

Perceptions and Experience with Hall Staff

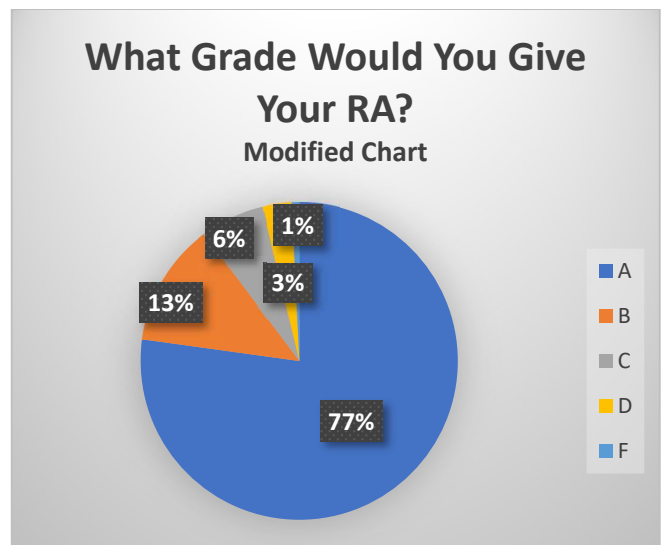
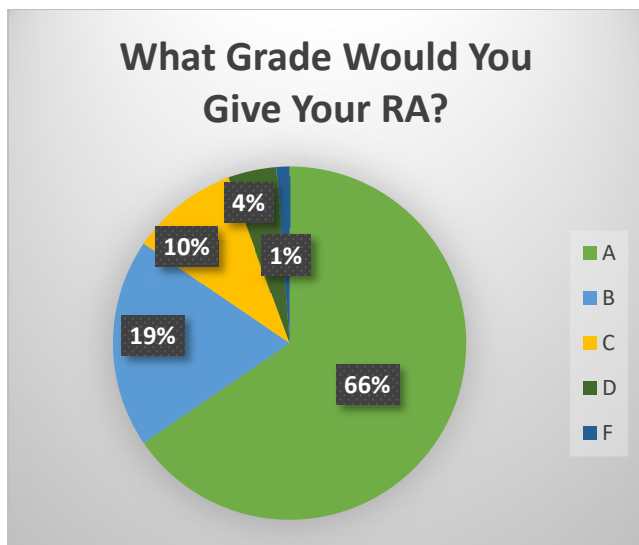
2020-2021 Resident Survey

The 2020-2021 academic year was like no other. The impact of COVID-19 was felt by residential students in every facet of their lives. To understand their experience during the academic year, Housing & Residence Life surveyed residential students in early March 2021. Residents were asked a variety of questions and able to give feedback on their overall experience living in the halls and share the impact that COVID-19 had had in their lives.

Of the 3,507 students living in the residence halls at the time the survey was distributed, 1,004 responded. 917 responses were complete and 87 were partially completed for a response rate of 28.6%. The following information relates to the respondents' perceptions and experiences with live-in student and professional staff.

