

2011 Student Center Assessment Day Survey Results - Students

Last Modified: 04/15/2011

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.	147	169	33	17	4	370	1.82
2	The lobby of the Memorial Student Center is comfortable.	146	179	30	13	2	370	1.77
3	The Memorial Student Center's Main Desk is useful.	87	118	63	28	5	301	2.16
4	I often use the Memorial Student Center's meeting facilities.	64	90	49	67	34	304	2.73
5	I am satisfied with the Memorial Student Center's meeting facilities.	75	121	65	11	4	276	2.09
6	I am satisfied with the procedures for reserving a meeting room.	61	77	65	7	3	213	2.13
7	I am satisfied with the cleanliness of the Memorial Student Center.	129	188	39	6	1	363	1.79
8	The operating hours of the Memorial Student Center suit my needs.	125	166	35	28	4	358	1.94

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	1.77	2.16	2.73	2.09	2.13	1.79	1.94
Variance	0.74	0.61	1.00	1.74	0.79	0.84	0.51	0.86
Standard Deviation	0.86	0.78	1.00	1.32	0.89	0.92	0.72	0.93
Total Responses	370	370	301	304	276	213	363	358

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.	130	160	25	11	5	331	1.79
2	I am likely to use the Memorial Student Center's Recreation Area.	73	79	79	81	26	338	2.73
3	I am satisfied with the pricing of table tennis and pool in the Memorial Student Center's Recreation Area.	52	70	75	19	11	227	2.41
4	I am satisfied with the service in the MU ID Office.	95	180	59	16	3	353	2.01
5	I am satisfied with the University's card services provider.	90	149	62	25	15	341	2.20
6	The operating hours of the MU ID Office are sufficient to my needs.	103	152	62	19	3	339	2.02
7	The Memorial Student Center's staff are efficient and friendly.	134	175	41	6	0	356	1.77

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.
Min Value	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	4
Mean	1.79	2.73	2.41	2.01	2.20	2.02	1.77
Variance	0.70	1.58	1.16	0.70	1.10	0.79	0.51
Standard Deviation	0.83	1.26	1.08	0.83	1.05	0.89	0.71
Total Responses	331	338	227	353	341	339	356

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

Text Response

Renovations/ additions to accommodate all of the student groups on campus. The building is entirely too small for the size of campus we have.

The student center's appearance is a bit outdated. I think they should remodel the inside the give it a newer look.

Short-use parking spot, for visits under 15 minutes, would be great.

I didn't even know what was in the basement until going down there in 2009. I've been going to Marshall since 2004. I had already forgotten that there was anything down there until answering this survey.

General aesthetic upgrades.

Decrease the cost of a new ID card if lost/stolen!

More tables for working- the chairs are nice but tables (small tables) would be nice to work while sitting. The stands next to the tables are small and hard to work on but the large tables are so large. I feel bad using one when it's just me and four people could be using it.

It's always so crowded in the lobby I never want to just hang out

The building, furniture, etc. is all very outdated. The overall design is cool. I really like the open floor plan, but it's just old.

Just wanted to say that reserving a room was a very easy process and the staff was very polite and accommodating.

More restaurants needed.

Emphasize the lost and found.

Communicate the Student Center's Function more effectively.

Add an accessible computer lab.

By providing a branch for the Higher One Account, it would make it easier to be able to deposit money. Cash cannot be mailed for deposit, and mailing deposits takes too long to be added to the account.

Possibly more sitting area. Certain times during the day, it is difficult to find a place to sit.

Provide more study areas for students and more group areas.

Some of my classmates and I meet in the student center to work on homework. Sometimes there is not enough table space. So, possibly having a few larger tables would be very helpful.

Better coffee shop hours.

Some seating isn't individual seating and that can be inconvenient at times other than that, overall, I approve! :)

More seating available and more comfortable furniture.

The meeting rooms need to have technology in them. When we reserve a room we have to bring our own equipment. The Don Morris Room has a projector and such but we don't always need a room of that size. It would be nice for the smaller rooms to be equipped for power point, etc. without having to

haul equipment across campus.

Can students be handed a card instead of mailed one?

I think that the student center has a very safe and warm environment.

The student center is starting to become less about the students. More meeting rooms have been created for Marshall's administrative members and the students aren't allowed to use some of the rooms that they once were (the once called alumni lounge). Many student organizations utilized that space and are completely turned off by the fact that they aren't able to use it anymore.

More seating.

