

## **Student Center (Employees) Survey Results: Assessment Day 2013**

**For Likert Scale Items, Strongly Agree = 1 and Strongly Disagree = 5.**

**Therefore, lower means are more positive than higher means.**

**Last Modified: 03/13/2013**

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

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses	Mean
1	The lobby area of the Memorial Student Center is aesthetically pleasing.	43	126	23	10	2	204	2.03
2	The lobby of the Memorial Student Center is comfortable.	47	114	27	7	1	196	1.98
3	The Memorial Student Center's Main Desk is useful.	29	64	50	12	9	164	2.44
4	I often use the Memorial Student Center's meeting facilities.	32	83	28	21	6	170	2.33
5	I am satisfied with the Memorial Student Center's meeting facilities.	27	97	35	12	2	173	2.22
6	I am satisfied with the procedures for reserving a meeting room.	30	72	36	8	1	147	2.17
7	I am satisfied with the cleanliness of the Memorial Student Center.	48	130	20	5	1	204	1.93
8	The operating hours of the Memorial Student Center suit my needs.	49	112	24	10	3	198	2.02
9	I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post	37	88	31	10	2	168	2.12

	office, computer lab, etc.							
10	I am satisfied with the service in the MU ID Office.	59	97	18	4	4	182	1.88
11	I am satisfied with the University's card services provider.	31	64	35	3	7	140	2.22
12	The operating hours of the MU ID Office are sufficient to my needs.	45	94	25	3	1	168	1.93
13	The Memorial Student Center staff are efficient and friendly.	62	112	18	1	1	194	1.80
14	I am familiar with the locations that accept HERD Points and the discounts available.	31	45	31	39	12	158	2.72

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	5	5	5	5	5	5	5	5	5	5	5	5	5
Mean	2.03	1.98	2.44	2.33	2.22	2.17	1.93	2.02	2.12	1.88	2.22	1.93	1.80	2.72
Variance	0.61	0.57	1.08	1.06	0.70	0.70	0.47	0.71	0.74	0.70	0.97	0.54	0.44	1.55
Standard	0.78	0.75	1.04	1.03	0.83	0.84	0.69	0.84	0.86	0.84	0.98	0.74	0.66	1.25

d Devi atio n														
Tota l Res pon ses	204	196	164	170	173	147	204	198	168	18 2	140	168	194	158

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

**Text Response**

All suggestions were shared with the staff of the Student Center immediately after Assessment Day.