UTS Housing Feedback:

At UTS Housing, we collect feedback from our residents via various methods to ensure we are continually improving the service we provide.

Feedback channels include the SRAC (Student Residents Association Committee) forum which meet on a bi-monthly basis to discuss suggestions or issues that UTS residents might have. SRAC members are UTS Housing residents elected by UTS Housing residents to represent them and forward on any concerns, issues or suggestions to UTS Housing staff members for discussion and follow up.

Another feedback collection tool we use is the ACUHO-I EBI survey. The survey acts not only as a feedback collection method but also as a benchmarking tool, giving us an idea on where we stand against other University accommodation service providers in Australia and the United States. UTS Housing conducts the EBI survey every two years which results in high levels of participation from the UTS residents.

The results collected from the EBI survey provide invaluable information for UTS Housing to assess areas of need within the residences. Information collected from previous surveys saw to the inclusion of the following:

- Computer study labs fitted out with printing facilities in each of student residence buildings
- Collaboration with UTS IT to improve internet connectivity in residence buildings
- The inclusion of academic and learning programs into the residential life program
- Provision of wired internet access in all bedrooms
- Provision of group study pods
- Installation of fans and heaters in some areas at Gumal and Geegal
- Lockout fees reduced or waived
- Overnight visitor nights increased
- All smoke detectors replaced at Yura
- Introduction of some cheap beds (twin)

Results can be broken into the following categories:

- Residential Networker Feedback
- Residential Life Programs
- UTS Housing Facilities & Staff
- Safety & Security
- Community & Diversity
- Life Skills Learnt
- Benefits of UTS Housing
- Expectations & Recommendations
How satisfied are you with your Resident Networker on your floor regarding: Availability?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied

How satisfied are you with your Resident Networker on your floor regarding: Helping with a problem?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied
How satisfied are you with your Resident Networker on your floor regarding: Organizing programs/activities?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied
Residential Life Programs

How satisfied are you with programs/activities sponsored by your Residential Life Staff and Resident Networker regarding: Athletic/recreational activities?

How satisfied are you with programs/activities sponsored by your Residential Life Staff and Resident Networker regarding: Variety of programs?
How satisfied are you with programs/activities sponsored by your Residential Life Staff and Resident Networker regarding: Quality of programs?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied

% of respondents
How satisfied are you with: Your degree of privacy?

How satisfied are you with: Internet connectivity in your room?
How satisfied are you with: Cleanliness of your floor/community/public spaces?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied

How satisfied are you with: The timeliness of repairs?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied
How satisfied are you with: Information desk/reception services?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied

How satisfied are you with: Room assignment process?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied
How satisfied are you with: Security of possessions in your room?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied

How satisfied are you with: How safe you feel in your room?

- Very dissatisfied
- Moderately dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Moderately satisfied
- Very satisfied
How satisfied are you with: How safe you feel walking on campus at night?

To what degree do your roommate(s) respect your: Privacy?
To what degree has your on-campus living experience helped you: Interact with residents who are different from you?

To what degree do residents who live near you respect your: Study time?
To what degree do residents who live near you respect your: Sleep time?

- Not at all
- Moderately
- Extremely

In your living area (i.e. floor, apt. section, community, residence), to what degree do you: Respect other students?

- Not at all
- Moderately
- Extremely
In your living area (i.e. floor, apt. section, community, residence), to what degree do you: Feel accepted by other students?

- Not at all
- Moderately
- Extremely

% of respondents
Life Skills Learnt

To what extent has living in on-campus housing enhanced your ability to: Meet other students?

To what extent has living in on-campus housing enhanced your ability to: Live cooperatively?
To what extent has living in on-campus housing enhanced your ability to: Resolve conflicts?

As a result of your experience living on campus, you are better able to: Manage your time?
As a result of your experience living on campus, you are better able to: Solve your own problems

To what degree has your on-campus living experience helped you: Understand other residents by putting yourself in their place?
To what extent has living in on-campus housing enhanced your ability to: Improve interpersonal relationships?

- Not at all
- Moderately
- Extremely

% of respondents
Benefits of UTS Housing

To what degree has your on-campus living experience helped you: Benefit from the interactions with residents who are different from you?

To what degree has living in on-campus housing contributed to your: Sense of belonging to this institution?
To what degree has living in on-campus housing contributed to your: Learning?

- Strongly disagree
- Neutral
- Strongly agree

% of respondents
Regarding your on-campus housing experience, to what degree: Are you satisfied with your on-campus housing experience this year?

- Not at all
- Moderately
- Extremely

% of respondents

Regarding your on-campus housing experience, to what degree: Will you recommend living in on-campus housing to new students?

- Not at all
- Moderately
- Extremely

% of respondents
Comparing the cost to the quality of your on-campus living experience, how do you rate its overall value?

- Very poor
- Poor
- Fair
- Good
- Very good
- Excellent
- Exceptional