Process – Student Life Planning

1. Problem Definition: Service Provider Interviews:
   - Housing
   - Dining
   - Havener Center
   - Recreation / Athletics
   - Health / Wellness / Counseling
   - Library (survey only)

2. Qualitative Market Data: Focus Group Summary
3. Student / Faculty / Staff Survey
4. Next Steps
General

• Electronic survey conducted between December 2 and December 9, 2019
• Campus Labs platform used
• One follow-up note sent (12/5/2019)
• Instrument emailed to a population of 10,087:
  - 8,082 students
  - 580 faculty members
  - 1,425 staff members
• Total of 1,979 respondents
  - 19.5% response rate
  - +/- 1.975% margin of error
• Non-unique respondent breakdown:
  - 1,454 students
  - 159 faculty
  - 461 staff
<table>
<thead>
<tr>
<th>General</th>
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<tbody>
<tr>
<td><strong>Gender</strong></td>
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<tr>
<td>Female</td>
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<th>Enrollment Status</th>
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<tr>
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<td>Part-Time / Other</td>
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<td>Older than 35</td>
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<td>Sophomore</td>
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<tr>
<td>Junior</td>
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<tr>
<td>Masters</td>
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<tr>
<td>Doctoral</td>
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<td>Second Bachelors</td>
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**Note:**

* One (1) Native Hawaiian or other Pacific Islander is currently enrolled

**Students Only**

**Missouri S&T Population**
(Based S&T Demographic Database)
## General

<table>
<thead>
<tr>
<th>Race</th>
<th>Missouri S&amp;T Population</th>
<th>Survey Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic/Latino</td>
<td>4.2%</td>
<td>NA</td>
</tr>
<tr>
<td>Black or African American</td>
<td>3.3%</td>
<td>2.0%</td>
</tr>
<tr>
<td>White</td>
<td>74%</td>
<td>78.6%</td>
</tr>
<tr>
<td>American Indian or Alaska Native</td>
<td>0.3%</td>
<td>0.6%</td>
</tr>
<tr>
<td>Asian</td>
<td>3.9%</td>
<td>10.1%</td>
</tr>
<tr>
<td>Native Hawaiian or other Pacific Islander *</td>
<td>0.0%</td>
<td>0.1%</td>
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<tr>
<td>Two or more races</td>
<td>3.1%</td>
<td>4.7%</td>
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<tr>
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<td>1.4%</td>
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<tr>
<td>Non Res International</td>
<td>9.8%</td>
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</table>

## Hispanic / Latino(a)

<table>
<thead>
<tr>
<th></th>
<th>Missouri S&amp;T Population</th>
<th>Survey Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>NA</td>
<td>3.7%</td>
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<tr>
<td>No</td>
<td>NA</td>
<td>93.2%</td>
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<tr>
<td>Prefer Not To Answer</td>
<td>NA</td>
<td>3.1%</td>
</tr>
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## Residency

<table>
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<tr>
<th></th>
<th>Missouri S&amp;T Population</th>
<th>Survey Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Campus</td>
<td>22.8%</td>
<td>24.4%</td>
</tr>
<tr>
<td>Off-Campus / Greek Housing / Christian Fellowship</td>
<td>77.2%</td>
<td>75.6%</td>
</tr>
</tbody>
</table>

Note:
* One (1) Native Hawaiian or other Pacific Islander is currently enrolled
Library
How often do you visit the Library:
- Every day (5 times a week or more), 12%
- Less than once a week, 26%
- 2 to 4 times a week, 37%
- Once a week, 20%
- Never, 5%

Length of your visit the Library:
- Less than 5 minutes, 3%
- 5 - 30 minutes, 18%
- More than 2 hours, 18%
- 1 - 2 hours, 31%
- 31 minutes to 1 hour, 15%
- About 1 hour, 16%
- More than 2 hours, 18%

Reasons for your visit to the Library:
- Quickprint station, 56%
- Group worktables, 54%
- Private study rooms, 50%
- Meeting room(s), 45%
- Computer Learning Center, 37%
- Miner Break Café, 29%
- Informal social spaces, 25%
- Books, paperbacks, magazines, 18%
- Leisure reading area, 18%
- Other, 10%
- High-performance graphic computers, 8%

Which of the following would you like to see more of in the Library?
- Small group / collaborative study areas, 47%
- Private study rooms / independent study space, 46%
- Non-scheduled computer access areas, 36%
- Food service, 36%
- Large meeting room(s), 17%
- Areas to socialize, 17%
- Books, paperbacks, magazines, 14%
- Leisure reading area, 12%
- Other, 7%

Should books be moved out of the Library to make room for other things?
- Yes, 31%
- No, 69%
How often, approximately, do you use or check out books at the Curtis Laws Wilson Library?