In the MSC, I think the price to get an alternate MU ID card is too expensive! My MU ID cracked in half and I went to the MU ID office to ask about getting another one. They told me it was \$20! I was not going to pay that, so instead I taped my card together. My brother goes to the University of Cincinnati and their first card replacement is free. Any card they get replaced after that costs them. I think that would be a nice process to see at Marshall.

Learn how to work the heat in winter, and the AC in summer. Also, try to include a throw pillow or something on the few 2 level couches.

Love the staff!

Meeting rooms need to be technologically updated. A makeover of some rooms would not hurt as well. Students already pay drastic fees so why should we repay when using the recreation area? In addition, the equipment here is drastically outdated.

Change Vending machines to increase product availability....What about bottled teas or fruit juices?

The Memorial Student Center is great and gives me what I need most, a place to meet with others and if ever needed, computer services that help me get to something quick on the computer without having to go somewhere else.

I think that services at the Student Center are great and that the workers are kind and courteous to everyone who comes in.

It would be nice if the Student Center were open on weekends – at least Starbucks and the Bookstore.

Free ping pong and pool.

It would be nice to see a "late-night" restaurant for students who did not wish to venture from campus at night. A facility that could be open until, say 2 AM.

I didn't know that there was an e-post service at the Memorial student Center. Actually, I knew they took out the stamp machine (which my roommate and I used a lot), but I didn't know they did anything to make up for that. Raising awareness for students about the E post services would be beneficial. I may have made the complaint under the food services survey, however, I want to make it clear here as well. Each year the price of the food in the food court at the Memorial student Center increases. The variety increases, but the quality doesn't really change. I think the price of the food in the student center is overpriced. \$2.29 is too much to pay for three breadsticks. When I first came to Marshall three breadsticks cost \$1.19. I wasn't even aware of the meeting facilities the MSC has to offer. I think raising awareness of the awesome things the MSC has to offer would be the best improvement. The student resource Center has been a welcomed addition to the student center. Keep up the great work!

Cost of food is too high.

How do we reserve rooms? It's silly for us to have to pay for the games in the basement, since we pay activity fees in tuition for that reason.

Extend the food court hours to 7 p.m. like the dining halls. Some people don't get out of class until 6:20 and would like to pick up food at the student center instead of buying elsewhere or going to the dining halls.

Offer more to watch on the televisions, and clean the couches in the basement area.

The WIFI in the student center is horrible. I barely get a signal most day is the center and all over of the building

Improve the lockers and be sure the bathrooms are kept clean. The balcony is very nice.

Love the student center!

Better computer facilities. Extended hours for food services inside.

The meeting rooms in the MSC should be labeled somewhere other than the outside of their doors. It is hard to find rooms.

I love the MSC I wouldn't change anything!!

Chairs at the computers in the e-post lounge

I think that the amount of paperwork needed to reserve a space and request permission for a fundraiser needs to be reduced or combined. There are reduplicated questions on the forms. What's the point in making the space reservation easily accessible and available to submit online if someone is then required to get four different signatures and deliver a paper in person? I've been doing a lot of that kind of work this year, and it's frustrating.

The hours for the student center should be increased. The number of things that can be done in the student center should be increased; for instance the Mountain Lair at WVU has a bowling alley, or the Swint Hall at Wheeling Jesuit has live music and dances in their bar on weekends.

Would love to see the basement area remodeled.

Remodel the bathrooms. They lobby looks excellent and up to date but the bathrooms aren't so great.

I would like the ID office to be open later. It would be more convenient if it were. I have not used the Rec Center of MSC, because I was told you have to pay to play, and I do not have extra money for that. Most residence halls now have pool and ping pong, so it is not really necessary to have them there, unless it is for commuters.

I think the services are good. I like the food.

The lobby is designed to segregate students rather than welcome students to meet.

Newer equipment downstairs and maybe a jukebox or music player.

A microwave is needed upstairs and not just downstairs.

I think the Student Center is fine the way it is. I love the fireplace. I like the TVs. If they don't already have captions on (I can't recall at the moment), then there should definitely be captions on for those who care what is being said on the television.

I think a more aesthetically pleasing set up is possible (but don't ask me to design it).

More recreational equipment.

Statistic	Value
Total Responses	84

4. Do you wish to be entered into Assessment Day Prize Drawings?

#	Answer	Response	%
1	Yes	360	98%
2	No	8	2%
	Total	368	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.02
Variance	0.02
Standard Deviation	0.15
Total Responses	368