



Indiana State University » VP for Student Affairs and Dean of Students » Hulman Memorial Student Union » HMSU Commuting Students Survey 2007 »

# HMSU Reservations Survey

HMSU Parking Reservation Survey

2005/2006  
2006/2007

Owner

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## HMSU Reservation/Event Services Customer Satisfaction Survey

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Total responses: 47

**HMSU Reservation/Event Services Customer Satisfaction Survey**

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### Availability of desired date

	Count	Ratio
Excellent (4)	42	89%
Good (3)	3	6%
Fair/Average (2)	2	4%
Poor (1)	0	0%
N/A	1	2%

### Availability of desired room

	Count	Ratio
Excellent (4)	41	87%
Good (3)	4	9%
Fair/Average (2)	2	4%
Poor (1)	0	0%
N/A	0	0%

### Availability of desired equipment (ie: lectern, easle, etc.)

	Count	Ratio
Excellent (4)	39	83%
Good (3)	4	9%
Fair/Average (2)	0	0%
Poor (1)	0	0%
N/A	4	9%

### Event Services Staff knowledge/assistance

	Count	Ratio
Excellent (4)	42	89%
Good (3)	6	13%
Fair/Average (2)	0	0%
Poor (1)	0	0%
N/A	0	0%

### Event Policy and Procedure Information and/or Materials

	Count	Ratio
Excellent (4)	36	77%
Good (3)	3	6%
Fair/Average (2)	1	2%
Poor (1)	0	0%

N/A  7 15%

**Convenience of Website to make reservation**

		Count	Ratio
Excellent (4)		3	6%
Good (3)		1	2%
Fair/Average (2)		2	4%
Poor (1)		0	0%
N/A		41	87%

**Cleanliness**

		Count	Ratio
Excellent (4)		40	85%
Good (3)		7	15%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		0	0%

**Room set/adjusted as requested**

		Count	Ratio
Excellent (4)		42	89%
Good (3)		5	11%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		0	0%

**Room size met needs**

		Count	Ratio
Excellent (4)		44	94%
Good (3)		3	6%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		0	0%

**Room temperature**

		Count	Ratio
Excellent (4)		30	64%
Good (3)		9	19%
Fair/Average (2)		4	9%
Poor (1)		4	9%
N/A		0	0%

**Room lighting**

		Count	Ratio
Excellent (4)		34	72%
Good (3)		10	21%
Fair/Average (2)		3	6%
Poor (1)		0	0%
N/A		0	0%

**External noise**

Count Ratio

Excellent (4)		8	17%
Good (3)		3	6%
Fair/Average (2)		2	4%
Poor (1)		0	0%
N/A		35	74%

**Availability of desired equipment**

		Count	Ratio
Excellent (4)		28	60%
Good (3)		5	11%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		16	34%

**In place as requested**

		Count	Ratio
Excellent (4)		28	60%
Good (3)		5	11%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		16	34%

**Operating condition of equipment**

		Count	Ratio
Excellent (4)		25	53%
Good (3)		5	11%
Fair/Average (2)		1	2%
Poor (1)		1	2%
N/A		16	34%

**Response time for assistance**

		Count	Ratio
Excellent (4)		25	53%
Good (3)		5	11%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		18	38%

**Staff knowledge/assistance**

		Count	Ratio
Excellent (4)		25	53%
Good (3)		5	11%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		18	38%

**Building Manager knowledge/assistance**

		Count	Ratio
Excellent (4)		24	51%
Good (3)		3	6%
Fair/Average (2)		0	0%
Poor (1)		0	0%

N/A  21 45%

**Custodial Staff knowledge/assistance**

		Count	Ratio
Excellent (4)		29	62%
Good (3)		5	11%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		14	30%

**Information Center Staff knowledge/assistance**

		Count	Ratio
Excellent (4)		27	57%
Good (3)		6	13%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		15	32%

**Building appearance/cleanliness**

		Count	Ratio
Excellent (4)		33	70%
Good (3)		8	17%
Fair/Average (2)		2	4%
Poor (1)		0	0%
N/A		5	11%

**Restrooms**

		Count	Ratio
Excellent (4)		33	70%
Good (3)		9	19%
Fair/Average (2)		2	4%
Poor (1)		0	0%
N/A		4	9%

**Signage**

		Count	Ratio
Excellent (4)		17	36%
Good (3)		4	9%
Fair/Average (2)		0	0%
Poor (1)		0	0%
N/A		27	57%

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

		Count	Ratio
Excellent (4)		31	66%
Good (3)		15	32%
Fair/Average (2)		0	0%
Poor (1)		0	0%
Fail (0)		1	2%