

# Perceptions of the Housing Process & Experience

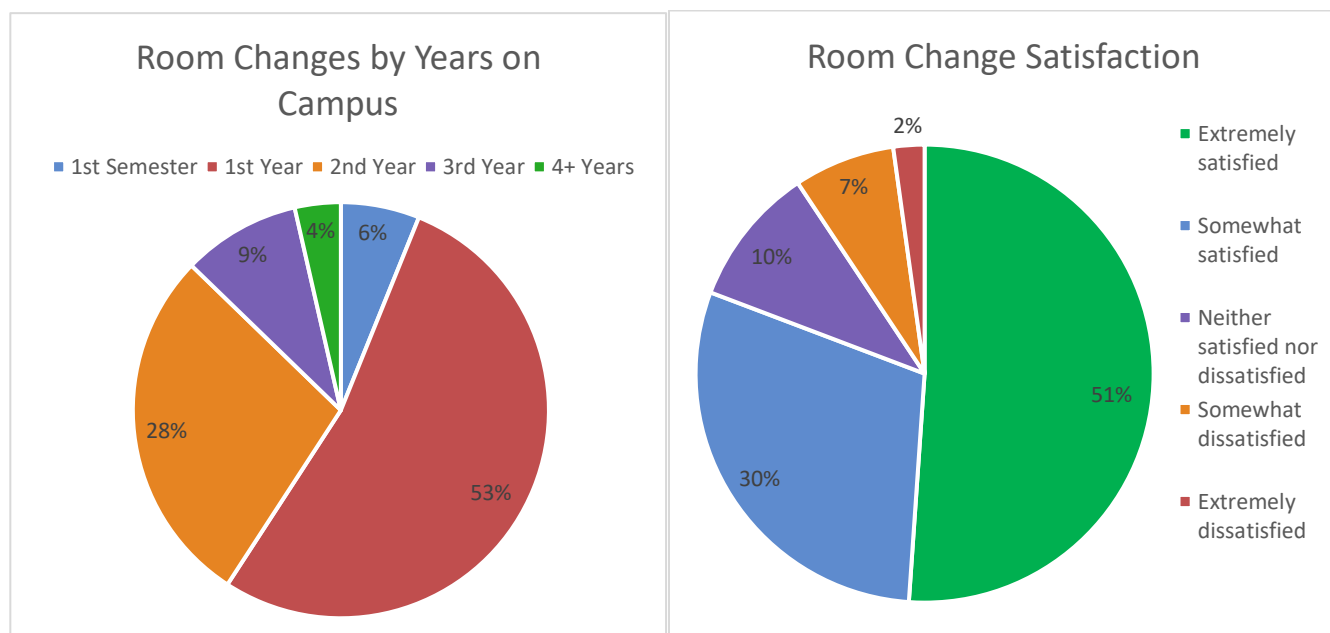
## EXECUTIVE SUMMARY – 2020-2021 Resident Satisfaction Survey

### Overview

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 the assignments process and value of the on-campus experience.

### Room Change Process

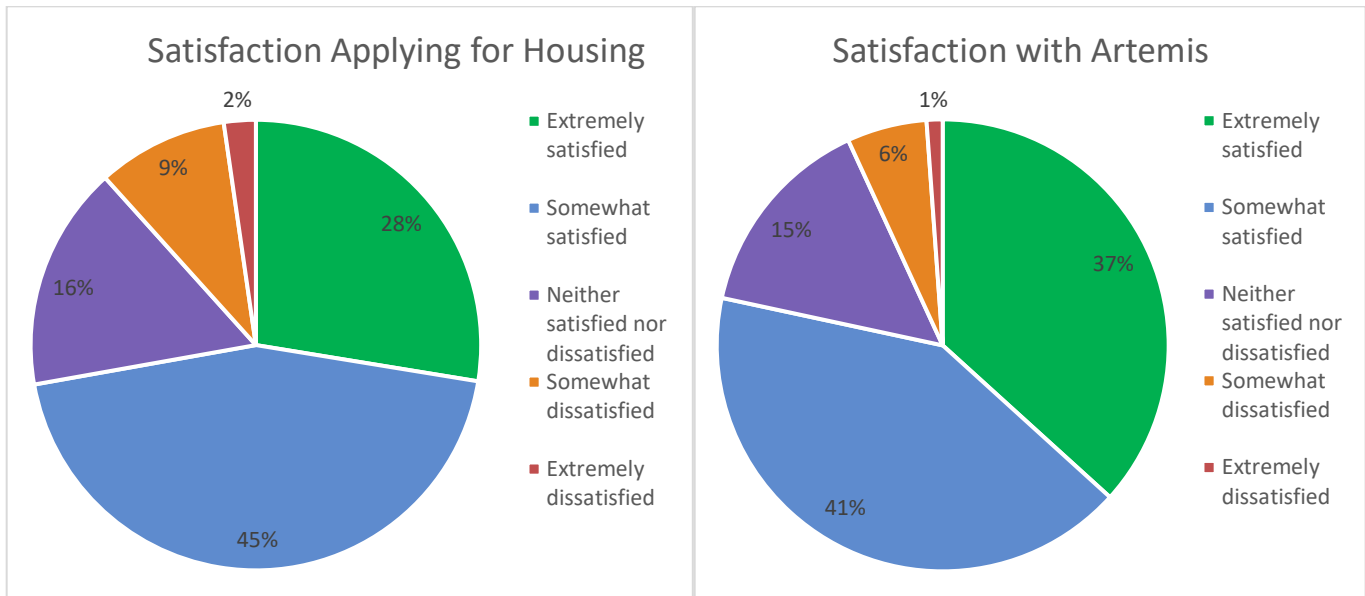
Of the residents who completed the survey, 21.49% indicated that they had completed a room change during this academic year. Freshmen identifying residents made up the largest group who indicated they completed a room change. Overall, residents indicated a positive experience with the room change process. 80.77% of respondents indicated that they were either satisfied or extremely satisfied with the process. Only 9.34% indicated some level of dissatisfaction with the process.



