

Transition Times

April 27, 2009

Information on a regular basis about University Housing at The University of Iowa

In late November and early December of 2008, University of Iowa residence hall students were asked to complete a satisfaction survey regarding many aspects of residence hall living. This is the fifth year University Housing has administered this particular survey, which was developed by a national company (Educational Benchmarking, Inc.). The survey allows the department a comparison with other institutions. The results of the resident satisfaction survey show that the great majority of students are satisfied with the aspects of residence hall living, although some students are more satisfied than others. Over 54% of the residents completed all or part of the online survey instrument. This article highlights some of the results, along with how we plan to use this information.

Each question asked in the survey generated a satisfied mean response, with many being very satisfied with certain aspects of the residence hall staffing and programs. The questions listed are those with the highest percentage of students who rated the questions with some level of satisfaction (minimally, moderately, very). With these same questions, only 2-5% of the students listed any type of dissatisfaction (minimally, moderately, very).

Overall:

- Students who report participation in programs and activities in the halls are more satisfied with their resi-

Question:	Percent Satisfied
Satisfaction with attitude of the cleaning staff	93%
Satisfaction with how safe you feel in the residence hall	92%
Satisfaction with how safe you feel in your room	91%
Extent that residents respect people of differing genders	89%
Degree to which you respect other students on your floor	89%
Extent that residents respect people of different races/ethnicities	88%
Satisfaction with cable TV services	88%
Satisfaction with information desk services	87%
Satisfaction with RA on floor regarding respecting ethnic diversity	86%
Satisfaction with RA on floor regarding rules and regulations	86%
Satisfaction with RA on floor regarding treating everyone fairly	85%
Satisfaction with RA on floor regarding promoting tolerance of others	83%

dence hall experience.

- Students who participate in a living learning community are more satisfied with their residence hall experience.
- The question that had the biggest positive movement from last year to this year was a question about satisfaction with the value of the meal plan.
- Among responses in the ten residence halls, Rienow Hall was far and away the building with the highest satisfaction level. Slater and Daum students also rated the questions highly.

Based on student feedback, the following initiatives are in the works, with most to be completed for the fall 2009 semester.

Guest meals – residents have commented that they wish they had guest passes for the Market Places when they have friends and family come into town. University Housing

listened and, beginning with the fall semester, students with 20 and 14 meal plans will receive guest meals in addition to their weekly meal allotment. More information about how the program will work will be given to those meal plan holders this fall.

Sustainability – University Housing, along with students, have successfully piloted an expanded recycling program in Quadrangle Hall. Recycling will be expanded to the entire west neighborhood in the fall of 2009. Composting of pre-consumer food waste has been occurring in Hillcrest Market Place for two years, and it has been expanded to the Burge Market Place this spring.

Staged hallway lighting – in the fall of 2008 Stanley and Rienow Halls tested having half the hallway lights shut off during the night hours. The feedback we received was that the residents felt that it not

only saved energy, but that it helped reduce noise in the public areas after midnight. University Housing is currently studying the cost and timing of phasing the lighting in all buildings. Buildings will be phased over 3-4 years.

Tutoring will be expanded – this year was the first time that free tutoring was offered in the residence halls by housing student staff. We quickly learned that the number and scope of tutoring was not

enough. A survey was distributed by the residence life staff to assess if there was a need for additional tutors. The answer was an overwhelming YES! In 2009-10, University Housing will double the number of tutoring hours offered. The tutoring will again be free to residence hall students.

Electronic meal plan changes – meal plan holders who wish to change their meal plan will no longer need to come to the office in Burge. Now they will be able to change their plans from their computer. In addition, students will have an additional two weeks to change their meal plans at the beginning of each semester.

One thing that the resident satisfaction survey does not track is individual comments. If you responded to the survey or you have any comments about this information, you may e-mail your feedback to housing@uiowa.edu.

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Check-Out Information

The University of Iowa Residence Halls will close and lock **Saturday, May 16, 2009 by 5:00 pm. Students who need special arrangements must contact the Contracts and Assignments Office, 4141 Burge Hall by 4:00 pm Thursday, May 14, 2009.**

1. Residents must remove all personal belongings from their room. The trash must be removed from the room and taken to the appropriate disposal area or placed in a garbage bag and left in the center. Also, the room must be clean. Resident's belongings/trash cannot be in the hall or any other space inside the residence hall.
2. Once the resident has removed their belongings, checked the room for cleanliness, and removed any mail from their mailbox, they will take all keys to their 24-hour information desk. Beginning May 9, staff will be available each day between 8 a.m. and 10 p.m. to check residents out of their rooms. **Requests for an alternate check-out time must be received by the Hall Coordinator's Office at least 24 hours in advance to be considered for approval.**
3. The resident should inform the desk that they are ready to check-out. The resident will sign in all keys, as well as any other residence hall property they have previously signed out. The resident will also complete a mail forwarding card.
4. After signing in all check-out items, an RA will accompany the resident to his/her room to conduct the final room condition inspection. Damages and subsequent charges will be noted on the Room Condition Contract (RCC) you signed at the time you checked into your room. If there are damages that the RA does not have a charge amount for, it will be necessary for the RA to obtain an estimate. This estimate is non-binding. You will receive a copy of the RCC after final damages have been determined. Your copy of the RCC will be sent to your forwarding address if damages cannot be determined before your departure.
5. After the resident and the RA have conducted the room inspection, both will sign the RCC.
6. The RA will give the resident a copy of the RCC. **Unless there are pending charges, the copy of the RCC serves as the resident's invoice. These charges will appear on the next U-Bill.**
7. The RA will then secure the room and return the keys to the 24-hour desk.
8. If room damages are assessed, residents have 30 days from the date of the final bill to appeal any damages in writing. All appeals must be typed and submitted by the resident. Also, they must specifically address the damage charges and the reason for the appeal. Appeals from parents and/or guardians will not be accepted. Appeals should be directed to:
**Assistant Director—
Residence Life
100 Stanley Hall #260
Iowa City, Iowa 52242**



May Daze!

May 2, 2009

4-7pm

Burge Basketball Courts

Food and Games

70's

*The Burge Market Place will be closed during the event.