

Housing Case Study

Student Voice Committee
2021-22





Goals of Case Study

- Identify the needs of students living on or off campus
- Identify the key differences in the campus dorms/apartments offered
- Identify common problems found in campus housing

Campus Apartments



Bannockburn

Participants: 1

Anonymous
2nd year
Masters,
Public Policy

Bannockburn

1. What was the determining factor in your housing choice?

Cost of living

2. What changes, if any, would you make to your housing situation?

Update the appliances, fix the locks, and work on requests on time. Also suggested putting in a gate for security. There are also no doorbells, so maintenance people have walked in without notice.

3. If you had your choice of campus dorm/apartment, which one would you choose and why? (Bannockburn, Plaza, Stonehaven, Oban, North District, Glen Mor, Falkirk, A-I, Pentland, Dundee, Lothian, none).

Did not know enough about the other housing options. Looked at which option was the least expensive. If they had more information, they would have looked at places with working appliances

4. How satisfied are you with the cost/rent you currently pay for housing?

Currently satisfied but would appreciate if they stopped raising the costs

5. How satisfied are you with the financial aid provided by the University to help with housing costs?

Not satisfied. They felt they didn't receive much aid.

6. Are you aware of the services and fees included in your housing billing statement? (For example, Residential Life events/programs)?

Yes

Bannockburn

7. How satisfied are you with the Residential Life events/programs?

Not satisfied

8. What is the best part about living in campus housing?

Short distance/proximity to school

9. What is the worst part about living in campus housing?

The affordability-housing is expensive

10. Have you experienced any health or safety issues as a result of living in campus housing

There was an asbestos problem so they were advised to not drill holes into the walls. Besides that the walls are very thin so they can hear everything going on outside and it's disruptive when they are sleeping.

11. How would you describe living in campus housing during Covid-19?

Housing Services sent notifications about covid cases, but wouldn't provide further information about where and what to avoid, so they weren't very helpful. Also, the housing cost stayed the same, even when the events/programs were being canceled.

12. Do you have any housing experiences you would like to share?

One positive is that Bannockburn is still the cheapest option for housing. A negative is that it is also the oldest, but the university hasn't done much to fix it. Their stove/oven doesn't work and it hasn't been completely fixed. They request for changes, but nothing is really done. At night there is no security, even though they are right by the street.

Stonehaven

Participants: 2

Anonymous

3rd year

Theatre, Film, Digital Production

CHASS

Chris

4th year

Microbiology

CNAS

1) What was the determining factor in your housing choice?

- Anonymous: Proximity to campus
- Chris: Wanted to experience dorms

2) What changes, if any, would you make to your housing situation?

- Increased transparency and communication about the application process

3) If you had your choice of campus dorm/apartment, which one would you choose and why?

- Satisfied with current choice

4) How satisfied are you with the cost/rent you currently pay for housing?

- Anonymous: Satisfied.
- Chris: the wifi can be improved

5) How satisfied are you with the financial aid provided by the University to help with housing costs?

- Didn't receive financial aid

6) Are you aware of the services and fees included in your housing billing statement?

How satisfied are you with the Residential Life events/programs?

- Anonymous: Is aware of the programs and is satisfied with them.
- Chris: need more transparency in cost of utility bills

7) What is the best part about living in campus housing?

- The close proximity to campus

8) What is the worst part about living in campus housing?

- Anonymous: The buildings are old
- Chris: non-residents often enter buildings and commit thefts

9) Have you experienced any health or safety issues as a result of living in campus housing?

- Anonymous: None
- Chris: feels unsafe due to non-residents entering apartment buildings; no health issues

10) How would you describe living in campus housing during Covid-19?

- Anonymous: felt safe
- Chris: lack of access to resources such as study rooms, stable wifi, and other facilities

11) Do you have any housing experiences you would like to share?

- None



North District

Participants: 1

Alexander Duggan

3rd Year

Political Science

CHASS

North District

Two overlapping circles in shades of blue are positioned on the right side of the slide. The larger circle is a dark blue, and the smaller one is a lighter blue, partially overlapping the larger one.

01

What was the determining factor in your housing choice?

Didn't get a response from other campus apartments. Doesn't have a car so proximity was key.

