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# HMSU Guest Satisfaction Survey

Owner

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## HMSU Guest Satisfaction Survey 2005/2006

**Data Managers**  
[Add Response](#)  
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Total responses: 105

### 1. Brochures/Maps (University)

**HMSU Guest Satisfaction Survey**  
[Settings](#)  
[Email Options](#)  
[Manage Questions](#)  
[Listing View](#)  
[Rules](#)  
[Export Form](#)  
[Love](#)

		Count	Ratio
<a href="#">Excellent [A]</a>		30	29%
<a href="#">Good [B]</a>		53	50%
<a href="#">Average [C]</a>		19	18%
<a href="#">Poor [D]</a>		0	0%
<a href="#">Fail [F]</a>		0	0%
<a href="#">Unaware Available</a>		1	1%
<a href="#">N/A</a>		4	4%

**Tool Managers**  
[Add a Form](#)  
[Plan Forms](#)  
[Copy a Form](#)

### 2. Bulletin Boards

**Section Owner**  
[Data Managers](#)  
[Data Viewers](#)

		Count	Ratio
<a href="#">Excellent [A]</a>		22	21%
<a href="#">Good [B]</a>		59	56%
<a href="#">Average [C]</a>		20	19%
<a href="#">Poor [D]</a>		3	3%
<a href="#">Fail [F]</a>		0	0%
<a href="#">Unaware Available</a>		1	1%
<a href="#">N/A</a>		0	0%

### 3. Cash to Card Machine

①

		Count	Ratio
<a href="#">Excellent [A]</a>		12	11%
<a href="#">Good [B]</a>		32	30%
<a href="#">Average [C]</a>		18	17%
<a href="#">Poor [D]</a>		9	9%
<a href="#">Fail [F]</a>		4	4%
<a href="#">Unaware Available</a>		15	14%
<a href="#">N/A</a>		17	16%

**4. Coke machines**

		Count	Ratio
<u>Excellent [A]</u>		25	24%
<u>Good [B]</u>		38	36%
<u>Average [C]</u>		31	30%
<u>Poor [D]</u>		4	4%
<u>Fail [F]</u>		0	0%
<u>Unaware Available</u>		3	3%
<u>N/A</u>		5	5%

**5. Computers, My/ISU (3 Public Terminals by I.C. desk)**

		Count	Ratio
<u>Excellent [A]</u>		50	48%
<u>Good [B]</u>		43	41%
<u>Average [C]</u>		9	9%
<u>Poor [D]</u>		1	1%
<u>Fail [F]</u>		0	0%
<u>Unaware Available</u>		1	1%
<u>N/A</u>		2	2%

**6. Custodial Assistance**

		Count	Ratio
<u>Excellent [A]</u>		54	51%
<u>Good [B]</u>		43	41%
<u>Average [C]</u>		7	7%
<u>Poor [D]</u>		0	0%
<u>Fail [F]</u>		0	0%
<u>Unaware Available</u>		0	0%
<u>N/A</u>		2	2%

**7. Handicap Access**

		Count	Ratio
<u>Excellent [A]</u>		38	36%
<u>Good [B]</u>		51	49%
<u>Average [C]</u>		5	5%
<u>Poor [D]</u>		3	3%
<u>Fail [F]</u>		1	1%
<u>Unaware Available</u>		3	3%

89%

)

*Update + added  
all  
new  
floor  
signs  
Marketing  
crew sign  
will help*

*Should we  
list them? Separate  
survey*

		Count	Ratio
N/A	█	7	7%
<b>8. Information Center Services</b>			
Excellent [A]	██████████	45	43%
Good [B]	██████████	46	44%
Average [C]	████	14	13%
Poor [D]		0	0%
Fail [F]		0	0%
Unaware Available		1	1%
N/A	█	3	3%

		Count	Ratio
Excellent [A]	██████████	40	38%
Good [B]	██████████	57	54%
Average [C]	██	6	6%
Poor [P]		1	1%
Fail [F]		1	1%
Comment		1	1%

		Count	Ratio
Excellent [A]	██████████	31	30%
Good [B]	██████████	54	51%
Average [C]	██	11	10%
Poor [D]		2	2%
Fail [F]		0	0%
Unaware Available		1	1%
N/A	█	8	8%







*Should we  
ask why?*

*Items low*

		Count	Ratio
Excellent [A]	██████████	32	30%
Good [B]	██████████	42	40%
Average [C]	██	12	11%
Poor [D]		2	2%
Fail [F]		2	2%
Unaware Available	█	9	9%







N/A  10 10%

**12. Locker Rental**

		Count	Ratio
Excellent [A]		16	15%
Good [B]		31	30%
Average [C]		13	12%
Poor [D]		4	4%
Fail [F]		0	0%
Unaware Available		23	22%
N/A		19	18%

**13. Lost and Found**





*Locate*

		Count	Ratio
Excellent [A]		14	13%
Good [B]		44	42%
Average [C]		19	18%
Poor [D]		2	2%
Fail [F]		1	1%
Unaware Available		15	14%
N/A		11	10%

**14. Lounge, Art Gallery (piano/art/furn. groupings)**

		Count	Ratio
Excellent [A]		43	41%
Good [B]		46	44%
Average [C]		10	10%
Poor [D]		2	2%
Fail [F]		1	1%
Unaware Available		2	2%
N/A		2	2%

**15. Lounge, Connections (TV/Microwave)**

		Count	Ratio
Excellent [A]		35	33%
Good [B]		46	44%
Average [C]		15	14%
Poor [D]		3	3%

