

INDIANA STATE UNIVERSITY
Hulman Memorial Student Union

User Satisfaction Survey
May, 2008

This survey is being conducted to help us set a future direction for HMSU. This is particularly important as we review the potential for the spaces vacated by LeClub and the Healthy Heart Center when they relocate to the new Student Recreation Center in Spring 2009.

1. How do you typically learn about the student union services, programs and facilities (select all that apply)?

- | | |
|----------------------------|------------------------------|
| 91 - Word of Mouth | 11 - HMSU website |
| 99 - Flyers & Posters | 103 - Globals and/or portals |
| 10 - Departmental Meetings | 64 - ISU Statesman |
| 89 - ISU Website | |

- Other:
- a) e-mail from Mike Baker
 - b) I've worked in HMSU for several years
 - c) E-mails
 - d) Employee @ IC
 - e) Work
 - f) You never see anything going on in the Union except Union itself. Advertise more in the campus buildings

2. What are the main reasons you visit HMSU (select all that apply)?

- | | |
|---|---|
| 178 - To get something to eat | 71 - To use the bank/ATM |
| 77 - To meet student(s) | 6 - To sleep/nap |
| 41 - To meet colleague(s) | 12 - To use MyISU computers |
| 26 - To visit a departmental office | 42 - To study |
| 96 - To attend an activity or special event | 14 - To watch TV |
| 80 - To attend a meeting | 6 - To play billiards |
| 18 - To plan an event | 10 - To visit Sales & Solicitation tables |
| 37 - To work with a student organization | |

- Other:
- a) To post flyers
 - b) In the commuter lounge it would be nice to have a water dispenser
 - c) To find a quiet place to read "while" eating
 - d) I've worked in HMSU for several years
 - e) Work out in LeClub
 - f) LeClub
 - g) Go to bookstore
 - h) Work
 - i) leClub
 - j) LeClub to workout
 - k) Work in bldg
 - l) Workout in LeClub
 - m) Leclub to workout
 - n) Work in the building
 - o) To workout in LeClub

3. On average how often do you visit HMSU (select one)?

64 - Daily

21 - Monthly

88 - 2-4 times per week

14 - Rarely

4. If you did not answer "Daily" above, please select the following reasons you do not visit HMSU more often (select all that apply?)

3 - Appearance/atmosphere of bldg

0 - Building Safety

17 - Building too crowded

17 - Cost of services/activities

36 - No free parking available

1 - Quality of technology

14 - Lack of variety/quality of services

26 - Inconvenient location of HMSU

5 - Lack of faculty/staff informal meeting space

from classes/department/office

10 - Building hours of operation

68 - No time outside of work/school or family

Other: a) No reason to be there

b) Sometimes weather is too lousy to make walk across campus for lunch

c) It is youth oriented & there isn't much else for me to do but bank or eat

d) No reason to visit

e) Some days I don't need to visit

f) By time I get off work most of food places are closed so no reason to visit there as my only options are Burger King or Chinese & neither one is very good for you

g) Don't go to school everyday

h) Just don't have any reason to be there everyday

i) My job does not require I visit the Commons

j) I complete my services every other day

k) No reason to be there

l) I eat in cafeteria or have no need to go to HMSU for meetings

m) I only have two classes on campus & they are back to back

n) I usually just go to kill time between classes & work, but if I don't have time to kill I usually don't go

o) Sometimes I just like a change of scenery

p) No reason to go more often

q) The hours of the places in there close too early! All of the food places are closed at the same time. I also think that it sucks that each place accepts different forms of payment: some ONLY take credits, some ONLY take cash, some accept all-its frustrating!

r) Only attend school four days a week and commute

s) It seems strange to me that the restaurants in the commons do not open until 10:30 on the weekend. I have rehearsals often during the earlier hours of the weekend and I would love to have the opportunity to get breakfast somewhere on campus.

t) You should have included "weekly" for that is the indicator closest to my visits

u) I have no need to visit daily

v) May not need to visit there. I only go when I need to do something in that building.

w) No reason for me to be there any more frequently

x) I have no reason to visit

y) Not always on campus five days/week

z) Typically I am in HMSU for one of the following activities: to work a conference; attend a meeting or take advantage of an ISU offering scheduled in HMSU. Also, I bring clients to Generations for lunch a few times a year

aa) Noisy

5. On average, what times do you TYPICALLY visit HMSU (Select one)?

25 - 7 am to 10:59 am

78 - 11 am to 1:59 pm

4 - 2 pm to 6:59 pm

23 - 7 pm to 9:59 pm

2 - 10 pm to midnight

6. How satisfied are you with the elements of informal spaces (open lounge, study space, etc...) available for interaction among students, faculty and staff at HMSU?

