

University Apartments Survey 2006

Total responses: 152

1. Please respond to the following questions:

Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
Policies pertaining to the University Apartments Contract are understandable.				
<u>45</u> 30%	<u>86</u> 57%	<u>11</u> 7%	<u>9</u> 6%	<u>1</u> 1%
The welcome packet I received at move-in contained useful information.				
<u>51</u> 34%	<u>86</u> 57%	<u>10</u> 7%	<u>3</u> 2%	<u>2</u> 1%
University Apartments Office hours meet my needs.				
<u>35</u> 23%	<u>64</u> 42%	<u>21</u> 14%	<u>28</u> 18%	<u>4</u> 3%
The University Apartments Office staff is helpful and courteous.				
<u>46</u> 30%	<u>74</u> 49%	<u>21</u> 14%	<u>7</u> 5%	<u>4</u> 3%
The Community Assistant (CA) on duty always responds promptly when contacted.				
<u>41</u> 27%	<u>66</u> 43%	<u>22</u> 14%	<u>21</u> 14%	<u>2</u> 1%
The Community Assistants (CAs) have been helpful when I needed assistance.				
<u>44</u> 29%	<u>76</u> 50%	<u>21</u> 14%	<u>9</u> 6%	<u>2</u> 1%
I read the University Apartments newsletter.				
<u>32</u> 21%	<u>78</u> 51%	<u>13</u> 9%	<u>20</u> 13%	<u>9</u> 6%
The University Apartments Calendar/Handbook contains useful information.				
<u>51</u> 34%	<u>79</u> 52%	<u>16</u> 11%	<u>4</u> 3%	<u>2</u> 1%
ISU Public Safety Officers respond promptly to emergencies.				
<u>46</u> 30%	<u>44</u> 29%	<u>53</u> 35%	<u>6</u> 4%	<u>3</u> 2%

2. I feel physically safe at University Apartments.

		Count	Ratio
<u>Yes</u>	<input type="text" value="138"/>	<u>138</u>	<u>91%</u>
<u>No</u>	<input type="text" value="14"/>	<u>14</u>	<u>9%</u>

3. While living at University Apartments, I have interacted with individuals who are culturally or racially different from me.

		Count	Ratio
<u>Yes</u>	<input type="text" value="122"/>	<u>122</u>	<u>80%</u>
<u>No</u>	<input type="text" value="30"/>	<u>30</u>	<u>20%</u>

4. I have become more understanding of other cultures through attending programs sponsored by the University Apartments staff.

		Count	Ratio
Yes	<input type="text"/>	78	51%
No	<input type="text"/>	74	49%

5. I enjoy getting to know my neighbors at the social programs I attend.

		Count	Ratio
Yes	<input type="text"/>	91	60%
No	<input type="text"/>	61	40%

6. I am informed of when and where programs are held at the University Apartments.

		Count	Ratio
Yes	<input type="text"/>	135	89%
No	<input type="text"/>	17	11%

7. I have learned useful information through programs and activities offered by the University Apartments staff.

		Count	Ratio
Yes	<input type="text"/>	80	53%
No	<input type="text"/>	72	47%

8. I have used the outdoor recreational facilities (grill, shelter, playground, volleyball court, etc.) at University Apartments.

