

Texas A&M University-Corpus Christi and Camden Miramar Apartments & Residence Halls Campus Resident Survey

Frequency Report



The Office of Planning and Institutional Effectiveness

Camden Miramar Resident Life Survey 2009

Executive Summary

The Camden Miramar Resident Life Survey was conducted during the Spring Semester 2009 via email with an online survey instrument. The administration yielded a 27% response rate (s=336 out of n=1,260 contacted). A review of the survey results provides the following findings:

Demographics

- 31% of the respondents were male and 69% were female.
- Anglo/White (45%) and Hispanic (34%) comprised the two largest groups.
- Almost half (48%) of the respondents identified themselves as freshmen.
- 77% of the respondents are 20 years old or younger.
- 7% of the respondent population identified themselves as student athletes, only 1% identified themselves as ESLI students, and 10% of the respondents identified themselves as students of the honors program.
- 89% of respondents own a laptop, and 70% have a car on campus.

Experiences with Miramar Staff

- Satisfaction with Miramar Staff (Office/Management, RA's and Maintenance) increased in **all** areas compared to the 2007 results.
- Maintenance staff were rated the most courteous (89% satisfaction) and the most helpful (75% satisfaction).
- Resident advisors were rated as being the most fair with contract and policy enforcement (79% satisfaction) and also were rated to have shown the greatest degree of care (77%).

On-Campus Residence Experiences

- There were increases in satisfaction with the majority of the questions related to the residence environment compared to 2007. The items that showed decreases were satisfaction with noise levels (-2.9%), laundry room cleanliness (-7.6%), number of laundry machines (-2.6%) and lighting in the resident parking areas (-5.8%).
- The resident unlimited laundry program garnered over two times the satisfaction that the laundry debit card system had in 2007 (79% satisfaction up from 32% satisfaction).
- 83% of respondents are satisfied with the safety and security surrounding their building.
- Satisfaction with value received for the cost of rent nearly doubled from 2007, up from 19% to 34%.

CAS Standards and Guidelines

- There were also increases in satisfaction with **all** of the CAS standards compared to 2007. However, four of the items still fell below the recommended 75% combined satisfaction rating: encourage you to become actively involved in organizations on or off campus (73%), encourage you to become actively involved in events on or off campus (72%), encourage you to become actively involved in campus activities (72%), and provide you with opportunities to form study groups (67%).

Background

On campus housing became available at Texas A&M University-Corpus Christi in the fall of 1994. Camden Properties, a private corporation, built and began operating the housing in cooperation with the Vice President of Student Affairs. In April 2000, a Director of University Housing was hired by TAMU-CC. The position reports to the Vice President of Student Affairs.

New buildings have been added to the housing property since its inception. To assist TAMU-CC students economically, Camden built the first residence hall-style living configuration in 2000, and built additional buildings in late 2003. As of fall 2004, Camden Miramar Apartments and Residence Halls reported a capacity of 1,340 beds. Currently there are 763 units available which provide 1,340 beds. Students can choose from a studio, 1 bedroom double, 2 bedroom or 4 bedroom, Residence hall room-suite bath, a residence hall-private bath, or residence hall shared. Apartment Buildings are numbered 0-9. Residence Halls are named Bayside, Harbor, Laguna, Marina, Port, Jetty, and Surf.

Resident student opinions about residential life on campus were first measured in the fall of 1998 in response to a student protest, and many changes arose from this. The next survey of residential opinion was launched in spring 2001. It was decided that residential student opinion would be measured on a regular two-year cycle (every other spring in odd-numbered years). Adhering to the two-year cycle decision, another residential survey was administered during spring 2003. The survey instrument used in the 2003 administration was practically identical to the one created in 2001. In an effort to streamline the residential survey for the 2005 administration, the original hardcopy version of the document was recreated in Inquisite 3.0 software and administered via the internet. The 2007 survey administration was also completed online.

For departmental assessment purposes, the 2007 version of the residential life survey was revised to include questions aimed at measuring the “Student Learning and Development Outcome Domains” noted in the CAS Standards and Guidelines. These questions remained unchanged in the survey in the 2009 administration. The revised version, including some updates due to slight changes in services offered by the property, was updated and published on Inquisite 8.0 Software.

Introduction

The Office of Planning and Institutional Effectiveness (PIE) was contacted by the TAMU-CC Housing Director in January 2009 to administer the 2009 Camden Miramar Residents' Life Survey. A meeting was held on January 26, 2009 to review the instrument and update the survey questions to reflect current policies and assessment needs. The Research Analyst for PIE incorporated the changes identified during the meeting, and updated the survey instrument on Inquisite 8.0 Software. Camden Miramar provided Student Banner ID numbers to PIE, and email addresses were extracted from Banner. 1,268 Camden Miramar residents were initially contacted via email with a link to the online survey on February 20, 2009. 8 emails were returned as invalid. Follow-up reminders were sent on March 4, 2009 and on March 23, 2009. The final notice for participation was sent on March 30, 2009. The link remained active until April 6, 2009. 336 residents completed the survey online, out of 1,260 viable email addresses, resulting in a final response rate of 26.6%. The viable email addresses do not represent the actual number of residents living in the properties.

While the total number of participants in the Camden Miramar Resident Life Survey has increased from 2007 (up from 233 respondents), there is a decrease in the response rate (down from 40%). A likely cause of the decreased percentage of participation is the strict use of Islander email accounts for contact with students. The survey was sent to the students' University emails only, and it is likely these email accounts are not checked as often as personal email accounts.

This report includes general frequency results for 2009, in addition to responses from 2007 to allow for side by side comparison of results. The student learning and development outcome domains (SLDOD) of the CAS Standards and Guidelines are indicated as appropriate. Should additional information be required, or further explanation of this report discussed, please contact the Office of Planning and Institutional Effectiveness at 825-2242.

Results:

A Note on Interpretation: The Office of Planning and Institutional Effectiveness recommends combining satisfaction ratings (Very Satisfied and Satisfied) together when determining the overall performance/effectiveness of items assessed to create the Combined Satisfaction Rating for the item. Combined Satisfaction Ratings are indicated in the frequency tables as appropriate (Cmb. Sat.). Departments should strive to obtain an overall positive satisfaction rating of at least 75%. All frequencies included in this summary are reported by valid percent. This means that residents who did not participate in that particular question are not included in the overall percentages.

Demographics

The following demographics are self-reported by the respondent. 2007 demographics are reported to allow comparison of survey respondents between the years.

Gender:

in valid percent

	2007	2009
Male	28.2	31.4
Female	71.8	68.6
<i>Total</i>	100.0	100.0

Ethnicity:

in valid percent

	2007	2009
African American	9.9	8.0
Anglo/White	45.1	44.9
Asian	5.6	5.4
Hispanic	26.6	34.4
International	1.3	3.2
Other	3.0	4.1
<i>Total</i>	100.0	100.0

Classification:

in valid percent

	2007	2009
Freshman	43.8	48.4
Sophomore	26.2	23.3
Junior	15.0	17.0
Senior	3.0	7.5
Graduate	3.9	3.8
<i>Total</i>	100.0	100.0

Age:*in valid percent*

	2007	2009
17-18	18.9	22.7
19-20	59.2	53.9
21-23	12.0	18.0
24-29	1.7	4.7
30-39	0.9	0.3
40 or older	0.0	0.3
<i>Total</i>	100.0	100.0

Student athlete for TAMU-CC sports*in valid percent*

	2007	2009
Yes	12.0	6.7
No	88.0	93.3
<i>Total</i>	100.0	100.0

ESLI (English Second Language Institute) student*in valid percent*

	2007	2009
Yes	4.4	1.0
No	95.6	99.0
<i>Total</i>	100.0	100.0

Student of the honors program*in valid percent*

	2007	2009
Yes	6.3	9.6
No	93.7	90.4
<i>Total</i>	100.0	100.0

Student Living Arrangements/Amenities**Do you have a car on campus?***in valid percent*

	2007	2009
Yes	68.1	69.7
No	31.9	30.3
<i>Total</i>	100.0	100.0

Do you own a laptop?*in valid percent*

	2007	2009
Yes	Not Asked in 2007	88.7
No		11.3

*Question in 2007 asked "Do you own a computer?" 97.8% of respondents in 2007 did own a computer.

Building of Residence*in valid percent*

	2007	2009
Bldg. 0	7.1	5.0
Bldg. 1	4.9	6.9
Bldg. 2	2.2	3.1
Bldg. 3	7.5	6.3
Bldg. 4	3.1	4.1
Bldg. 5	6.2	6.9
Bldg. 6	4.4	4.7
Bldg. 7	4.4	2.8
Bldg. 8	8.8	8.5
Bldg. 9	4.9	7.2
Bayside	7.1	10.1
Harbor	3.1	4.7
Laguna	8.4	5.3
Marina	6.2	6.3
Port	1.3	2.8
Surf	7.1	6.6
Jetty	13.3	8.5
<i>Total</i>	100.0	100.0

Type of Residence Unit*in valid percent*

	2007	2009
Residence Hall Single - Substance Free	4.5	8.0
Residence Hall Suite - Non Substance Free	20.8	23.1
Residence Hall Shared Room	19.5	11.9
Residence Hall Private w/Study	0.5	0.6
Studio	0.5	1.0
One Bedroom Double	3.2	2.2
Two Bedroom Substance Free	9.0	15.4
Two Bedroom Non-Substance Free	15.4	16.0
Four Bedroom Substance Free	8.6	11.2
Four Bedroom Non-Substance Free	18.1	10.6
<i>Total</i>	100.0	100.0

Miramar Management ¹**The helpfulness of Miramar management/office staff when I have a problem with my apartment/room.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	10.3		18.8	
Satisfied	43.3	53.6	47.9	66.7
Dissatisfied	23.6		17.6	
Very Dissatisfied	19.3		14.3	
Don't Know	3.4		-	
Not Applicable	-		1.5	
<i>Total</i>	100.0		100.0	

The fairness of Miramar management/office staff in enforcing the Lease Contract and Community Policies.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	9.4		20.3	
Satisfied	56.2	65.7	51.3	71.6
Dissatisfied	18.0		14.3	
Very Dissatisfied	10.7		12.8	
Don't Know	3.4		-	
Not Applicable	-		1.2	
<i>Total</i>	100.0		100.0	

The degree of care (about me as an individual) demonstrated by Miramar management/office staff.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	10.3		18.8	
Satisfied	46.8	57.1	46.6	65.4
Dissatisfied	20.6		19.4	
Very Dissatisfied	17.6		14.0	
Don't Know	4.7		-	
Not Applicable	-		1.2	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

The courtesy of Miramar management/office staff. ¹*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	20.2		27.5	
Satisfied	53.2	73.4	53.1	80.6
Dissatisfied	14.6		10.4	
Very Dissatisfied	9.4		8.7	
Don't Know	2.6		-	
Not Applicable	-		0.3	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

Management and Office Staff Commentary

Residents had the opportunity to write in commentary related to Miramar Management and Office Staff. 122 respondents (36% of the survey population) chose to participate in this question. The recurring themes throughout the commentary were: positive experiences reported (31 mentions), general poor experiences and/or suggestions for improvement (29 mentions), lack of timeliness on the part of staff, including maintenance requests (28 mentions), rude staff (20 mentions), price of rent too high (9 mentions), and issues with rent payments (9 mentions).

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding Miramar Management and/or Miramar Office Staff.

1	Lighten UP!!
2	N/A
3	The staff was NOT helpful when it came to roommate issues and did not send in notices about things that needed to be fixed in the apartment. RA's never did their job.
4	i do have to note that the ladys in chare of the kitchen were AWFULLY RUDE!!!!
5	There needs to be a less stressful way to deal with roommate problems.
6	Couldn't be more helpful.
7	I believe that giving out other student's information other than roommates should be carefully planned. I had an incident with the change in rooms and I wanted to pick the room I had wanted last year, but I think the staff was not properly doing her work right.
8	4 out of 5 times that I need assistance for whatever reason, be it to report a nonfunctional dryer or something broken in the apartment, the service is slow or my request seems to be ignored.
9	Do your RA staff count too on this? Because if they do, they really need to get their act together and figure out what they are doing, i'm mostly talking about the night team that are there from 6-10pm. Every time i have a work order or something of importance done during that time, it never happens and i have to put it in a second time.
10	Don't want to help at all. Always delay, never solve the problem on time. Very disappointed it.
11	The staff, the RA's are amazing and so helpful and kind.
12	Sometimes as a resident one feels that we are seen as unimportant. The way staff sometimes approaches seems very artificial, more like it is done because its there job. You dont get the friendly staff who knows that dealing with students daily is there job.
13	They threaten residents who are a couple of days late on rent with eviction notices to first time offenders. I've been told a handful of times that the issues I have reported to my RA are going to be put on work orders, but it's been 4 months and none of the issues have been resolved. During the Christmas holidays, a worker came in our apartment to fix a problem and left the door unlocked for a week; when I tried to talk to Miramar staff about this, Mrs. Anneise Richards wouldn't tell me a single thing. Not what was fixed, or who went in there, or even an apology. On the other hand, Richard is very nice and cordial and always seems to help us when no one else will.
14	Camden is a very unorganize institution and its very expensive.
15	I bent my key on accident and the staff in the office was very helpful in replacing it.
16	The staff is excellent, But maintenance is HORRIBLE!!!! THEY STEAL FOOD POTS AND PANS ETC. AND WHEN YOU CALL THEM YOU HAVE TOO WAIT LIKE A LONG TIME FOR THEM TO DO SOMETHING
17	Work orders are not put in right away. We are always told that problems will be taken care of that day and they never are.
18	Very polite and helpful.