- Never, 60%
- Once a year, 9%
- Once a month, 6%
- Twice a month, 3%
- Once or twice per semester, 18%
- Once a week, 2%
- More than once a week, 2%

If books were physically located outside of the library and were unavailable for immediate use, how long would you be willing to wait to collect them?

- Up to 1 week: 19%
- Up to 8 business hours: 23%
- I could not wait (need them immediately): 24%
- Up to 1 business day: 34%
How often do you visit the Library:
- Every day (5 times a week or more), 9%
- More than 2 hours, 16%
- About 1 hour, 26%
- 31 minutes to 1 hour, 14%
- 5 - 30 minutes, 30%
- Less than 5 minutes, 9%
- 2 to 4 times a week, 21%
- Once a week, 28%
- Less than once a week, 43%
- Never, 7%

Length of your visit the Library:
- Less than 5 minutes, 9%
- 5 - 30 minutes, 30%
- 31 minutes to 1 hour, 14%
- About 1 hour, 26%
- 1 - 2 hours, 16%
- More than 2 hours, 5%
- Never, 7%
- 2 to 4 times a week, 21%
- Once a week, 28%
- Less than once a week, 43%

Reasons for your visit to the Library:
- Meeting room(s) - 65%
- Books, paperbacks, magazines - 52%
- Miner Break Café - 33%
- Other - 20%
- Informal social spaces - 13%
- Private study rooms - 13%
- Leisure reading area - 13%
- Quickprint station - 12%
- Group worktables (second floor) - 10%
- Computer Learning Center (CLC...) - 8%
- High-performance graphic / CAD... - 3%

Which of the following would you like to see more of in the Library?
- Non-scheduled computer access areas (similar to current CLC located on the second floor) - 13%
- Large meeting room(s) - 31%
- Small group / collaborative study areas - 30%
- Food service - 22%
- Private study rooms / independent study space - 21%
- Other - 16%
- Leisure reading area - 15%

Should books be moved out of the Library to make room for other things?
- Yes, 18%
- No, 82%
How often, approximately, do you use or check out books at the Curtis Laws Wilson Library?

- More than once a week: 5%
- Once a week: 11%
- Twice a month: 9%
- Once a month: 7%
- Once or twice per semester: 34%
- Once a year: 13%
- Never: 21%

If books were physically located outside of the library and were unavailable for immediate use, how long would you be willing to wait to collect them?

- Up to 1 business day: 35%
- Up to 1 week: 21%
- Up to 8 business hours: 18%
- I could not wait (need them immediately): 26%
How often do you visit the Library:
- Every day (5 times a week or more), 6%
- 2 to 4 times a week, 9%
- Once a week, 12%
- Less than once a week, 52%
- Never, 21%

Length of your visit the Library:
- Less than 5 minutes, 7%
- 1 - 2 hours, 14%
- About 1 hour, 18%
- 31 minutes to 1 hour, 16%
- 5 - 30 minutes, 38%
- More than 2 hours, 7%

Reasons for your visit to the Library:
- Meeting room(s) - 56%
- Miner Break Café - 36%
- Other - 26%
- Books, paperbacks, magazines - 24%
- Private study rooms - 17%
- Quickprint station - 14%
- Group worktables (second floor) - 14%
- Computer Learning Center (CLC) - 13%
- Informal social spaces - 10%
- Leisure reading area - 8%
- High-performance graphic / CAD - 3%

Which of the following would you like to see more of in the Library?
- Food service - 42%
- Large meeting room(s) - 29%
- Books, paperbacks, magazines - 24%
- Small group / collaborative study areas - 23%
- Private study rooms / independent study space - 19%
- Non-scheduled computer access areas (similar to current CLC located on the second floor) - 16%
- Other - 13%
- Leisure reading area - 13%
- Areas to socialize - 13%

Should books be moved out of the Library to make room for other things?
- Yes, 24%
- No, 76%
How often, approximately, do you use or check out books at the Curtis Laws Wilson Library?

