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

Stati	The	The	The	- 1	ı	I am	I am	The	I am	ı	I am	The	The	1
stic	lobb	lobby of	Me	ofte	am	satis fied	satis fied	ope	satis	am	satis fied	ope	Me	am fam
	y area	the	mor ial	n use	sati sfie	with	with	rati ng	fied with	sati sfie	with	rati ng	mor ial	iliar
	of	Mem	Stu	the	d	the	the	hou	the	d	the	hou	Stu	wit
	the	orial	den	Me	wit	proc	clea	rs	tech	wit	Univ	rs	den	h
	Mem	Stud	t	mor	h	edur	nlin	of the	nolo	h	ersit	of the	t	the
	orial Stud	ent Cent	Cen ter'	ial Stu	the Me	es for	ess of	the Me	gy reso	the ser	y's card	the MU	Cen ter	loca tion
	ent	er is	S	den	mor	rese	the	mor	urce	vic	servi	ID	staf	S
	Cent	comf	Mai	t	ial	rvin	Me	ial	S	е	ces	Offi	f	that
	er is	ortab	n	Cen	Stu	g a	mori	Stu	avail	in	prov	ce	are	acc
	aest hetic	le.	Des k is	ter' s	den t	mee ting	al Stud	den t	able in	the M	ider.	are suff	effi cien	ept HER
	ally		usef	me	Cen	roo	ent	Cen	the	Ü		icie	t	D
	pleas		ul.	etin	ter'	m.	Cent	ter	Me	ID		nt	and	Poi
	ing.			g	S		er.	suit	mori	Off		to	frie	nts
				facil ities	me etin			my nee	al Stud	ice.		my	ndl	and the
					g			ds.	ent			nee ds.	у.	disc
					facil				Cent					oun
					ities				er –					ts
									wire					avai
									less, e-					labl e.
									post					C.
									offic					
									e,					
									com pute					
									r					
									lab,					
									etc.					
Min	4	4	4	4	4	4	4	4		4		4	4	
Valu e	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Max														
Valu	5	5	5	5	5	5	5	5	5	5	5	5	5	5
е														
Mea	2.03	1.98	2.4	2.3	2.2	2.17	1.93	2.0	2.12	1.8	2.22	1.9	1.8	2.7
n	2.03	1.50	4	3	2	2.17	1.55	2	2.12	8	2.22	3	0	2
Vari	0.51		1.0	1.0	0.7	0 ==		0.7		0.7	0.0-	0.5	0.4	1.5
anc	0.61	0.57	8	6	0	0.70	0.47	1	0.74	0	0.97	4	4	5
e			1.0	1.0	0.0			0.0		0.0		0.7	0.0	1 2
Stan dar	0.78	0.75	1.0 4	1.0 3	0.8	0.84	0.69	0.8 4	0.86	0.8	0.98	0.7 4	0.6 6	1.2 5
udi			7	J	J			-		-		7	J	

d Devi atio n														
Tota I 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.