19	to many rules , and why do we need room checks were old enough to live on our own we dont need people tellin us what to do.
20	The office staff has always been very nice and respectful, which I really appreciate.
21	too expensive places aint that nice
22	You all should just cut through the bullshit and admit during tours that it's really expensive to live on campus for a crappy room.
23	They don't seem to care when you inform them that you rent maybe late. not very understanding of late rent circumstances.
24	n/a
25	The people are very friendly and very helpful, but when the say they'll do something it rarely gets done.
26	Alot of people working at the front desk do not even know what they are doing. I think that they are not very willing to help out if i or a friend have a problem with something regarding the living space.
27	We had a maitinence request put in and were told that the problem would be fixed because it was kind of an emergency. The handle/front of our microwave was broken. It has been nearly 3 weeks and nothing has been done!
28	there have been many occassions where i have had a problem with the problem-solution attitudes of the camden miramar staff...1. ant infestation in walls- i had to complain 3x and ask to relocate before I as taken seriously 2. the 3rd floor (harbor) had a pipe burst and leak down the walls to the 1st floor (where i live)- no one even bothered to wipe up the stair well or the 1st floor...the floor was flooded over night w/ no caution signs...major safety hazard! 3.my roommate and i have complained several times about the noise and pounding over us...we have talked to the residents directly about their rude behavior; however, the RA hardly ever answers her phone or responds effectively to our requests for courtesy. 4.The washers/dryers are not well maintained...they always seem to break, yet it takes forever for camden to get someone on site to fix them. last time the washer broke, i called camden after 3 weeks of waiting and camden did not have a report stating the washer had been broken all that time...i find that hard to believe after 3 weeks!! so, i pay a one time use fee up front for machines that are not maintained b/c no one ever checks them??? these are just a few incidents where i expected the management team to perform better than they did. i can't wait to move out! i am not impressed nor will i suggest that anyone live on-campus, especially those to those people who expect quality service for their hard earned money!
29	Excellent staff. Very friendly and helpful.
30	Some of them are very friendly, courteous and nice but others seem very rude and inconsiderate.
31	They are always helpful when I have a problem with my room or my roommate.
32	The new painting in the hallways and kitchens really makes it feel like home and makes the property look nice.
33	There is little or no care regarding the students by the Camden Miramar staff. All they care about is getting their paycheck and themselves.
34	I really did not like living on campus here nothing worked was run down I would recommend no one ever live on campus
35	They are a wonderful staff that work long hard hours to get done what needs to get done.
36	The fee for washing and drying is rediculous. Besides, we are currently without full usage of the facilities we would normally have, therefore delaying or even making the process of washing and drying impossible! I believe we should be re-imbursed for this inconvenience.
37	they are very helpful.
38	Very discourteous to students
39	I once went to go report a problem to the staff about the washers overflowing with soap and a staff member said, "what do you want me to do about it" in a rude way. I am very dissapointed with the staff. I can only give credit to my RA who went out of his way to get what I needed.
40	the only problem i have is that my roommate asked to have her drawers fixed before the fall 2008 semester and they have yet to be fixed. also, when i called to have the smoke detectors put back up they said they would come within the hour and it took 3 days which inevitably lead to me being fined when the inspections took place.
41	The maintenace staff are really friendly, always saying hello very courteous
42	Very kind and helpful staff.

43	They should listen to the attendants when they have problems
44	I had a problem with Time Warner. The number given to me was incorrect. When I called back to the office to inform them I was told that was the only number they had. Someone could have tried to find the correct number. Also, the smoke detector in my room and room across from me kept going off. We were told that it was up to us to change the battery. We didn't have a ladder or chair steady enough to reach it. I had to wait until my parents came to town to visit to get it changed.
45	very unhelpful when it comes to my questions!!!!!! also never has clean hallways or wash rooms and also the kitchens are very messy all the time!!!!!! just very poor all around
46	The staff they hire to work in the office tends to be students who are not willing to go out on a limb to help residents, do not communicate among themselves, and tend to not correctly add up money payments so residents sometimes pay more than they should. For insance, when I had water leaking in my apartment I tried to tell them it was getting worse and instead of dealing with it right away they put it in the computer system and it didnt get to maintence till I already had water damage. I am happy with the maintence peoples, it is just the camden staff that I am not happy with. I don't beleive many of them are qualified to do what the job entails.
47	overall i wasnt very happy with the living experience here. Internet problems are an everyday thing, people stealing laundry, R.A. never around or not very helpful. and i feel the price for what was given was way overpriced. When the R.A. wouldnt help with situations i would go to the front desk and they always seemed they had better things to do then help the residents living here. I plan on moving out in May when my contract ends.
48	When the washer and dryer goes out, the staff asks the occupants to get the correct information instead of them investigating the problem. Some of them do not know anything about the lease information because when presented with a question they usually do not know.
49	I always seem to get different answers depending on who I talk to about an issue and it seems as if I am standing there for 5-10 minutes before anyone helps me.
50	The management at Miramar is very good, although sometimes it is hard to get maintenance requests granted in an efficient manner.
51	Overall, staff has been very friendly and professional.
52	There should be enforcement of all rules and regulations. There are too many bicycles that are on the stairways.
53	I AM NOT KIDDING THEY DO YOU WANT TO HELP YOU THEY WANT TO GET LOTS OF MONEY AND THAT IT ALL THEY CARE ABOUT!
54	work orders take forever!
55	I believe it is unacceptable for rooms to be given away from the current occupant until his/her lease is offically ended.
56	Very cold people. I can tell all they care about is money. For an example of the services they provide, just go look at the vomit in the Bayside stairwell that has been there since October.
57	rude, disrespectful, uncaring and the list goes on...
58	Amy Fritcher and Terry Bridges are the reason I will not be living on campus next year, their direction of camden miramar has been my displeasure.
59	Keep up the good work and I enjoy spending time with you guys.
60	Always nice and helpful.
61	I feel that our privacy is being violated by the continuous knocking on our doors throughout the day and night on certain days. And I would like to complain that the pest control needs to knock harder in order for us to hear them coming by so that if we don't hear them they don't just barge in and disturb our privacy. And that back door on every dorm building is poorly designed and a card reader should be added for future convenience to those living towards the back that have to walk all the way around and carry heavy belongings. It was the girl's fault that she got killed because she didn't keep her door locked and she was stupid enough to let the stalker in in the first place. It is wrong of any of you to issue us a ticket just because we prop the back door open and want to get out of the rain or just take garbage out without walking all the way around. Whenever I get my groceries and it's raining it's a pain to have to carry heavy stuff all the way to the front. I suggest that you get someone to redesign that door for future convenience to not only me and others.
62	This place is great!
63	it really depends on the time and the nature of your problem that affects response time. Yeah, they say

	they're available twenty four hours, but I found out that help is much more available and efficient when the office is open. Please find a way to make the twenty four hour help more efficient.
64	Should start enforcing quiet-hour rule. Some RAs not only enforce the rule but also violate it. Noisy neighbors with loud music (bass) and no one has done nothing about it as written on the lease (hint: building 7). Had to change smoke detector's battery myself. That ain't fun.
65	This place sucks and I will never ever again live in a camden apartments.
66	Better response time to problems. Broken toilets, disposals, sinks, etc.
67	When any new rules shows up, please notify to students who lives on campus.
68	I hope that you can improve your work efficiency. It is too slow. my friend's fridge broke and she called you almost everyday. Her foods were spoiled. But, you didn't fix it until three weeks later.
69	I find that when an important issue such as drugs in housing is brought up, the staff kind of turned there back to the situation several times. Overall displeased with the staff. Great housing and great set up, horrible experience
70	I was just upset with all of the problems we had with our apartment and the lack of energy when it came to fixing these problems.
71	It took a long time for maintenance to work get to my work orders. The kitchen is disgusting and has ants.
72	usually polite and patient. will try to answer all your questions
73	no one answers the phone anymore when i call the housing number.
74	After living for one plus semesters in the dorms, I have had more problems then I have ever encountered in any other living establishment. The closet doors in my bedroom continually came off the tracks, the office at one point began to become extremely rude and soon my suitemate and I stopped calling the office and elected to do the whatever work needed done ourselves. Work was never done in a timely manner if done at all, while many times work that was performed on our room was improperly done, or rushed which led to greater complications. My suitemate has had issues with bugs getting into the room, and since Camden accused her of not keeping up her room they refused to bring out an exterminator forcing her to get one on her own. She has had issues with Camden from her stay last year, and I myself had nearly been evicted due to the incompetence of someone in the Camden office who was unable to carry out a simple rent payment. In paying the amount of money I am, I expect to have the work orders we call in fixed correctly the first time and not have the office simply do the bare minimum. At one point we called the Camden office multiple times to fix a running toilet, no personnel came down to complete a work order until the toilet overflowed soaking both rooms and leaving water in the hallway. This is one of the many possible examples of how Camden would rather play catch up and apologize to its residents than to take the initiative to fix small issues before they turn into major problems. Given the chance I would gladly move off of campus, not because of the staff in my building, but because of the Camden management. I have felt patronized, lied to, made to jump through hoops, and all the while getting nothing but trouble in return. When voicing issues to the Camden personnel in the office, I have continually felt as if my problems were being overlooked and the people working would rather I keep to myself than to voice my concerns. In all the time my suitemate and I have been here, we have more or less heard from countless students that we should move off campus, because the Camden officials would ruin our credits, and the benefits of staying on campus are not worth the trouble gained from living in Camden residency, this is the reputation on-campus living has gotten. Should someone ask me, given all my trouble, I too will tell them, that living on-campus is not worth the trouble, and given the chance a student should move off.
75	Ive been gettin sicker and sicker since i have been living here and the prices of these small apartments are outrageous.....
76	The matinance service was horrible. It would take DAYS to get our orders fulfilled... and they were important things like: leaking toilet, broken refrigerator, etc. Also, sometimes we would get confirmations that they came and fixed it but they didn't.
77	I think they are nice and when i need new keys it is helpful for them to have another set. However i dislike the random knocks at 12:15 at night asking about alcohol when there is none. I do not appreciate their ability to come and go as they please. This is supposed to be were we live however they give us no space in having a real life. I don't think it is appropriate or safe to be sending people in the middle of the night to check rooms.
78	We have had many small issues with our apartment, but when a work order was submitted the problem

	was quickly addressed. However, the same problems occurred so I do not know if they were properly addressed. One example is our dishwasher door came loose, was fixed, and then next time we used it back to being loose.
79	It takes forever to get pest control out. i called 2 weeks ago about spiders in my dorm and still nobody has come to spray or help at all.
80	Charles has been absolutely fantastic!
81	I have had put in service requests and i never got any of my service requests done until one just recently i had put a service request for my mold in my apartment on/in the carpet and i still HAVE NOT gotten any response back on them helping me or replacing the carpet. I barley got my fan in my bathroom replaced on march 4th....approximately 8 months after i had put in a service request.
82	They are just nice enough. They do not go out of their way to make you feel at home or help you to adjust to college life. They answer your questions and go through out the basic procedures but other than that, they don't do much of anything.
83	I have lived here for a year and a half now. I started in the apartments and am now in the dorms. I have never been late on any payments, yet when I tried to move off campus someone told the complex that I was trying to get into that I had been late on multiple payments. My old roommate, was also unable to move out because of the Miramar office mess ups. This year, my roommate got a notice of eviction and she has never missed or was late on a payment. The reason I am still living here is only because I couldn't find another roommate to live with last year after someone in the Miramar office neglected to do their job correctly. This year in the dorms my roommate and I have had multiple issues with our rooms and have had countless work orders put in. Few have actually gotten properly fixed the first time. I understand that there are plenty of other residents living here and it might be hard to get to everyone's work orders or even keep up with payments, but for the huge sum of money we are all paying to live on campus, I believe that we deserve better care than what we all have been given.
84	I think miramar in the bilding 9 i think they should re do all of them becasue they are old things just dont work anymore.
85	The year is about to end and I have still not signed my lease! I have gone to the housing office before, but the staff is always unable to locate my file. This level of unorganization is ridiculous!
86	The Miramar staff is very helpful and makes things convenient
87	Residential Advisers and office staff are very friendly, and were more than willing to answer any questions I had regarding my lease, etc.
88	Charles must be a queer
89	Apartments are dirty when first moved in, stove didnt work, microwave didnt work,fridge light was out and fixed it ourselves cause no maintence would ever come, charged for items that were already broken at brand new prices, fined outrageously....had to rent carpet shampooer from home depo cause carpet had millions of stains and looked like someone threw up in my room when i moved in, power keeps going out,AC freezes over everytime we run it and have complained 4 times and no one comes...guess thats a good thing so we dont get charged for a new AC unit for our buliding, and now next year yall want to raise prices to build bbq pits and stuff for the pool the only person who i could say was helpfull at all was Charles, no fire extinguisher for first part of semester an complained 3 times untill we got one ourselves dont see how you guys run a business
90	Everyone was very nice and helped when needed
91	Please keep all staff up to date on payment plans. When I tried to pay for my rent for the first few times, my account wasn't working so I asked for a direct withdraw. The woman who was helping me said that they weren't allowed to do those so I was late for all of my payments. I went in later on and ask again for the direct withdraw and another person said that they ARE able to do that. I was a little upset because I could have avoided the late fees if I set up the direct withdraw earlier.
92	The staff is very professional and help the best they can.
93	Every time I go to the office it seems like I got a whole new bill to pay when I have payed every single thing.
94	Well when i first moved in some guy had the keys to my apartment so i had to move to another apartment. Then my laptop got stolen out of my apartment and you were unable to do anything. and now i have a new rommate that smokes pot in the apartment, and little action has been done.
95	I will never! ever live in these dorms again, if something breaks the office does not care and they might send a mantinance person, if its convenet for them. i complaned about my fridge for weeks no one came

