This survey was sent to all residents in the fall of 2013. We had 560 respondents which is the highest survey return rate we have had to date. For our purposes we looked at any question with higher than 90% agreement rate as an area of strength and anything below 85% as an area for improvement. These breakpoints were raised from past surveys due to the high level of agreement from residents. These breakpoints also reflect our high standards and improvement-centered ethos.

Overall our areas of strength are:

- 98.38% of residents feel safe living in the residence halls.
- 95.55% of residents feel their Resident Assistant demonstrates respect for residents’ backgrounds and values.
- 94.06% of residents see their Resident Assistant as a positive role model for others.
- 93.70% of residents agree that their Resident Assistant has established an environment on their floor where University policies are fairly and consistently upheld.
- 93.70% of residents describe their Resident Assistant as knowledgeable about Campus Resources.
- 93.51% of residents feel that their Resident Assistant treats residents as individuals.
- 93.32% of residents report that their Resident Assistant is accessible.
- 93.23% of residents feel listened to when they have brought up a question, concern or suggestion to Residential Life staff.
- 92.78% of residents are satisfied with the cleanliness of their residence hall.
- 91.70% of residents were encouraged to contribute to their floor community.
- 91.65% of residents say their Resident Assistant follows up regarding questions or concerns in a timely manner.
- 91.10% of residents say their Resident Assistant spends time in their floor interacting with residents.
- 90.07% of residents agree that their fellow residents respect the rights of others on their floor.

Overall our areas for growth are:

- 84.23% of residents believe that interacting with other students on their floor has contributed to their overall learning at Emporia.
- 83.71% of residents believe that living in the residence halls has enhanced their appreciation of cultural and human differences.
- 83.33% of residents believe that living in the residence halls has enhanced their reflective thinking skills.
- 82.95% of residents believe that living in the residence halls has enhanced their comfort with conflict resolution.
- 82.93% of residents were encouraged by their Resident Assistant to plan activities in their community, participate in activities, and/or get involved in campus organizations.
- 81.26% of residents report that their Resident Assistant plans engaging programs that interest them.
- 72.91% of residents feel comfortable going to their Complex Coordinator with an issue or concern.
- 69.57% of residents know how to contact their Complex Coordinator if needed.
- 64.19% of residents know who their Complex Coordinator is.

We had an increase of at least 1% point in 27 areas from last Fall Semester with the largest increases in the following three areas:

- 14.63% increase of residents who agree that their Complex Coordinator is visible in the building and at residence hall events (increase from 74.14% to 88.77%)
- 8.62% increase in residents who were encouraged by their Resident Assistant to plan activities in their community, participate in activities, and/or get involved in campus organizations (increase from 74.31% to 82.93%)
8.51% increase in residents who agree that interacting with other students on their floor as contributed to their overall learning at Emporia (increase from 75.72% to 84.23%)

We had a decrease of at least 1% point in only 3 areas from the Fall Semester in the following areas:
- 1.56% decrease in residents who know who their Complex Coordinator is (decrease from 65.75% to 64.19%)
- 1.5% decrease in residents that feel comfortable going to their Complex Coordinator with an issue or concern (decrease from 74.41% to 72.91%)
- 1.23% decrease in residents that feel safe living in their residence hall (decrease from 99.61% to 98.38%)

We had a busy summer of 2013 to prepare for the fall semester. We worked on a lot of projects to improve the on-campus experience that included both building updates and programmatic improvements. Those projects included:
- Revising our programing model to better fit student needs and campus programming efforts.
- Redesigning our Roommate Agreements to help roommates work through concerns before they turn into conflicts.
- Debating a new monthly program series in the Morse Complex.
- Maintenance work to improve Morse including painting the Game Room, Abigail Hall, the Reception Center and Northeast Lounges, ordering new furniture and TVs for Northeast Morse Lounges, updating the Abigail 2nd bathrooms, opening up new study lounges throughout the complex and rearranging our Reception Center to make it more customer service friendly.
- Beginning a new ongoing training program for Resident Assistants.
- Implementing our curriculum based Residential Learning Communities.

As a result of the Fall Floor Feedback data and other feedback from University stakeholders we have undertaken the following initiatives to improve the residential experience:
- Continuing our summer improvement plans to cover new areas in Morse and continue deferred maintenance in North and South Towers.
- We will be participating in a national consortium survey this spring semester that will help us discover what is important to students regarding living on campus and what learning has taken place.
- Our Housing Contract went live earlier than in past years and we increased our re-contracting marketing resulting in an increase in early contracts.
- We are working to get both our Housing Contract and Resident Assistant Application fully online making it easier and more convenient.
- We have also advocated for new housing options for upper-class students in the Campus Master Planning process.

Overall this was a stellar semester for us as a Department. Our Students have reported having an amazing experience and showing us that we are right on track while providing us valuable feedback for where we can still improve. We are, as always, focused on continuing to improve our on-campus housing program until we fulfill our vision to be the premiere student housing choice in Emporia.