02

What changes, if any, would you make with your housing situation?

Prefer to live in one bed one bath, instead of a double. Would like all amenities that were promised such as a convenience store, but the store has not opened.

03

If you had your choice of campus dorm/apartment, which one would you choose and why?

Oban family housing, is getting married.

North District



04.

How satisfied are you with the financial aid provided by the University to help with housing costs?

Very satisfied.

05.

How satisfied are you with Residential Life events/programs?

Satisfied enough.

06.

Are you aware of the services and fees included in your housing billing statement? (For example, Residential Life events/programs)

Aware of some of them.

North District



07.

What is the best part about living in campus housing?

Proximity is the best.
Doesn't rely on public transportation.

08

What is the worst part about living in campus housing?

Cramped living conditions.

09

Have you experienced any health or safety issues as a result of living in campus housing?

None.

North District



10

How would you describe living in campus housing during Covid-19?

It was fine. Info was clear and available.

11

Do you have any housing experiences you would like to share?

No.



Glen Mor

Participants: 1

**Anonymous
2nd year
Mathematics
CNAS**

Glen Mor

1) What was the determining factor in your housing choice?

- Proximity to campus

2) What changes, if any, would you make to your housing situation?

- Would prefer to have fewer roommates

3) If you had your choice of campus dorm/apartment, which one would you choose and why?

- Falkirk: Closer to campus and better cost

4) How satisfied are you with the cost/rent you currently pay for housing?

- Not satisfied

5) How satisfied are you with the financial aid provided by the University to help with housing costs?

- somewhat satisfied

6) Are you aware of the services and fees included in your housing billing statement? How satisfied are you with the Residential Life events/programs?

- Is aware of the programs and is satisfied with them.

7) What is the best part about living in campus housing?

- Many opportunities to socialize

8) What is the worst part about living in campus housing?

- Fire alarms going off is disruptive. Only occurred once

9) Have you experienced any health or safety issues as a result of living in campus housing?

- None

10) How would you describe living in campus housing during Covid-19?

- It was normal and the Covid-19 protocol was straightforward.

11) Do you have any housing experiences you would like to share?

- None



Falkirk

Participants: 1

Sharmin Shahjahan

4th year

Political Science

CHASS

Falkirk

1. What was the determining factor in your housing choice?

- Proximity and commuting would be too expensive

2. What changes, if any, would you make to your housing situation?

- Can't walk barefoot on the carpet since it is too dirty and makes her roommate's and her own feet itchy. She also pointed out that the balconies are not structurally sound and she cannot open the windows so the rooms get very stuffy.

3. If you had your choice of campus dorm/apartment, which one would you choose and why?

(Bannockburn, Plaza, Stonehaven, Oban, North District, Glen Mor, Falkirk, A-I, Pentland, Dundee, Lothian, none).

- North District

4. How satisfied are you with the cost/rent you currently pay for housing?

- Rent is too expensive when accounting for the lack of quality of living

5. How satisfied are you with the financial aid provided by the University to help with housing costs?

- A little satisfied but could be better

6. Are you aware of the services and fees included in your housing billing statement? (For example, Residential Life events/programs)

- Was not aware until the first billing statement

Falkirk

7. How satisfied are you with the Residential Life events/programs?

- She has only been to one but says it was pretty good

8. What is the best part about living in campus housing?

- Being on their own forces them to be accountable in terms of school and self care[cooking, cleaning etc.] and can see friends more

9. What is the worst part about living in campus housing?

- Things stop working; puts in work order but won't be solved till weeks later

10. Have you experienced any health or safety issues as a result of living in campus housing?

- Itchy and burning feet when walking on the carpet

11. How would you describe living in campus housing during Covid-19?

- Very lonely and because things were closed, there was a lack of resources (winter quarter of 2021)
- Since more things have opened up this school year, its been better

12. Do you have any housing experiences you would like to share?

- Besides the carpet and window issues, she has enjoyed her experience
- Just wishes Housing services were more on top of getting issues fixed

Oban Family Housing

Participants: 1

Stephanie Gutierrez

4th year

Education major and

CHASS and School of Education

Oban Family Housing

1) What was the determining factor in your housing choice?

