

Assessment Day Student Center Survey Report (Faculty and Staff) – 2012

**Likert Scale Items have a scale ranging from 1 = Excellent to 5 =
Unsatisfactory. Therefore, lower means are more positive than higher
means.**

Last Modified: 03/07/2012

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.	43	82	19	11	3	158	2.04
2	The lobby of the Memorial Student Center is comfortable.	43	80	19	9	0	151	1.96
3	The Memorial Student Center's Main Desk is useful.	25	53	34	9	7	128	2.38
4	I often use the Memorial Student Center's meeting facilities.	33	57	27	14	7	138	2.31
5	I am satisfied with the Memorial Student Center's meeting facilities.	27	76	23	9	3	138	2.17
6	I am satisfied with the procedures for reserving	27	59	16	2	3	107	2.02

	a meeting room.							
7	I am satisfied with the cleanliness of the Memorial Student Center.	38	89	14	11	3	155	2.05
8	The operating hours of the Memorial Student Center suit my needs.	31	79	25	12	1	148	2.14
9	I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post office, computer lab, etc.	25	64	21	9	2	121	2.17
10	I am satisfied with the service in the MU ID Office.	36	65	21	4	1	127	1.97
11	I am satisfied with the University's card services provider.	23	54	17	5	1	100	2.07
12	The operating	26	74	12	4	0	116	1.95

	hours of the MU ID Office are sufficient to my needs.							
13	The Memorial Student Center staff are efficient and friendly.	41	81	16	4	1	143	1.90
14	I am familiar with the locations that accept HERD Points and the discounts available.	20	48	23	24	7	122	2.59

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.	I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post office, computer lab, etc.	I am satisfied with the service in the MU ID Office.	I am satisfied with the University's card services provider.	The operating hours of the MU ID Office are sufficient to my needs.	The Memorial Student Center staff are efficient and friendly.	I am familiar with the locations that accept HERD Points and the discounts available.
Min Value	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Max Value	5	4	5	5	5	5	5	5	5	5	5	4	5	5
Mean	2.04	1.96	2.38	2.31	2.17	2.02	2.05	2.14	2.17	1.97	2.07	1.95	1.90	2.59
Variance	0.85	0.65	1.10	1.21	0.80	0.74	0.80	0.75	0.81	0.65	0.69	0.47	0.57	1.32
Standard	0.92	0.81	1.05	1.10	0.89	0.86	0.89	0.87	0.90	0.81	0.83	0.68	0.75	1.15

d Devi atio n														
Tota l Res pon ses	158	151	128	138	138	107	155	148	121	12 7	100	116	143	122

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

Text Response

Comments are summarized according to general themes (below):

Install a computer and projector in every meeting room.

Several respondents were very complimentary and felt that everything was fine.

Provide the opportunity to use ID Points and MU discounts at more locations.

One respondent requested more meeting rooms of all sizes.

One respondent would like Starbucks and the food court to expand their hours, especially in the summer.

One respondent requested more healthy food choices.

Several respondents requested longer hours at the Student Center.

Make it easier to find the Menus for the Food Court!

I would like to be able to make reservations for rooms other than on-line.

Let in some light! Get rid of the tables EXCEPT when there are events.

I work on the So Charleston Campus, and enjoy the wireless when I have to attend a meeting on main campus. However, the Student Center needs to be cleaner and brighter.

I like the food choices in the food court but wish that you had a made to order salad (like in the Harless) cafeteria. I also would like a frozen yogurt which we create and then it gets weighed and we pay that amount. Similar to Tropical Moon downtown and in Target plaza. The yogurt station that is there is not that great. They make better smoothies there than the cup of yogurt.

I don't use it much. I usually am there for lunch at the John Marshall room. The food is always fantastic and the wait-staff is amazingly friendly!

One respondent requested that no smoking be permitted at the exits and entrances.

One respondent suggested that students be allowed to move furniture to facilitate study groups or social interaction.

One respondent suggested making sure the elevators are always in good working order and the bathrooms clean. This respondent also feels that the lighting in the lobby area of the Don Morris room needs to be brighter.

Statistic	Value
Total Responses	41