- More than once a week: 4%
- Once a week: 5%
- Twice a month: 3%
- Once a month: 13%
- Once or twice per semester: 11%
- Once a year: 5%
- Never: 65%

If books were physically located outside of the library and were unavailable for immediate use, how long would you be willing to wait to collect them?

- Up to 1 business day: 36%
- Up to 1 week: 19%
- Up to 8 business hours: 17%
- I could not wait (need them immediately): 27%
Student Housing
Student Housing  
Leadership Interview Highlights / Strategic Problem Definition

- Housing serves as good strategic asset: student recruitment,
- Approximately 2,300 beds available in variety of unit types: traditional, suites, apartments,
- Two-year live on requirement:
  - 75% FR capture rate: 1,125 beds
  - 55% SO capture rate (as % of FR enrollment): 825 beds
  - Total policy-driven demand: 1,950 beds
- Strong Greek life program, freshmen allowed in Greek houses (220–240 residents),
- Growing interest in affordable options: requests for TJ and triples
- Limited interest in more upper-division housing (JR, SR)
- Graduate student housing (both single and married) will become important if graduate student enrollment grows; likely to be delivered through partnerships w/ private sector
Off-Campus Students

Current Living Arrangements

- Rent an apartment/condo: 58%
- Rent a house/room in a house: 29%
- Own a house/condo: 8%
- Live with parents/relatives: 5%
- Other: 1%

Unit Occupied

- Three bedroom and more: 47%
- Two-bedroom: 32%
- One-bedroom: 14%
- Studio: 4%
- Other: 3%

Private-occupancy Bedroom

- Yes: 80%
- No: 20%

Travel Time to Campus

- Less than 15 minutes: 98%
- 16-30 minutes: 1%
- More than 60 minutes: 1%
- 46-60 minutes: 1%
- 31-45 minutes: 0%

Cost of Living (Weighted Average)

- Rent: $420/person
- Utilities: $72/person
- Parking: $4/person
- TOTAL: $496/person
Satisfaction w/ Living Conditions

**On-Campus Residents**
- Very satisfied, 46%
- Somewhat satisfied, 44%
- Somewhat dissatisfied, 8%
- Very dissatisfied, 2%

**Off-Campus Residents**
- Very satisfied, 54%
- Somewhat satisfied, 36%
- Somewhat dissatisfied, 7%
- Very dissatisfied, 3%

**Fraternity / Sorority**
- Very satisfied, 52%
- Somewhat satisfied, 37%
- Somewhat dissatisfied, 9%

**Christian Fellowship**
- Very satisfied, 78%
- Somewhat satisfied, 17%
- Somewhat dissatisfied, 0%
- Very dissatisfied, 4%
Amenity Preferences by Class

- Classroom
- Computer lab
- Fitness / workout room
- Group study room
- Kitchen in the unit
- Living room
- Parking / proximity to parking
- Private bathroom
- Private bedroom
- Private study areas
- Proximity to dining
- Social lounge
- Storage space

FR
SO
JR
SR

Amenity Preferences by Class

Undergraduate Students
Amenity Preferences by Class

Classroom
Computer lab
Fitness / workout room
Group study room
Kitchen in the unit
Living room
Parking / proximity to parking
Private bathroom
Private bedroom
Private study areas
Proximity to dining
Social lounge
Storage space

GRAD

Amenity Preferences by Class

Graduate Students
Unit Preferences by Class – Top 4

Single Undergraduate Students

- **FRESHMEN**
  - Studio / Efficiency: 21%
  - Traditional Double: 21%
  - Apartment Double: 12%
  - Suite Double: 10%
  - Off-Campus: 10%