	to fix it, I took my own tools and my own Time fixed the problem in 10 min. The ac broke and flooded my carpet, the guy they sent had no idea how to fix the problem, i had to show him the drain pan was plugged. I have other friends who are transferring shortly, they will not be living at your dorms do to the HORRIBLE experiance i went through.
96	Very friendly and helpful!
97	I've unfortunately met with the same staff member for any problems I've had here, and I found him to be quite condescending.
98	i think that instead of having the study rooms in the dorms, you should turn them into another laundry room. no ones uses the study rooms because there is nothing in there but 2 tables.
99	Camden is garbage. I would not recomend anyone to stay in any camden complex ever. I was falsly accused of littering on there property and fined 50 dollars. Then I was charged an additional 50 dollars for having the smoke detector out. That would be a fair fine if the damn thing wouldn't go off everytime I used their oven.
100	None
101	Kind of rude when I had problems concerning my payments.
102	you guys are to expensive...
103	They have taken so much time to fix some problems I've had with the apartment.
104	The response time for maintenance on rooms is awful.
105	Charles Bagby is the best worker you have, he gets things done; if something goes wrong I just talk to charles and he ensures that my problem is dealt with.
106	the furniture in the apartments smelled musty, the a/c, dishwasher, and disposal.
107	The kitchen appliances in the residence halls/dorms could use some work or replacing. Other than that, everything is pretty good. =)
108	Charles is the rudest person i have ever met. Everytime I've dealt with him he acts like its an inconvenience for him. HELLO....THAT'S YOUR JOB!
109	staff needs to be better trained. some seemed not to know alot and many times I was asked to come back
110	Some staff are rushed and come off as rude, but most are nice.
111	As a Junior from out of state I have stayed at many apartment communities and I have never been treated so well as far as service and mantintence goes.
112	When a problem is reported to the Camden staff, they are initially happy to help. However, their enthusiasm is a false hope for a quick solution. Weather it was having to wait a month to have my bed lifted or being lied to about internet being repaired, Camden has given me many reasons to think they will not follow through. For the money I pay for services I am supposed to get, Camden is not worth the price, only on campus convenience.
113	I believe we should have alot more activities to involve everybody's relationship. Also the rooms really need to be updated and fixed up a lot better because you can see where people cut corners. There is also a need to enforce the rule of loud music cause some people just don't have home training like others and need to know they need to respect the others around them.
114	most problems i have are with the apartment itself such as outlets and a/c units
115	Sometimes, the maintainence staff is not very helpful in fixing the problems, they sometimes say "There is no problem", when clearly there is, or else why would we be calling in a problem? They should check, and double check to make sure of no flaws in anything.
116	I would like the spiders that are in my room to be taken care of . I have a lot all over my room ..
117	Good job guys!
118	there are a lot of ants in my room.I think we need some more effective way to kiil them.
119	I have had many problems, and it has taken me a lot of effort to get a response or answer. I have had to constantly ask for help. And help finally came several weeks later. I had to go to three different levels of authority. Management drags their feet and are not helpful.
120	dlkjs
121	Some staffs
122	they are doing a good job to us.

Camden Miramar Director of Housing Commentary

Residents were also offered the opportunity to write in commentary related to Miramar Director of Housing and Residence Life, Mr. Terry Bridges. 68 respondents (20% of the survey population) chose to participate in this question. The recurring themes throughout the commentary were: issues with the apartments, both positive and negative, without direct mention of Mr. Bridges (20 mentions), reporting of positive treatment by Mr. Bridges (16 mentions), reporting of negative experiences with Mr. Bridges (10 mentions), respondents did not know Mr. Bridges (9 mentions), and comments related to the price of rent (8 mentions).

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding the Camden Miramar Director of Housing and Residence Life, Mr. Terry Bridges.

1	N/A
2	The RA's need to know what their job is, its not to never be home or not willing to help with issues. When paying so much for an apartment things NEED to be fixed and NOT just fixed half the way. This was a horrible living experience I WILL NOT RECOMMENDED staying on campus to any one.
3	Friendly and very helpful with problems.
4	never really meet him for the three years i've been there but i've never had a problem with him.
5	Does that matter? I think they just listen it, but never improve it.
6	He's a very friendly man, and he does all he can to make sure you continue to pay him on a monthly basis. He doesn't care about the well-being of students; all that concerns him is the money. He's lied to me for two years now, not informing me and my roommates and friends that we were staying in a handicapped dorm, and none of us are handicapped; while I enjoy that facilities are available to those who need them, the apartments lack space. We signed up for something and Mr. Bridges gave us something else, and lied to us the whole way through.
7	I like living here on campus. The only thing I'm not too pleased with currently is the increase in rent...
8	i love staying on campus but its like we are paying tooo TOOO much for the space we get. I think since the economy is like it is now please do not raise rent for next semester please do not. I think you should decrease it a little bit. and another thing is that we are paying too much and when something is broke or something is messed up you guys take like forever too fix the problem but if someone is ate with rent you guys are quick to put a eviction notice on the door like seriously!!!
9	You have an on campus monopoly, and completely take advantage of students with rates that are absolutely ridiculous...
10	We pay so much money for these apartments and it doesn't seem like we really get our moneys worth.
11	Rent is ridiculous. Because i am almost paying \$700, i am moving off-campus next semester and would rather pay that amount for a better and bigger apartment. No offense but it's just too damn expensive for a pretty crappy place to live.
12	n/a
13	The housing is good except for everytime my roommate and I turn around there is something wrong that we need fixed. The rooms also are not the cleanest.
14	People are friendly but the maitenance staff is very slow to fix things.
15	I wish that he would get more involved in the community, stundents only see him when there is some sort of problem insted of at programs
16	Terry is always available to talk to me, if I need help. He always greets us with a positive attitude when he is in the office.
17	My RA is amazing and i really appriciate all she does because i know she works really hard and doesn't

	get enough credit or support.
18	Residence life is so well organized and helps the students feel at home. Terry Bridges and all the rest of the staff support our staff very well. We all work together to accomplish goals everyday.
19	The fee for washing and drying is ridiculous. Besides, we are currently without full usage of the facilities we would normally have, therefore delaying or even making the process of washing and drying impossible! I believe we should be re-imbursed for this inconvenience.
20	Wish another option for on Campus Housing was available
21	everytime i have run into him he has always been very helpful and kind
22	I had filled out a request to transfer rooms. I finally got a call back, then it was near impossible and extremely confusing to get an appointment anyone because i kept getting re-directed to several different people. Then i had an appointment made through one person for another who when i showed up had absolutely no idea. i waited forever, missed class and was seen briefly and told that it turns out not had been available to begin with!!! And that i was to receive a follow up call the next day or two. never received anything. I am extremely upset with how things were handled.
23	should help out more when someone tries to talk with them about real problems
24	you are very unprofessional and really need to realize all the things that need improvement!!!!!!
25	The halls and kitchen is hardly ever cleaned by the cleaning staff.
26	N/A
27	There is a lot of trash in the grass. Perhaps some more trash cans in/around the parking lot. Also, there are a lot of raccoons, opossums, and skunks around building 8 and 9.
28	Terry is the only guy that has his head on straight do not lose this guy ever. He actually listens and takes care of problems the rest of the staff will argue and yell at you.
29	Mr. Bridges is a competent man who seems to be constantly fixing the mistakes of his employees.
30	He's really nice and has helped me numerous times
31	Cold, calculating, and greedy. He only smiles when new students are touring campus, and even then it is fake.
32	rent is too high...
33	Thanks for letting me live at Camden Miramar. You are excellent and wonderful. Keep up the good work.
34	I'm not planning on coming back to live at this complex next year because the rent is too high and not worth the inconveniences I have experienced.
35	I want to live here again!
36	I would recommend oncampus housing to incoming students
37	i think that for the situation you have, you run these apartments with almost perfect tolerance, BUT! with the exception of you(i had a very pleasing experience with you just fyi) your older staff usually women are just complete bitches with all respect....anyways ya they seem to have a very bad pre-disposition towards the student body...i sorta understand but still very displeasing
38	n/a
39	Just faster responses to maintenance problems
40	I hope that you can make our bills more clearly. I am confused with bills. Sometimes, they can't explain clearly why I should pay this money. I really hope that you can change it.
41	The kitchens are very disgusting to cook in.
42	I appreciate the attention Mr. Bridges, I do wish that the apartments weren't so expensive and be so cheaply operated.
43	I do not know him
44	I personally have never even heard of Mr. Terry Bridges, but I believe that in itself, even says a lot. The staff in our building was always courteous, attentive, and eager to help, no matter what the issue. My problems with Miramar come from the management and office attendees.
45	He is very nice and when I had issues with a roommate he helped very much!
46	Terry is an excellent director. He always has a cheery attitude and is friendly as can be. Terry gets the job done well and is one of the most courteous people I have ever met.
47	Never met him, so I wouldn't know.
48	I must say that I have never personally met Mr. Bridges, but overall I am very dissatisfied with the management and office staff. The incompetency of the staff and management has driven my roommate

	and I completely away from desiring to live here next year. With the amount of problems that have risen due to payment issues and work orders, we are completely fed up. Overall, we have had more issues than pleasures here. Although, the staff in our building is wonderful, friendly, and helpful. With everything that I have delt with from Camden, it has become very difficult for me to even put on a smiling face when I am greeted at the door of the front office. I do understand that it might be difficult to please everyone who has taken residency here, but for the high dollar amounts on rooms and apartments plus the further issues that come along with the units, I recommend that more actual qualified applicants be brought in to accommodate the needs of the residents.
49	Mr. Bridges does a great job with helping residence and imforming them about activites and important information.
50	This guy is a freakin pirate. He loves to fine out the ass and jack rates up way too high.
51	Apartments are dirty when first moved in, stove didnt work, microwave didnt work,fridge light was out and fixed it ourselves cause no maintence would ever come, charged for items that were already broken at brand new prices, fined outragously....had to rent carpet shampooer from home depo cause carpet had millions of stains and looked like someone threw up in my room when i moved in, power keeps going out,AC freezes over everytime we run it and have complained 4 times and no one comes...guess thats a good thing so we dont get charged for a new AC unit for our buliding, and now next year yall want to raise prices to build bbq pits and stuff for the pool the only person who i could say was helpfull at all was Charles, no fire extinguisher for first part of semester an complained 3 times untill we got one ourselves dont see how you guys run a business
52	Everyone was very nice and helped when needed
53	Just try to enforce the "make sure to keep all entry doors to halls close and lock behind you" rule for the safety of the residents.
54	I have send 3 letters regarding problems with my apartment for which I should receive a rent reduction, and Mr. Terry Bridges still has not contacted me. I have met with him several times and he assured me that he would call me, and he never has.
55	You all really need to improve the customer service no joke. If I were to go every week I bet I would have some random bill to pay which is false. Plus every time I call to see if a vacuum is available they say it is broken???? With all those random bills that people pay I am sure you can find a way to purchase a new vacuum.
56	Well when i first moved in some guy had the keys to my apartment so i had to move to another apartment. Then my laptop got stolen out of my apartment and you were unable to do anything. and now i have a new rommate that smokes pot in the apartment, and little action has been done.
57	Our hot water heater did not work for half of the school year. Everytime I asked for it to be fixed they would wait a couple days send someone to do a piss poor job and say it was fixed. A few days later it would be broke again. They finally replaced it after about the 8th complaint. It was brutal.
58	None
59	dont know him so i have nothing to say
60	I don't know this gentleman
61	Don't know who he is
62	I've never met him.
63	tries to be helpful but sometimes restrained by policies?
64	none.
65	I believe that it was a descent experience for the exception of mice and also my girlfriend stayed here and had trouble with her roommate cleaning up after herself neither the RA or any staff tried to resolve the continous problem
66	Very fair person, however things need to be resolved faster. There needs to be more understanding of roommmate situations.
67	He is very king and helpful.
68	to reduce the bill of the apt/ rent

Miramar Resident Advisors ¹**The helpfulness of Miramar Resident Advisors when I have a problem with my apartment/room.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	20.1		33.4	
Satisfied	41.5	61.6	40.5	73.9
Dissatisfied	17.5		11.0	
Very Dissatisfied	9.6		9.8	
Don't Know	11.4		-	
Not Applicable	-		5.2	
<i>Total</i>	100.0		100.0	

The fairness of Miramar Resident Advisors in enforcing the Lease Contract and Community Policies.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	18.0		27.8	
Satisfied	54.4	72.4	50.9	78.7
Dissatisfied	11.4		8.3	
Very Dissatisfied	7.9		8.0	
Don't Know	8.3		-	
Not Applicable	-		4.9	
<i>Total</i>	100.0		100.0	

The degree of care (about me as an individual) demonstrated by Miramar Resident Advisors.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	21.5		33.0	
Satisfied	48.7	70.2	44.1	77.2
Dissatisfied	12.7		12.0	
Very Dissatisfied	10.1		8.3	
Don't Know	7.0		-	
Not Applicable	-		2.5	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration..

The courtesy of Miramar Resident Advisors.¹*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	29.4		40.0	
Satisfied	46.5	75.9	45.2	85.2
Dissatisfied	10.5		7.1	
Very Dissatisfied	7.9		5.2	
Don't Know	5.7		-	
Not Applicable	-		2.5	
<i>Total</i>	100.0		100.0	

The following three questions were new additions in the 2009 administration of the survey.

The assistance of Miramar Resident Advisors in navigating available University resources.*in valid percent*

	2009	2009 Cmb. Sat.
Very Satisfied	29.5	
Satisfied	47.5	77.0
Dissatisfied	9.6	
Very Dissatisfied	5.3	
Not Applicable	8.1	
<i>Total</i>	100.0	

My Resident Advisor has made an attempt to get to know me.*in valid percent*

	2009
Yes	68.9
No	31.1
<i>Total</i>	100.0

I have made an attempt to get to know my Resident Advisor.*in valid percent*

	2009
Yes	52.6
No	47.4
<i>Total</i>	100.0

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

Resident Advisor Commentary

Residents had the opportunity to write in commentary related to the Resident Advisors. 82 respondents (24% of the survey population) chose to participate in this question. The recurring themes throughout the commentary were: positive comments related to the resident advisors (50 mentions), negative comments related to the resident advisors (17 mentions), and responses that included both positive and negative attitudes about their experiences with the resident advisors (6 mentions).

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding Miramar Resident Advisors (RAs).

