

Collegiate Housing Services Survey

Pivotal Data University has chosen an outside housing vendor, Collegiate Housing Services (CHS), to house its students. Although Pivotal does not have complete control over CHS, Pivotal manages CHS to the best of its ability in an on-going effort to assist students with comfortable and reasonably-priced housing. Consequently, in order to provide you with the best housing services possible, it is important for us to gather the below information. Please indicate your level of satisfaction in each of the categories below. Thanks for your help.

	<u>Excellent</u>	<u>Very Good</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
1. Apartment condition when I first moved in.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
2. Furniture condition when I first moved in.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
3. Satisfaction with my roommates.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
4. Proximity of my apartment to campus.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
5. Availability of transportation to and from school, job, and services.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
6. Clarity of CHS rules and regulations.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
7. Terms of my CHS lease were clearly explained at move in.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
8. Satisfaction with my rental rate relative to the area, which includes furniture and utilities.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
9. Property manager's (not CHS) response to my maintenance requests and issues.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
10. CHS representative keeps the hours and schedule they have posted.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
11. The CHS representative's response to my questions and concerns in a timely manner.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
12. Satisfaction with my Resident Assistant (RA) (if applicable).	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
13. Overall satisfaction with my CHS representative.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
14. Student housing meets my expectations and resolves any issues quickly and professionally.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
15. Overall rating of my housing experience with CHS.	<input type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

Comments:

Instructions: Use dark pen or pencil to completely fill in the response "○" when appropriate.



Staff Use Only

- Spring
- ABC
- Fall
- DEF

Thank you for taking part in this survey. Your opinion is very important to Pivotal Data University.

do NOT mark in box at right

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