- **SOPHOMORES**
  - Traditional Double: 11%
  - Studio / Efficiency: 10%
  - Apartment Double: 8%
  - Apartment Single: 7%
  - Off-Campus: 42%
Unit Preferences by Class – Top 4

Single Undergraduate Students

JUNIORS
- Studio / Efficiency: 10%
- Traditional Double: 8%
- Traditional Triple: 5%
- Apartment Single: 4%
- Off-Campus: 64%

SENIORS
- Studio / Efficiency: 9%
- Apartment Double: 4%
- Traditional Single: 3%
- Apartment Single: 3%
- Off-Campus: 71%
Unit Preferences by Class

**Single Graduate Students**

- Single Bedroom in 2-Bedroom Apt.: 22%
- 1-bedroom Apt.: 10%
- Studio / Efficiency: 10%
- Off-Campus: 58%

**ALL STUDENTS**

- 2-Bedroom Apt.: 26%
- 1-bedroom Apt.: 10%
- Off-Campus: 64%

Unit Preferences by Class (Family Units)

**Students w/ Families and Partners**

- 2-bedroom Apt.: 26%
- 1-bedroom Apt.: 10%
- Off-Campus: 64%
Dining
Dining Leadership Interview Highlights / Strategic Problem Definition

- Havener Center: recent renovations of food court resolved, to a large degree the capacity issue; dining expansion within Havener less of a priority now,

- Renovated venue at TJ will continue to serve primarily TJ residents, peak traffic at dinner due to remote location,

- RC and UC resident (approximately 900 students) currently underserved, need for a new small dining venue (bakery/café), small RC C-Store to remain,

- Potential expansion of Library food service will help address demand at peak times.
Student Satisfaction w/ Dining Venues (users only)

Havener Center (Food Court + Einstein’s) 50%
TJ Dining Hall 38%
Miner Village - Miner Munchies 38%
RC - Avenue 49%
Au Bon Pain 45%

Very Satisfied
Somewhat Satisfied
Somewhat Dissatisfied
Very Dissatisfied

All Students
Improvements to Dining

Undergraduate Students

- Availability of healthy food options: 57%
- Quality of food: 52%
- Cost of food: 49%
- Variety of menu items: 48%
- Capacity of dining room seating: 22%
- Speed of service: 20%
- Locations of dining venues: 20%
- Quality of service: 15%
- Comfort of seating: 13%
- None - food service offerings at S&T meet all my expectations: 9%
- Other: 7%

Graduate Students

- Cost of food: 43%
- Availability of healthy food options: 38%
- Variety of menu items: 35%
- Quality of food: 35%
- Locations of dining venues: 18%
- Capacity of dining room seating: 16%
- Speed of service: 15%
- Quality of service: 14%
- Other: 14%
- None - food service offerings at S&T meet all my expectations: 10%
- Comfort of seating: 9%
Recreation
Recreation / Athletics

Leadership Interview Highlights / Strategic Problem Definition

• No changes to the varsity team line-up projected in foreseeable future (Lacrosse a possibility in 5-10 years).
• Baseball and Softball: poor infrastructure – no lights, press box, restrooms, concessions, poor field condition (natural grass) – move softball field and turn baseball field, place infrastructure in between.
• Heavy throws being moved from Fraternity Row to a new location.
• Need for a mile-long, soft surface outdoor running track (for recreation and cross country team).
• Football stadium needs a new press box w/ restroom and an elevator.
• Need to locker rooms for outdoor teams (soccer, baseball, softball).
• Football building tight – larger space would be advantageous.
• Need more outdoor fields, primarily, for intramurals.
• Eight lane / 25-yard pool needed for competition.
• Weight & Fitness area (recreation) right-sized for current use.
How often do you typically exercise?

- Every day: 7% (Undergrad), 2% (Grad), 2% (Faculty/Staff)
- 2-4 times per week: 24% (Undergrad), 30% (Grad), 8% (Faculty/Staff)
- Once a week: 8% (Undergrad), 7% (Grad), 4% (Faculty/Staff)
- Only occasionally (less than once a week): 26% (Undergrad), 20% (Grad), 11% (Faculty/Staff)
- Never: 35% (Undergrad), 36% (Grad), 35% (Faculty/Staff)

Where do you exercise?