1	N/A
2	They are horrible. They do not help and definitely do not make sure that you are comfortable staying in your apartment when your roommate steals your stuff. They DO NOT HELP with roommate issues. They need to be trained better and know that they are not getting a free apartment for nothing they are there to help the students in their building!
3	SERGIO IS AMAZINGNESS
4	A couple power tripping douchebags ruin the reputation and respect for most RAs.
5	Sam and Manny are really good people and i had a blast with them as my RA i'll really miss them when i leave
6	The RAs are the best!
7	My resident advisor has been very kind and treats me well
8	He didn't help at all. Just looks kind, but when you really need him, he didn't do anything effectly. I don't want to call a lot, and just want to somebody coming to fix something. My job is not calling, but is studying in this school. I just want to be comfortable. I don't want to have this kind of issues.
9	They are the most amazing hardest working staff I have ever met.
10	She's generally very nice and helpful but for 4 months now she's been telling us that she's putting in work orders, yet nothing ever comes of it.
11	I love my RA. She's great and is always trying to get our building involved in events with one another.
12	i love my ra victoria she is a very sweet person who is very helpful and is very dependable. she is always there
13	Our RA has tried to get to know us but seems judgmental when it comes to how our rooms are kept up. When my roommate is sick, I do not think it is appropriate for the RA to tell her to clean her room because it is dirty.
14	sometimes hidden? i hardly see her.
15	We are all human and just be real with us. Don't buy into the bullshit that Camden uses to manipulate their customers.
16	Yvanna rocks!!!! =)
17	n/a
18	:)
19	Very courteous and down to earth.
20	Make more events on different days of the week like thurs, or friday
21	They are nice but I don't try very hard to get to know them.
22	The RAs work very hard to ensure that we have a great living experience on-campus, and I really appreciate it.
23	They are amazing! So friendly and helpful and really care about me. Without them life here wouldn't be

	as great.
24	The RA's are very approachable more so than the Camden staff. If it were not for them i believe that there would be less students living on campus. The activities are fun and great ways of meeting other residents.
25	They all work well together to ensure building a community is happening.
26	Sergio Rocks!
27	I can't really say anything bad about my RA, since I haven't even met her yet. The other RAs I've met are pretty nice and helpful. I haven't had a problem with any of them.
28	My resident advisor is exceptionally helpful and courteous.
29	Too busy with my major to deal with resident community life
30	My resident advisor made it out of his way to make sure my apartment problems were taken care of, priority.
31	Sergio has always been a great guy and very nice and sweet. he is always inviting us to different campus activities.
32	My RA was very approachable and easy to get along with. She was very nice.
33	they are just there to get free rent
34	well very nice but still not professional at all
35	I am very happy with my RA and have never had any problems with any of my RAs in the past.
36	to me the r.a. felt more like a babysitter as if her job is a burden and not an opportunity.
37	I love my R.A. Jennifer Valenti. She is great and always tries to get to know all the resident of her building and other buildings as well. She is always out inviting people to the Miramar events.
38	Last semester I had sent an e-mail in regards to apartment noise to one of my RA's and she never responded, so if they would check their student e-mail account, this would be very helpful.
39	I don't know them, but I wish they wouldn't host so many loud socials in the lawn between the apartments.
40	great job
41	My RA allows his roommate to blast his radio at any time of the night and tells him nothing whiel I have to call the police to get the music turned down.
42	She always tells me hello when I see her and asks how Im doing. She's just great! Yay for Victoria!!!
43	Nice people! very friendly!
44	The RAs are awesome. I really enjoy spending time with you all.
45	No comment
46	We are good friends.
47	Should start telling people to be quiet at night and not joining them.
48	I am in building 9 and have been extremely happy with our RA "jen from round rock", she is always a very warm informative gal i appreciate it alot
49	My RA is very helpful and always tells me if i need any help with anything just let him or her no. i am glad to have such 2 very nice individuals that are willing to help me when needed.
50	She was a good RA
51	RA's did fine as far as i could see
52	Sergio was awesome, he tried his best to get everyone involved and even asked for our opinions.
53	Victoria is great!
54	Our new R.A. seems very nice. We have only talked a little bit when she has come by and stuff but she put her phone number on papers she hands out to us so we can call her if we ever need to.
55	My RA was an unfair person who had no business being an RA
56	Samantha Mints was an awesome RA and I appreciate her help and advice. She wasn't too in our business trying to get to know us but was always available to talk if we needed it, which sometimes i did.
57	Sergio is a great RA, he tries to get to know all his residents and is very helpful
58	Our resident advisor, took great effort to not only get to know everyone's name, but even went as far as trying to learn likes and dislikes, how classes were going, and whether or not we were getting the most from our college experience. He encouraged us to not only excel in our classes but to go out and have fun as well.

59	Manni is AWESOME!
60	good, friendly people make me feel comfortable !!!!
61	The above responses were regarding my first RA not my current one. I changed apartments mid-November due to incompatibilities with my roommate.
62	I really like RA for building 2, Zach. He is an amazing person.
63	I love my RA, she is super sweet and really nice.
64	I don't even know who my Camden Miramar Resident Advisor is. I know its a girl and she posted a welcome paper on our door, but I have never met her or seen her.
65	I have absolutely no problem with any resident advisors. I actually am friends with most of them.
66	My advisor is extremely friendly and always willing to lend a helping hand.
67	My RA is a very cool person and he is always willing to help
68	The RA Maani is a dick. He should be fired immediately for power tripping and a stupid hair cut.
69	I have never even seen my RA. The only reason I even know what she looks like is because of the monthly bulliten.
70	I love my RA Rob. He is always looking for the opportunity to have a party with everyone in our building and shows that he cares about his residents. He is always availabe when I need his help.
71	They did a very good job of making sure that rooms were kept in order and contained no infractions.
72	Rob is a great guy and has great things coming in his life. He is very helpful, no matter what time.
73	They were okay. We had two and I dont know if Im supposed to name drop so I will say the boy was a good RA. He stopped in to talk sometimes and was kind. The girl was horrible she seemed to be on a power trip all the time, thinking she was better than us.
74	She is very helpful
75	ROB M. IS THE BEST!!!!!!!!!!!!!! GIVE HIM A BONUS...OF...WHATEVER IT IS YOU GIVE HIM! GO MARLINS!!!
76	She's nice.
77	Manni is an amazing advisor
78	They were never around when you really needed them. Also they could not resolve a problems pertaining to roommate situations. needs to be alot better and quit rewarding them for doing absolutely nothing. They can be more involved and a lot more available when you call them.
79	RA was never present, ever.
80	Excellent RA!
81	She is a nice person
82	RA's need to delegate to someone else if responsibilities cannot be followed through.

Miramar Maintenance Staff ¹

The helpfulness of Miramar Maintenance staff when I have a maintenance or repair problem.

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	29.4		37.0	
Satisfied	34.2	63.6	38.2	75.2
Dissatisfied	17.7		11.5	
Very Dissatisfied	14.3		11.2	
Don't Know	4.3		-	
Not Applicable	-		2.2	
<i>Total</i>	100.0		100.0	

The courtesy of the Maintenance staff.

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	35.9		47.0	
Satisfied	51.9	87.9	42.4	89.4
Dissatisfied	4.3		5.0	
Very Dissatisfied	3.5		3.1	
Don't Know	4.3		-	
Not Applicable	-		2.5	
<i>Total</i>	100.0		100.0	

The timeliness of maintenance and repair work in my apartment/room.

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	21.6		28.2	
Satisfied	33.8	55.4	39.2	67.4
Dissatisfied	17.7		15.0	
Very Dissatisfied	22.1		13.5	
Don't Know	4.8		-	
Not Applicable	-		4.1	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

The quality of maintenance and repair work in my apartment/room.¹*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	24.7		29.8	
Satisfied	47.1	71.8	45.5	75.2
Dissatisfied	10.1		11.3	
Very Dissatisfied	12.8		9.7	
Don't Know	5.3		-	
Not Applicable	-		3.8	
<i>Total</i>	100.0		100.0	

Between the 2007 and 2009 administration of this survey, there was a change in maintenance work order protocol. Both questions and responses are included below to allow at-a-glance comparison of the opinions related to both systems.

2007: Have you used the Maintenance Hotline this semester or last fall?**2009: Have you used the online maintenance work order system this semester or last fall?***in valid percent*

	2007	2009
Yes	46.3	21.4
No	53.7	78.6
<i>Total</i>	100.0	100.0

2007: IF YES: How satisfied were you with the Maintenance Hotline?**2009: IF YES: How satisfied were you with the online maintenance work order system?***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	15.0		34.8	
Satisfied	41.6	56.6	28.1	62.9
Dissatisfied	28.3		14.6	
Very Dissatisfied	15.0		22.5	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

Maintenance Commentary

Residents had the opportunity to write in commentary related to the Camden Miramar Maintenance Staff. 82 respondents (24% of the survey population) chose to participate in this question. The recurring themes throughout the commentary were: positive experiences with the Maintenance Staff (32 mentions), dissatisfaction with the time it took for services (25 mentions), specific negative incidences cited (11 mentions), poor work quality on repairs/services (10 mentions), and commentary on the online work order system (6 mentions).

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding Miramar Maintenance Staff.

1	When I moved out of my apartment, one of the maintenance men was rude with me. He yeld at me for not moving out when the problem was that I wasn't able to move because my apartment, on - campus, wasn't ready yet.
2	There was a time last semester along with my roommate when my bathroom toilet. There was a huge miscommunication between the camden staff and to the maintenance staff. One other time I had asked for carpet clean in probably living in a different dorm and maintenance person never came.
3	Orders take weeks, if not months, to get put through.
4	They are helpful and quick to fix any problem.
5	They quickly approached the problem.
6	Except for one incident where our door was left unlocked over the Christmas vacation, they are very helpful. They're also timely, and get the work done quickly and efficiently. They are the only people that make it worth living on campus.
7	MAINTENANCE ISHORRIBLE ASS HELLL THEY ARE LAZY THEY DO A HALF ASS JOB AND STEAL!!!! AND QUICK TOO TELL ON YOU IF YOU DO SOMTHING WHEN WE DO NOT TELL ON THEM FOR STEALING. YEAH THEY NICE AND SPEAK TO YOU WHEN YOU WALK BY BUT THEY ARE HORRIBLE EXCEPT THE SWEET YOUNG CLEANING LADY
8	The maintenance does a great job, it just takes forever for them to actually come to fix something and sometimes it takes multiple work orders to go in before they come.
9	Very slow. You never know when something is going to be fixed. You feel like they kind of forget about your request.
10	They come in and say they fixed things when they didn't. They say they are going to do things and they don't. They knock and before I can say 'just a minute' they are trying to open my door.
11	I've had quite a few problems and I don't like how a few of them have been handled. Such as when someone puked in teh stairwell it smelled horrible for a whole month or when mold was growing in teh kitchen they just painted over it!
12	They come to my room within a timely matter, and they are very good about getting the job done. I am very impressed with the skill level of the maintenance staff.
13	They use short cuts to repair things, so the repair only lasts so long or causes another problem.
14	The online work order was really confusing and i couldn't understand how to do it.
15	The maintenance has always been taken care of within a reasonable amount of time.
16	The air conditioner is dirty and alway below dirt out. It should be cleaned.
17	The maintence staff is super friendly, great workers.
18	be more helpful
19	The maintence staff have been a huge help since my life here in the apartments. They are not the problem. One problem I have is that they are not told about problems in a timey manner. When a repair

	or request is brought to attention the Camden staff just put it in the computer and the request tends to get lost and the repair may not happen until much later or never at all. In my previous apartment my air condition broke during a time when it was close to 100 degrees outside and I went straight to Camden as soon as I noticed. I waited a couple of days to see if anything would be done and nothing ever happened. Within a short period of time I had realized that there was water leaking from my water heater area and it was a week before the staff were informed and by then it was too late. I had to move out and major repairs had to be done. Therefore, I don't believe the maintenance staff are at fault at all; It is the Camden Staff
20	It takes like 2 to 3 weeks to get something done.
21	When I first moved in, the maintenance staff was a little slow to get things done; however as the semester progressed, they have become more efficient and timely.
22	Very helpful, but slow.
23	they take too long to get anything done they only came once to get something fixed the same day the repairs are half ass and not done well at all.
24	love the maintenance staff... they are always sooo friendly
25	I wish that work orders didn't take so long for the maintenance staff to get to.
26	The work when finally accomplished is satisfactory, yet it should not take 8 days to get a new fridge after a work order has been put in that the current one has stopped working.
27	they were very friendly and nice...
28	Didn't like the online maintenance work order system because it takes too long to fill out
29	When I request a pest control spray I expect that quality service comes every time I ask for it. But instead, I have to wait two weeks after the Friday I asked to get my place sprayed!
30	all personnel that have come to my apt for fixing things have been awesomely timely kind and understanding. GREAT MAINTENANCE STAFF!
31	When I first moved in, I had these horrible ants in my room and the maintenance people came the next day and removed the anthill outside and sprayed poison and I have not had a problem since. and I asked about getting a new desk and they came the next day to fix it but I was sick so they couldn't come in. But they were very prompt.
32	As I mentioned in a space earlier, I was very satisfied with the quick response to work orders. I do not blame the workers for this problem, but some of our appliances had small problems that almost immediately after being fixed broke again.
33	The place is always well kept and looking great.
34	We have had several problems with our apartment. The microwave didn't work, the ice maker didn't work, the smoke detectors ran out of batteries, the smoke detectors go off when we turn on the heat and when we use the oven or stove top, the showers don't drain, the dishwasher is terrible, the garbage disposal makes a hideous noise and shakes the whole sink, the toilets get clogged left and right, and our a.c. isn't working properly. It took Camden about a month to fix our microwave and ice maker despite several requests, the still haven't fixed the a.c., the disposal is still bad, the shower still doesn't drain and I finally had to go buy some drain-o, and the toilets still get clogged. I tried to set up an online account to put in a maintenance request and the website wouldn't let me. But I will say the times that Camden has helped me with a problem they have been very nice.
35	I have had many work orders put in and honestly, nothing has really gotten fixed the first time. It is absolutely ridiculous to have to call in a work order more than once when you are not even rough on things. I have taken very good care of the room that I live in and I even thoroughly clean once or twice a week because I cannot afford to lose money on this place. I hope that the next complex that I decide to move into is at least a bit more competent.
36	They are the only people who deserve their pay in that office of ass holes.
37	They took longer than one week to fix my bathroom so I fixed it myself. That is because it was an urgent request yeah very urgent means more than a week =/
38	The Maintenance Staff have always been extremely friendly and helpful. They are by far the nicest people I've met on the Miramar staff.
39	The maintenance staff is very good at their jobs.
40	staff are courteous but there are still items not repaired/fixed in the apt. - mold in central heating/ac unit etc
41	nice.