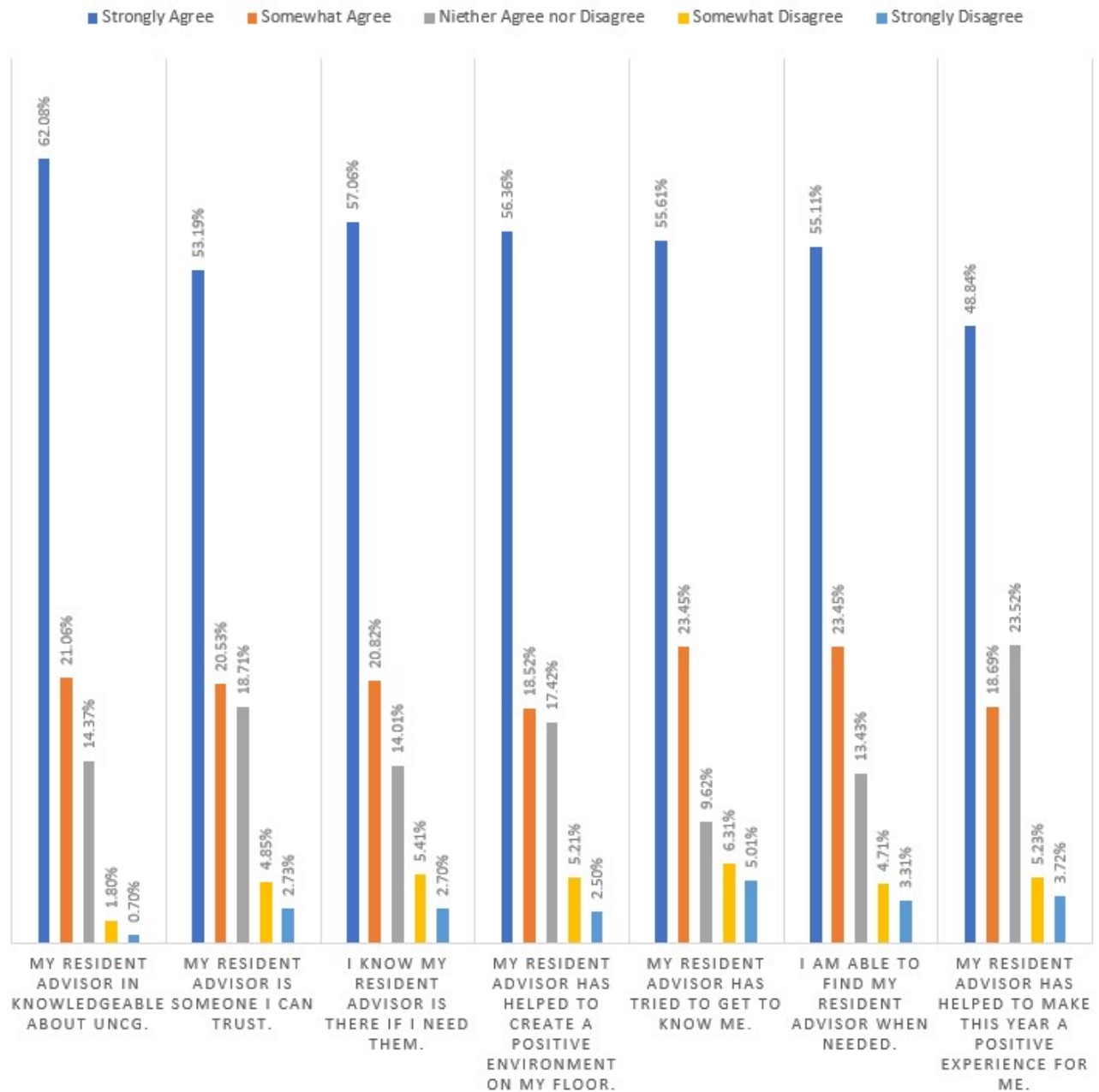
Resident Advisor

Residents were asked to provide a letter grade for their Resident Advisor (RA). It should be noted, if a respondent did not change the default starting grade (A+) the response was not recorded. For this question, there were only 660 completed responses, though there were 989 to 1002 responses for the additional questions related to their RA. One could assume those who choose not to move the default starting position were intending to give their RA a grade of A+. As such, an additional Modified Chart is included as well.



To learn more about the residents' perception of the performance of their Resident Advisor in specific areas, respondents were asked to indicate their level of agreement with a variety of statements related to job expectations of their Resident Advisor. A chart is provided on the next page outlining resident perceptions to keys areas of their RA's job performance.

