

Student Center Survey (Students) 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.	88	131	32	18	4	273	1.97
2	The lobby of the Memorial Student Center is comfortable.	85	150	22	12	2	271	1.88
3	The Memorial Student Center's Main Desk is useful.	45	98	55	22	12	232	2.39
4	I often use the Memorial Student Center's meeting facilities.	34	69	55	49	20	227	2.79
5	I am satisfied with the Memorial Student Center's meeting facilities.	42	128	54	3	3	230	2.12
6	I am satisfied with the procedures for reserving a meeting room.	29	92	57	7	3	188	2.27
7	I am satisfied with the cleanliness of the Memorial Student Center.	72	163	25	9	0	269	1.89
8	The operating hours of the Memorial Student Center suit my needs.	57	148	26	25	9	265	2.17

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	4	5
Mean	1.97	1.88	2.39	2.79	2.12	2.27	1.89	2.17
Variance	0.84	0.63	1.13	1.43	0.58	0.68	0.48	0.97
Standard Deviation	0.92	0.79	1.06	1.20	0.76	0.82	0.70	0.98
Total Responses	273	271	232	227	230	188	269	265

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

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses	Mean
1	I am satisfied with the technology resources available in the Memorial Student Center – wireless, e-post office, computer lab, etc.	62	138	38	12	7	257	2.08
2	I am likely to use the Memorial Student Center's Recreation Area.	38	69	63	56	26	252	2.85
3	I am satisfied with the pricing of table tennis and pool in the Memorial Student Center's Recreation Area.	32	43	60	13	16	164	2.62
4	I am satisfied with the service in the MU ID Office.	70	128	37	9	5	249	2.00
5	I am satisfied with the University's card services provider.	63	114	56	11	11	255	2.19
6	The operating hours of the MU ID Office are sufficient to my needs.	55	126	47	9	7	244	2.13
7	The Memorial Student Center's staff are efficient and friendly.	73	146	37	4	3	263	1.93
8	I am familiar with the locations that accept HERD Points and the discounts available	61	104	48	33	13	259	2.36

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	5	5
Mean	2.08	2.85	2.62	2.00	2.19	2.13	1.93	2.36
Variance	0.82	1.50	1.38	0.76	1.00	0.81	0.58	1.26
Standard Deviation	0.90	1.22	1.17	0.87	1.00	0.90	0.76	1.12
Total Responses	257	252	164	249	255	244	263	259

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

Text Response

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