- **Undergraduate Students**
  - Indoors: 60%
  - Outdoors: 6%
  - Both indoors and outdoors: 34%

- **Graduate Students**
  - Indoors: 61%
  - Outdoors: 8%
  - Both indoors and outdoors: 30%

- **Faculty / Staff**
  - Indoors: 48%
  - Outdoors: 7%
  - Both indoors and outdoors: 45%
Desired Recreational Improvements

**Undergraduate Students**

- Longer operating hours: 54%
- More capacity at the Student Recreation Center: 29%
- Availability of personal training: 27%
- Availability of group exercise classes: 27%
- Better location: 18%
- Higher-quality equipment: 13%
- More capacity at outdoor recreation fields: 9%
- Other: 14%
- **Other:**
  - More indoor courts
  - More equipment
  - None – just updated
  - Longer pool hours

**Graduate Students**

- Longer operating hours: 44%
- Availability of personal training: 36%
- Availability of group exercise classes: 34%
- More capacity at the Student Recreation Center: 31%
- Higher-quality equipment: 25%
- Better location: 17%
- More capacity at outdoor recreation fields: 11%
- Other: 21%
- **Other:**
  - Family use
  - Better flooring at racquet courts
  - Exclusive badminton courts
  - Better parking

**Faculty / Staff**

- Longer operating hours: 38%
- Availability of group exercise classes: 30%
- Availability of personal training: 27%
- More capacity at the Student Recreation Center: 15%
- Better location: 11%
- Higher-quality equipment: 9%
- More capacity at outdoor recreation fields: 8%
- Other: 36%
- **Other:**
  - Free access
  - Lower cost
  - Faculty/staff exercise areas
  - Faculty/staff programming
Havener Center
Havener Center

- Currently fit the model of a campus center serving multiple constituencies, “hub for everything.”
- Utilized as a community outreach asset (high school and hospital events, etc.)
- Student demand for space difficult to satisfy due to demand / priority of other user groups,
- Quiet lounge and game room heavily utilized,
- Need to simple, “no frills” event space dedicated completely to student needs,
- Extended Library hours relieved pressure on Havener,
- Need to revisit building model (campus center, student center) and service delivery (concentrated vs. distributed)
How often do you visit Havener Center?

- **Undergraduate Students**
  - Every day (5 times a week or more): 19%
  - 2 to 4 times a week: 26%
  - Once a week (11am - 1pm): 12%
  - Less than once a week: 36%
  - Never: 6%

- **Graduate Students**
  - Every day (5 times a week or more): 4%
  - 2 to 4 times a week: 27%
  - Once a week (11am - 1pm): 16%
  - Less than once a week: 38%
  - Never: 15%

- **Faculty / Staff**
  - Every day (5 times a week or more): 7%
  - 2 to 4 times a week: 27%
  - Once a week (11am - 1pm): 16%
  - Less than once a week: 48%
  - Never: 3%

Length of visit to Havener Center?

- **Undergraduate Students**
  - Less than 5 minutes: 7%
  - 5 - 30 minutes: 49%
  - 31 minutes to 1 hour: 26%
  - About 1 hour: 10%

- **Graduate Students**
  - Less than 5 minutes: 6%
  - 5 - 30 minutes: 49%
  - 31 minutes to 1 hour: 22%
  - About 1 hour: 23%

- **Faculty / Staff**
  - Less than 5 minutes: 2%
  - 5 - 30 minutes: 32%
  - 31 minutes to 1 hour: 24%
  - About 1 hour: 23%

- More than 2 hours: 3%
Reasons for visiting Havener Center?

