances where concerns varied significantly among halls or between apartments and among Oahu, Neighbor Island, mainland, and international residents. These aspects should be considered when identifying areas of greatest impact on meeting student needs and while formulating priorities and appropriate implementation strategies for change.




**UHM Resident Satisfaction
Data Tables
July 2006**

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- Table 8 Policies and Procedures
- Table 9 Safety and Security
- Table 10 Food Services
- Table 11 Other
- Table 12 Alcohol Use

Residence Halls

- AN = Anuenue
- GH = Gateway
- JH = Johnson Hall
- IL = Hale Aloha Ilima
- LE = Hale Aloha Lehua
- LO = Hale Aloha Lokelani
- MO = Hale Aloha Mokihana
- KA = Hale Kahawai
- LA = Hale Laulima

	= 80% >	Strengths
	= 60-79%	Middle Area
	= < 60%	Needed Improvement

Apartments

- HN = Hale Noelani
- HW = Hale Wainani

**UHM Resident Satisfaction
Data Tables
Spring 2006**

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
1. Gender												0.001				
1 Male	37	34	59	41	35	28	20	38	24	42	37		41	39	44	
2 Female	63	66	41	59	65	72	80	63	76	58	63		59	61	56	
<i>n</i>	1050	632	29	80	57	79	102	88	63	67	67		417	211	206	
2. Age												0.000				0.000
1 17-19	42	61	7	25	28	99	98	93	100	21	16		13	20	6	
2 20-21	39	28	66	59	46	1	2	7	0	53	58		56	76	35	
3 22-24	15	8	10	13	18	0	0	0	0	27	18		25	2	48	
4 25-27	3	2	10	3	5	0	0	0	0	0	3		4	1	6	
5 28-30	1	0	0	0	2	0	0	0	0	0	2		1	0	1	
6 31 or more	1	1	7	1	2	0	0	0	0	0	3		2	0	3	
<i>n</i>	1052	633	29	80	57	79	102	88	63	68	67		418	211	207	
3. Class Standing												0.000				0.000
1 Freshman	30	48	0	3	4	94	86	83	97	6	2		1	1	1	
2 Sophomore	23	20	31	36	35	6	14	15	3	31	22		28	46	9	
3 Junior	29	21	55	43	42	0	0	2	0	40	48		41	45	37	
4 Senior	16	9	10	18	18	0	0	0	0	22	25		27	8	46	
5 Graduate student	2	1	3	1	2	0	0	0	0	0	3		4	1	7	
6 Non-degree student	0	0	0	0	0	0	0	0	0	2	0		0	0	1	
<i>n</i>	1052	633	29	80	57	79	102	88	63	68	67		418	211	207	

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
4. Permanent Home Address												0.003				0.046
1 Oahu	22	26	14	14	28	28	36	40	24	21	16		16	11	20	
2 Neighbor island	28	21	17	29	12	28	14	14	30	19	27		40	42	37	
3 US mainland/Territory	45	47	62	49	51	44	47	41	41	53	49		41	44	39	
4 International	5	6	7	9	9	0	3	6	5	7	8		3	2	4	
<i>n</i>	1052	633	29	80	57	79	102	88	63	68	67		418	211	207	
5. Ethnicity																
1 Caucasian or White	36	36	44	33	35	28	38	38	32	44	35		36	36	36	
2 Chinese	3	4	7	3	0	8	5	5	3	2	6		2	2	2	
3 Filipino	11	12	4	10	14	5	9	19	14	15	11		10	11	9	
4 Hawaiian (native, Part, Mixed)	7	6	0	6	7	13	6	2	6	6	8		9	6	12	
5 Japanese	18	18	15	18	9	25	17	15	18	13	26		18	17	20	
6 Pacific Islander	3	3	7	4	4	3	0	2	2	6	0		3	3	3	
7 Mixed race	17	16	15	17	23	15	17	16	21	13	6		18	21	16	
8 Other	5	6	7	9	9	4	8	2	5	2	9		5	5	4	
<i>n</i>	1029	624	27	78	57	79	100	86	63	68	66		404	205	199	
6. Semesters Lived in Housing												0.000				0.000
1 1 semester	9	10	8	5	6	15	15	8	13	8	10		8	7	9	
2 2-4 semesters	67	76	65	77	94	85	82	92	57	61	77		51	64	38	
3 5-6 semesters	16	14	24	14	0	0	3	0	13	22	9		26	28	25	
4 7 or more semesters	8	0	4	4	0	0	0	0	16	9	4		15	2	29	
<i>n</i>	1050	632	29	80	56	79	102	88	63	68	67		417	210	207	