42	Some of the Maintenance were nice. I honestly don't appreciate that horrible knocking at 8 in the morning when i work as a waitress all night and finally fall asleep after my homework and studying is done at around 2 or 3am...so the BANG BANG BANG at 8 in the morning isn't all that necessary... but the people were nice.
43	WOW WHAT A JOKE!!!!!!!!!!!!
44	i wish they were more punctual
45	I could not find out how to do an online work order
46	friendly
47	nver fixed what i wanted just gave up and didnt bother with it again
48	It took a week to get a new refrigerator, that is ridiculous. Every time a problem occurred in our apartment it took an extensive amount of time before anyone came to check or fix anything. We are paying for 24 hour maintenance, so we are we not getting the full amount of service we are paying for.
49	online code wouldnt work..
50	great maintence staff. great supervisors as well
51	Keep the washer & dryers working!!
52	they are nice\
53	Camden can use a little more maintanance staff to make the work orders be answered sooner. With 1300 residents a handful of maintanance staff is unreasonable.
54	It takes too damn long to have the report sent in and have service within the next day or week at times. We are paying \$675 for everything crappy altogether.
55	They always are so nice ;-)
56	it took a while for maintenance to fix a problem a reported at the beginning of last semester
57	real good and fast, but try not to cut any corners in your work. Nothing bad to say they are good and probably the only thing that keeps me from finding another apartment. They are very polite and good attitude.
58	I understand that it might take a while for a work order to actually happen, but some times the time can take too long, mostly because work orders are sometimes lost, not put in or...i don't know. But overall its been good.
59	When maintenance got a chance to work on my room they did a great job; it was just how long it took them to get there that i am dissatisfied with.
60	VERY good maintenance!!
61	I love the online system much better than the phone in system. It seems to get the problem fixed faster. The maintenance men on campus are really friendly and always willing to take a look at whatever other problems may have come up between submitting the claim and now.
62	the people on staff are nice and courteous but the time it takes for them to fix the problem from a work order is plain ridiculous
63	They need to be considerate to students in the morning. I have been woken up about 10 times becuase of their noise before 8 a.m.
64	I had multiple problems with my apartment inclding a leaky refrigerator and broken garbage disposal. It took more than three attempts for them to fix each of the problems. VERY DISSATISFIED!
65	My phone never worked.
66	Hope fixing things on time.
67	when the want to do some repairs like the fire alarms, water etc, they should give a notice like a day before so that we wil be aware
68	As stated before about the maintenance.
69	takes too long
70	I have been able to set up maintenance orders over the phone and I find it very helpful but they never give an estimated time of when it might be completed or looked at. They are always so nice and welcoming.
71	Maintence is about as usefull as tits on a boar hog
72	Really, when i had a problem and called it in, they said they would just put me on their list. But before they would come, i would have a person of the maintenance staff that happen to be walking by to help, so i really don't know much about it.
73	N/A

74	The Maintenance staff were wonderful, however I found it difficult to use the online work order system
75	I wish they were available on weekends. I had a huge leak one weekend and no one could come fix it and my kitchen and bathroom were nearly flooded.
76	Had to change smoke detector's battery myself with no ladder. It ain't fun...
77	Work orders are never fixed within a timely matter, despite promises made by staff.
78	With the exception of the guy that was digging through our trash I don't have too many complaints. I think most of the problems were in the office. The maintenance people did what they were told by the clueless people in the office.
79	Great Job and most helpful people on the staff.
80	GIVE THEM RAISES! Especially Nora!!!
81	:)
82	did use the internet service because most of the time my internet would go out..I'd ask for a separate server for the building

TAMU-CC Director of Housing and Residence Life

The TAMU-CC Director of Housing and Residence Life serves as the liaison between the University and Camden Miramar. Are you familiar with Dr. Amanda Chesser-Drum, the Director of Housing and Residence Life?

<i>in valid percent</i>	
	2009
Yes	19.8
No	80.2
<i>Total</i>	100.0

*Question new in 2009 Miramar Survey. Formatting of this section was changed to eliminate respondent confusion between Camden Miramar and TAMU-CC Management.

TAMU-CC Housing Director Commentary

Residents had the opportunity to write in commentary related to Dr. Drum, the TAMU-CC Director of Housing and Residence Life. 34 respondents (10% of the survey population) chose to participate in this question. The recurring themes throughout the commentary were: positive comments about Dr. Drum (6 mentions), commentary related to rent prices (4 mentions), commentary regarding the apartment complex, without direct mention of Dr. Drum (3 mentions), respondents do not know Dr. Drum (2 mentions), and negative commentary (1 mention).

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding the TAMU-CC Director of University Housing.

1	Dr. Amanda Chesser-Drum... You ROCK!
2	She is amazing and a wonderful woman.
3	she's ok only see her when she is talking about raising prices and what not
4	I'm very dissatisfied with having to pay \$1050 between me and my roommate that is ridiculous. The only reason I'm living here is because my mom and dad told me I had to and I hate it.
5	If I ever have any questions about living on-campus, I am comfortable coming to Amanda
6	I have been living on campus for 3 semesters and I have never seen or heard of this lady.
7	Please break this contract with Camden
8	I have no idea who whis person is.
9	Why can't we pay rent with a Higher One card?
10	She was very helpful when I had a problem with camden miramar, particularly terry bridges and amy fritcher.
11	You are awesome and cool. Thanks for being a great director. Keep up the good work.
12	only met him once
13	Let the staff of Camdom be more friendly to foreign students and to help them solve problems
14	Please dont raise the rent!
15	Amanda is great. I have had the pleasure of meeting her, and she couldn't have been anymore helpful.
16	I know who she is but I never see her
17	I don't believe I know her, but I am bad with names
18	understanding. nice.
19	I need cheaper one
20	you are running a poor unprofessional system and need to resign from your current position
21	who is this?
22	so-so
23	Dr. Drum does a fantastic job as director of the university housing
24	rent is too expensive for on campus
25	They work well together.
26	Why is living in these crap holes so damn expensive and why the hell are the rates going up every semester?
27	IF YOU CAN CHECK INTO UPDATING THE FACILITIES LAUNDRY ROOM AND APPLIANCE. ALSO SEE ABOUT THE FIRE ALMARS THAT GO OFF EVERYTIME YOU COOK SINCE IT SEEMS TO ME NO ONE ELSE WILL. I FEEL THE RA'S CAN DO ALOT BETTER. THEY NEED TO BE MORE INVOLVED. PLUS, WE NEED ALOT MORE ACTIVITIES DURING THE WEEK AND MORE ON THE WEEKENDS.

28	who???
29	The university should've really think hard when you signed a contract with Camden Miramar. Honestly, the student housing rent is i believe not fair, espeically for some of the living conditions that some students have to live through. For what some students get for fincial aid is not enough for rent. I've lived in Camden for 3 yeas and the only reason was because, the rent never changed and i have no car. But now the rent has gone up and i can not afford it and looking for housing off campus is a pain but i will not pay this ridiculous price. Rent should be fair, and honestly you guys so really think about the students who live there fincial situation espeically during this economic slum. Parents can not help as much and students can only do so much. So you added bar-b-q pits? so what? who asked for them? and new furniture and "toys" in the rec room? why? nobody goes there, only the RA's. What the money should really go to and the reconsturction and re-everything of the building. Yes we got new furniture but honestly how long did it take to get that furniture, after everything was falling apart. I just hope when the contract with Camden ends in then next 15 years...things will get better.
30	I don't know her.
31	She is great!!
32	never seen her.
33	Get rid of Camden. Buy them out and never let them come back anywhere near this campus.
34	There needs to be major changing with multiple parts of your staff. This was a horrible living experience. There are multiple problems that never got fixed. Foreign students need to stay with their same kind not with a student that is younger! Maintenance needs to fix things properly when we are paying 675 a month! RA's need to do their job and help the students!

On-Campus Residence Environment ¹**The safety and security surrounding my building.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	24.9		29.8	
Satisfied	57.2	82.1	53.6	83.4
Dissatisfied	11.8		8.8	
Very Dissatisfied	5.7		7.5	
Don't Know	0.4		-	
Not Applicable	-		0.3	
<i>Total</i>	100.0		100.0	

The condition of my apartment and bedroom when I moved in.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	9.6		19.4	
Satisfied	45.9	55.5	52.5	71.9
Dissatisfied	25.8		18.4	
Very Dissatisfied	17.9		8.8	
Don't Know	0.9		-	
Not Applicable	-		0.9	
<i>Total</i>	100.0		100.0	

The noise level in my building for me to sleep and study.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	14.4		15.0	
Satisfied	41.9	56.3	38.4	53.4
Dissatisfied	24.0		23.4	
Very Dissatisfied	18.3		22.5	
Don't Know	1.3		-	
Not Applicable	-		0.6	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

On-Campus Residence Environment (continued) ¹**The enforcement of the alcohol policy by the University Police.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	20.5		27.9	
Satisfied	48.5	69.0	47.0	74.9
Dissatisfied	7.9		8.5	
Very Dissatisfied	7.4		7.8	
Don't Know	15.7		-	
Not Applicable	-		8.8	
<i>Total</i>	100.0		100.0	

The enforcement of the alcohol policy by the RAs.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	21.1		30.5	
Satisfied	46.5	67.5	45.9	76.4
Dissatisfied	7.9		6.9	
Very Dissatisfied	8.3		6.9	
Don't Know	16.2		-	
Not Applicable	-		9.7	
<i>Total</i>	100.0		100.0	

The amount of community lounge space.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	8.8		12.8	
Satisfied	39.4	48.2	46.3	59.1
Dissatisfied	24.8		20.9	
Very Dissatisfied	14.6		13.1	
Don't Know	12.4		-	
Not Applicable	-		6.9	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

On-Campus Residence Environment (continued) ¹**The cleanliness of the Club House and Recreation Center.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	22.4		26.3	
Satisfied	46.9	69.3	53.8	80.0
Dissatisfied	2.6		4.1	
Very Dissatisfied	2.2		2.5	
Don't Know	25.9		-	
Not Applicable	-		13.4	
<i>Total</i>	100.0		100.0	

The cleanliness of the Laundry Room.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	9.2		13.8	
Satisfied	52.6	61.8	40.4	54.2
Dissatisfied	18.4		25.1	
Very Dissatisfied	15.4		17.9	
Don't Know	4.4		-	
Not Applicable	-		2.8	
<i>Total</i>	100.0		100.0	

Between the 2007 and 2009 administrations of this survey, there was a change in the laundry system at Camden Miramar. Both questions/responses are included below to allow at-a-glance comparison of the opinions related to both systems.

2007: The laundry debit card system.**2009: The resident unlimited laundry program.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	4.4		49.4	
Satisfied	27.4	31.9	29.2	78.6
Dissatisfied	15.9		9.1	
Very Dissatisfied	14.6		10.4	
Don't Know	37.6		-	
Not Applicable	-		1.9	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

On-Campus Residence Environment (continued) ¹**The number of machines in the Laundry Room.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	3.5		9.4	
Satisfied	31.3	34.8	22.8	32.2
Dissatisfied	27.8		34.1	
Very Dissatisfied	32.6		30.0	
Don't Know	4.8		-	
Not Applicable	-		3.8	
<i>Total</i>	100.0		100.0	

The Pest Control services in my apartment/room.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	11.8		18.5	
Satisfied	43.2	55.0	42.9	61.4
Dissatisfied	16.6		19.4	
Very Dissatisfied	19.2		14.4	
Don't Know	9.2		-	
Not Applicable	-		4.7	
<i>Total</i>	100.0		100.0	

The adequacy of the lighting in the resident parking areas.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	15.4		19.4	
Satisfied	64.3	79.7	54.7	73.9
Dissatisfied	12.8		16.0	
Very Dissatisfied	4.0		7.9	
Don't Know	3.5		-	
Not Applicable	-		2.2	
<i>Total</i>	100.0		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

On-Campus Residence Environment (continued) ¹**The safety of the resident parking.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	12.3		21.3	
Satisfied	63.9	76.2	56.6	77.8
Dissatisfied	11.5		12.8	
Very Dissatisfied	8.8		6.9	
Don't Know	3.5		-	
Not Applicable	-		2.5	
<i>Total</i>	100.0		100.0	

The value I'm receiving for the rent I pay.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	3.1		7.8	
Satisfied	15.7	18.8	26.6	34.4
Dissatisfied	35.4		30.0	
Very Dissatisfied	44.5		33.4	
Don't Know	1.3		-	
Not Applicable	-		2.2	
<i>Total</i>	100.0		100.0	

The roommate matching process.*in valid percent*

	2007	2009	2009 Cmb. Sat.
Very Satisfied		20.3	
Satisfied	Not Asked in 2007	38.1	58.4
Dissatisfied		15.0	
Very Dissatisfied		19.4	
Not Applicable		7.2	
<i>Total</i>		100.0	

¹ The option "Don't Know" was changed to "Not Applicable" for the 2009 administration.

In 2007, residents were asked to rate their satisfaction with the “Availability of Time Warner Cable and Road Runner Internet.” Since residents have been expressing disparate satisfaction with these two services to management, the question was split for the 2009 administration to allow each service to be assessed independently. 80.8% of residents reported in 2007 that they were very satisfied or satisfied with “Time Warner Cable and Road Runner Internet”.

The availability of Time Warner Cable.

in valid percent

	2007	2009	2009 Cmb. Sat.
Very Satisfied		30.3	
Satisfied	Not Asked in 2007	49.7	80.0
Dissatisfied		8.4	
Very Dissatisfied		7.8	
Not Applicable		3.8	
<i>Total</i>		100.0	

The availability of Road Runner Internet.

in valid percent

	2007	2009	2009 Cmb. Sat.
Very Satisfied		28.4	
Satisfied	Not Asked in 2007	39.1	67.5
Dissatisfied		16.6	
Very Dissatisfied		12.8	
Not Applicable		3.1	
<i>Total</i>		100.0	

Social Activities

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

in valid percent

	2007	2009
Yes	55.7	72.6
No	44.3	27.4
<i>Total</i>	100.0	100.0

IF YES: How satisfied were you with the events, programs, or activities?

