

Dear Residents,

February 1, 2010

To the 251 students who responded to our 2010 Tartu College Residents Survey ... THANKS!

Your responses tell us that, although Tartu College provides students with good service, there is room for improvement in several areas.

The overall 2010 results are as follows:

(5= VERY GOOD, 4=GOOD, 3=NEUTRAL, 2 =POOR, 1=VERY POOR)

1. Your Overall Tartu College experience:	3.80
2. Front Desk Staff Support	3,95
3. Household/Cleaning Service	4,11
4. Office Staff Support	3,87
5. Security at Tartu College	3,71
6. Free Internet Service (if you use it)	2,94
7. Master's Buffeteria Meals	3.34
8. Value of Tartu College versus cost	3.80

The key issues that you identified for improvement were:

- 1 **Faster internet at peak hours** – overall internet usage at Rogers is very high between the 7:00 pm to midnight. To improve peak period performance is costly; rental rates would rise by \$30-40 per month.
- 2 **Pests** – our professional pest control firm (Rentokil) visits Tartu on a regular basis, but we also need our residents to help keep their kitchens and garbage areas clean if we are to have improved pest control.
- 3 **Heating system** adjustment has been made.
- 4 **Laundry room** – new machines have been installed and the drains cleared, so that service should be improved.
- 5 **Fire alarms** – are set to be sensitive to provide the best possible safety warning system. If a student knows their cooking has set off the alarm, immediately call the front desk at 416-317-4858.
- 6 **Security** – do not let anyone follow you into the building's elevator lobby, and if you see an obvious breach of our security, please call 416-317-4858 and identify where and what you saw.

91% of you would recommend Tartu College to a friend!

Thanks

T. Trei
General Manager
Tartu College