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
7. Building Currently Live In												0.000				0.000
1 Anuenue	3	5	100	0	0	0	0	0	0	0	0					
2 Gateway	8	13	0	100	0	0	0	0	0	0	0					
3 Johnson Hall	5	9	0	0	100	0	0	0	0	0	0					
4 Hale Aloha Illima	8	13	0	0	0	100	0	0	0	0	0					
5 Hale Aloha Lehua	10	16	0	0	0	0	100	0	0	0	0					
6 Hale Aloha Lokelani	8	14	0	0	0	0	0	100	0	0	0					
7 Hale Aloha Mokihana	6	10	0	0	0	0	0	0	100	0	0					
8 Hale Kahawai	7	11	0	0	0	0	0	0	0	100	0					
9 Hale Lauima	6	11	0	0	0	0	0	0	0	0	100					
10 Hale Noelani	20												51	100	0	
11 Hale Wainani	20												50	0	100	
<i>n</i>	1051	633	29	80	57	79	102	88	63	68	67		418	211	207	
8. Accommodations												0.000				
1 Single room (residence hall only)	4	6	17	4	7	10	6	6	3	2	9					
2 Double room (residence halls only)	54	88	79	53	91	90	94	94	97	99	91					
3 Quad	3	5	3	43	2	0	0	0	0	0	0					
4 Suite (Gateway only)	1	0	0	1	0	0	0	0	0	0	0					
5 Apartment double	32												84	82	90	
6 Apartment quad	7												18	19	16	
<i>n</i>	1048	629	29	80	56	79	100	88	63	68	66		418	211	207	
9. Employed												0.001				
1 No	41	44	46	45	32	55	49	49	44	29	39		38	39	36	
2 Yes, on campus	32	33	35	31	41	25	23	22	32	58	39		30	31	29	
3 Yes, off campus	22	20	8	18	27	17	24	26	23	14	17		25	24	26	
4 Yes, off and on campus	5	3	12	6	0	3	4	3	2	0	5		8	5	10	
<i>n</i>	1014	611	26	78	56	76	100	81	62	66	66		402	204	198	

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent				
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.	
10. Average Hours Working Per Week																	
1 None, I do not work	40	43	42	42	32	54	46	48	44	31	38		36	38	34		
2 1-5 hours a week	4	4	4	5	4	0	6	5	5	3	5		4	4	3		
3 6-10 hours a week	13	14	8	13	11	15	15	5	16	23	15		12	12	12		
4 11-20 hours a week	34	32	27	33	43	26	27	37	29	34	35		35	36	34		
5 21-30 hours a week	7	5	12	4	9	3	4	4	7	9	3		11	8	14		
6 More than 30 hours a week	2	2	8	3	2	3	2	1	0	0	5		2	2	3		
<i>n</i>	1013	610	26	78	56	76	100	81	62	65	66		402	204	198		
11. Average Hours Studying Per Week																	0.038
1 1-5 hours a week	26	29	25	27	36	34	30	31	28	21	25		22	22	22		
2 6-10 hours a week	35	36	36	28	38	42	37	40	41	36	24		34	39	30		
3 11-15 hours a week	16	14	14	17	11	12	17	12	15	18	13		19	20	18		
4 16-20 hours a week	10	10	7	10	6	8	12	6	15	9	18		10	11	10		
5 21-25 hours a week	6	5	7	9	4	3	3	5	2	8	9		7	5	9		
6 26-30 hours a week	3	3	4	6	2	1	1	3	0	3	3		3	1	4		
7 More than 30 hours a week	4	3	7	4	4	0	0	3	0	5	8		5	3	7		
<i>n</i>	1015	612	28	79	53	74	97	87	61	66	67		402	200	202		
12. Who Pays Majority of Housing Costs												0.032					0.009
1 Parents	55	58	31	50	48	68	58	58	73	54	61		51	58	44		
2 Myself	14	12	17	16	25	9	9	11	10	9	10		18	14	21		
3 Scholarship and grants	11	11	24	10	9	8	15	8	8	16	9		11	11	10		
4 Other financial aid	20	19	28	24	18	15	18	23	10	21	19		21	17	26		
<i>n</i>	1049	631	29	80	56	79	101	88	63	68	67		418	211	207		