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	15.9		19.5	
Satisfied	72.0	87.9	68.9	88.4
Dissatisfied	8.9		8.7	
Very Dissatisfied	3.2		2.9	
<i>Total</i>	100.0		100.0	

IF NO: Why didn't you attend?

in valid percent

	2007	2009
I didn't hear about them	13.1	10.1
I don't have time to attend programs	41.1	41.4
The programs aren't of interest to me	29.0	35.4
Other	16.8	13.1
<i>Total</i>	100.0	100.0

Comments provided for "Other" reasons for not participating (unedited):

1	Nobody ever shows up so why go?
2	I have better things to do
3	time and interest
4	Work, & the times they are scheduled
5	i had gone for a meet
6	work
7	I hate Camden and could not be paid to support them

How satisfied are you with the level of involvement you have in the community at Miramar?

in valid percent

	2007	2009	2009 Cmb. Sat.
Very Satisfied		12.4	
Satisfied	Not Asked in 2007	68.9	81.3
Dissatisfied		14.3	
Very Dissatisfied		4.4	
<i>Total</i>		100.0	

Social Activities Commentary

Residents had the opportunity to write in commentary related to social activities held at Camden Miramar. 34 respondents (10% of the survey population) chose to participate in this question. The recurring themes throughout the commentary were: comments related to timing and/or activities during the events (12 mentions), positive comments related to the social activities (8 mentions), need for more awareness/posting about activities (6 mentions), and comments related to the food (3 mentions).

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding the activities at Miramar.

1	THEY WERENT FUN, NOBODY WENT, THE RA"S DID PUT ENOUGH ENTHUSIAM
2	i love all camdem activities
3	They should have more posting and more details. Time, place, When, etc.
4	The new washers suck, they shake horribly and make noise all throughout the hall. Plus, dryers take longer than washers yet we have two washers to every dryer; ridiculous.
5	The programs are awesome. They are a great way for me to meet my neighbors, and I do love the free food!
6	They can get rather dull and child-birthday party like.
7	The activities are great ways of meeting people and they are a lot of fun
8	Stop trying to force activities on students
9	there wasn't really much hype or energy to be leading up to the activities so i didn't feel like attending.
10	Can be disruptive when they are blaring music by your apartment and you are trying to study.
11	They all suck. Come up with something better.
12	I like it. They are fun and I appreciate Camden putting them together.
13	They campus involvement on campus is very limited. They are bad about making announcements and most of the times conflict with my work or school schedule.
14	More free food
15	Sometimes the timing is bad, for instance a thursday night for loud music is bad timing because I try to sleep early that night. I usually have an exam Friday morning.
16	Activities are awesome, unfortunately I work 3 jobs and am a full time student so...I don't have time to attend most of them unless I for some unforeseen reason I don't have work that day/night.
17	some of the events seemed more like parties for little kids and not college students. Id advise asking around and seeing what residents are interested in. Having a Quincera and then playing country music doesnt usually go well.
18	fun and exciting
19	They were always fun and right outside.
20	probably will start attending events
21	The activities that are held at Miramar are always fun and enjoyable
22	Need to have more programs on other days of the week besides on mondays & the weekend
23	Great programs they need more money to order better food instead of hot dogsand hamburgers all the time.
24	NEED ALOT MORE INTERESTING ACTIVITIES!!!!
25	More of them.
26	although i couldnt attend, i did want to go. they seemed like they would have been fun to attend

27	Rent is not equal to the result.
28	They are really fun activities but when you plan these to get more people invoved, you have to think about the students who don't want to look like or feel like a loser. You got to keep it "cool".
29	they were boring and no life
30	Lighten up on the Alcohol... Oh my god its college. The cops let you off a lot of the time as long as you aren't causing a problem, so why does camden have to be dicks about it?
31	Activities were not really interesting.
32	Wasn't aware of some of the events!
33	Help RAs with funding and/or reenburcment for events.
34	The events need more free food, they always run out because they give out to much to begin with!

Campus Phone Service**Do you receive calls on your University-provided phone line in your room?***in valid percent*

	2007	2009
Yes	53.3	34.2
No	46.7	65.8
<i>Total</i>	100.0	100.0

Do you currently use/listen to your University provided voice mail?*in valid percent*

	2007	2009
Yes	35.5	16.6
No	64.5	83.4
<i>Total</i>	100.0	100.0

Returning to Camden Miramar

Will you be returning to Camden Miramar next year?

in valid percent

	2007	2009
Yes	31.0	31.6
Uncertain	25.8	29.1
No	43.2	39.2
<i>Total</i>	100.0	100.0

Residents had the opportunity to write in commentary explaining why they would not be returning to Camden Miramar. Reasons were organized into categories, which are displayed in the table below. 104 respondents (31% of the survey population) wrote commentary in this section. Many of the respondents cited multiple reasons, so the numbers of mentions in the table below are > 104.

If you answered "NO" to the previous question, please explain why:

Number of Mentions	Reason
42	Too expensive
14	Living conditions, upkeep of complex
13	Transferring institutions
12	Graduating
12	Issues with staff of Camden Miramar
10	Noise levels
7	Need for privacy/freedom
7	Desire for more space
6	Roommate issues
5	Laundry service
4	Want to stay, but have to leave for other reasons
3	Slow internet
3	Just want to live off campus
2	Parking
2	Rule enforcement

CAS Standards and Guidelines Specific Questions ¹

The CAS Standards and Guidelines were added to the Miramar Survey in 2007. The questions address student learning and development outcome domains (SLDOD), as identified by the CAS Standards and Guidelines for the Housing and Residential Life Programs. The Office of Planning and Institutional Effectiveness identified one SLDOD for each question. More domains may be referred to, but the ones listed are the most apparent.

The question read “*As a result of living on-campus, how satisfied are you with the opportunities/experiences on-campus living has provided you in being able to:*”

Make friends at school.

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	25.1		32.8	
Satisfied	54.6	79.7	49.2	82.0
Dissatisfied	11.9		10.7	
Very Dissatisfied	3.1		3.5	
Unable to Answer	5.3		-	
Not Applicable	-		3.8	
<i>Total</i>	100.0		100.0	

SLDOD: Meaningful Interpersonal Relationships

Become more independent.

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	30.3		38.2	
Satisfied	57.0	87.3	54.5	92.7
Dissatisfied	4.8		2.2	
Very Dissatisfied	3.1		2.5	
Unable to Answer	4.8		-	
Not Applicable	-		2.5	
<i>Total</i>	100.0		100.0	

SLDOD: Independence

¹ The option “Unable to Answer” was changed to “Not Applicable” for the 2009 administration.

CAS Standards and Guidelines Specific Questions (continued) ¹**Become self-sufficient in life skills (cooking, cleaning, paying bills, etc.)***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	26.9		37.3	
Satisfied	53.7	80.6	50.6	88.0
Dissatisfied	8.8		4.7	
Very Dissatisfied	3.1		2.8	
Unable to Answer	7.5		-	
Not Applicable	-		4.4	
<i>Total</i>	100.0		100.0	

SLDOD: Independence

Become more aware of people from different cultures/backgrounds.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	24.1		32.9	
Satisfied	55.3	79.4	52.2	85.1
Dissatisfied	5.7		7.0	
Very Dissatisfied	4.8		3.2	
Unable to Answer	10.1		-	
Not Applicable	-		4.7	
<i>Total</i>	100.0		100.0	

SLDOD: Appreciating Diversity

Effectively communicate with people of different cultures/backgrounds.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	20.6		28.2	
Satisfied	53.9	74.6	52.8	81.0
Dissatisfied	8.3		7.9	
Very Dissatisfied	4.8		4.4	
Unable to Answer	12.3		-	
Not Applicable	-		6.6	
<i>Total</i>	100.0		100.0	

SLDOD: Effective Communication

¹ The option "Unable to Answer" was changed to "Not Applicable" for the 2009 administration.

CAS Standards and Guidelines Specific Questions (continued) ¹**Encourage you to become actively involved in organizations on or off campus.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	17.2		23.2	
Satisfied	45.4	62.6	50.2	73.3
Dissatisfied	20.7		14.6	
Very Dissatisfied	4.4		5.4	
Unable to Answer	12.3		-	
Not Applicable	-		6.7	
<i>Total</i>	100.0		100.0	

SLDOD: Social Responsibility

Encourage you to become actively involved in events on or off campus.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	17.6		23.5	
Satisfied	44.5	62.1	48.3	71.7
Dissatisfied	19.4		13.7	
Very Dissatisfied	5.3		6.7	
Unable to Answer	13.2		-	
Not Applicable	-		7.9	
<i>Total</i>	100.0		100.0	

SLDOD: Satisfying and Productive Lifestyles

Encourage you to become actively involved in campus activities.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	18.5		24.1	
Satisfied	44.5	63.0	48.1	72.2
Dissatisfied	20.3		14.6	
Very Dissatisfied	4.0		6.0	
Unable to Answer	12.8		-	
Not Applicable	-		7.3	
<i>Total</i>	100.0		100.0	

SLDOD: Satisfying and Productive Lifestyles

¹ The option "Unable to Answer" was changed to "Not Applicable" for the 2009 administration.

CAS Standards and Guidelines Specific Questions (continued) ¹**Provide you with opportunities to form study groups.***in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	15.4		22.4	
Satisfied	43.2	58.6	44.4	66.8
Dissatisfied	22.9		20.1	
Very Dissatisfied	6.6		7.7	
Unable to Answer	11.9		-	
Not Applicable	-		5.4	
<i>Total</i>	100.0		100.0	

SLDOD: Collaboration

Help you to have an enhanced, or positive, college experience.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	19.4		28.9	
Satisfied	55.1	74.4	48.6	77.5
Dissatisfied	11.0		13.0	
Very Dissatisfied	7.5		7.0	
Unable to Answer	7.0		-	
Not Applicable	-		2.5	
<i>Total</i>	100.0		100.0	

SLDOD: Satisfying and Productive Lifestyles

Encourage you to learn and grow as an individual.*in valid percent*

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	18.6		30.8	
Satisfied	60.6	79.2	52.2	83.0
Dissatisfied	8.4		9.3	
Very Dissatisfied	4.9		3.8	
Unable to Answer	7.5		-	
Not Applicable	-		3.8	
<i>Total</i>	100.0		100.0	

SLDOD: Intellectual Growth

¹ The option "Unable to Answer" was changed to "Not Applicable" for the 2009 administration.

CAS Standards and Guidelines Specific Questions (continued) ¹

Encourage you to use on-campus resources (Library, Dugan Wellness Center, Tutoring and Learning, University Center) more often due to proximity of campus resources.

in valid percent

	2007	2007 Cmb. Sat.	2009	2009 Cmb. Sat.
Very Satisfied	31.3		42.6	
Satisfied	52.4	83.7	44.2	86.9
Dissatisfied	6.2		8.0	
Very Dissatisfied	4.4		2.2	
Unable to Answer	5.7		-	
Not Applicable	-		2.9	
<i>Total</i>	100.0		100.0	

SLDOD: Personal and Educational Goals

¹ The option "Unable to Answer" was changed to "Not Applicable" for the 2009 administration.

Final Respondent Commentary

Residents had the final opportunity to write in commentary for any comments or suggestions regarding Camden Miramar. 39 respondents (11.6% of the survey population) chose to participate in this question. Since this is a very open ended question, the responses varied with the majority of the responses relating to assorted issues/topics that the residents wanted Camden Miramar to address (20 mentions). 4 respondents responded positively about their experiences in on-campus housing, and there were 5 mentions of rent prices.

Complete, unedited commentary is below. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments or suggestions you have regarding Camden Miramar.

1	YES, I THINK THAT CHARGING PEOPLE WHO LIVE ON CAMPUS TO BUY A PERMIT IS RIDICULOUS. I understand if you dont live on campus but for a resident to pay to park their car in their own houes is RIDICULOUS!!! Also non residents were parking were i live and at times i couldnt park in MY OWN HOUSE!!!! that is just ridiculous!!! I mean how would you like it if your landlord said youcan live here but from the 45o your paying already you have to pay for your parking and even at times you wont be able to park becasue there is other people here. Do you see how ridiculous this sounds? I think you should charge those who live off campus and not allowe then to part on our residence! THIS IS RIDICULOUS
2	Safety on this campus is an issue. I don't like the fact of wondering whether a person is going to break into my apartment or vandalize my car. Security has to be safer on this campus. It's your responsibility to keep these students safe, and you're not doing it very well. Another problem that I have is with the number of dryers in the landury rooms. We only have about 3 wash rooms for over 1000 residents and that's not factoring in the amount of people that come on campus to wash clothes for free. Usually, I have to wait inside of the laundry room to ensure that I will have at least one washer. Now that I mentioned it, there should be a type of device that will ONLY allow people who paid for the unlimited service to be able to do it such as putting in a code or having a certain type of access card because it's really not fair for those who pay over \$100 for a service when other people can receive the same service for free.
3	It is very convenient given that one may go to the university as needed.
4	build anouther redisence building so we can have more people stay on campus n another parking lot because parking s horrible
5	Need houseing and/or housing programs geared specifically for older students that have been out in the world and are not away from home for the first time
6	The study rooms either have terrible furniture or they are locked. Living on campus does make it more accessible to the gym and the library. Camden has been one of the negative aspects of attending Texas A&M University-Corpus Christi.
7	My stuff in kitchen are always stolen by someone, which is annoying.
8	I believe the apartments should be inspected by a health inspector because I have been repeatedly sick since I have lived here and I believe that many of the buildings here are infested with mold. Also, the machines in the laundry room tend to break repeatedly and it takes days to weeks for them to be fixed.
9	I did not learn how to do any of those from living at Camden.
10	Enforce noise level rules and have consequences for when they are not followed.
11	Restricted access to laundry facilities, and better quality dryers.
12	If they encouraged us then maybe I wouldn't have to work so hard to make friends! You all do nothing to help us out in our time of need nor do you encourage us to have a positive experience! We have to work our rear ends towards it!
13	You have excellent staff that make this experience wonderful! I have so many knew friends now!