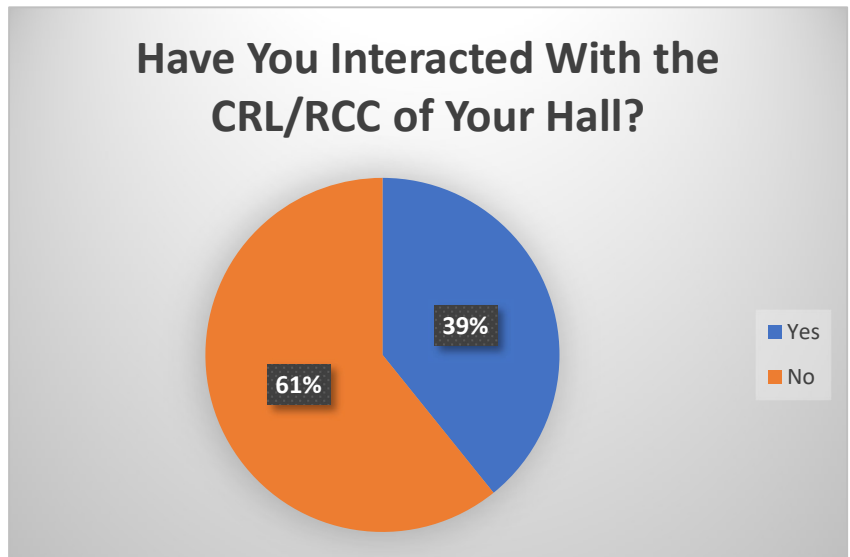
RESIDENT ADVISOR



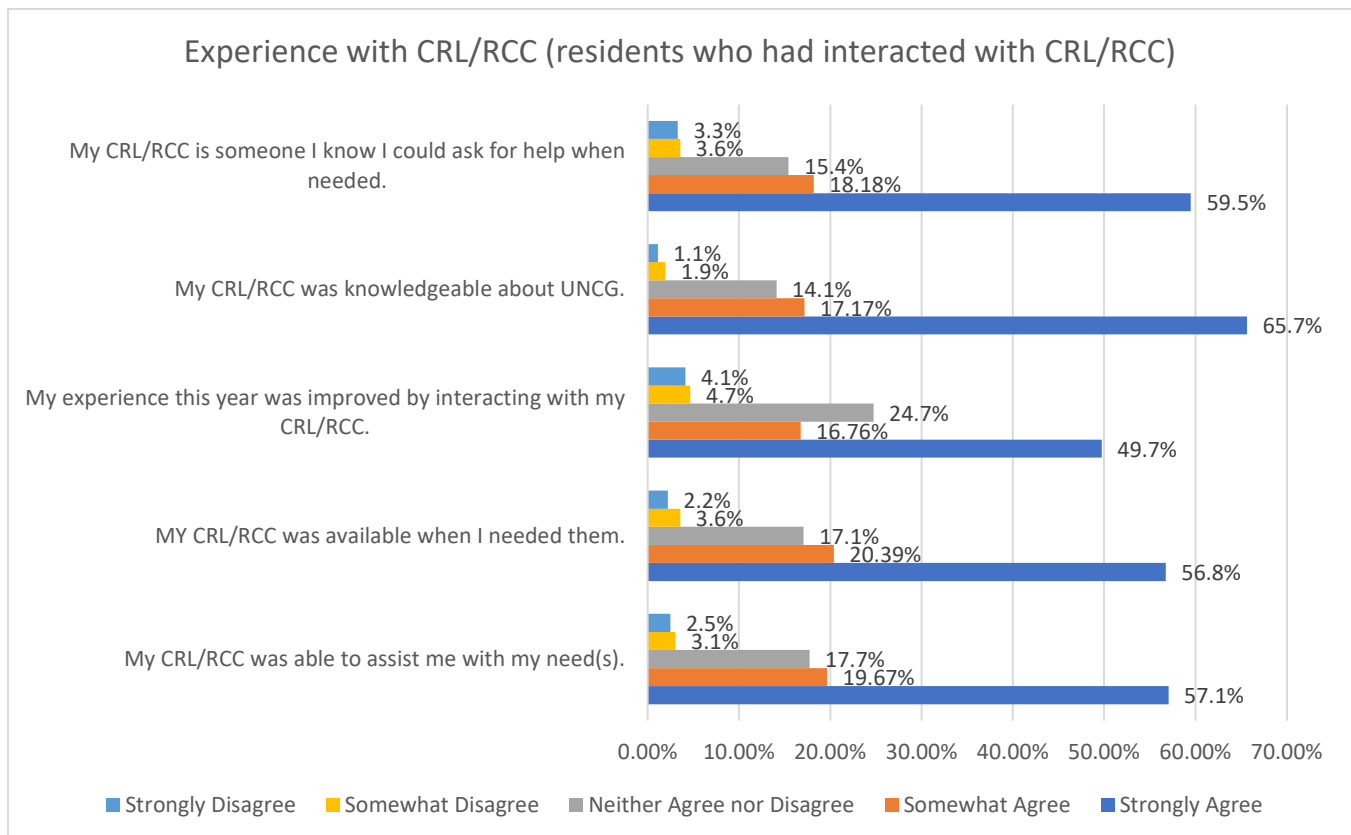
Resident responses were overwhelmingly positive. One area of specific focus for Residence Life, is creating one-on-one relationships between Resident Advisors and residents of their floor. With close to 80% of residents feeling positive about the RA's efforts to get to know them, this focus is showing impact. Having RA's live in close proximity to residents is in part to assure availability when a resident has a need. With 78.5% of residents reporting being able to find their RA when needed, this shows a demonstrable impact of this proximity. Resident Advisor's are also expected to be knowledgeable of UNCG and the resources available to students. Over 83% of residents reported seeing their RA as someone who is knowledgeable about UNCG.