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent				
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.	
13. Have a Car																	0.001
1 No	80	86	86	80	84	85	86	84	92	88	87		72	74	70		
2 Yes, with a UHM parking permit	5	2	0	1	2	3	1	1	0	3	6		10	5	16		
3 Yes, parked off campus	15	13	14	19	14	13	13	15	8	9	8		18	21	15		
<i>n</i>	1050	631	29	80	56	79	101	88	63	68	67		418	211	207		
14. Where Study Most of the Time												0.000					
1 Your room	81	83	69	88	77	86	87	81	79	79	88		78	79	78		
2 Your lounge	1	2	17	0	4	0	1	0	2	0	2						
3 Library	8	7	3	6	9	6	6	3	7	12	6		9	10	8		
4 Student housing computer lab	1	0	0	0	0	0	1	0	0	2	0		1	1	1		
5 Campus center	0	0	0	0	0	0	0	0	2	0	0						
6 Other	10	9	10	6	11	8	5	16	11	7	5		11	10	13		
<i>n</i>	1048	630	29	80	56	79	101	88	62	68	67		417	211	206		

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent				
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.	
15. The Three Main Reasons for Living on Campus																	
1 Proximity to campus	32	31	32	33	30	31	31	29	30	32	34		32	32	32		
2 Safety	4	4	7	6	2	2	4	2	2	5	5		3	3	4		
3 Cost	17	17	18	17	20	13	17	15	15	22	19		18	18	18		
4 Friends live on campus	7	6	4	6	7	9	5	5	8	5	4		9	11	7		
5 To meet people	10	11	6	7	13	14	13	17	13	8	6		7	8	6		
6 Independent living	8	9	6	7	7	9	12	12	13	5	6		6	5	7		
7 Required	3	4	2	2	1	7	5	6	4	1	2		2	2	1		
8 Limited availability of off campus housing	14	12	12	16	11	8	8	9	10	17	17		17	18	17		
9 Other	6	6	14	5	9	8	6	4	5	4	6		5	4	7		
<i>n</i>	3068	1852	85	236	164	235	301	257	183	202	189		1212	611	601		

Table 1 Background

Background	Total	Residence Hall Percent											Apartment Percent				
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.	
16. Expectations Living on Campus																	0.026
1 Most expectations met	25	29	10	26	29	38	27	29	29	32	33		19	16	22		
2 Many expectations met	39	42	41	43	41	41	46	39	41	47	42		33	29	37		
3 Many expectations not met	20	16	17	16	14	11	17	22	21	12	10		26	32	21		
4 Most expectations not met	16	13	31	15	16	10	11	10	10	9	15		22	23	20		
<i>n</i>	1048	630	29	80	56	79	101	87	63	68	67		417	211	206		
17. Planning to Live On Campus Next Year																	
1 Yes	62	67	52	60	63	70	67	73	68	75	64		54	50	57		
2 Undecided or No	39	33	48	40	38	30	33	27	32	25	36		46	50	43		
<i>n</i>	1049	632	29	80	56	79	102	88	63	68	67		416	211	205		