### Applying for Housing

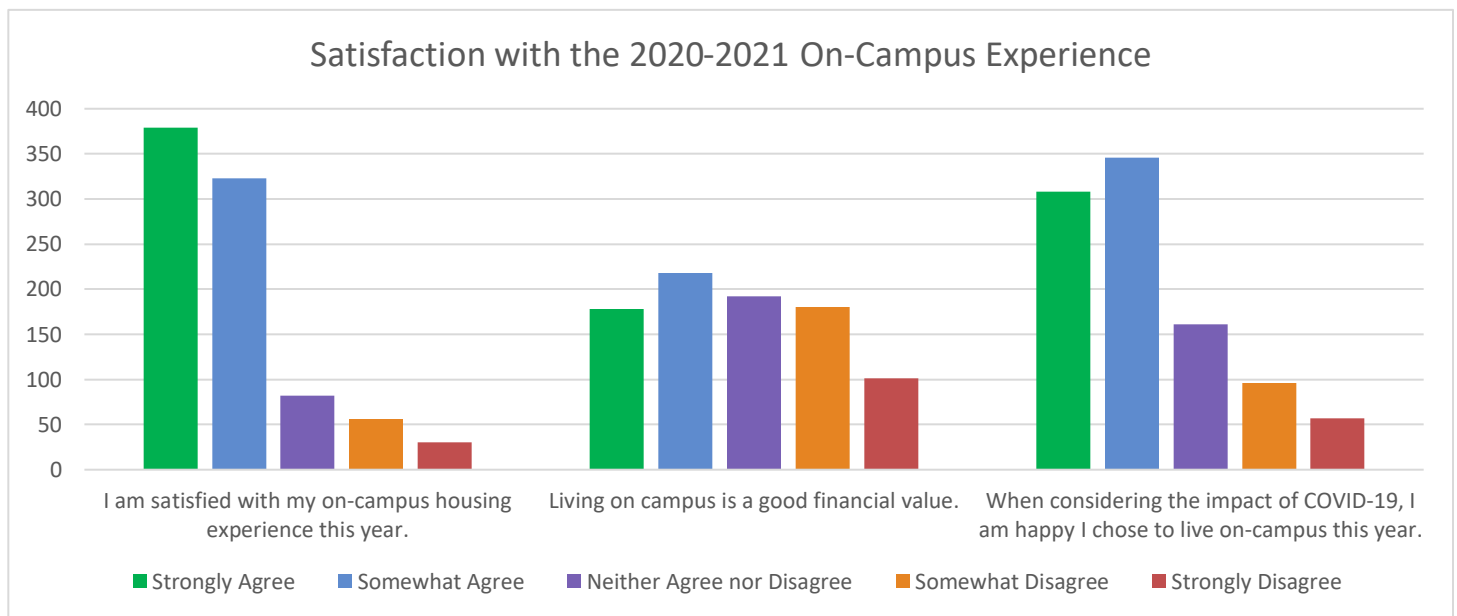
874 residents responded to the question about their satisfaction with the application process for housing. Of those 874, 631 (72.19%) indicated that they were either somewhat or extremely satisfied with the application process. Like the room change process, only 11% of respondents indicated some level of dissatisfaction with the housing application process. A key part of the housing application process is the ability to use Artemis. 78% of respondents indicated some level of satisfaction with using Artemis and less than 8% indicated a level of dissatisfaction. This information indicates that Artemis is not the sole factor in why respondents may be dissatisfied with the housing experience. In the future it would be interesting to

measure how many students have benefitted from the tutorial videos on how to apply for housing using Artemis that have been available on the HRL website.

