



**First-year residence Satisfaction, Interpersonal Skill Gain and Supportive Community**

	Vancouver
	2011/12
Overall satisfaction with residence experience	88%
First-year students in residence reporting that living in residence has enhanced their ability to meet others, live cooperatively, resolve conflict and improve interpersonal relationships	90%
% of first-year students in residence report a supportive sense of community in residence	92%

**Description**

Responses from a survey of first year students in UBC Vancouver residence.

Person with lead responsibility for this metric: Director, VPS Portfolio Initiatives

Data collection will be from: Survey of first-year residence students

Date: May 1 to April 30 (Academic Year)

**Explanation of Results**

UBC shows very high levels of overall satisfaction with the residence experience. The data also highlights the strong supportive community role that residence plays in the first-year experience, and the positive effects that it has on first-year students' ability to meet others, live cooperatively and improve personal relationships.

UBC Student Housing and Hospitality Services' Residence Life community building program is founded on the belief that individual growth, both academic and personal, is best fostered within the context of peer and mentor relationships, and those relationships are best supported within a community setting. For optimal outcomes, residents need to feel identified, included, known and accepted. Once they do they are empowered toward community involvement, commitment and leadership.

Student Housing and Hospitality Services supports student engagement, academic support opportunities and life-skills development in key areas. Student engagement is promoted through interaction between residence staff and residents, and offering events and activities that facilitate and enhance student-to-student interactions. Program development and delivery focuses on supporting student learning in three key areas: academic success, personal well-being and discovery, and global citizenship. Students in residence are offered opportunities to engage with both professionals and fellow-students to develop skills that promote success in life and work, at university and after graduation.

**Recommended Action:**

Continue to monitor at the Vancouver campus.

The Okanagan campus does not currently survey its first year residence students. The Director, Student Housing and Conferences is planning to implement a questionnaire tool to survey students in residence in November of each year. This tool will provide benchmarks with other BC institutions.