

Student Center 2011 Assessment Day Survey Results (Faculty and Staff)

Initial Report

Last Modified: 04/18/2011

1. Please indicate your level of agreement with each statement below.

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Responses	Mean
1	The lobby area of the Memorial Student Center is aesthetically pleasing.	42	82	23	13	0	160	2.04
2	The lobby of the Memorial Student Center is comfortable.	41	88	22	3	0	154	1.92
3	The Memorial Student Center's Main Desk is useful.	29	61	32	14	3	139	2.29
4	I often use the Memorial Student Center's meeting facilities.	26	60	21	15	12	134	2.46
5	I am satisfied with the Memorial Student Center's meeting facilities.	32	74	23	2	2	133	2.01
6	I am satisfied with the procedures for reserving	37	54	26	2	1	120	1.97

	a meeting room.							
7	I am satisfied with the cleanliness of the Memorial Student Center.	43	95	15	4	2	159	1.91
8	The operating hours of the Memorial Student Center suit my needs.	46	86	14	5	2	153	1.90
9	I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post office, computer lab, etc.	35	63	25	3	3	129	2.04
10	I am satisfied with the service in the MU ID Office.	54	72	16	2	1	145	1.79
11	I am satisfied with the University's card services provider.	30	58	30	2	2	122	2.08
12	The operating	37	70	23	7	1	138	2.02

	hours of the MU ID Office are sufficient to my needs.							
13	The Memorial Student Center staff are efficient and friendly.	54	79	17	5	1	156	1.85

Statistic	The lobby area of the Memorial Student Center is aesthetically pleasing.	The lobby of the Memorial Student Center is comfortable.	The Memorial Student Center's Main Desk is useful.	I often use the Memorial Student Center's meeting facilities.	I am satisfied with the Memorial Student Center's meeting facilities.	I am satisfied with the procedures for reserving a meeting room.	I am satisfied with the cleanliness of the Memorial Student Center.	The operating hours of the Memorial Student Center suit my needs.	
Min Value	1	1	1	1	1	1	1	1	
Max Value	4	4	5	5	5	5	5	5	
Mean	2.04	1.92	2.29	2.46	2.01	1.97	1.91	1.90	
Variance	0.73	0.48	0.96	1.41	0.61	0.67	0.57	0.63	
Standard Deviation	0.86	0.69	0.98	1.19	0.78	0.82	0.76	0.80	
Total Responses	160	154	139	134	133	120	159	153	

2. Please let us know how we can improve services at the Memorial Student Center.

Text Response

Provide online ability to check ID Points balances in real time.

Give more information to the desk workers.

One respondent commented on how well maintained and clean the restrooms were, while another asked that restroom conditions be improved.

Representatives from Higher One need to be more knowledgeable.

It would be very convenient if room BE5 had video conferencing capabilities.

Student Center should open more hours during the weekend. (Couple of responses)

Make it easier to schedule meeting rooms!

It is hard to coordinate and know for sure what is going on at the Center at times. We schedule in advance for things and then other things get placed making it hard. It is hard to set up for a meeting. Turnaround time is a problem that might be out of the center's control??? And I think that sometimes things get scheduled, then they are not used and the event is not cancelled which is a problem that might be out of the control of the Center. I think there need to be more trash cans available for larger events. I feel the downstairs pool room area is not underutilized and could be used or re-arranged for better use by campus activities. The renovation of the Don Morris Room is great!

Duplicate the Student Center on the South Charleston campus.

Bring back a room like the alumni lounge (the room that has been converted to the student resource center) – couple of responses.

Need to have a place where we can get a simple cup of tea for under \$1. Since Starbucks opened, it has become difficult to get a cup of tea for a reasonable price.

Special thanks to the housekeeping and grounds staff. The restrooms always are well maintained, and the approaches to the Center always are kept clear and accessible in winter. Thank you!

Longer hours of operation. Easier access to room reservation. Complete design overhaul.

Turn off Fox News on the big TV's. It is very disturbing.

I put disagree on the MSC main desk being helpful because I don't know of a MSC main desk. There is the snack bar, but there is nothing that someone who wasn't familiar with campus could easily walk into the MSC and say "there is where we need to get help". Just put up a neon sign like the resource center did, but on the main floor.

I'd rather reserve space with a person instead of online--I'm old fashioned

Student Center cafeteria should have a small breakfast venue that is open by 7:30am. The only existing breakfast options are the coffee shops.

Everything is great as far as the facilities are concerned, but I would like to see better signage for rooms.

There needs to be more individual seating on the main level!! There is such a nice fireplace, but often you have to fight for a seat near it or sit with a complete stranger. Also, the printer in the lab in the student center needs to work OR there needs to be a sign that says it doesn't work when it's not connected. I don't know how many minutes I have stood there working on things to print, only to find

that the printer does not work.

Statistic	Value
Total Responses	21