14	WAY TOO much stress on helping kids find friends..... kids will do that by them selfs if they wanted too, the parties yall formulate are a novell idea just in my opinion a waste of time, NOW if yall supplied the right oportunities students will take them but not lame highschool-like homecoming dances that no one went too...just my advise on that topic... waisting money
15	they raise up their prices each year but they dont change anything so its not worth living here for the next year
16	Dont raise the rent!!!
17	This college is basically like community college. There is no football team, the sports that are played the games go unannounced, the only extra curricular activities are for athletics, greek life, and honors. There is no ballet class, or current events club, or cultured society groups. The only campus activites are movie nights and a few other random activities that are announced by side walk chalk that can't be read.
18	By now, you should know how dissatisfied I am with basically everything about Camden. I cannot wait to move off campus.
19	more bar-b-que pits
20	My only other suggestion would be to provide curtain rods in the rooms. My room faces the parking lot, and the lights are very, very bright.
21	Theres too many lights, I cannot see the stars at night and that really bothers me, also it throws off my adjustment to night time
22	clean your act up
23	Campus living is good but prices should not raise too high because then it would be worth it to live off campus.
24	NO MOWING AT 7AM!!! Living on the bottom floor sucks when the mowers wake you up after a long night of work and no sleep. WHY at 7am must they mow?? They can't start at 10am or 11am or 4pm or 5pm (not in the heat of day)
25	Camden sucks!
26	I have satisfactory with all above criteria but I do not feel that it is a result of living on campus.
27	very convenient and i like it because it enhances all my opportunites.
28	I dont think the prices should rise because the way economy is going right now and it is hard for college students to afford everythingwith school and now living.
29	I love on-campus living
30	Being more social and meeting new people had nothing to do with living in Camden Apartments.
31	LOWER RENT!!! ITS TOO EXPENSIVE!!!
32	if you ever remodel, make the walls thicker.
33	MORE ACITIVIES AND WE NEED RA'S THAT ACTUALLY CARE!!!
34	please read the other boxes...i hate typing it again
35	Not everyone wants to communicate or become aware of those people from different backgrounds. Not everyone wants to live with foreign exchange studens who are disrespectful and have no regard for anyone but those of their own culture.
36	A lot of the things listed above could have been acheived by living off campus too. Learning how to cook, pay bills, etc.... I'm pretty sure I would have had to learned how to do that off campus too.
37	Could you possibly room people who are in the same major as each other just so they have a little more in common.
38	Thing are pretty chill and mutual which is cool. If I have any questions, I know that I can go to my RA (Rob) and get pointed in the right direction. =)
39	It is way to expensive for a NASTY/CRAPPY apartment. Maintenance is horrible.RA's never do their job. The roommate match up is horrible!

Resident Advisor Breakout Report by Building

Assessment of Resident Advisors, by Building

The following questions are cross-tabulated by building to allow an at-a-glance view of how respondents rated their resident advisor. Valid percentages for each response by building are shown.

The helpfulness of Miramar Resident Advisors when I have a problem with my apartment/room.

		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total
Bldg. 0	%	18.8	50.0	12.5	18.8	0.0	100.0
Bldg. 1	%	4.6	59.1	9.1	22.7	4.6	100.0
Bldg. 2	%	20.0	30.0	10.0	10.0	30.0	100.0
Bldg. 3	%	35.0	40.0	10.0	5.0	10.0	100.0
Bldg. 4	%	15.4	46.2	7.7	30.8	0.0	100.0
Bldg. 5	%	40.9	40.9	18.2	0.0	0.0	100.0
Bldg. 6	%	26.7	40.0	26.7	6.7	0.0	100.0
Bldg. 7	%	66.7	22.2	11.1	0.0	0.0	100.0
Bldg. 8	%	25.9	40.7	18.5	11.1	3.7	100.0
Bldg. 9	%	43.5	30.4	4.4	17.4	4.4	100.0
Bayside	%	46.9	37.5	3.1	3.1	9.4	100.0
Harbor	%	40.0	46.7	6.7	6.7	0.0	100.0
Laguna	%	11.8	76.5	0.0	5.9	5.9	100.0
Marina	%	60.0	25.0	10.0	0.0	5.0	100.0
Port	%	55.6	33.3	11.1	0.0	0.0	100.0
Surf	%	38.1	33.3	9.5	14.3	4.8	100.0
Jetty	%	29.6	40.7	7.4	11.1	11.1	100.0
Overall	%	33.7	41.2	10.1	9.8	5.4	100.0

The fairness of Miramar Resident Advisors in enforcing the Lease Contract and Community Policies.

		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total
Bldg. 0	%	25.0	43.8	18.8	12.5	0.0	<i>100.0</i>
Bldg. 1	%	0.0	54.5	18.2	18.2	9.1	<i>100.0</i>
Bldg. 2	%	10.0	60.0	0.0	20.0	10.0	<i>100.0</i>
Bldg. 3	%	35.0	45.0	5.0	5.0	10.0	<i>100.0</i>
Bldg. 4	%	15.4	61.5	0.0	23.1	0.0	<i>100.0</i>
Bldg. 5	%	31.8	54.6	9.1	0.0	4.6	<i>100.0</i>
Bldg. 6	%	20.0	60.0	13.3	6.7	0.0	<i>100.0</i>
Bldg. 7	%	66.7	22.2	0.0	11.1	0.0	<i>100.0</i>
Bldg. 8	%	14.8	70.4	7.4	7.4	0.0	<i>100.0</i>
Bldg. 9	%	43.5	21.7	17.4	17.4	0.0	<i>100.0</i>
Bayside	%	43.8	46.9	0.0	3.1	6.3	<i>100.0</i>
Harbor	%	33.3	53.3	13.3	0.0	0.0	<i>100.0</i>
Laguna	%	5.9	82.4	5.9	5.9	0.0	<i>100.0</i>
Marina	%	30.0	50.0	5.0	0.0	15.0	<i>100.0</i>
Port	%	50.0	50.0	0.0	0.0	0.0	<i>100.0</i>
Surf	%	35.0	35.0	10.0	5.0	15.0	<i>100.0</i>
Jetty	%	29.6	51.9	7.4	3.7	7.4	<i>100.0</i>
Overall	%	28.1	51.0	8.2	7.6	5.1	<i>100.0</i>

The degree of care (about me as an individual) demonstrated by Miramar Resident Advisors.

		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Total
Bldg. 0	%	18.8	50.0	18.8	12.5	0.0	100.0
Bldg. 1	%	4.6	59.1	13.6	18.2	4.6	100.0
Bldg. 2	%	20.0	50.0	0.0	20.0	10.0	100.0
Bldg. 3	%	35.0	40.0	15.0	0.0	10.0	100.0
Bldg. 4	%	15.4	61.5	7.7	15.4	0.0	100.0
Bldg. 5	%	40.9	45.5	13.6	0.0	0.0	100.0
Bldg. 6	%	20.0	53.3	6.7	20.0	0.0	100.0
Bldg. 7	%	55.6	44.4	0.0	0.0	0.0	100.0
Bldg. 8	%	26.9	42.3	15.4	11.5	3.9	100.0
Bldg. 9	%	43.5	30.4	4.4	17.4	4.4	100.0
Bayside	%	40.6	43.8	6.3	6.3	3.1	100.0
Harbor	%	40.0	40.0	20.0	0.0	0.0	100.0
Laguna	%	17.7	76.5	5.9	0.0	0.0	100.0
Marina	%	55.0	30.0	10.0	0.0	5.0	100.0
Port	%	62.5	37.5	0.0	0.0	0.0	100.0
Surf	%	47.6	23.8	19.1	9.5	0.0	100.0
Jetty	%	29.6	40.7	22.2	7.4	0.0	100.0
Overall	%	33.2	44.3	11.7	8.2	2.5	100.0

The courtesy of Miramar Resident Advisors.

		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total
Bldg. 0	%	31.3	56.3	6.3	6.3	0.0	100.0
Bldg. 1	%	9.1	72.7	4.6	4.6	9.1	100.0
Bldg. 2	%	20.0	50.0	10.0	10.0	10.0	100.0
Bldg. 3	%	45.0	30.0	20.0	0.0	5.0	100.0
Bldg. 4	%	15.4	61.5	15.4	7.7	0.0	100.0
Bldg. 5	%	45.5	36.4	18.2	0.0	0.0	100.0
Bldg. 6	%	26.7	53.3	6.7	13.3	0.0	100.0
Bldg. 7	%	77.8	22.2	0.0	0.0	0.0	100.0
Bldg. 8	%	30.8	53.9	7.7	3.9	3.9	100.0
Bldg. 9	%	56.5	21.7	4.4	17.4	0.0	100.0
Bayside	%	53.1	34.4	3.1	3.1	6.3	100.0
Harbor	%	53.3	46.7	0.0	0.0	0.0	100.0
Laguna	%	23.5	76.5	0.0	0.0	0.0	100.0
Marina	%	70.0	25.0	5.0	0.0	0.0	100.0
Port	%	66.7	33.3	0.0	0.0	0.0	100.0
Surf	%	42.9	38.1	9.5	4.8	4.8	100.0
Jetty	%	29.6	59.3	0.0	11.1	0.0	100.0
Overall	%	40.4	45.4	6.6	5.1	2.5	100.0

The assistance of Miramar Resident Advisors in navigating available University resources.

		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total
Bldg. 0	%	18.8	43.8	25.0	12.5	0.0	100.0
Bldg. 1	%	9.5	61.9	9.5	9.5	9.5	100.0
Bldg. 2	%	10.0	60.0	10.0	10.0	10.0	100.0
Bldg. 3	%	26.3	52.6	10.5	0.0	10.5	100.0
Bldg. 4	%	15.4	61.5	7.7	15.4	0.0	100.0
Bldg. 5	%	33.3	42.9	14.3	0.0	9.5	100.0
Bldg. 6	%	20.0	53.3	20.0	6.7	0.0	100.0
Bldg. 7	%	55.6	33.3	11.1	0.0	0.0	100.0
Bldg. 8	%	29.6	37.0	3.7	7.4	22.2	100.0
Bldg. 9	%	31.8	40.9	4.6	13.6	9.1	100.0
Bayside	%	43.8	37.5	6.3	3.1	9.4	100.0
Harbor	%	33.3	53.3	0.0	0.0	13.3	100.0
Laguna	%	11.8	88.2	0.0	0.0	0.0	100.0
Marina	%	40.0	40.0	15.0	0.0	5.0	100.0
Port	%	55.6	44.4	0.0	0.0	0.0	100.0
Surf	%	42.9	23.8	14.3	0.0	19.0	100.0
Jetty	%	25.9	59.3	3.7	7.4	3.7	100.0
Overall	%	29.6	48.1	8.9	5.1	8.3	100.0

My Resident Advisor has made an attempt to get to know me.

		Yes	No	Total
Bldg. 0	%	87.5	12.5	100.0
Bldg. 1	%	22.7	77.3	100.0
Bldg. 2	%	40.0	60.0	100.0
Bldg. 3	%	65.0	35.0	100.0
Bldg. 4	%	61.5	38.5	100.0
Bldg. 5	%	81.0	19.0	100.0
Bldg. 6	%	53.3	46.7	100.0
Bldg. 7	%	77.8	22.2	100.0
Bldg. 8	%	59.3	40.7	100.0
Bldg. 9	%	65.2	34.8	100.0
Bayside	%	77.4	22.6	100.0
Harbor	%	100.00	0.0	100.0
Laguna	%	70.6	29.4	100.0
Marina	%	90.0	10.0	100.0
Port	%	77.8	22.2	100.0
Surf	%	71.4	28.6	100.0
Jetty	%	73.1	26.9	100.0
Overall	%	68.9	31.1	100.0

I have made an attempt to get to know my Resident Advisor.

		Yes	No	Total
Bldg. 0	%	62.5	37.5	100.0
Bldg. 1	%	13.6	86.4	100.0
Bldg. 2	%	30.0	70.0	100.0
Bldg. 3	%	25.0	75.0	100.0
Bldg. 4	%	46.1	53.9	100.0
Bldg. 5	%	50.0	50.0	100.0
Bldg. 6	%	40.0	60.0	100.0
Bldg. 7	%	77.8	22.2	100.0
Bldg. 8	%	55.6	44.4	100.0
Bldg. 9	%	52.2	47.8	100.0
Bayside	%	54.8	45.2	100.0
Harbor	%	73.3	26.7	100.0
Laguna	%	76.5	23.5	100.0
Marina	%	75.0	25.0	100.0
Port	%	66.7	33.3	100.0
Surf	%	47.6	52.4	100.0
Jetty	%	57.7	42.3	100.0
Overall	%	52.2	47.8	100.0

Resident Advisor Commentary, by Building

Residents had the opportunity to write in commentary related to the Resident Advisors. 82 respondents (24% of the survey population) chose to participate in this question.

Complete, unedited commentary is below, and it has been separated by building. The Office of Planning and Institutional Effectiveness has reviewed the commentary, and recognizes that some of the commentary contains inappropriate language. It is included to ensure the integrity of the data by presenting it in its entirety.

Please use the space provided below for any comments you wish to add regarding Miramar Resident Advisors (RAs).

Building 0

She's generally very nice and helpful but for 4 months now she's been telling us that she's putting in work orders, yet nothing ever comes of it.
She was a good RA
Very courteous and down to earth.

Building 1

RA's need to delegate to someone else if responsibilities cannot be followed through.
they are just there to get free rent

Building 2

I really like RA for building 2, Zach. He is an amazing person.
My RA allows his roommate to blast his radio at any time of the night and tells him nothing whiel I have to call the police to get the music turned down.

Building 3

Our new R.A. seems very nice. We have only talked a little bit when she has come by and stuff but she put her phone number on papers she hands out to us so we can call her if we ever need to.
Our RA has tried to get to know us but seems judgmental when it comes to how our rooms are kept up. When my roommate is sick, I do not think it is appropriate for the RA to tell her to clean her room because it is dirty.

Building 4

I have never even seen my RA. The only reason I even know what she looks like is because of the monthly bulliten.
They are horrible. They do not help and definitely do not make sure that you are comfortable staying in your apartment when your roommate steals your stuff. They DO NOT HELP with roommate issues. They need to be trained better and know that they are not getting a free apartment for nothing they are there to help the students in their building!