Table 2 Residential Life

Participated in Residential Life Programs	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
18. Wellness programs	18	21	10	23	12	27	22	19	18	25	27		12	11	13	
19. Educational programs	10	13	0	9	9	18	12	10	14	21	15		6	5	7	
20. Cultural activities	23	23	10	23	25	27	24	18	19	27	25		22	25	18	
21. Athletic activities	33	30	24	33	30	34	27	31	32	37	24		35	43	28	0.002
22. Recreational and leisure activities	28	29	28	26	35	27	30	27	25	32	30		25	29	21	0.031
23. Social activities	45	49	38	51	54	54	44	51	32	62	45		40	46	53	0.032
24. Council/government	8	9	17	6	4	8	6	5	5	13	21	0.001	6	7	5	
25. Faculty program	2	2	7	0	2	1	2	1	0	4	2	0.033	3	3	2	
26. Theme floor	5	7	0	0	4	1	26	3	0	7	6	0.000				
27. Living/learning community	8	10	3	6	2	14	17	9	16	3	8	0.001				
Satisfaction with Residential Programs																
28. Satisfaction with the residential programs	67	70	44	74	84	63	67	74	67	79	69		60	58	62	
Interest in Theme Floors																
30. Health and Wellness	44	51	48	53	46	52	47	51	46	53	60		33	34	33	
31. Language	36	39	44	45	40	34	44	33	27	44	36		33	30	35	
32. Computer Technology	29	29	41	20	28	27	27	30	22	37	40		29	26	33	
33. 24 Hour Quiet	24	25	24	28	12	14	30	17	16	40	37	0.003	25	15	34	0.000
34. Honors	19	22	14	23	18	17	37	15	16	29	15	0.022	14	13	15	
35. Year round apartments	65	60	66	60	39	57	65	57	65	68	67		73	70	75	
36. Environmental	35	37	38	39	33	28	35	36	37	50	42		32	31	34	
37. Outdoor recreation	54	57	48	51	53	63	61	63	49	63	51		51	53	48	
38. Multi-Cultural	60	63	69	63	68	57	68	64	51	71	61		56	57	54	
39. Lesbian, gay, bi-sexual, transgender	21	24	7	24	33	20	25	28	16	29	24		17	13	20	

Table 3 Resident Advisor (RA)

General Satisfaction with Resident Advisor	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		40. Availability when needed	82	83	61	75	78	92	84	90	88	97	64	0.000	79	75
41. Willingness to assist with problems	81	83	56	82	75	92	82	86	84	98	75	0.000	77	72	82	
42. Ability to follow up on problems raised	74	76	46	66	60	86	79	83	87	88	60	0.000	72	66	79	0.017
43. Ability to maintain a quiet atmosphere	75	81	50	76	77	94	75	82	83	89	82	0.000	67	64	70	
44. Ability to enforce drinking policies	79	80	73	81	76	87	78	75	86	87	72		76	68	85	0.001
45. Ability to handle confidential matters	84	86	75	79	88	92	81	88	90	98	74	0.038	81	72	91	0.000
46. Efforts to build community	68	71	54	63	55	79	70	68	80	92	63	0.000	64	59	71	0.027
47. Ability to treat everyone fairly	82	85	70	81	77	93	84	90	85	95	71	0.002	77	63	93	0.000
48. Ability to enhance my college experience	68	71	38	58	49	82	71	71	79	94	63	0.000	64	53	76	0.000
Satisfaction with RA and Program																
49. Determine activities of interest to residents	73	76	54	79	64	80	74	71	89	91	66	0.001	69	67	71	
50. Involve residents in planning activities	66	70	36	68	60	76	70	69	79	88	60	0.001	59	55	64	
51. Organize events	71	75	57	74	63	71	72	69	89	94	76	0.001	65	62	68	
52. Encourage participation in hall activities	65	68	39	53	64	70	68	65	81	90	66	0.000	60	54	66	0.038

Table 3 Resident Advisor (RA)

Satisfaction with RA and Policies and Procedures	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		53. Help you understand residential life policies	80	86	76	74	87	92	85	88	93	95	71	0.002	71	65
54. Enforce policies	77	81	54	78	83	91	75	84	85	91	76	0.003	71	64	81	0.001
55. Consistent dealing with infraction of rules	75	80	52	74	78	91	81	83	76	91	76	0.004	68	57	81	0.000
56. Fair when dealing with disciplinary problems	77	83	62	78	79	88	81	87	83	96	70	0.013	68	58	83	0.000
57. Make appropriate referrals when necessary	79	85	71	81	74	89	83	87	87	96	79		71	61	83	0.000
58. Be a positive role model for residents	82	85	71	83	80	89	83	87	91	95	78		77	67	89	0.000
Satisfaction with RA and Facilities																
59. Communicate clearly the process for repairs and maintenance	74	74	58	64	70	81	77	70	80	88	67	0.036	73	68	79	0.034
60. Promptly report needed repairs	69	69	54	64	60	78	69	65	77	86	54	0.009	70	61	79	0.001
61. Encourage residents to properly maintain common areas	77	81	58	68	74	91	87	78	83	93	73	0.000	69	66	73	

Table 4 Hall Director (HD)