		Count	Ratio
Yes	<input type="text"/>	98	64%
No	<input type="text"/>	54	36%

9. I currently have a vehicle/automobile that I use for transportation to classes and to work.

		Count	Ratio
Yes	<input type="text"/>	119	78%
No	<input type="text"/>	33	22%

10. I know who my CA is for my building.

		Count	Ratio
Yes	<input type="text"/>	56	37%
No	<input type="text"/>	96	63%

11. I know how to contact the CA on duty when I am in need of assistance.

		Count	Ratio
Yes	<input type="text"/>	129	85%
No	<input type="text"/>	23	15%

12. Please respond to the following questions:

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
The exterior lighting around my building and parking lot is sufficient.	<u>29</u> 19%	<u>72</u> 47%	<u>11</u> 7%	<u>32</u> 21%	<u>8</u> 5%
The lighting in the stairwells, hallways and lobbies is sufficient.	<u>52</u> 34%	<u>83</u> 55%	<u>3</u> 2%	<u>11</u> 7%	<u>3</u> 2%
Requested maintenance work is promptly completed.	<u>73</u> 48%	<u>60</u> 39%	<u>13</u> 9%	<u>5</u> 3%	<u>1</u> 1%
Advance notice is provided to residents for scheduled maintenance work requiring utility shutdowns (water, electricity, etc.).	<u>65</u> 43%	<u>65</u> 43%	<u>12</u> 8%	<u>8</u> 5%	<u>2</u> 1%
The laundry rooms are kept clean.	<u>43</u> 28%	<u>67</u> 44%	<u>13</u> 9%	<u>24</u> 16%	<u>5</u> 3%
The hallways, elevators and entryways of the buildings are kept clean.	<u>40</u> 26%	<u>75</u> 49%	<u>11</u> 7%	<u>21</u> 14%	<u>5</u> 3%
The pest control policy was clearly explained to me.	<u>54</u> 36%	<u>77</u> 51%	<u>6</u> 4%	<u>13</u> 9%	<u>2</u> 1%

13. I am aware that I can submit a work order on-line.

	Count	Ratio
<u>Yes</u> <input type="checkbox"/>	<u>109</u>	<u>72%</u>
<u>No</u> <input type="checkbox"/>	<u>43</u>	<u>28%</u>

14. Where do you usually do your laundry? (select one)

	Count	Ratio
<u>At University Apartments</u> <input type="checkbox"/>	<u>134</u>	<u>88%</u>
<u>At a friends/family off campus</u> <input type="checkbox"/>	<u>13</u>	<u>9%</u>
<u>At a laundromat off campus</u> <input type="checkbox"/>	<u>5</u>	<u>3%</u>

15. On average, how often do you use your University Apartments telephone to make outgoing calls?

	Count	Ratio
<u>Never</u> <input type="checkbox"/>	<u>35</u>	<u>23%</u>
<u>1-2 times/week</u> <input type="checkbox"/>	<u>33</u>	<u>22%</u>
<u>3-5 times/week</u> <input type="checkbox"/>	<u>21</u>	<u>14%</u>
<u>6-10 times/week</u> <input type="checkbox"/>	<u>20</u>	<u>13%</u>
<u>Always</u> <input type="checkbox"/>	<u>47</u>	<u>31%</u>

16. Do you have renter's insurance?

		Count	Ratio
Yes	<input type="text"/>	31	20%
No	<input type="text"/>	121	80%

17. I frequently visit the Community Center.

		Count	Ratio
Yes	<input type="text"/>	64	42%
No	<input type="text"/>	88	58%

18. On average, I visit the Community Center fitness room:

		Count	Ratio
Never	<input type="text"/>	86	57%
1-2 times/week	<input type="text"/>	47	31%
3-5 times/week	<input type="text"/>	19	12%
Everyday	<input type="text"/>	4	3%

19. Please respond to the following questions:

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
I understand the policies/rules for the Community Center.	37 24%	71 47%	27 18%	15 10%	2 1%
The monitors at the Community Center are helpful and courteous.	25 16%	57 38%	55 36%	13 9%	2 1%

20. Do you have a computer in your apartment? (Check all that apply)

		Count	Ratio
Yes, a laptop	<input type="text"/>	101	66%
Yes, a desktop	<input type="text"/>	60	39%
No	<input type="text"/>	9	6%

21. How important were the following factors to you when choosing to live in University Apartments?

	Very Important	Important	Somewhat Important	Not Important
Location	90 59%	48 32%	13 9%	1 1%
No utility bills or hidden costs	130 86%	16 11%	5 3%	1 1%
Close to campus				

