

## Housing & Residential Life Customer Satisfaction

### Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Chico		Fresno		Fullerton		Long Beach		Los Angeles		Maritime Academy		Pomona		San Bernardino	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q - Aware of the social inequalities	2.93	2.93	2.77	2.93	2.76	2.93	3.02	2.93	--	2.93	3.17	2.93	2.85	2.93	3.15	2.93	2.88	2.93
Q - Custodial staff keeps the bathrooms clean	3.82	3.82	3.38	3.82	3.51	3.82	4.15	3.82	4.38	3.82	--	3.82	3.08	3.82	3.65	3.82	4.25	3.82
Q - Housing Lighting	3.45	3.45	3.35	3.45	--	3.45	3.57	3.45	3.62	3.45	2.97	3.45	3.20	3.45	3.43	3.45	3.71	3.45
Q - Housing staff address violations	3.40	3.40	3.65	3.40	3.39	3.40	3.64	3.40	--	3.40	3.15	3.40	3.27	3.40	3.55	3.40	3.28	3.40
Q - Witnessed violations	3.66	3.66	--	3.66	--	3.66	3.76	3.66	--	3.66	3.57	3.66	3.77	3.66	3.65	3.66	3.48	3.66
Q - Comfortable going to my Resident Advisor	3.48	3.48	3.71	3.48	3.71	3.48	3.72	3.48	3.14	3.48	3.52	3.48	3.53	3.48	3.37	3.48	3.30	3.48
Q - Custodial staff conduct themselves in a professional manner	3.94	3.94	3.69	3.94	3.67	3.94	4.32	3.94	4.37	3.94	--	3.94	3.08	3.94	3.80	3.94	4.26	3.94
Q - Energy Consumption	2.89	2.89	--	2.89	--	2.89	2.81	2.89	--	2.89	--	2.89	--	2.89	2.96	2.89	--	2.89
Q - Front desk staff is courteous	3.46	3.46	3.52	3.46	3.32	3.46	3.71	3.46	3.55	3.46	2.97	3.46	3.39	3.46	3.65	3.46	3.38	3.46
Q - Grounds staff conduct themselves in a professional manner.	3.89	3.89	3.76	3.89	--	3.89	4.24	3.89	4.09	3.89	3.91	3.89	3.44	3.89	--	3.89	4.08	3.89
Q - Guidelines are enforced by university housing staff	3.27	3.27	3.66	3.27	3.24	3.27	3.49	3.27	3.50	3.27	3.19	3.27	2.82	3.27	3.37	3.27	3.20	3.27
Q - Housing administrators are doing a good job	3.23	3.23	3.22	3.23	3.30	3.23	3.56	3.23	3.53	3.23	2.95	3.23	3.15	3.23	--	3.23	3.08	3.23
Q - Housing custodial services are doing a good job	3.96	3.96	3.71	3.96	3.66	3.96	4.31	3.96	4.42	3.96	--	3.96	3.10	3.96	3.77	3.96	4.33	3.96
Q - Housing experience at this university	3.43	3.43	3.27	3.43	--	3.43	3.70	3.43	3.74	3.43	3.40	3.43	3.07	3.43	3.64	3.43	3.56	3.43
Q - Housing food service	3.10	3.10	3.22	3.10	--	3.10	--	3.10	2.76	3.10	--	3.10	--	3.10	--	3.10	--	3.10
Q - Housing landscaping and grounds	3.93	3.93	3.93	3.93	3.51	3.93	4.38	3.93	4.26	3.93	3.95	3.93	3.25	3.93	3.84	3.93	4.17	3.93
Q - Housing office staff is courteous	3.44	3.44	3.31	3.44	3.47	3.44	3.64	3.44	3.83	3.44	2.99	3.44	3.33	3.44	3.46	3.44	3.42	3.44
Q - Housing room and board fees	2.71	2.71	3.62	2.71	--	2.71	3.04	2.71	2.58	2.71	3.00	2.71	2.46	2.71	2.51	2.71	2.56	2.71
Q - Impact on my studies	3.32	3.32	3.14	3.32	3.11	3.32	3.53	3.32	3.50	3.32	3.28	3.32	3.00	3.32	3.60	3.32	3.60	3.32
Q - Impact on other aspects of my life	3.58	3.58	3.66	3.58	3.50	3.58	3.64	3.58	4.04	3.58	3.55	3.58	3.16	3.58	3.94	3.58	3.24	3.58
Q - Maintenance staff conduct themselves in a professional manner	3.75	3.75	3.72	3.75	3.34	3.75	4.35	3.75	4.02	3.75	3.72	3.75	3.29	3.75	3.72	3.75	4.25	3.75
Q - Maintenance staff keeps my residence area in good physical condition	3.73	3.73	3.61	3.73	3.37	3.73	4.32	3.73	4.10	3.73	3.80	3.73	3.25	3.73	3.56	3.73	4.08	3.73
Q - Resident Advisor assists me in doing better in my courses	3.16	3.16	3.36	3.16	3.32	3.16	3.19	3.16	3.23	3.16	3.21	3.16	3.04	3.16	3.13	3.16	3.00	3.16

