A few weeks ago we provided residence hall students the opportunity to take part in a Quality of Life Survey about how the year has been going. We asked questions related to dining, cleanliness, maintenance, security, and more. Over 200 current residents completed the survey and provided us with constructive feedback regarding a variety of topics related to the residence hall experience. We are so thankful for your honest feedback and look forward to working to improve your experience any way we can in the near future and into next semester. We are listening to what you have to say and would like to provide you with some information on some of the topics in an effort to let you know how we are addressing these and how you can help the process as well.

Residence Hall Cleanliness

Major Areas of Concern from the Quality of Life Survey

⇒ Weekend cleanliness
⇒ Trash rooms smelling
⇒ Hair in the drains

What We Are Doing:
We have alerted custodial services supervisors about your concern regarding the weekend cleanliness of the residence halls and you should see an improvement soon. Weekly custodial staff will also be updated about the need to clear hair from the drains more often to ensure proper drainage of the showers. The department is also looking at purchased air fresheners for the trash rooms to improve the smell in these areas.

What You Can Do:
Please make sure that you take responsibility for your community and realize that there are limited custodial hours on the weekend. Take the extra step to clean up after yourself and ensure that you are not over clogging toilets or leaving garbage in the bathroom or lobby areas. If you make a mess please come down and get cleaning supplies at the front desk and take care of it. The custodial staff is not there to clean up after your intentional messes so please do your part to ensure a clean community. Additionally, make sure that you are putting BAGGED trash in the chutes. Do not send loose trash the chutes as this causes more smells and is difficult to clean up on the back end.

Building Maintenance

Major Areas of Concern from the Quality of Life Survey

⇒ Washers/dryers not working properly
⇒ Length of getting repairs taken care of

What We Are Doing:
We are taking a more proactive approach in identifying issues related to washers/dryers including main electrical needs for the dryers and any leaking issues with the washers. The laundry units will be off warranty shortly and this will allow us more freedom fixing issues more quickly, as opposed to needing to wait for the manufacturer.

What You Can Do:
Please practice good laundry techniques by not overfilling washers/dryers. Make sure to keep track of your laundry and remove it when the cycle is complete to allow for other residents to use the services in a timely manner. Remember that CURRENTLY laundry services are a free service that we offer our residents, but this may change if regular abuse and misuse of the equipment continues in the future. Respect your community and the fact that you are sharing this equipment with other residents.
Residence Hall Security and Atmosphere

Major Areas of Concern from the Quality of Life Survey

⇒ Noise on the floor
⇒ Floor vandalism
⇒ Non-residents trailing in the front doors

What We Are Doing:
Noise and floor vandalism has really been isolated and documented on only a couple floors, but are working with our resident assistant staff and university police to ensure this type of behavior does not occur as much in the future. Staff members have been instructed to have a zero tolerance outlook related to noise violations during quiet hours. This means that if you or a group is being loud after quiet hours then you may NOT receive a warning and instead may be documented for a violation of the residence hall policies immediately.

Floor vandalism is not acceptable in any fashion and has a major impact on the community and even future room and board rates. When vandalism takes place more staff are required to clean up or fix the problems and this means more money out of your pocket is required to ensure that this does not happen in the future. The Housing & Residential Life Department will be implementing Community Living Agreements during the spring 2011 semester as a way to help the community identify how to hold each other accountable and how the floor should be treated.

What Can You Do:
Please remember that by living in the halls you are part of a very important community. And as a member of that community you also have a responsibility to hold other members accountable for noise level or their actions. When the noise is too loud let your neighbor know or contact a staff member. When you see or know about vandalism on your floor contact a staff member or university police (406-657-2147). Not doing something when you know is just as harmful to the community as the actual act of vandalism. Ultimately not reporting these types of actions result in fewer privileges for ALL students when we do not know the person who is causing the problems. If you are currently causing damage on your floor or to the hall then we would respectfully ask you to stop and remember that your actions have consequences for a large group of individuals. And if you are unable to stop these acts of vandalism then we would ask that you find an off-campus housing option and move out. We most certainly do not need your money and the community does not need to keep going through this type of behavior.

Residential Dining Concerns and Feedback

What We Are Doing:
A list of your dining concerns and feedback has been forwarded to the director of dining services and he will work with the staff to improve your experience. Additionally, students have been invited to serve on a Housing & Dining Advisory Committee in an added effort to provide feedback and student input on everything from menu items to proposed room and meal plan rates in the future. This group of students and staff have been working to ensure that the students are at the forefront of the housing and dining experience.

What Can You Do:
Please utilize the comment cards at the main entrance of the dining hall to provide your feedback and remember that we are listening. Additionally, make the dining environment your own by tuning the television to something you or your group want to watch.

We hope that you find value in better understanding how we are supporting your experience and working to improve areas of concern as residents in the halls. We can’t tell you how thankful we are that you continue to live with us and how important you are to the community. Although the survey is complete we are always happy to hear from you. Please feel free to email at housing@msubillings.edu or give us a call at 406-657-2333 with your thoughts and suggestions ...Remember that we are listening!