

**Yore University - Student Services Survey**  
**Results: Housing**  
**How On-Campus Students Grade The Housing Office**

**The *FREQ* Procedure**

<b>Grade Housing Office-Communicating Availability, Deadlines</b>				
<b>HSCOMM</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	176	11.59	176	11.59
<b>D-Low Pass</b>	312	20.55	488	32.15
<b>C-Pass</b>	498	32.81	986	64.95
<b>B-High Pass</b>	344	22.66	1330	87.62
<b>A-Honors</b>	188	12.38	1518	100.00

<b>Grade Housing Office-Efficiency Application, Notification</b>				
<b>HSEFF</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	92	6.06	92	6.06
<b>D-Low Pass</b>	184	12.12	276	18.18
<b>C-Pass</b>	584	38.47	860	56.65
<b>B-High Pass</b>	422	27.80	1282	84.45
<b>A-Honors</b>	236	15.55	1518	100.00

<b>Grade Housing Office-Policy, Practice Assigning rooms</b>				
<b>HSPOLS</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	242	15.94	242	15.94
<b>D-Low Pass</b>	546	35.97	788	51.91
<b>C-Pass</b>	419	27.60	1207	79.51
<b>B-High Pass</b>	207	13.64	1414	93.15
<b>A-Honors</b>	104	6.85	1518	100.00

<b>Grade Housing Office-Fairness of Room Selection, Seniority</b>				
<b>HSFRSN</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	84	5.53	84	5.53
<b>D-Low Pass</b>	228	15.02	312	20.55
<b>C-Pass</b>	866	57.05	1178	77.60
<b>B-High Pass</b>	252	16.60	1430	94.20
<b>A-Honors</b>	88	5.80	1518	100.00

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<b>Grade Housing Office-Fairness of Room Assignment</b>				
<b>HSFRASSG</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	110	7.25	110	7.25
<b>D-Low Pass</b>	437	28.79	547	36.03
<b>C-Pass</b>	477	31.42	1024	67.46
<b>B-High Pass</b>	374	24.64	1398	92.09
<b>A-Honors</b>	120	7.91	1518	100.00

<b>Grade Housing Office-Policy, Practice Assigning Roommates</b>				
<b>HSPOLMAT</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	101	6.65	101	6.65
<b>D-Low Pass</b>	176	11.59	277	18.25
<b>C-Pass</b>	903	59.49	1180	77.73
<b>B-High Pass</b>	248	16.34	1428	94.07
<b>A-Honors</b>	90	5.93	1518	100.00

<b>Grade Housing Office-Selection, Training of Resident Assistants</b>				
<b>HSSLASST</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	95	6.26	95	6.26
<b>D-Low Pass</b>	606	39.92	701	46.18
<b>C-Pass</b>	535	35.24	1236	81.42
<b>B-High Pass</b>	206	13.57	1442	94.99
<b>A-Honors</b>	76	5.01	1518	100.00

<b>Grade Housing Office-Formulation of Rules of Conduct</b>				
<b>HSRULES</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	102	6.72	102	6.72
<b>D-Low Pass</b>	304	20.03	406	26.75
<b>C-Pass</b>	740	48.75	1146	75.49
<b>B-High Pass</b>	326	21.48	1472	96.97
<b>A-Honors</b>	46	3.03	1518	100.00

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<b>Grade Housing Office-Enforcement of Rules of Conduct</b>				
<b>HSEFRUL</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	152	10.01	152	10.01
<b>D-Low Pass</b>	377	24.84	529	34.85
<b>C-Pass</b>	354	23.32	883	58.17
<b>B-High Pass</b>	579	38.14	1462	96.31
<b>A-Honors</b>	56	3.69	1518	100.00

<b>Grade Housing Office-Resolution of Roommate Disputes</b>				
<b>HSRESDSP</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	144	9.49	144	9.49
<b>D-Low Pass</b>	108	7.11	252	16.60
<b>C-Pass</b>	500	32.94	752	49.54
<b>B-High Pass</b>	728	47.96	1480	97.50
<b>A-Honors</b>	38	2.50	1518	100.00