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Measure (Location)	CSU		Chico		Fresno		Fullerton		Long Beach		Los Angeles		Maritime Academy		Pomona		San Bernardino	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q - Resident Advisor commitment to alcohol education	3.29	3.29	3.61	3.29	3.24	3.29	3.41	3.29	3.39	3.29	3.28	3.29	3.00	3.29	3.39	3.29	3.13	3.29
Q - Resident Advisor commitment to community respect education	3.48	3.48	3.70	3.48	3.42	3.48	3.67	3.48	--	3.48	3.52	3.48	3.28	3.48	3.45	3.48	3.38	3.48
Q - Resident Advisor commitment to diversity	3.56	3.56	3.72	3.56	3.40	3.56	3.72	3.56	3.72	3.56	3.65	3.56	3.43	3.56	3.43	3.56	3.50	3.56
Q - Resident Advisor commitment to programming and facilitation activities	3.44	3.44	3.62	3.44	3.59	3.44	3.58	3.44	--	3.44	3.59	3.44	3.19	3.44	3.36	3.44	3.33	3.44
Q - Resident Advisor commitment to social justice	3.46	3.46	3.63	3.46	--	3.46	3.62	3.46	--	3.46	3.57	3.46	3.33	3.46	3.37	3.46	3.38	3.46
Q - Resident Advisor encouraging people get to know each other	3.30	3.30	3.58	3.30	3.25	3.30	3.49	3.30	3.36	3.30	3.27	3.30	3.06	3.30	3.22	3.30	3.08	3.30
Q - Resident Advisor environmental sustainability education	3.13	3.13	3.39	3.13	3.18	3.13	3.17	3.13	--	3.13	3.10	3.13	3.00	3.13	3.10	3.13	3.17	3.13
Q - Resident Advisor get to know me as an individual	3.21	3.21	3.42	3.21	3.08	3.21	3.46	3.21	--	3.21	3.26	3.21	3.06	3.21	3.13	3.21	3.17	3.21
Q - Resident Advisor is doing a good job	3.57	3.57	3.78	3.57	3.45	3.57	3.81	3.57	3.61	3.57	3.65	3.57	3.53	3.57	3.52	3.57	3.33	3.57
Q - Resident Advisor share perspectives and have open dialogue	3.17	3.17	3.36	3.17	3.36	3.17	3.28	3.17	3.24	3.17	3.30	3.17	3.03	3.17	3.07	3.17	2.83	3.17
Q - Residents treat each other with respect	3.37	3.37	3.34	3.37	--	3.37	3.59	3.37	--	3.37	3.01	3.37	3.10	3.37	3.55	3.37	3.28	3.37
Q - Treated in a respectful manner by staff	3.23	3.23	3.00	3.23	3.30	3.23	3.41	3.23	3.44	3.23	3.15	3.23	3.07	3.23	3.42	3.23	3.17	3.23

## Housing & Residential Life Customer Satisfaction

Measure (Location)	San Jose		San Luis Obispo	
	Actual	CSU Mean	Actual	CSU Mean
Q - Aware of the social inequalities	2.86	2.93	--	2.93
Q - Custodial staff keeps the bathrooms clean	3.75	3.82	4.24	3.82
Q - Housing Lighting	3.54	3.45	3.66	3.45
Q - Housing staff address violations	3.28	3.40	--	3.40
Q - Witnessed violations	3.72	3.66	--	3.66
Q - Comfortable going to my Resident Advisor	3.34	3.48	--	3.48
Q - Custodial staff conduct themselves in a professional manner	3.99	3.94	4.28	3.94
Q - Energy Consumption	--	2.89	--	2.89
Q - Front desk staff is courteous	3.40	3.46	3.72	3.46
Q - Grounds staff conduct themselves in a professional manner.	3.62	3.89	3.98	3.89
Q - Guidelines are enforced by university housing staff	3.00	3.27	--	3.27
Q - Housing administrators are doing a good job	2.92	3.23	3.40	3.23
Q - Housing custodial services are doing a good job	4.08	3.96	4.28	3.96
Q - Housing experience at this university	3.08	3.43	--	3.43
Q - Housing food service	3.32	3.10	--	3.10
Q - Housing landscaping and grounds	3.90	3.93	4.08	3.93
Q - Housing office staff is courteous	3.32	3.44	3.61	3.44
Q - Housing room and board fees	1.91	2.71	--	2.71
Q - Impact on my studies	3.15	3.32	--	3.32
Q - Impact on other aspects of my life	3.49	3.58	--	3.58
Q - Maintenance staff conduct themselves in a professional manner	2.99	3.75	4.08	3.75
Q - Maintenance staff keeps my residence area in good physical condition	3.09	3.73	4.10	3.73
Q - Resident Advisor assists me in doing better in my courses	2.96	3.16	--	3.16

## Housing & Residential Life Customer Satisfaction

Measure (Location)	San Jose		San Luis Obispo	
	Actual	CSU Mean	Actual	CSU Mean
Q - Resident Advisor commitment to alcohol education	3.06	3.29	3.36	3.29
Q - Resident Advisor commitment to community respect education	3.29	3.48	3.63	3.48
Q - Resident Advisor commitment to diversity	3.39	3.56	3.68	3.56
Q - Resident Advisor commitment to programming and facilitation activities	3.29	3.44	--	3.44
Q - Resident Advisor commitment to social justice	3.31	3.46	--	3.46
Q - Resident Advisor encouraging people get to know each other	3.18	3.30	3.46	3.30
Q - Resident Advisor environmental sustainability education	2.92	3.13	--	3.13
Q - Resident Advisor get to know me as an individual	3.08	3.21	--	3.21
Q - Resident Advisor is doing a good job	3.41	3.57	--	3.57
Q - Resident Advisor share perspectives and have open dialogue	3.03	3.17	--	3.17
Q - Residents treat each other with respect	3.29	3.37	3.80	3.37
Q - Treated in a respectful manner by staff	3.14	3.23	--	3.23