- Proximity to campus; housing is included in her job

2) What changes, if any, would you make to your housing situation?

- Improved ADA compliance, access to close childcare, access to a marketplace, improved maintenance and services (washing machines, dryers, etc.)

3) If you had your choice of campus dorm/apartment, which one would you choose and why?

- Oban; there is a sense of community present, access to playground is important

4) How satisfied are you with the cost/rent you currently pay for housing?

- Doesn't pay rent; believes housing in general is unaffordable; being a parent is expensive

5) How satisfied are you with the financial aid provided by the University to help with housing costs?

- Unsatisfied; it doesn't cover other necessary costs, such as food, transportation, etc.

6) Are you aware of the services and fees included in your housing billing statement? How satisfied are you with the Residential Life events/programs?

- Is aware of utility bills; other residents are unsatisfied with water, heating, and wifi provided; the gate breaks frequently; few disability parking spaces; believes single parents need more resources

Oban Family Housing

7) What is the best part about living in campus housing?

- Close access to campus; described living at Oban as a privilege; but many student parents are struggling

8) What is the worst part about living in campus housing?

- Feels that student parents are a neglected group at UCR; Student parents need more flexibility and access to child care

9) Have you experienced any health or safety issues as a result of living in campus housing?

- Her carpet was very dirty and scratchy; was frequently exposed to cover-19 due to her job; her child developed high lead levels after moving into Oban (potential exposure in the housing unit)

10) How would you describe living in campus housing during Covid-19?

- Felt safe in her apartment; Glasgow didn't allow take-out food during the pandemic

11) Do you have any housing experiences you would like to share?

- Overall she enjoys living in Oban and loves UCR, but she wants things to be more equitable

Campus Dorms



Aberdeen-Inverness

Participants: 3

Kevin
3rd year
Economic
CHASS

Anonymous
1st year
Bioengineering
BCOE

Trina
1st year
English
CHASS

Aberdeen-Inverness



1 - What was the determining factor in your housing choice?

To be independent from family and live with roommates

2 - What changes, if any, would you make to your housing situation?

More space and new look

3 - If you had your choice of campus dorm/apartment, which one would you choose and why?

Anonymous - Glenmor for kitchen and own rooms

Kevin - Dundee

Trina - Satisfied with A-I for its convenience

4 - How satisfied are you with the cost/rent you currently pay for housing?

Overall, too expensive



5 - How satisfied are you with the financial aid provided by the University to help with housing costs?

Satisfied; however, unsure how financial aid works

6 - Are you aware of the services and fees included in your housing billing statement?

Yes, they are aware of fees and where they come from

7 - How satisfied are you with the Residential Life events/programs?

Satisfied and feel eventful, positive

8 - What is the best part about living in campus housing?

Great proximity to the main campus

Aberdeen-Inverness



9 - What is the worst part about living in campus housing?

Kevin - housing cost

Trina - weeds, mold

Anonymous - loud neighbors

10 - Have you experienced any health or safety issues as a result of living in campus housing?

No experience; however, they heard of health, sexual assault issue from their friends



11 - How would you describe living in campus housing during Covid-19?

Satisfied since housing staffs always send out emails regarding COVID-19 and take serious precaution.

12 - Do you have any housing experiences you would like to share?

None

Pentland

Participants: 3

Michael

4th year

Biochemistry

CNAS

Anonymous

1st Year

Biochemistry

CNAS

Meghna

1st Year

Biology

CNAS

Pentland

What was the determining factor in your housing choice?

- Convenience, as a first year Meghna felt it was important to live on campus and it makes it easier to attend class
- Michael said it is quiet, there is privacy, space, and liked the location
- Anonymous felt the same way as Michael but also added he liked the Suite style housing

What changes, if any, would you make to your housing situation?

- All three were satisfied and did not require any changes

If you had your choice of campus dorm/apartment, which one would you choose and why?

- Meghna chose North District- She felt that they have nice amenities and prefers apartments over dorms
- Michael chose Glen mor- He liked the location, proximity to campus, quality, and familiarity with people
- Anonymous chose Pentland because of the separate buildings, fitness room, activity rooms, outdoor lawn and etc that he personally enjoys having

Pentland

How satisfied are you with the cost/rent you currently pay for housing?

