

Assessment Day Student Center Survey Report – 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. | 120 | 174 | 31 | 10 | 3 | 338 | 1.82 |
| 2 | The lobby of the Memorial Student Center is comfortable. | 132 | 169 | 24 | 13 | 3 | 341 | 1.79 |
| 3 | The Memorial Student Center's Main Desk is useful. | 69 | 110 | 87 | 26 | 5 | 297 | 2.29 |
| 4 | I often use the Memorial Student Center's meeting facilities. | 53 | 79 | 59 | 59 | 36 | 286 | 2.81 |
| 5 | I am satisfied with the Memorial Student Center's meeting facilities. | 67 | 130 | 68 | 3 | 1 | 269 | 2.04 |
| 6 | I am satisfied with the procedures for reserving | 55 | 79 | 58 | 8 | 3 | 203 | 2.14 |

| | | | | | | | | |
|---|---|-----|-----|----|----|---|-----|------|
| | a meeting room. | | | | | | | |
| 7 | I am satisfied with the cleanliness of the Memorial Student Center. | 121 | 176 | 32 | 6 | 1 | 336 | 1.78 |
| 8 | The operating hours of the Memorial Student Center suit my needs. | 98 | 140 | 45 | 41 | 5 | 329 | 2.13 |

| 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 | 5 | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Mean | 1.82 | 1.79 | 2.29 | 2.81 | 2.04 | 2.14 | 1.78 | 2.13 |
| Variance | 0.62 | 0.65 | 0.95 | 1.70 | 0.58 | 0.83 | 0.51 | 1.06 |
| Standard Deviation | 0.78 | 0.80 | 0.97 | 1.30 | 0.76 | 0.91 | 0.71 | 1.03 |
| Total Responses | 338 | 341 | 297 | 286 | 269 | 203 | 336 | 329 |

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

| # | Question | Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree | Responses | Mean |
|---|---|----------------|-------|---------|----------|-------------------|-----------|------|
| 1 | I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post office, computer lab, etc. | 89 | 161 | 40 | 18 | 4 | 312 | 2.00 |
| 2 | I am likely to use the Memorial Student Center's Recreation Area. | 52 | 90 | 65 | 67 | 31 | 305 | 2.79 |
| 3 | I am satisfied with the pricing of table tennis and pool in the Memorial Student Center's Recreation Area. | 43 | 59 | 60 | 28 | 12 | 202 | 2.54 |
| 4 | I am satisfied with the service in the MU ID Office. | 98 | 163 | 42 | 9 | 3 | 315 | 1.91 |
| 5 | I am | 70 | 164 | 45 | 17 | 12 | 308 | 2.15 |

| | | | | | | | | |
|---|--|-----|-----|----|----|----|-----|------|
| | satisfied with the University's card services provider. | | | | | | | |
| 6 | The operating hours of the MU ID Office are sufficient to my needs. | 72 | 168 | 43 | 19 | 1 | 303 | 2.04 |
| 7 | The Memorial Student Center's staff are efficient and friendly. | 118 | 176 | 33 | 3 | 0 | 330 | 1.76 |
| 8 | I am familiar with the locations that accept HERD Points and the discounts available | 90 | 109 | 46 | 51 | 21 | 317 | 2.38 |

| Statistic | I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post office, computer lab, etc. | I am likely to use the Memorial Student Center's Recreation Area. | I am satisfied with the pricing of table tennis and pool in the Memorial Student Center's Recreation Area. | 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's 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 |
| Max Value | 5 | 5 | 5 | 5 | 5 | 5 | 4 | 5 |
| Mean | 2.00 | 2.79 | 2.54 | 1.91 | 2.15 | 2.04 | 1.76 | 2.38 |
| Variance | 0.76 | 1.56 | 1.31 | 0.64 | 0.93 | 0.66 | 0.44 | 1.53 |
| Standard Deviation | 0.87 | 1.25 | 1.15 | 0.80 | 0.96 | 0.81 | 0.66 | 1.24 |
| Total Responses | 312 | 305 | 202 | 315 | 308 | 303 | 330 | 317 |

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

Text Response

Responses are summarized below according to general themes.

A lot of respondents felt that no improvements were necessary – they said they liked the Student Center as it is.

Improve lighting.

Advertise what is available for students in the Student Center more effectively.

Make it easier to place money on the MU Higher One Card.

Offer a computer lab on the first floor

Stay open longer and make the basement more welcoming.

Saturday hours for ID office.

Longer hours, including Friday and Saturday, for Starbucks.

List local stores and places where our Marshall ID card can be used to receive a discount

Make Marco's more aesthetically pleasing

It would be nice to get a coin machine in the student center. A lot of students who do laundry do not have the proper change for it.

Update the recreation area.

Install a US Postal Stamp machine.

Lower food prices.

More flexibility with seating in meeting rooms.

Offer a greater variety of food.

Herd Points machines would be helpful to have in the residence halls. Sometimes it's hard to find a place to put more points on my card if I need to do laundry and don't have enough to do so.

Make it free to play games.

Make sure that electronic doors work – this is important for students in wheelchairs.

More places to eat in the food court would be helpful.

Update the computer lab

More access to electrical hookups for laptops, etc.

Update furniture in the recreation area and maybe add more televisions.

Restrict smoking in front of the building.

Brighten the interior.

Take out all the televisions and the background music in the bookstore. Some people like to think.

Pool and Ping Pong should be free, as in the residence halls.

Healthier food choices.

Hours for dining service in the student center are far too short, especially on weekends. As an off-

campus student who is often in meetings and classes well into the evening, it is relatively inconvenient to grab dinner, a bottled drink, or snack.

Better recreation area in the basement.

Expand hours when meal plans can be used in the Student Center.

Place more tables outside on the balconies.

| Statistic | Value |
|-----------------|-------|
| Total Responses | 104 |