Building 5

SERGIO IS AMAZINGNESS
A couple power tripping douchebags ruin the reputation and respect for most RAs.
good, friendly people make me feel comfortable!!!!
My resident advisor made it out of his way to make sure my apartment problems were taken care of, priority.
RA was never present, ever.
Sergio has always been a great guy and very nice and sweet. he is always inviting us to different campus activities.
Sergio Rocks!
Sergio was awesome, he tried his best to get everyone involved and even asked for our opinions.
The above responses were regarding my first RA not my current one. I changed apartments mid-November due to incompatibilities with my roommate.

Building 6

I can't really say anything bad about my RA, since I haven't even met her yet. The other RAs I've met are pretty nice and helpful. I haven't had a problem with any of them.
I don't even know who my Camden Miramar Resident Advisor is. I know its a girl and she posted a welcome paper on our door, but I have never met her or seen her.
I love my RA, she is super sweet and really nice.

Building 7

Excellent RA!
Make more events on different days of the week like thurs, or friday
Samantha Mints was an awesome RA and I appreciate her help and advice. She wasn't too in our business trying to get to know us but was always available to talk if we needed it, which sometimes i did.

Building 8

great job
I don't know them, but I wish they wouldn't host so many loud socials in the lawn between the apartments.
Last semester I had sent an e-mail in regards to apartment noise to one of my RA's and she never responded, so if they would check their student e-mail account, this would be very helpful.
Manni is an amazing advisor
Manni is AWESOME!
My RA is very helpful and always tells me if i need any help with anything just let him or her no. i am glad to have such 2 very nice individuals that are willing to help me when needed.
N/A
RA's did fine as far as i could see
Sam and Manny are really good people and i had a blast with them as my RA i'll really miss them when i leave
They were never around when you really needed them. Also they could not resolve a problems pertaining to roommate situations. needs to be alot better and quit rewarding them for doing absolutely nothing. They can be more involved and a lot more available when you call them.
They were okay. We had two and I dont know if Im supposed to name drop so I will say the boy was a good RA. He stopped in to talk sometimes and was kind. The girl was horrible she seemed to be on a power trip all the time, thinking she was better than us.
We are all human and just be real with us. Don't buy into the bullshit that Camden uses to manipulate their customers.

Building 9

:)
I am in building 9 and have been extremely happy with our RA "jen from round rock", she is always a very warm informative gal i appreciate it alot
I am very happy with my RA and have never had any problems with any of my RAs in the past.
I love my R.A. Jennifer Valenti. She is great and always tries to get to know all the resident of her building and other buildings as well. She is always out inviting people to the Miramar events.
I love my RA. She's great and is always trying to get our building involved in events with one another.
My RA was an unfair person who had no business being an RA
The RA's are very approachable more so than the Camden staff. If it were not for them i believe that there would be less students living on campus. The activities are fun and great ways of meeting other residents.
The RA Maani is a dick. He should be fired immediately for power tripping and a stupid hair cut.
The RAs work very hard to ensure that we have a great living experience on-campus, and I really appreciate it.
They are the most amazing hardest working staff I have ever met.

Bayside

My resident advisor has been very kind and treats me well
My resident advisor is exceptionally helpful and courteous.
n/a
Nice people! very friendly!
No comment
The RAs are awesome. I really enjoy spending time with you all.
The RAs are the best!
They all work well together to ensure building a community is happening.
They are nice but I don't try very hard to get to know them.
We are good friends.

Harbor

Yvanna rocks!!!! =)
She is a nice person

Marina

I have absolutely no problem with any resident advisors. I actually am friends with most of them.
I love my RA Rob. He is always looking for the opportunity to have a party with everyone in our building and shows that he cares about his residents. He is always available when I need his help.
My advisor is extremely friendly and always willing to lend a helping hand.
Our resident advisor, took great effort to not only get to know everyone's name, but even went as far as trying to learn likes and dislikes, how classes were going, and whether or not we were getting the most from our college experience. He encouraged us to not only excel in our classes but to go out and have fun as well.
Rob is a great guy and has great things coming in his life. He is very helpful, no matter what time.
ROB M. IS THE BEST!!!!!!!!!!!!!!!!!!!!!! GIVE HIM A BONUS...OF...WHATEVER IT IS YOU GIVE HIM!
GO MARLINS!!!

Port

i love my ra victoria she is a very sweet person who is very helpful and is very dependable. she is always there
She always tells me hello when I see her and asks how Im doing. She's just great! Yay for Victoria!!!
Victoria is great!

Surf

He didn't help at all. Just looks kind, but when you really need him, he didn't do anything effectly. I don't want to call a lot, and just want to somebody coming to fix something. My job is not calling, but is studying in this school. I just want to be comfortable. I don't want to have this kind of issues.
sometimes hidden? i hardly see her.
They are amazing! So friendly and helpful and really care about me. Without them life here wouldn't be as great.
Should start telling people to be quiet at night and not joining them.
My RA is a very cool person and he is always willing to help
They did a very good job of making sure that rooms were kept in order and contained no infractions.
well very nice but still not professional at all

Jetty

Too busy with my major to deal with resident community life
My RA was very approachable and easy to get along with. She was very nice.
to me the r.a. felt more like a babysitter as if her job is a burden and not an opportunity.
She is very helpful
She's nice.

No Building Specified

Sergio is a great RA, he tries to get to know all his residents and is very helpful

There was no commentary given for Laguna.

Social Activity Breakout Report by Demographic Characteristics and Residence Frequencies

Social Activity Breakout

Residents were asked questions related to the social activity component of Camden Miramar. The two questions included in this breakout relate to participation in events and satisfaction with level of involvement.

Both frequencies and valid percentages are given due to the varying group sizes between the demographic characteristics. Satisfaction with level of involvement has been recoded so that “Very Satisfied” and “Satisfied” are now titled “Satisfied”, and “Dissatisfied” and “Very Dissatisfied” are titled “Dissatisfied”.

Gender

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

		Yes	No	Total
Male	Frequency	69	30	99
	Valid %	69.7	30.3	100.0
Female	Frequency	160	57	217
	Valid %	73.7	26.3	100.0
Overall	Frequency	229	87	316
	Valid %	72.5	27.5	100.0

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
Male	Frequency	79	20	99
	Valid %	79.8	20.2	100.0
Female	Frequency	176	38	214
	Valid %	82.2	17.8	100.0
Overall	Frequency	255	58	313
	Valid %	81.5	18.5	100.0

Ethnicity

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

		Yes	No	Total
African American	Frequency	22	3	25
	Valid %	88.0	12.0	100.0
Anglo/White	Frequency	89	50	139
	Valid %	64.0	36.0	100.0
Asian	Frequency	13	4	17
	Valid %	76.5	23.5	100.0
Hispanic	Frequency	85	23	108
	Valid %	78.7	21.3	100.0
International	Frequency	7	3	10
	Valid %	70.0	30.0	100.0
Other	Frequency	10	3	13
	Valid %	76.9	23.1	100.0
Overall	Frequency	226	86	312
	Valid %	72.4	27.6	100.0

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
African American	Frequency	18	7	25
	Valid %	72.0	28.0	100.0
Anglo/White	Frequency	117	20	137
	Valid %	85.4	14.6	100.0
Asian	Frequency	14	3	17
	Valid %	82.4	17.6	100.0
Hispanic	Frequency	88	19	107
	Valid %	82.2	17.8	100.0
International	Frequency	6	4	10
	Valid %	60.0	40.0	100.0
Other	Frequency	9	4	13
	Valid %	69.2	30.8	100.0
Overall	Frequency	252	57	309
	Valid %	81.6	18.4	100.0

Class

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

		Yes	No	Total
Freshman	Frequency	117	37	154
	Valid %	76.0	24.0	100.0
Sophomore	Frequency	51	23	74
	Valid %	68.9	31.1	100.0
Junior	Frequency	37	16	53
	Valid %	69.8	30.2	100.0
Senior	Frequency	16	7	23
	Valid %	69.6	30.4	100.0
Graduate	Frequency	8	4	12
	Valid %	66.7	33.3	100.0
Overall	Frequency	229	87	316
	Valid %	72.5	27.5	100.0

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
Freshman	Frequency	121	32	153
	Valid %	79.1	20.9	100.0
Sophomore	Frequency	58	14	72
	Valid %	80.6	19.4	100.0
Junior	Frequency	46	6	52
	Valid %	88.5	11.5	100.0
Senior	Frequency	20	4	24
	Valid %	83.3	16.7	100.0
Graduate	Frequency	10	2	12
	Valid %	83.3	16.7	100.0
Overall	Frequency	255	58	313
	Valid %	81.5	18.5	100.0

Age Group

Have you attended any social events, programs, or activities at Miramar this semester or last fall?*

		Yes	No	Total
17 – 18 years old	Frequency	56	16	72
	Valid %	77.8	22.2	100.0
19 – 20 years old	Frequency	122	49	171
	Valid %	71.3	28.7	100.0
21 – 23 years old	Frequency	40	15	55
	Valid %	72.7	27.3	100.0
24 – 29 years old	Frequency	10	5	15
	Valid %	66.7	33.3	100.0
Overall	Frequency	228	85	313
	Valid %	72.7	27.3	100.0

* Age Groups 30+ have been removed due to the small number of respondents in these categories.

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
17 – 18 years old	Frequency	53	19	72
	Valid %	73.6	26.4	100.0
19 – 20 years old	Frequency	141	27	168
	Valid %	83.9	16.1	100.0
21 – 23 years old	Frequency	47	8	55
	Valid %	85.5	14.5	100.0
24 – 29 years old	Frequency	11	4	15
	Valid %	73.3	26.7	100.0
Overall	Frequency	253	57	310
	Valid %	81.4	18.6	100.0

* Age Groups 30+ have been removed due to the small number of respondents in these categories.

Student Athlete

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

		Yes	No	Total
Athlete	Frequency	13	8	21
	Valid %	61.9	38.1	100.0
Non-Athlete	Frequency	212	79	291
	Valid %	72.9	27.1	100.0
Overall	Frequency	225	87	312
	Valid %	72.1	27.9	100.0

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
Athlete	Frequency	13	8	21
	Valid %	61.9	38.1	100.0
Non-Athlete	Frequency	240	49	289
	Valid %	83.0	17.0	100.0
Overall	Frequency	253	57	310
	Valid %	81.6	18.4	100.0

Honors Program

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

		Yes	No	Total
Honors Program	Frequency	25	5	30
	Valid %	83.3	16.7	100.0
Non-Honor Program	Frequency	200	82	282
	Valid %	70.9	29.1	100.0
Overall	Frequency	225	87	312
	Valid %	72.1	27.9	100.0

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
Honors Program	Frequency	25	5	30
	Valid %	83.3	16.7	100.0
Non-Honor Program	Frequency	228	52	280
	Valid %	81.4	18.6	100.0
Overall	Frequency	253	57	310
	Valid %	81.6	18.4	100.0

Building

Have you attended any social events, programs, or activities at Miramar this semester or last fall?

		Yes	No	Total
Bldg. 0	Frequency	13	3	16
	Valid %	81.3	18.8	100.0
Bldg. 1	Frequency	15	7	22
	Valid %	68.2	31.8	100.0
Bldg. 2	Frequency	6	4	10
	Valid %	60.0	40.0	100.0
Bldg. 3	Frequency	14	6	20
	Valid %	70.0	30.0	100.0
Bldg. 4	Frequency	9	4	13
	Valid %	69.2	30.8	100.0
Bldg. 5	Frequency	13	9	22
	Valid %	59.1	40.9	100.0
Bldg. 6	Frequency	10	5	15
	Valid %	66.7	33.3	100.0
Bldg. 7	Frequency	7	2	9
	Valid %	77.8	22.2	100.0
Bldg. 8	Frequency	19	8	27
	Valid %	70.4	29.6	100.0
Bldg. 9	Frequency	16	6	22
	Valid %	72.7	27.3	100.0
Bayside	Frequency	22	10	32
	Valid %	68.8	31.3	100.0
Harbor	Frequency	12	3	15
	Valid %	80.0	20.0	100.0
Laguna	Frequency	15	2	17
	Valid %	88.2	11.8	100.0
Marina	Frequency	17	2	19
	Valid %	89.5	10.5	100.0
Port	Frequency	7	2	9
	Valid %	77.8	22.2	100.0
Surf	Frequency	13	8	21
	Valid %	61.9	38.1	100.0
Jetty	Frequency	21	6	27
	Valid %	77.8	22.2	100.0
Overall	Frequency	229	87	316
	Valid %	72.5	27.5	100.0

How satisfied are you with the level of involvement you have in the community at Miramar?

		Satisfied	Dissatisfied	Total
Bldg. 0	Frequency	13	3	16
	Valid %	81.3	18.8	100.0
Bldg. 1	Frequency	17	5	22
	Valid %	77.3	22.7	100.0
Bldg. 2	Frequency	8	1	9
	Valid %	88.9	11.1	100.0
Bldg. 3	Frequency	17	3	20
	Valid %	85.0	15.0	100.0
Bldg. 4	Frequency	12	1	13
	Valid %	92.3	7.7	100.0
Bldg. 5	Frequency	18	4	22
	Valid %	81.8	18.2	100.0
Bldg. 6	Frequency	9	6	15
	Valid %	60.0	40.0	100.0
Bldg. 7	Frequency	7	2	9
	Valid %	77.8	22.2	100.0
Bldg. 8	Frequency	23	4	27
	Valid %	85.2	14.8	100.0
Bldg. 9	Frequency	16	6	22
	Valid %	72.7	27.3	100.0
Bayside	Frequency	29	1	30
	Valid %	96.7	3.3	100.0
Harbor	Frequency	14	1	15
	Valid %	93.3	6.7	100.0
Laguna	Frequency	14	3	17
	Valid %	82.4	17.6	100.0
Marina	Frequency	15	4	19
	Valid %	78.9	21.1	100.0
Port	Frequency	7	2	9
	Valid %	77.8	22.2	100.0
Surf	Frequency	16	5	21
	Valid %	76.2	23.8	100.0
Jetty	Frequency	20	7	27
	Valid %	74.1	25.9	100.0
Overall	Frequency	255	58	313
	Valid %	81.5	18.5	100.0