- Meghna understands why pricing is so high but would prefer it to be lower
- Michael and anonymous felt satisfied with the cost

How satisfied are you with the financial aid provided by the University to help with housing costs?

- Meghna did not feel satisfied with the financial aid provided
- Michael felt indifferent
- Anonymous said they received unsubsidized and subsidized aid which helped with their housing fees. They found the financial aid office very helpful- website is easy to understand and emails from the school help him stay on track with it. They also said the Financial aid office also responds quickly to emails.

Are you aware of the services and fees included in your housing billing statement?

- All three said they did. However Michael said his RA informed events and programs, while anonymous said they would check the fee's on they're student account and understand where it comes from. Anonymous added that overall, it is helpful to know what they are paying for and when to make payment

Pentland

How satisfied are you with the Residential Life events/programs?

- Meghna is pretty satisfied. She added that Covid-19 makes it a bit different but they're doing the best they can
- Michael says they are enjoyable, very engaging with students, fun, competitive and has good team building
- Anonymous says they are pretty satisfied even though they are not really involved. They added Pentland group chat and fliers around the building help remind him. Gives a good sense of community.

What is the best part about living in campus housing?

- Meghna said being able to meet other students within your community/ buildings
- Michael said convenience and proximity to other locations
- Anonymous said they felt safer and liked being around others in they're major

What is the worst part about living in campus housing?

- Meghna and anonymous said price, while Michael said adjusting to living with another person

Pentland

Have you experienced any health or safety issues as a result of living in campus housing?

- Meghna said no
- Anonymous said it is common for a student to get Covid-19 every once in a while in the building but staff takes a lot of precautions for this
- Michael said when he lived in the dorms pre-covid, people would frequently get sick in the dorm. If one person was sick in the hall, many others would also get sick

How would you describe living in campus housing during Covid-19?

- Meghna and anonymous said that is not that different besides mask mandates within the buildings.

Do you have any housing experiences you would like to share?

- Meghna said no
- Anonymous said it is the same thing everyday. Very convenient. They like going to building F for events. Playing Mario kart and hosting events.
- Michael said in the beginning of the year they had introductions which he enjoyed since he got to know others in the building. He also enjoyed hearing the chancellor speak to them



Lothian

Participants: 1

Kristopher

1st year

Cell/Molecular Biology

CNAS

Lothian

1) What was the determining factor in your housing choice?

- it was a requirement

2) What changes, if any, would you make to your housing situation?

- Wants better wifi

3) If you had your choice of campus dorm/apartment, which one would you choose and why?

- Glenmor: have a better meal plan

4) How satisfied are you with the cost/rent you currently pay for housing?

- Not satisfied; "too high"

5) How satisfied are you with the financial aid provided by the University to help with housing costs?

- did not receive aid

6) Are you aware of the services and fees included in your housing billing statement? How satisfied are you with the Residential Life events/programs?

- Is aware of the programs and is somewhat satisfied.

7) What is the best part about living in campus housing?

- Short walk to campus
- social opportunities

8) What is the worst part about living in campus housing?

- His floor isn't social
- poor wifi

9) Have you experienced any health or safety issues as a result of living in campus housing?

- Pest problem with ants: housing killed the ants, but didn't clean them up

10) How would you describe living in campus housing during Covid-19?

- It felt safe.

11) Do you have any housing experiences you would like to share?

- Would like more social events



Dundee

Participants: 2

Anonymous

1st year

Business Economics

CHASS

Ashley

1st year

Psychology

CHASS

Dundee

01

What was the determining factor in your housing choice?

Anonymous: Availability and price

Ashley: new compared to other dorms

02

What changes, if any, would you make with your housing situation?

Have cleaning supplies like vacuums available to be shared in the dorm

Ashley: no changes

03

If you had your choice of campus dorm/apartment, which one would you choose and why?

North District, he would like apartment because it offers more privacy

Ashley: Plaza or Stonehaven; likes pricing and both are apartments

Dundee



04

How satisfied are you with the cost/rent you currently pay for housing?

Somewhat satisfied
Both were unsatisfied with the dining plan

05

How satisfied are you with the financial aid provided by the University to help with housing costs?