	Very Satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Didn't Use	Was not aware of
Room size	86	70	8	0	16	4
Lighting	94	66	7	1	9	4
Seating Comfort	63	85	16	7	8	4
TV noise levels/						
Competition	51	63	23	4	29	13
Laptop support	66	39	10	1	47	19
Microwave	27	30	13	2	53	54

Explain any dissatisfaction with the service (be specific)

- I am a commuter & I would appreciate sitting on an actual couch that is soft & comfortable in the connections lounge
- Have two TV's in the commuter lounge is distracting
- I would like a staff/faculty lounge areas similar to the commuter lounge. Also, I don't think its large enough or that many students know it exists. I would also like to see lounge areas in all the main buildings on campus
- The microwave in the student connections lounge is always dirty
- I only know of one microwave & think there should be more
- Furniture cannot be rearranged to suit the event or number of people
- The chairs in the food court leave something to be desired, however the booths are nice. Having a microwave in a more obvious place would promote it's use.
- I do not use any of these
- There are areas in the food court where lighting is very poor, making it difficult to study
- It would be nice to have more outlets available in the central dining area so students could plug in their laptops
- The couches & chairs look dingy, are uncomfortable & really need to be updated
- The art exhibits are nice & should be cycled more often
- I've been kicked out of various rooms whenever a group of friends tries to get together to study. They're pretty rigid about what seems a very odd policy – no group studying????
- Would love it if the food court had more sound proofing. The sound of that many voices is not soothing. I would like to eat in a quieter and more soothing place.
- I find the Commons noisy, but it is better than it used to be
- Some meeting areas have limited wireless access
- Unable to easily plug-in laptop's power cord in the commons – not really a problem, since there is the commuter lounge, but it would be nice to have a power outlet near the tables that overlook the commons
- Sometimes it's difficult to reserve space, but not anyone's fault. It's because of many, many offerings taking place on campus...a good thing!
- The kites hanging above the commons area are dusty and strange
- In the commons eating area the noise level at lunch time is too high, everything echoes

7. How satisfied are you with the elements of Event Services planning assistance in HMSU?

	Very Satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Didn't Use	Was not aware of
Hours of Operation	69	46	11	1	40	16
Space Available	49	68	9	0	43	13
Equip. Available	62	48	11	1	45	17
Procedures/Process	52	54	9	0	44	20
Knowledge of Staff	62	46	13	2	44	18
Friendliness/Courteousness of Staff	73	45	11	1	40	15

Explain any dissatisfaction with the service (be specific)

- Arnie Karagis & his staff were extremely helpful & supported our efforts with the library's Fall Extravaganza last year
- The staff of the fast food restaurants at Taco Bell & Burger King could be friendlier. They make you feel as if you are bothering them
- The hours of the pool room are horrible. It closes way too early on the weekends & I end up having to go over to Imperial Lanes with my friends & use their pool tables. Also the fast food businesses close fairly early in the Commons. It would be nice to have more places to choose from than Taco Bell or Burger King if you end up having a late dinner.
- I work with the staff a lot & they are always helpful
- The student organization I am president of requires me to have children in HMSU & the staff have voiced their opinions about having children running around & being noisy...they are children, that's what they do.
- You have to book extremely early in some instances to get rooms
- Again, as a campus we could always use add'l meeting/break-out space
- SubConnection should stay open a little longer

8. How satisfied are you with the elements of the paid parking lots at HMSU?

	Very Satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Didn't Use	Was not aware of
Hours of Operation	30	39	21	11	78	11
Fees	21	31	22	23	81	7
Condition of lots	36	42	11	9	78	10
Prkg Pass Program	23	30	12	17	86	17
Knowledge of staff	39	36	9	5	84	13
Friendliness/Courteousness of staff	43	40	8	5	76	12

Explain any dissatisfaction with the service (be specific)

- Simply need more parking
- Not enough spaces, hard to get to visitor's lot by Lincoln Quad
- Staff very rude & uncooperative
- The parking pass program works except the parking spaces are limited. There have been times I have had to park @ a meter or on the street & this has led to paying parking fines. (I cannot leave my desk every 2 hours to move my car or put more money in the meter).