Satisfaction with Hall Director	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		62. Availability when needed	68	70	36	71	83	33	68	72	72	84	85	0.000	64	51
63. Attempts to get to know you	39	43	20	50	57	20	33	30	31	72	70	0.000	30	18	46	0.000
64. Willingness to assist with problems	66	72	38	73	91	47	64	72	73	79	84	0.000	54	40	71	0.000
65. Ability to enforce policies	74	79	45	75	94	67	76	77	86	87	82	0.001	63	54	74	0.006
66. Ability to treat everyone fairly	72	79	47	88	89	59	77	77	78	85	83	0.004	60	43	81	0.000
67. Overall performance	69	75	42	78	91	48	63	73	82	86	86	0.000	56	42	73	0.000

Table 5 Floor Residents

Satisfaction with Floor Residents	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		68. Respect for one another	82	83	75	88	88	83	77	81	83	91	78		81	77
69. Respect for different cultures	91	91	85	93	91	93	92	88	90	97	82		92	90	94	
70. Respect for differences of gender	94	95	96	94	90	96	95	92	93	98	98		94	93	95	
71. Respect for differences of sexual orientation	91	92	95	90	84	94	94	92	93	94	90		90	91	89	
72. Desire to succeed academically	77	78	65	77	89	83	79	73	75	80	79		75	71	80	0.050
73. Respect for property	70	72	61	76	73	73	65	70	75	80	68		67	62	73	0.027

Table 6 Residence Hall/Apartment Room

Satisfaction with Residence Hall/Apartment Room	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		74. Your ability to study in your room	75	81	86	73	84	91	74	83	76	85	85		65	61
75. The degree of privacy	71	77	75	64	81	78	76	80	78	82	79		62	55	71	0.001
76. Sleeping without interruption	61	68	68	64	75	68	64	67	69	71	73		50	51	50	
77. Maintenance	49	54	52	53	54	50	50	47	55	60	74		40	40	40	
78. Electrical wiring	70	75	78	65	75	69	72	81	77	75	81		63	58	68	0.039
79. Furniture	55	70	68	87	56	71	66	69	76	81	85	0.002	32	28	36	
80. Cable service	93	94	96	95	94	87	94	86	95	98	96		92	91	93	
81. Internet service	86	85	89	90	77	87	85	83	90	85	80		88	88	88	
82. Control of insects and pests	43	47	61	41	35	57	38	61	44	46	42	0.010	38	37	40	
83. Overall condition of room	60	72	74	65	65	69	66	67	73	79	91	0.100	43	41	46	

Table 7 Residence Hall Floor

Satisfaction with Residence Hall Floor	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		84. Participating in hall/floor activities	67	71	63	81	69	64	68	66	72	86	67		60	61
85. General study environment of the hall/floor	72	77	65	75	79	82	76	74	74	82	80		62	59	65	
86. Feeling part of the hall/floor community	59	62	56	58	70	62	62	62	66	68	53		54	52	57	
87. Getting to know your resident advisor	64	66	58	55	55	70	66	62	76	83	63	0.031	61	57	65	
88. Cleanliness of your hall	61	68	39	74	68	69	66	58	68	82	77	0.001	49	44	54	
89. Attitude of the cleaning staff	90	94	96	90	90	95	96	87	97	95	98		83	78	87	0.037
90. Timeliness of repair	59	56	35	68	43	56	52	53	54	61	67	0.050	63	58	67	
91. Quality of repair	63	64	37	71	55	66	64	59	69	72	74	0.032	61	55	66	0.033
92. Laundry room facilities	48	45	37	29	33	56	47	59	42	39	54	0.002	52	40	64	0.000
93. Cleanliness of bathroom facilities	57	59	35	83	48	62	44	52	54	73	67	0.000	53	47	60	0.019
94. Noise level	69	76	68	73	83	86	68	78	73	72	82		58	60	56	
95. Study facilities in your residence hall/apart	55	61	54	41	68	72	55	63	66	71	59	0.011	45	47	44	
96. Student Housing Computing Lab	91	92	90	87	89	98	93	98	94	89	80		89	88	90	
97. Condition of common area on your floor	66	67	41	46	75	81	63	59	84	73	72	0.000	64	65	63	
98. Condition of apartment kitchen	41												41	50	46	
99. Condition of apartment living room	56												56	50	61	0.021
100. Condition of apartment appliances	48												48	45	52	
101. Condition of carpeting	44	49	39	40	55	51	56	27	56	69	84	0.000	38	37	40	
102. Overall value of your residential experience compared to cost	51	58	39	54	54	56	65	58	51	69	59		42	35	49	0.003