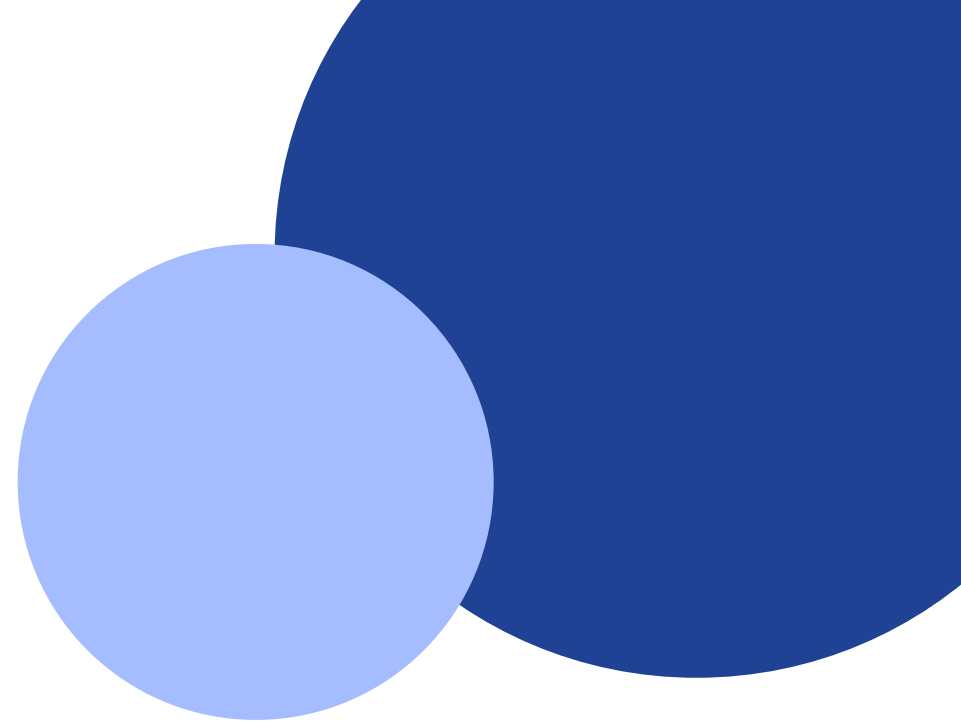
Anonymous: Satisfied.
Ashley: Didn't receive financial aid

06

Are you aware of the services and fees included in your housing billing statement?

Yes, they are aware of the fees for rent, dining plan, etc.

Dundee



07.

What is the best part about living in campus housing?

Flexibility with classes, location near to campus is nice; convenience, he isn't from the area.

08

What is the worst part about living in campus housing?

Limited privacy
Collective punishment

09

How satisfied are you with the Residential Life events/programs?

They are both satisfied

Dundee



10

Have you experienced any health or safety issues as a result of living in campus housing?

No.

11

How would you describe living in campus housing during Covid-19?

Ashley: safe and protocols were clear and transparent
Anonymous: inconvenient;
Housing services lacked transparency. Didn't understand why the fee was the same as pre-covid rates.

12

Do you have any housing experiences you would like to share?

No.



Commuters

Participants: 1

Jordan

1st Year

ESCS

BCOE

Commuter

1) What was the determining factor in your housing choice?

- No need to dorm

2) What changes, if any, would you make to your housing situation?

- none

3) If you had your choice of campus dorm/apartment, which one would you choose and why?

- North District: new, spacious, and with good amenities

4) How satisfied are you with the cost/rent you currently pay for housing?

- Very satisfied, his parents cover housing costs

Conclusions

◆ Identify the needs of students living on or off campus

- Student-parents need more access to childcare and a marketplace
- More access to social events in the dorms
- Access to better study rooms

◆ Identify the key differences in the campus dorms/apartments offered

- The new dorms have better access to resources
- Some apartments have better security (i.e. gates)
- The most popular housing options were North District and Glenmor

◆ Identify common problems found in campus housing

- Trouble with low quality appliances and services
- Difficulties with the application process
- Unsatisfied with dining plans
- Relatively high costs
- Trouble with unstable wifi