

CLASS STATUS % REPRESENTED IN SURVEY

39.5% FRESHMAN

21.4% SOPHOMORE

23.3% JUNIOR

14.3% SENIOR

1.4% GRADUATE STUDENT

WHY WE LOVE LIVING ON CAMPUS

"Housing Staff are amazing people and very helpful."

"There are so many dining options."

"It is important to me that housing and dining offered all the services I needed to succeed and not have to worry."

"I LOVE Panther LEADS and RHA activities. It makes me feel much more connected to the University experience."

"My BSW is always helpful and approachable."

"My RA has been fantastic. They try their best to get their fellow floor members involved in activities and create the best environment for everyone. They are always willing to work with others and obviously desires to help whenever possible."

"My RA has made connections between us on the floor and encouraged the same major individuals to speak and talk to each other if they need help. They have been open and helpful in providing us with any academic resources we may need."

"My RA has provided an amazing, positive learning environment. They frequently remind us of the resources available to us and encourage us to continue with our work."

OUT OF THE RESIDENTS WHO PARTICIPATED IN THE RESIDENCE SATISFACTION SURVEY...

97%

feel safe in their residence hall

97%

feel that the custodial staff is friendly and receptive to their cleaning needs

97%

believe that RAs are receptive to their concerns

94%

agree that staff enforce policies in a fair and consistent manner

94%

are satisfied with the meal serving hours



THE RESULTS ARE IN

RESIDENCE HALL SATISFACTION SURVEY
2024 - 2025





A QUICK NOTE FROM UNIVERSITY HOUSING & DINING SERVICES AND THE RESIDENCE HALL ASSOCIATION:

We would like to thank the residents who took part in this year's Residence Hall Satisfaction Survey. Those residents who stepped up and gave us valuable insights as to how well your needs are being met is greatly appreciated. Residents' input helps us better prioritize upgrades, renovations, and program changes by focusing on your high-priority concerns. Given the need to balance residents' needs with limited resources, it's more important than ever for us to listen and respond to your requests and suggestions through surveys such as this one.

Every area of University Housing & Dining Services continues to analyze the survey results and implement plans to enhance the residents' experience. The Residence Hall Association and the Office of University Housing and Dining Services are committed to work together to make sure we understand residents' priorities and act on them.

We hope you will review the included report, which highlights what residents are satisfied with and what we need to continue to improve on. Your ongoing feedback and suggestions are always encouraged. Feel free to communicate any issue to your residence hall staff, Panther Leads (hall council) member, and Residence Hall Association representative or just give us a call.

You can also provide input at any time about dining services through our online Comment Card program. For your convenience, you can find the link under the "ABOUT US" tab at EIU.EDU/DINING to leave us your thoughts. If you leave us your contact information and request a response, we will get back to you in a timely fashion.

We appreciate you choosing to live in on-campus housing and always value your feedback. We look forward to continuing to serve you in the future.

Sincerely,

Mark Hudson, Director University Housing & Dining Services

Dylan Meek, President Residence Hall Association

THE LATEST SURVEY RESULTS ARE IN . . .

- 100% say the Hall Desk Staff provide adequate services.
- 99% agree the Residence Hall Staff are helpful and courteous.
- 99% overall rating of the Food Court as positive.
- 99% agree the policies within the halls are necessary.
- 99% feel the room/hall transfer process works well and meets their needs.
- 98% feel positively about Java Beanery & Bakery.
- 98% find the Night Assistants are helpful and courteous.
- 98% feel the corridors and public areas in the building are kept clean by the custodial staff.
- 97% feel secure in the residence hall.
- 97% view the cleaning and custodial staff as friendly and receptive of their concerns.
- 97% are satisfied with the residence halls' culture awareness and educational programs.
- 97% feel their RA does everything they can to develop a positive living environment.
- 96% feel the lighting around the halls helps make them feel secure.
- 95% feel more secure in their residence halls due to the Night Assistants.
- 95% feel comfortable giving their RA feedback.
- 95% agree RHA represents the view of the residence halls to University Officials.
- 94% state that the policies are enforced in a fair and consistent manner.
- 94% find issues within their rooms are taken care of in a satisfactory time frame.
- 94% were satisfied with the service they received when reporting a computer issue.
- 94% evaluated Reservations Only Dining in Stevenson as positive.
- 92% are satisfied with their RA's visibility and activity as a member of their community.
- 91% find the Residential Dining Centers atmosphere comfortable.
- 89% feel their RA's care about their academic success and create opportunities for support.

INTERESTING FACTS:

- 90% of respondents said email was the best way to communicate with them.
- 56% of residents stated "Convenience" as the number one reason for living in the residence halls.
- 15% were not positive about the quality of food in residential dining
- 2.2% gave a negative rating to Chick-fil-A
- 1% felt negatively about the Food Court

ADDRESSING YOUR CONCERNS:

Wi-Fi: Reliable access to wi-fi is critically important to our residents. Over the past few years, over a million dollars has been invested to install individual access points in each room to maximize service. While many halls report very positive results, several had concerns. We will work with our ITS partners to assess the issue and make whatever improvements are necessary. If you are having any issues, be sure to report them through the on-line work order system found on the housing web page, under "current student" tab, "work orders." Please do not assume we are aware of issues- if you report it, we will follow up!

FOOD VARIETY AND QUALITY: The survey shows an 80% positive for variety and an 85% positive on quality in the Residential Dining Centers. This is not good enough. Our dining staff participate in food trade shows, exploring items that will enhance these numbers. We will continue to bring in those new items that will help these numbers. Please reach out and give us specific suggestions through our online comment card process referenced in the opening panel in this brochure.

BATHROOMS: We completed a campus-wide facility assessment this school year and will be moving toward addressing building issues. Design work will soon begin to determine next steps for replacing infrastructure and adding more pod-style bathrooms, much like what exists in McKinney, Ford, Lincoln and Powell-Norton. We would hope to be able to make these updates available to students in a few years.