Table 8 Policies and Procedures

Policies and Procedures	Total	Residence Hall											Apartment					
		Percent											Percent					
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.		
103. Received sanctions for violating housing policies over the last year																		0.000
1. No	84	89	93	89	93	87	90	78	83	94	97		76	66	86			
2. Yes, and I was found responsible	9	6	4	4	4	9	5	12	9	6	2		14	21	6			
3. Yes, and I was found not responsible	7	5	4	7	4	4	5	10	9	0	2		10	13	8			
<i>n</i>		595	28	74	53	75	96	82	58	65	64		388	192	196			
Satisfaction If Received Sanctions																		
104. Your understanding of the review process as explained to you	59	70	100	43	71	77	70	71	73	71	60		54	47	69			0.047
105. The opportunity to ask questions related to the allegation	63	74	100	57	86	85	80	68	64	71	80		57	52	69			
106. The opportunity to share your understanding of the situation	58	68	100	50	86	69	70	68	55	71	60		54	51	61			
107. The fairness of treatment during the meetings	55	66	100	50	86	77	70	59	46	71	75		53	45	73			0.014
108. Your options as explained to you	56	66	100	50	86	62	60	68	64	71	50		53	48	64			
109. The reasonableness of the sanctions in relation to the gravity of the violation	40	58	50	43	71	69	60	59	46	71	40		35	31	46			
110. The reasonableness of the time involved in the judicial process	55	67	100	57	50	77	78	68	64	57	50		52	48	63			

Table 8 Policies and Procedures

Policies and Procedures	Total	Residence Hall Percent											Apartment Percent				
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.	
Satisfaction with Policies and Procedures																	
111. The reasonableness of the rules and regulations governing housing students as described in the residence hall handbook	65	76	63	70	83	77	78	70	83	77	79		49	36	62	0.000	
112. The due process afforded to housing residents when they may be responsible for an alleged violation	62	71	64	57	77	64	73	71	78	80	73		50	40	60	0.000	
113. Housing residents taking responsibility for their actions	64	69	65	67	80	65	80	69	63	62	62		57	57	57		

Table 9 Safety and Security

Satisfaction with Safety and Security	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
114. Your safety while in your room	93	94	100	95	91	94	87	98	95	97	96		90	86	94	0.006
115. Your safety while in your building	90	92	96	94	80	92	85	95	97	96	94	0.005	88	84	93	0.008
116. Security of your possessions in your room	79	88	89	74	89	89	82	93	90	94	92	0.004	66	57	75	0.000
117. Relying on your hall/apartment staff in an emergency	72	77	48	76	76	81	76	76	80	91	76	0.021	63	56	70	0.010
118. Relying on residents on your floor in an emergency	77	79	74	70	81	94	81	78	82	91	65		72	70	74	
119. Relying on Campus Security in an emergency	60	66	71	66	70	70	67	71	60	66	51		51	48	53	
120. Relying on hired Security in an emergency (week-end guards)	58	66	80	53	70	71	70	73	67	68	48		47	43	51	

Table 10 Food Services

Satisfaction with Food Services	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
121. Quality of dining hall food	60	61	41	63	55	68	62	61	65	60	53		59	62	56	
122. Variety of dining hall food	63	53	26	56	49	65	55	45	58	49	54	0.036	54	53	55	
123. Cleanliness of dining hall facilities	90	90	81	87	93	94	90	95	89	88	86		89	90	89	
124. Dining room environment	91	92	77	95	89	96	92	97	92	90	83		90	90	89	
125. Service provided by dining hall staff	89	90	89	89	89	94	93	93	91	87	80		89	90	87	
126. Dining facility service hours	66	65	54	63	68	70	77	74	67	57	36	0.000	69	66	73	
127. Variety of the meal plan options	58	59	32	48	54	71	71	65	68	57	39	0.000	57	57	57	
128. Value of your meal plan	54	54	32	42	53	70	64	56	75	46	31	0.000	53	54	53	
129. Quick Zone (Noelani Store)	65	66	64	60	50	79	72	65	71	71	60	0.029	63	65	60	

