

Yore University
Student Services Survey
Results: Housing

The *FREQ* Procedure

Grade Housing Office-Communicating Availability, Deadlines				
HSCOMM	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	16	17.39	16	17.39
D-Low Pass	16	17.39	32	34.78
C-Pass	38	41.30	70	76.09
B-High Pass	12	13.04	82	89.13
A-Honors	10	10.87	92	100.00

Grade Housing Office-Efficiency Application, Notification				
HSEFF	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	6	6.52	6	6.52
D-Low Pass	42	45.65	48	52.17
C-Pass	30	32.61	78	84.78
B-High Pass	14	15.22	92	100.00

Grade Housing Office-Policy, Practice Assigning rooms				
HSPOLS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	22	23.91	22	23.91
D-Low Pass	32	34.78	54	58.70
C-Pass	24	26.09	78	84.78
B-High Pass	12	13.04	90	97.83
A-Honors	2	2.17	92	100.00

Grade Housing Office-Fairness of Room Selection, Seniority				
HSFRSN	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	10	10.87	10	10.87
D-Low Pass	14	15.22	24	26.09
C-Pass	56	60.87	80	86.96
B-High Pass	12	13.04	92	100.00

*Yore University
Student Services Survey
Results: Housing*

The FREQ Procedure

Grade Housing Office-Fairness of Room Assignment				
HSFRASSG	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	12	13.04	12	13.04
D-Low Pass	24	26.09	36	39.13
C-Pass	32	34.78	68	73.91
B-High Pass	24	26.09	92	100.00

Grade Housing Office-Policy, Practice Assigning Roommates				
HSPOLMAT	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	12	13.04	12	13.04
D-Low Pass	12	13.04	24	26.09
C-Pass	56	60.87	80	86.96
B-High Pass	12	13.04	92	100.00

Grade Housing Office-Selection, Training of Resident Assistants				
HSSLASST	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	12	13.04	12	13.04
D-Low Pass	36	39.13	48	52.17
C-Pass	38	41.30	86	93.48
B-High Pass	6	6.52	92	100.00

Grade Housing Office-Formulation of Rules of Conduct				
HSRULES	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	10	10.87	10	10.87
D-Low Pass	22	23.91	32	34.78
C-Pass	46	50.00	78	84.78
B-High Pass	12	13.04	90	97.83
A-Honors	2	2.17	92	100.00

*Yore University
Student Services Survey
Results: Housing*

The FREQ Procedure

Grade Housing Office-Enforcement of Rules of Conduct				
HSEFRUL	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	10	10.87	10	10.87
D-Low Pass	26	28.26	36	39.13
C-Pass	18	19.57	54	58.70
B-High Pass	36	39.13	90	97.83
A-Honors	2	2.17	92	100.00

Grade Housing Office-Resolution of Roommate Disputes				
HSRESDSP	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	10	10.87	10	10.87
D-Low Pass	10	10.87	20	21.74
C-Pass	26	28.26	46	50.00
B-High Pass	46	50.00	92	100.00

Grade Housing Office-Responsiveness to Problems When They Arise				
HSRSPNSV	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	24	26.09	24	26.09
D-Low Pass	10	10.87	34	36.96
C-Pass	18	19.57	52	56.52
B-High Pass	38	41.30	90	97.83
A-Honors	2	2.17	92	100.00

Grade Housing Office-Maintaining Inventory of Comfortable Rooms				
HSSTKRMS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	22	23.91	22	23.91
C-Pass	18	19.57	40	43.48
B-High Pass	26	28.26	66	71.74
A-Honors	26	28.26	92	100.00

*Yore University
Student Services Survey
Results: Housing*

The FREQ Procedure

Grade Housing Office-Responsiveness to Repair Requests				
HSREPAIR	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	6	6.52	6	6.52
D-Low Pass	40	43.48	46	50.00
C-Pass	32	34.78	78	84.78
B-High Pass	12	13.04	90	97.83
A-Honors	2	2.17	92	100.00

Grade Housing Office-Selection, Training of Room Service Staff				
HSSVCSTF	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	10	10.87	10	10.87
D-Low Pass	16	17.39	26	28.26
C-Pass	48	52.17	74	80.43
B-High Pass	18	19.57	92	100.00

Grade Housing Office-Supervision, Quality Assurance Room Services				
HSROOMQA	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	14	15.22	14	15.22
D-Low Pass	24	26.09	38	41.30
C-Pass	14	15.22	52	56.52
B-High Pass	40	43.48	92	100.00

Grade Housing Office-Client Specified Criteria 1				
HSCL1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	6	6.52	6	6.52
D-Low Pass	16	17.39	22	23.91
C-Pass	46	50.00	68	73.91
B-High Pass	20	21.74	88	95.65
A-Honors	4	4.35	92	100.00

*Yore University
Student Services Survey
Results: Housing*

The FREQ Procedure

Grade Housing Office-Client Specified Criteria 2				
HSCL2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	6	6.52	6	6.52
D-Low Pass	18	19.57	24	26.09
C-Pass	44	47.83	68	73.91
B-High Pass	20	21.74	88	95.65
A-Honors	4	4.35	92	100.00

Grade Housing Office-Providing Good Overall Residence Experience				
HSRESEXP	Frequency	Percent	Cumulative Frequency	Cumulative Percent
F-Fail	8	8.70	8	8.70
D-Low Pass	34	36.96	42	45.65
C-Pass	22	23.91	64	69.57
B-High Pass	10	10.87	74	80.43
A-Honors	8	8.70	82	89.13
Don't Know	10	10.87	92	100.00

Describe Most Recent Housing Application Experience				
HSAPPEXP	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Nightmare	12	14.63	12	14.63
Frustrating	24	29.27	36	43.90
Tolerable	36	43.90	72	87.80
Pleasant	10	12.20	82	100.00

Frequency Missing = 10

*Yore University
Student Services Survey
Results: Housing*

The FREQ Procedure

Describe Most Recent Room Assignment Experience				
HSRMAEXP	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Nightmare	12	15.00	12	15.00
Frustrating	28	35.00	40	50.00
Tolerable	32	40.00	72	90.00
Pleasant	4	5.00	76	95.00
A joy	4	5.00	80	100.00

Frequency Missing = 12