2017 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 50 40 ■very dissatisfied very dissatisfied 40 moderately moderately of residents % of residents dissatisfied slightly dissatisfied dissatisfied 30 slightly dissatisfied 30 neutral neutra 20 ■ slightly satisfied slightly satisfied 20 % 2017 survey data: total number of rooms = 2,850 residents. 2,377 surveys returned = 83% response rate moderately satisfied moderately satisfied 10 very satisfied 10 very satisfied 0 0 How satisfied are you with your Residential Support Team regarding GAINING YOUR RESPECT How satisfied are you with your Residential Support Team regarding HELPING WITH A PROBLEM 50 50 very dissatisfied very dissatisfied % of residents of residents moderately dissatisfied 40 2.7 40 slightly dissatisfied slightly dissatisfied 30 30 neutral neutral ■slightly satisfied % 20 20 ■ slightly satisfied moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 n How satisfied are you with your Residential Support Team regarding TREATING EVERYONE FAIRLY How satisfied are you with your Residential Support Team COMMUNICATING RULES & REGULATIONS 60 ■very dissatisfied 50 very dissatisfied % of residents 50 moderately moderately dissatisfied residents 40 dissatisfied slightly dissatisfied 40 slightly dissatisfied 30 neutral neutral 30 ■slightly satisfied ₽ ■slightly satisfied 20 % 20 moderately satisfied 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 50 very dissatisfied very dissatisfied % of residents of residents moderately moderately 40 40 dissatisfied dissatisfied slightly dissatisfied slightly dissatisfied 30 30 neutral ■ slightly satisfied ■slightly satisfied 20 % 20 moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 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 60 very dissatisfied very dissatisfied of residents of residents 50 moderately 50 moderately dissatisfied dissatisfied slightly dissatisfied slightly dissatisfied 40 40 neutral 30 30 ■slightly satisfied % ■slightly satisfied 20 20 moderately satisfied moderately satisfied very satisfied 10 10 very satisfied 0 0

2017 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 50 40 very dissatisfied very dissatisfied of residents of residents moderately moderately 40 dissatisfied dissatisfied 30 slightly dissatisfied slightly dissatisfied 30 neutral neutral 20 ■ slightly satisfied % ■slightly satisfied 20 2017 survey data: total number of rooms = 2,850 residents. 2,377 surveys returned = 83% response rate 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 40 40 very dissatisfied ■very dissatisfied % of residents % of residents moderately dissatisfied moderately dissatisfied 30 30 slightly dissatisfied slightly dissatisfied neutral neutral 20 20 ■slightly satisfied ■ slightly satisfied moderately satisfied moderately satisfied 10 10 very satisfied very satisfied 0 0 How satisfied are you with events provided in your hall which ENCOURAGE THE PARTICIPATION OF ALL How satisfied are you with events provided by your hall regarding QUALITY OF PROGRAMS **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 40 very dissatisfied very dissatisfied % of residents moderately 40 % of residents moderately dissatisfied 30 slightly dissatisfied slightly dissatisfied 30 neutral neutral 20 slightly satisfied 20 ■slightly satisfied 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 30 40 very dissatisfied very dissatisfied % of residents moderately moderately % of residents dissatisfied 30 slightly dissatisfied slightly dissatisfied 20 neutral 20 ■slightly satisfied ■slightly satisfied 10 moderately satisfied moderately satisfied 10 very satisfied very satisfied 0 0















