2018 Monash Residential Services annual exit survey [based on 7pt scale] How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding EFFORTS TO GET TO KNOW YOU Team regarding AVAILABILITY 60 50 ■very dissatisfied very dissatisfied 50 moderately moderately of residents % of residents 40 dissatisfied slightly dissatisfied dissatisfied slightly dissatisfied 40 30 neutral neutra 30 ■ slightly satisfied ■slightly satisfied 20 2018 survey data: total number of rooms = 2,866 residents. 2,424 surveys returned = 84.5% response rate % 20 moderately satisfied moderately satisfied very satisfied 10 very satisfied 10 0 0 How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding GAINING YOUR RESPECT Team regarding HELPING WITH A PROBLEM 50 60 very dissatisfied very dissatisfied % of residents of residents moderately dissatisfied 40 50 2.7 slightly dissatisfied slightly dissatisfied 40 30 neutral neutral 30 ■slightly satisfied % 20 ■ slightly satisfied 20 moderately satisfied moderately satisfied 10 very satisfied 10 very satisfied 0 n How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding TREATING EVERYONE FAIRLY Team COMMUNICATING RULES & REGULATIONS 60 ■very dissatisfied 60 very dissatisfied % of residents 50 moderately 50 moderately residents dissatisfied dissatisfied slightly dissatisfied 40 slightly dissatisfied 40 neutral neutral 30 30 ■slightly satisfied ₽ ■slightly satisfied 20 % moderately satisfied 20 moderately satisfied very satisfied 10 10 very satisfied 0 n How satisfied are you with your Residential Support How satisfied are you with your Residential Support Team regarding ENFORCING POLICIES, RULES & Team regarding ORGANISING PROGRAMS & **REGULATIONS ACTIVITIES** 50 60 very dissatisfied very dissatisfied % of residents residents moderately 50 moderately 40 dissatisfied dissatisfied slightly dissatisfied slightly dissatisfied 40 30 neutral 5 30 ■ slightly satisfied ■slightly satisfied 20 % 20 moderately satisfied moderately satisfied 10 very satisfied very satisfied 10 n 0 How satisfied are you with your Residential Support Team RESPECTING ETHNIC DIVERSITY How satisfied are you with your Residential Support PROMOTING TOLERANCE OF Team regarding **OTHERS** 60 70 very dissatisfied very dissatisfied residents 60 of residents 50 moderately moderately dissatisfied dissatisfied slightly dissatisfied 50 slightly dissatisfied 40 40 neutral ₽ 30 ■slightly satisfied % ■slightly satisfied 30 20 moderately satisfied moderately satisfied 20 very satisfied 10 very satisfied 10 0 0

2018 Monash Residential Services annual exit survey [based on 7pt scale] OVERALL, how satisfied are you with the How satisfied are you with events provided by your PERFORMANCE of your hall regarding SOCÍAL, EDUCATIONAL, CULTÚRAL Residential Support Team programs 60 40 very dissatisfied very dissatisfied of residents % of residents 50 moderately moderately dissatisfied dissatisfied 30 slightly dissatisfied slightly dissatisfied 40 neutral neutral 30 20 ■ slightly satisfied ■slightly satisfied 2018 survey data: total number of rooms = 2,866 residents. 2,424 surveys returned = 84.5% response rate 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with events provided by your hall regarding SPORTING, RECREATIONAL How satisfied are you with events provided by your hall regarding VARIETY OF PROGRAMS programs 50 40 very dissatisfied ■very dissatisfied % of residents % of residents moderately dissatisfied moderately 40 dissatisfied 30 slightly dissatisfied slightly dissatisfied 30 neutral neutral 20 ■slightly satisfied slightly satisfied 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with events provided by your How satisfied are you with events provided in your hall hall regarding QUALITY OF PROGRAMS which ENCOURAGE THE PARTICIPATION OF ALL **RESIDENTS** 40 40 very dissatisfied very dissatisfied residents % of residents moderately moderately dissatisfied dissatisfied 30 30 slightly dissatisfied slightly dissatis neutral neutra ₽ 20 20 ■ slightly satisfied % slightly satisfied moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with ENJOYABLE LIVING How satisfied are you with A CARING COMMUNITY -**ATMOSPHERE** HOME AWAY FROM HOME 50 50 very dissatisfied very dissatisfied % of residents moderately 40 residents moderately dissatisfied 40 slightly dissatisfied slightly dissatisfied 30 30 neutral neutral ₹ slightly satisfied 20 ■slightly satisfied % 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with INTERNET How satisfied are you with NOISE LEVELS OF YOUR CONNECTIVITÝ IN YOUR ROOM FLOOR / COMMUNITY 40 40 very dissatisfied very dissatisfied % of residents moderately moderately % of residents dissatisfied 30 30 slightly dissatisfied slightly dissatisfied neutral 20 20 ■slightly satisfied ■slightly satisfied moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0

