<b>Grade Housing Office-Responsiveness to Problems When They Arise</b>				
<b>HSRSPNSV</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	295	19.43	295	19.43
<b>D-Low Pass</b>	116	7.64	411	27.08
<b>C-Pass</b>	446	29.38	857	56.46
<b>B-High Pass</b>	565	37.22	1422	93.68
<b>A-Honors</b>	96	6.32	1518	100.00

<b>Grade Housing Office-Maintaining Inventory of Comfortable Rooms</b>				
<b>HSSTKRMS</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	307	20.22	307	20.22
<b>D-Low Pass</b>	6	0.40	313	20.62
<b>C-Pass</b>	382	25.16	695	45.78
<b>B-High Pass</b>	550	36.23	1245	82.02
<b>A-Honors</b>	273	17.98	1518	100.00

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<b>Grade Housing Office-Responsiveness to Repair Requests</b>				
<b>HSREPAIR</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	96	6.32	96	6.32
<b>D-Low Pass</b>	605	39.86	701	46.18
<b>C-Pass</b>	536	35.31	1237	81.49
<b>B-High Pass</b>	205	13.50	1442	94.99
<b>A-Honors</b>	76	5.01	1518	100.00

<b>Grade Housing Office-Selection, Training of Room Service Staff</b>				
<b>HSSVCSTF</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	102	6.72	102	6.72
<b>D-Low Pass</b>	304	20.03	406	26.75
<b>C-Pass</b>	740	48.75	1146	75.49
<b>B-High Pass</b>	326	21.48	1472	96.97
<b>A-Honors</b>	46	3.03	1518	100.00

<b>Grade Housing Office-Supervision, Quality Assurance Room Services</b>				
<b>HSROOMQA</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	152	10.01	152	10.01
<b>D-Low Pass</b>	377	24.84	529	34.85
<b>C-Pass</b>	353	23.25	882	58.10
<b>B-High Pass</b>	580	38.21	1462	96.31
<b>A-Honors</b>	56	3.69	1518	100.00

<b>Grade Housing Office-Client Specified Criteria 1</b>				
<b>HSCL1</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	151	9.95	151	9.95
<b>D-Low Pass</b>	304	20.03	455	29.97
<b>C-Pass</b>	610	40.18	1065	70.16
<b>B-High Pass</b>	304	20.03	1369	90.18
<b>A-Honors</b>	149	9.82	1518	100.00

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<b>Grade Housing Office-Client Specified Criteria 2</b>				
<b>HSCL2</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	151	9.95	151	9.95
<b>D-Low Pass</b>	304	20.03	455	29.97
<b>C-Pass</b>	610	40.18	1065	70.16
<b>B-High Pass</b>	304	20.03	1369	90.18
<b>A-Honors</b>	149	9.82	1518	100.00

<b>Grade Housing Office-Providing Good Overall Residence Experience</b>				
<b>HSRESEXP</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>F-Fail</b>	36	2.37	36	2.37
<b>D-Low Pass</b>	308	20.29	344	22.66
<b>C-Pass</b>	956	62.98	1300	85.64
<b>B-High Pass</b>	210	13.83	1510	99.47
<b>A-Honors</b>	8	0.53	1518	100.00

<b>Describe Most Recent Housing Application Experience</b>				
<b>HSAPPEXP</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Nightmare</b>	78	5.14	78	5.14
<b>Frustrating</b>	409	26.94	487	32.08
<b>Tolerable</b>	753	49.60	1240	81.69
<b>Pleasant</b>	234	15.42	1474	97.10
<b>A joy</b>	44	2.90	1518	100.00

<b>Describe Most Recent Room Assignment Experience</b>				
<b>HSRMAEXP</b>	<b>Frequency</b>	<b>Percent</b>	<b>Cumulative Frequency</b>	<b>Cumulative Percent</b>
<b>Nightmare</b>	92	6.06	92	6.06
<b>Frustrating</b>	409	26.94	501	33.00
<b>Tolerable</b>	696	45.85	1197	78.85
<b>Pleasant</b>	277	18.25	1474	97.10
<b>A joy</b>	44	2.90	1518	100.00