Table 11 Other

Satisfaction with Other Situations	Total	Residence Hall Percent											Apartment Percent			
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
		130. Overall residential living experiences	70	78	61	72	80	87	76	80	78	82	74		59	53
131. Overall welcoming atmosphere of your first floor lobby area	73	75	73	76	67	77	72	58	87	84	88	0.000	68	70	66	
132. Various services provided at your building's front desk	76	79	52	80	81	76	74	68	92	95	84	0.000	73	72	73	
133. Customer service offered by the Desk Receptionists at your hall's front desk	79	82	76	78	85	82	80	70	88	94	89	0.012	73	71	76	
134. Customer service at Student Housing Services main office in Johnson Hall A Basement	72	75	73	63	81	77	77	76	82	71	74		69	66	72	
135. Maintenance of grounds	83	83	77	74	81	89	79	83	88	91	86		82	79	85	
136. Availability of parking	15	18	19	5	10	23	18	17	20	30	23	0.049	12	8	17	0.018
137. Flexibility of room change policy	59	61	64	35	74	61	63	68	60	79	44	0.001	57	50	65	0.021
138. Room assignment policy	59	65	30	45	55	74	77	72	71	74	57	0.000	50	48	53	
139. Enforcement of current drinking policies	54	62	62	59	60	63	60	58	67	69	66		40	27	53	0.000
140. Best learned about most of the housing policies and procedures												0.000				0.000
1. Student housing web site	9	9	7	10	11	10	8	11	5	7	9		9	5	13	
2. Residence hall handbook	27	25	31	31	19	18	22	21	22	25	42		30	26	33	
3. Floor or hall meeting	30	40	21	30	51	51	50	34	52	41	15		16	24	7	
4. Posters and flyers	12	10	10	18	4	18	7	9	10	9	9		15	14	16	
5. Other	22	16	31	11	16	4	14	25	11	18	25		31	31	30	
<i>n</i>		633	80	80	57	79	702	88	63	68	67		415	208	207	

Table 12 Alcohol Use

Alcohol Use	Total	Residence Hall Percent										Apartment Percent				
		Total Res Hall	AN	GW	JH	IL	LE	LO	MO	KA	LA	Sig.	Total Apart	HN	HW	Sig.
141. Perception of the Drinking Problem in Your Residential Hall or Apartment												0.024				0.049
1. Problems have declined since last year	22	19	17	39	25	15	15	14	13	17	20		27	24	30	
2. Problems remain the same as last year	15	12	21	13	9	11	9	18	8	12	14		20	23	18	
3. Problems have increased since last year	9	5	7	3	5	4	9	5	6	5	6		13	17	10	
4. I do not know	54	63	55	46	61	70	68	64	73	67	61		40	36	43	
<i>n</i>		629	29	79	57	79	702	88	63	66	66		413	207	206	
142. Frequency of Your Alcohol Consumption																
1. I do not consume alcohol	40	49	45	47	34	47	58	46	49	50	59		27	32	21	
2. Less than once per week	30	31	28	32	45	28	31	31	30	29	27		29	28	30	
3. Once per week	15	11	10	9	20	15	6	13	18	6	8		21	20	21	
4. 2-3 times per week	13	7	14	10	2	9	5	8	2	15	5		21	17	25	
5. Almost every day	1	1	3	1	0	1	0	1	2	0	0		1	1	1	
6. Every day	1	1	0	0	0	0	0	2	0	0	2		1	1	1	
<i>n</i>		628	29	78	56	79	101	88	63	68	66		414	207	207	
143. Number of Alcoholic Drinks You Consume Per Event												0.006				0.014
1. I do not consume alcohol	40	49	45	47	34	47	57	49	48	48	59		27	32	22	
2. 1-2 drinks	24	24	31	18	30	14	24	21	30	30	27		24	18	30	
3. 3-6 drinks	27	21	21	32	27	33	11	21	21	13	11		37	37	38	
4. More than 6	9	6	3	3	9	6	8	10	2	9	3		12	14	11	
<i>n</i>		627	29	78	56	79	101	88	38	67	66		413	206	207	
144. How Alcohol Affects Your Community												0.048				0.044
1. Negatively	25	30	31	30	18	20	38	28	29	27	41		17	13	21	
2. Positively	27	20	21	13	26	18	13	26	18	28	20		39	43	35	
3. Unsure	48	51	48	57	56	62	50	46	53	45	39		44	45	44	
<i>n</i>		628	29	79	57	79	101	88	62	67	66		412	206	206	