Coordinator for Residence Life (CRL) / Residential College Coordinator (RCC)

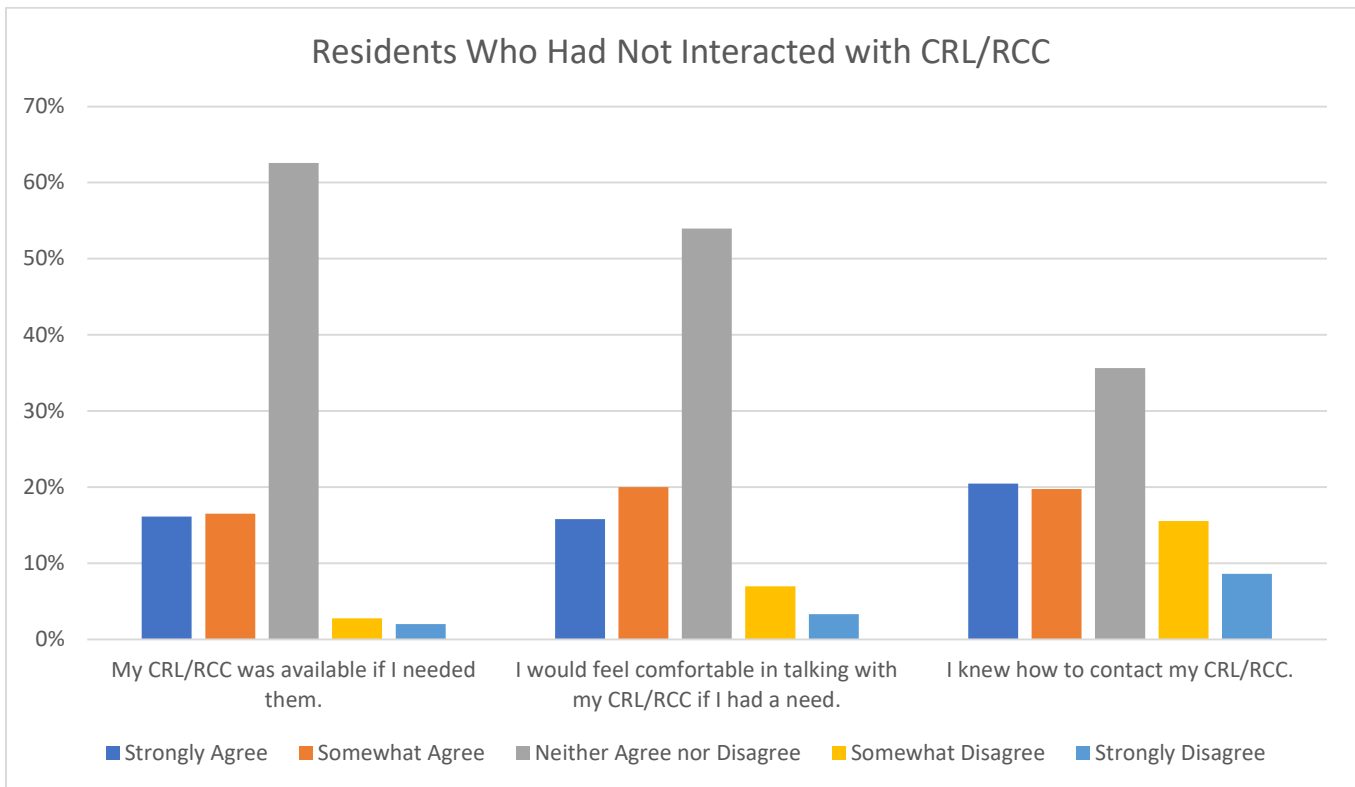
Residents were asked if they had yet interacted with the professional staff member who oversees their hall. We know from previous assessment that residents are not coming and going from the halls as often. We also know that in-person contact has dropped drastically during the COVID pandemic. For this reason, we expected to see a lower number of students interacting with their CRL/RCC.



The question of *Have you interacted with the CRL/RCC of your hall?* was used to separate students based on their answers. Those who answered Yes were given one set of follow-up questions while those who answered No were given a different set. Those questions and responses are below.



Residents who had interacted with their CRL/RCC had overwhelming positive responses. Residents reported their CRL/RCC to be knowledgeable about UNCG (83%) and available when needed (77%). As several students will seek out their CRL/RCC multiple times throughout the year, the fact that 78% of residents agreed that they could ask their CRL/RCC for help when needed was welcomed feedback.



For residents who had not interacted with their CRL/RCC there appeared to be some challenges with knowing how to contact them. 61% of residents indicated they may not know how to contact their CRL/RCC should they need to. Though it's possible some residents did not know the title of their CRL/RCC and therefore were unable to make the connection when asked, it is important for professional staff to be creative in making sure residents of the hall know them and can contact them when needed.