This survey was sent to all residents in the spring of 2013. For our purposes we looked at any question with higher than an 85% agreement rate as an area of strength and anything below 80% as an area for improvement. These breakpoints reflect our high standards and improved centered ethos.

Overall our areas of strength are:

- 97.65% of residents feel safe in the halls.
- 92.12% of residents agree that their RA treated residents as individuals.
- 91.1% of residents feel their RA demonstrated respect for residents’ backgrounds and values.
- 89.72% of residents feel their RA in knowledgeable about campus resources.
- 89.04% of residents feel their RA has established an environment on their floor where University policies are fairly and consistently upheld.
- 88.7% of residents feel their RA followed up in a timely manner if needed.
- 88.36% of residents agree that their RA is accessible.
- 87.04% of residents feel their fellow residents respect the rights of others on their floor.
- 86.99% of residents feel their RA served as a positive role model for residents in regard to his/her behavior.
- 85.24% of residents were satisfied with the cleanliness of their residence hall.

Overall our areas for growth are:

- 77.74% of residents feel capable of asking a fellow resident to reduce noise levels.
- 75.97% of residents feel living in the residence halls has enhanced their engagement in the campus community.
- 75.18% of residents know how to contact their Complex Coordinator if needed.
- 74.09% of residents feel that interacting with other students on their floor has contributed to their overall learning at Emporia.
- 72.73% of residents know who their Complex Coordinator is.
- 71.58% of residents agree that their RA has encouraged them to plan activities in their community, participate in MAC/TAC, and/or get involved in campus organizations.
- 70.98% of residents feel comfortable going to their Complex Coordinator with an issue or concern.
- 62.58% of residents agree that their Complex Coordinator visible in the building and on residence hall floors.

We had an increase of at least 1% point in 10 areas from the Fall Semester with the largest increases in the following three areas:

- 11.78% increase is residents who agree that their Complex Coordinator visible in the building and on residence hall floors (increase from 50.8% to 62.58%)
- 7.03% increase in residents who know who their Complex Coordinator is (increase from 65.7% to 72.73%)
- 6.05% increase in residents who feel that if concerns or issues arise on the floor residents are able to address them with one another in a productive manner (increase from 78% to 94.05%)

We had a decrease of at least 1% point in 19 areas from the Fall Semester with the largest decreases in the following areas:

- 10.33% decrease in residents that feel living in the residence halls has enhanced their engagement in the campus community (decrease from 86.3% to 75.97%)
- 8.86% decrease in residents that feel living in the residence halls has enhanced their reflective thinking skills (decrease from 76.7% to 67.84%)
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- 7.44% decrease in residents that feel living in the residence halls has enhanced their commitment to the University (decrease from 82.7% to 75.26%)

Between the Fall Survey and the Spring Survey we had made a strong push to increase presence and knowledge of the Complex Coordinator in each complex. As a result of the Spring Floor Feedback data and other feedback from University stakeholders we have undertaken the following initiatives to improve the residential experience:

- Rebuilding our Freshman Interest Groups into Residential Learning Communities. Our 3 current communities are our 3 Education Communities, 2 Global Communities and 1 Scholars Community. Each of these Residential Learning Communities is partnered with an outside office or college and includes a learning-outcomes based curriculum.
- Approaching our staff training around programming differently to encourage more educational and developmental outcomes to be incorporated into all of our floor activities.
- Focusing more on conflict management in our fall and on-going training for our Resident Assistants including leading others through effective conflict management.
- Changing our first floor meeting agenda to include community norms and expectations that the residents came up with themselves and discuss how to handle if they are not followed. This was done to increase the floor being able to handle their own conflicts, thereby increasing their conflict management skills.
- Redesigning the Roommate Agreement to put more emphasis on what we believe increase the success of a roommate relationship. We updated some of the questions and added in more questions to increase communication around expectations the roommates have of each other. The purpose of this was to get them talking more openly about their behaviors, expectations and communication habits before they had a disagreement.