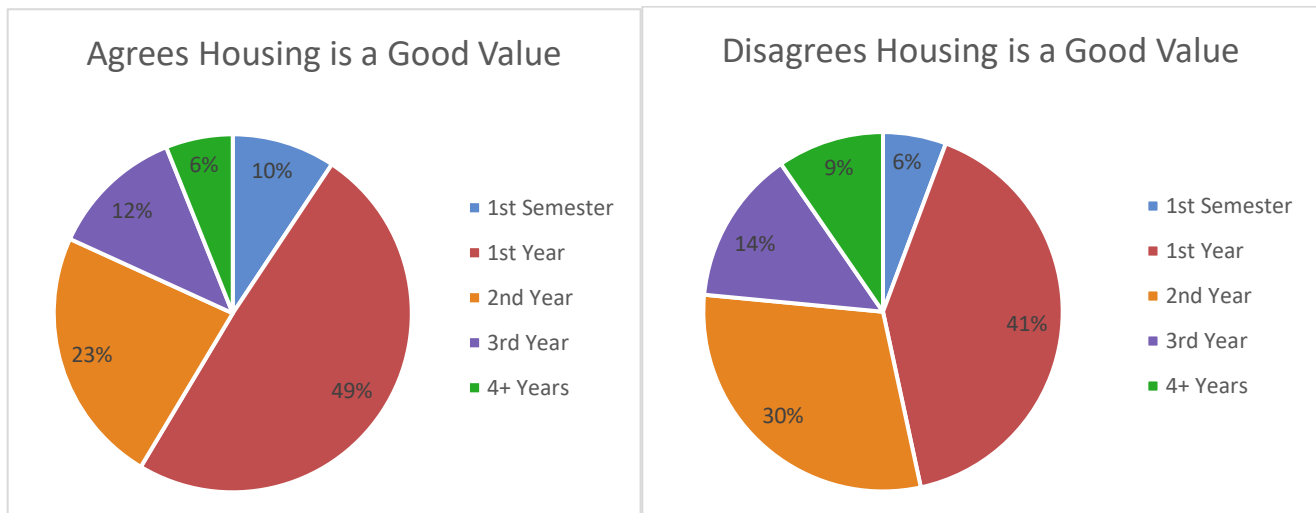


## Satisfaction Living on Campus

We know that COVID-19 fundamentally changed many aspects of the collegiate experience including what it means to be a residential student. COVID-19 precautions led to a more restrictive guest policy, limits on in-person opportunities and greater instances of residents living alone than a normal year would have. With these changes in mind, the perception of the value of living on campus could have been altered in the minds of residents. Despite these changes, most respondents were satisfied with their experience this year and were happy with their decision to live on campus. More than 80% of respondents agreed that they were satisfied with their experience this year while less than 10% disagreed that they were satisfied. This trend was true regardless of how long a student has lived on campus. Similarly, 64% of respondents indicated that they are happy with their decision to live on campus this year when considering the impacts of COVID-19 while 17% indicated that they were unhappy. This dissatisfaction is interesting given that less than 10% said they were not satisfied with the experience.



A possible explanation for this discrepancy might be how students indicated if they believe living on campus, is a good financial value. Only 45% of respondents indicated that they believe the on-campus experience was a good financial value while over 32% indicated that it is not a good value. Interestingly, it appears that this dissatisfaction was higher in students who had lived on campus previously compared to students who are new to living on campus. A possible explanation for this could be those returning students feeling that they paid the same if not more this year for less opportunities than previous years.



Despite the lower satisfaction with the financial value of the housing experience, 78% of respondents would recommend that new students live on-campus while only 5% would not recommend living on campus to a new student.

## Plans for 2021-2022 School Year

At the time of the survey, 68% of respondents indicated that they plan to live on campus again next year. 19% planned to live off-campus and 5% plan to live at home. The remaining 8% for the most part indicated that they are either graduating this semester, studying abroad next semester, or participating in some other activity that would preclude them from needing to be on campus next semester. It would be interesting to see how the recently announced housing grant could have altered these responses and if more students plan to live on campus now and/or believe the financial value of the on-campus experience is now more agreeable.