Fail [F]		0	0%
Unaware Available	■	4	4%
N/A	■	8	8%

**16. Lounge, Quiet (Study Carrels)**

		Count	Ratio
Excellent [A]	■■■■■■■■■■	32	30%
Good [B]	■■■■■■■■■■■■■■■■	44	42%
Average [C]	■■■■	14	13%
Poor [D]	■	2	2%
Fail [F]	■	1	1%
Unaware Available	■	8	8%
N/A	■	6	6%

**17. Lounge, Sycamore (formerly Sams, pool tables/games/TV)**

*Chair relocate done  
Couch grouping  
to front now.*

		Count	Ratio
Excellent [A]	■■■■■■■■■■	32	30%
Good [B]	■■■■■■■■■■■■■■■■	45	43%
Average [C]	■■■■	13	12%
Poor [D]	■	1	1%
Fail [F]		0	0%
Unaware Available	■	9	9%
N/A	■	7	7%

**18. Newspapers/periodicals**

		Count	Ratio
Excellent [A]	■■■■■■■■■■	42	40%
Good [B]	■■■■■■■■■■■■■■■■	50	48%
Average [C]	■■■■	11	10%
Poor [D]	■	1	1%
Fail [F]		0	0%
Unaware Available	■	1	1%
N/A	■	1	1%

**19. Parking. HMSU/COMMONS Pay Lot (South short-term PAY lot, NOT student/staff lots)**

*Please rate this only if you have used this parking.*

		Count	Ratio
Excellent [A]	■■■■	16	15%
Good [B]	■■■■■■■■■■■■■■■■	30	29%

Average [C]		31	30%
Poor [D]		10	10%
Fail [F]		10	10%
Unaware Available		3	3%
N/A		7	7%

**20. Parking, University Pay Lot (North long-term parking; NOT student/staff lots)**

		Count	Ratio
Excellent [A]		14	13%
Good [B]		32	30%
Average [C]		33	31%
Poor [D]		7	7%
Fail [F]		11	10%
Unaware Available		3	3%
N/A		7	7%

*Comments? each section*

*lots of people unaware*

*Train ICT Cust + BM  
Signage for consistency*

**21. Phone Card Machine**

		Count	Ratio
Excellent [A]		9	9%
Good [B]		29	28%
Average [C]		24	23%
Poor [D]		3	3%
Fail [F]		2	2%
Unaware Available		23	22%
N/A		16	15%

**22. Restrooms**

		Count	Ratio
Excellent [A]		32	30%
Good [B]		54	51%
Average [C]		17	16%
Poor [D]		3	3%
Fail [F]		1	1%
Unaware Available		0	0%
N/A		1	1%

*sl*

**23. Signage/Directions**

Count Ratio

Excellent [A]		24	23%
Good [B]		54	51%
Average [C]		22	21%
Poor [D]		3	3%
Fail [F]		0	0%
Unaware Available		1	1%
N/A		2	2%

**24. Telephone(s), Public (including TDD available at I.C. Desk)**

		Count	Ratio
Excellent [A]		23	22%
Good [B]		57	54%
Average [C]		16	15%
Poor [D]		4	4%
Fail [F]		0	0%
Unaware Available		3	3%
N/A		2	2%

**25. Temperature of Rooms**

		Count	Ratio
Excellent [A]		15	14%
Good [B]		47	45%
Average [C]		30	29%
Poor [D]		10	10%
Fail [F]		3	3%
Unaware Available		0	0%
N/A		1	1%

*AM -  
Fall air &  
temp control / coats  
Make  
new signs  
for Fall - for air &  
temp control*

**26. Wireless Connections**

		Count	Ratio
Excellent [A]		26	25%
Good [B]		46	44%
Average [C]		17	16%
Poor [D]		4	4%
Fail [F]		0	0%
Unaware Available		5	5%
N/A		8	8%

27. Anything else you would like to rate us on:

*see other sheet*

	Count	Ratio
<u>Excellent [A]</u>	43	41%
<u>Good [B]</u>	17	16%
<u>Average [C]</u>	3	3%
<u>Poor [D]</u>	3	3%
<u>Fail [F]</u>	2	2%

33. Classification

	Count	Ratio
<u>Student</u>	84	80%
<u>Faculty</u>	1	1%
<u>Staff</u>	21	20%
<u>Visitor</u>	1	1%

34. Status

	Count	Ratio
<u>Campus Resident</u>	44	42%
<u>Commuter Student</u>	26	25%
<u>Guest</u>	29	28%
<u>ISU Employee</u>	9	9%
<u>Commons/Food Service Employee</u>	0	0%

35. Age Group

	Count	Ratio
<u>17-22</u>	68	65%
<u>23-27</u>	13	12%
<u>28-35</u>	5	5%
<u>35 and over</u>	19	18%

36. Gender




	Count	Ratio
<u>Female</u>	56	53%
<u>Male</u>	49	47%

37. Class Standing

	Count	Ratio
<u>Freshman</u>	23	22%

?

22%

<u>Sophomore</u>		<u>13</u>	<u>12%</u>
<u>Junior</u>		<u>27</u>	<u>26%</u>
<u>Senior</u>		<u>15</u>	<u>14%</u>
<u>Graduate</u>		<u>25</u>	<u>24%</u>

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*Where is failing explanation*

*Add?  
How would you grade  
your overall  
experience  
at the  
Student Union*