	<u>109</u> 72%	<u>35</u> 23%	<u>8</u> 5%	<u>0</u> 0%
Safety and security				
	<u>106</u> 70%	<u>29</u> 19%	<u>12</u> 8%	<u>5</u> 3%
Low cost				
	<u>116</u> 76%	<u>30</u> 20%	<u>6</u> 4%	<u>0</u> 0%
Internet access from my apartment				
	<u>117</u> 77%	<u>29</u> 19%	<u>5</u> 3%	<u>1</u> 1%
Services provided to students				
	<u>81</u> 53%	<u>42</u> 28%	<u>21</u> 14%	<u>8</u> 5%
Availability of apartment				
	<u>85</u> 56%	<u>49</u> 32%	<u>13</u> 9%	<u>5</u> 3%

22. Please continue to indicate how important the following factors were to you when choosing to live in University Apartments:

	Very Important	Important	Somewhat Important	Not Important
Charges are added to my University account	<u>62</u> 41%	<u>54</u> 36%	<u>17</u> 11%	<u>19</u> 12%
Friends live at University Apartments	<u>36</u> 24%	<u>38</u> 25%	<u>19</u> 12%	<u>59</u> 39%
Community Center	<u>38</u> 25%	<u>32</u> 21%	<u>28</u> 18%	<u>54</u> 36%
Terms of contract / Leasing options	<u>45</u> 30%	<u>59</u> 39%	<u>30</u> 20%	<u>18</u> 12%
Diversity of community	<u>33</u> 22%	<u>44</u> 29%	<u>33</u> 22%	<u>42</u> 28%
Availability of furnished apartments	<u>29</u> 19%	<u>18</u> 12%	<u>24</u> 16%	<u>81</u> 53%
Good environment for my child or children (safe, educational, diverse, etc.)	<u>41</u> 27%	<u>33</u> 22%	<u>14</u> 9%	<u>64</u> 42%
Staff available after hours				

[55](#)
[36%](#)[52](#)
[34%](#)[22](#)
[14%](#)[23](#)
[15%](#)

23. Please respond to the following questions:

Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
I am satisfied with my University Apartments living experience.				
48 32%	84 55%	8 5%	11 7%	1 1%
I would recommend living at University Apartments to my friends and others.				
58 38%	74 49%	11 7%	8 5%	1 1%
Living at University Apartments promotes the acceptance of people from different cultures and countries.				
50 33%	66 43%	25 16%	7 5%	4 3%

24. Please choose one:

High 5	4	3	2	1 Low
On a scale of 1-5, please rate the overall value (cost, convenience, etc.) of living at University Apartments.				
48 32%	76 50%	22 14%	6 4%	0 0%

25. I lived on campus in the residence halls before moving to University Apartments.

	Count	Ratio
Yes <input type="checkbox"/>	69	45%
No <input type="checkbox"/>	83	55%

26. Living at University Apartments provides an environment conducive to my educational goals.

	Count	Ratio
Yes <input type="checkbox"/>	137	90%
No <input type="checkbox"/>	15	10%

27. What University Apartments Unit do you live in?

	Count	Ratio
Unit 1 <input type="checkbox"/>	28	18%
Unit 2 <input type="checkbox"/>	43	28%
Unit 3 <input type="checkbox"/>	46	30%
Unit 4 <input type="checkbox"/>	35	23%

28. What is your current status at ISU?

	Count	Ratio
Freshman <input type="checkbox"/>	3	2%
Sophomore <input type="checkbox"/>	9	6%

Junior	<input type="text"/>	26	17%
Senior	<input type="text"/>	31	20%
Master's Graduate Student	<input type="text"/>	59	39%
PhD/EdD Student	<input type="text"/>	21	14%
Faculty/Staff	<input type="text"/>	3	2%

29.

		Count	Ratio
Male	<input type="text"/>	76	50%
Female	<input type="text"/>	76	50%

30. Are you an International Student?

		Count	Ratio
Yes	<input type="text"/>	69	45%
No	<input type="text"/>	83	55%