**Undergraduate Students**
- To eat at the Food Court or Einstein’s Bagels: 77%
- To attend a meeting: 39%
- To meet / socialize with others: 34%
- To shop at the S&T Store: 30%
- To study: 13%
- To utilize Student Organization Offices: 10%
- To visit bank/ATM: 8%
- To utilize the Gameroom: 5%
- Other: 4%

**Graduate Students**
- To eat at the Food Court or Einstein’s Bagels: 65%
- To attend a meeting: 41%
- To visit bank/ATM: 36%
- To shop at the S&T Store: 33%
- To meet / socialize with others: 25%
- To utilize the Gameroom: 17%
- To utilize Student Organization Offices: 9%
- To study: 5%
- Other: 4%

**Faculty / Staff**
- To eat at the Food Court or Einstein’s Bagels: 85%
- To attend a meeting: 64%
- To visit bank/ATM: 25%
- To shop at the S&T Store: 37%
- To meet / socialize with others: 17%
- To utilize the Gameroom: 6%
- To utilize Student Organization Offices: 5%
- To study: 2%
- To eat at the Food Court or Einstein’s Bagels: 2%
- Other: 2%
Desired Havener Improvements

- Better furniture in the building
- Dedicated graduate student lounge
- Longer operating hours
- More office space for student organization
- More quiet study areas
- More reserved meeting space
- More seating capacity in the foodservice areas
- More reserved space for student organizations
- More study space (individual)
- More study space (group)
- Other

Undergraduate
Graduate
Faculty/Staff
Faculty / Staff Questions
Did you primarily move to the Rolla area to join Missouri S&T's faculty or staff?

- Yes, 78%
- No, 13%
- Not applicable (previously living in the Rolla area), 9%

Type of support provided when moving (those who moved)

- Financial support to cover relocation expenses: 81%
- Resources and information about the housing market: 43%
- No support was provided: 15%
- Temporary/transitional housing: 2%
- Other: 3%

Satisfaction w/ support (those who moved and received support)

- Very satisfied: 33%
- Somewhat satisfied: 46%
- Somewhat dissatisfied: 14%
- Very dissatisfied: 6%
Reasons for moving to Rolla (those who moved)

- Professional opportunities: 74%
- Affordability of the Rolla area: 23%
- Spouse's/partner's job: 10%
- Other: 10%
- Closer to family: 14%
- Enhanced quality of life: 10%
- Recreational opportunities: 7%
- Cultural opportunities: 2%

Impact on quality of life (All faculty)

- Assistance in finding employment for my spouse/partner: 39%
- Better access to childcare/daycare: 35%
- Dedicated faculty/staff social space on campus: 32%
- Better access to specialized health care professionals: 32%
- Improved health insurance options: 31%
- More cultural opportunities on campus: 27%
- More recreational/wellness opportunities on campus: 25%
- Other: 19%
- More housing options in the community: 14%
- Better access to mental health resources: 13%
- Transitional rental housing offered by Missouri S&T: 11%
Did you primarily move to the Rolla area to join Missouri S&T's faculty or staff?

Yes, 19%
No, 47%
Not applicable (previously living in the Rolla area), 34%

Type of support provided when moving (those who moved)

- No support was provided, 47%
- Financial support to cover relocation expenses, 42%
- Resources and information about the housing market, 16%
- Other, 8%
- Temporary/transitional housing, 4%

Satisfaction w/ support (those who moved and received support)

- Very satisfied, 26%
- Somewhat satisfied, 43%
- Somewhat dissatisfied, 21%
- Very dissatisfied, 10%
- Not applicable (previously living in the Rolla area), 34%
- Other, 8%
- Temporary/transitional housing, 4%
- Financial support to cover relocation expenses, 42%
- Resources and information about the housing market, 16%
Staff

Reasons for moving to Rolla (those who moved)

- Professional opportunities: 74%
- Affordability of the Rolla area: 23%
- Spouse's/partner's job: 10%
- Other: 10%
- Closer to family: 14%
- Enhanced quality of life: 10%
- Recreational opportunities: 7%
- Cultural opportunities: 2%

Impact on quality of life (All faculty)

- Improved health insurance options: 39%
- More recreational/wellness opportunities on campus: 31%
- Better access to specialized health care professionals: 24%
- Better access to childcare/daycare: 19%
- Assistance in finding employment for my spouse/partner: 16%
- More housing options in the community: 16%
- Dedicated faculty/staff social space on campus: 16%
- Better access to mental health resources: 13%
- More cultural opportunities on campus: 12%
- Transitional rental housing offered by Missouri S&T: 7%
Next Steps

1. Quantitative Demand Analysis & Programming
2. Physical Planning Coordination