- e) I don't use the pay parking lots
- f) I am a little confused about this question, Not sure if this is just for the two lots that are hour by hour or if it is referring to any lots that a person has to have a paid parking pass to use. I am part of the latter group. When I bought my parking pass, the staff was not friendly at all. The signs posted telling people to buy passes online were quite rude to tell you the truth. People I spoke with, and myself included, felt as though no one wanted to be working there selling passes and the signs were just another way the employees were using to try to get out of some work
- g) They should be extended later into the evening
- h) Make it free for people with a parking pass
- i) I did not know about the parking pass program for HMSU, however I would not spend \$70/semester for a change to have a closer spot & have to buy a university parking pass. I would suggest having an option to buy one for \$20 more when you buy your university parking pass.
- j) Parking is very overcrowded even if you have a parking pass
- k) Fees are expensive for lots that are extremely small
- l) Not enough spaces
- m) There have been times when I've visited HMSU for evening events and have not had the friendliest welcome. Once I was asked "Do you need something?!" and I felt that it was kind of rude. If the lot is reserved I felt that it could have been expressed more courteously.
- n) I find it a pain in the --- when it is 4:45 p.m. and the lot is supposed to close at 5 p.m., but the staff won't let you in to "drop off something" even when it will truly take you less than 10 minutes. If the lot closes at 5 then restrict entry at 5, not 15 minutes before.
- o) It would be nice if the lot was bigger

9. How satisfied are you with the following g Information Center services at HMSU?

	Very Satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Didn't Use	Was not aware of
Locker rental	14	13	1	0	89	69
Lost & Found	18	23	3	1	81	61
Vending refunds	17	17	5	2	84	63
Maps	25	36	2	0	71	50
Info/resources/ Referrals	39	44	5	0	61	36
Tire pumps	10	10	2	0	75	87
Knowledge of staff	45	51	7	0	54	27
Friendliness/Courteousness of staff	61	49	3	2	48	23

Explain any dissatisfaction with the service (be specific)

- a) students at the Info desk are often not friendly
- b) I like the maps but wish you would also supply some to the library during the beginning of semesters. We are at the entrance to a main parking lot and future rec center, patrons often come in and ask directions. We should keep them at the circulation desk.
- c) Didn't know what was going on, had no clue
- d) I never use this resource
- e) Seemed strange to get kicked out of a school building for wanting to study in a group (refers to question 6m)

10. How satisfied are you with elements of the Art Gallery/Piano Lounge at HMSU?

	Very Satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Didn't Use	Was not aware of
Number/quality of Art exhibits	55	43	6	1	55	21
Piano availability	44	36	2	0	84	25
Community arts Resource rack	35	36	2	1	78	29
Comfort level	50	45	3	2	60	20

Explain any dissatisfaction with the service (be specific)

- a) I didn't know if we were allowed to play piano or be in there really without disturbing others. I like the piano because it would give someone who can play with no access the opportunity. However, I am not comfortable in there because it's not clear what the rules are or who can do what in there
- b) I don't use
- c) The art exhibits should be cycles more often and given more publicity
- d) I like playing the piano
- e) Coordinate the "down" time with recruitment events

11. How satisfied are you with the elements of the recreational space at HMSU?

	Very Satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied	Didn't Use	Was not aware of
Billiards	39	27	1	2	98	17
Board/Card games	26	28	2	1	104	23
Televisions	39	35	4	1	93	12
Newspapers/Magazines	41	37	7	1	81	15

Explain any dissatisfaction with the service (be specific)

- a) I never used these resources
- b) I would be able to use the pool room a lot more with my friends if it had more evening hours. Also, it would be nice if there were more tribune star newspapers to read rather than having so many Indianapolis star newspapers
- c) I don't use
- d) More lounge/hangout space similar to Sycamore lounge would be cool....maybe that's something that will be included in the new student rec. center
- e) I don't see very many magazines or papers in the lounges EVER

12. Please indicate the extent to which you either agree or disagree with each of the following.
The Student Union.....

	Strongly Agree	Agree	Somewhat Agree/ Somewhat Disagree	Disagree	Strongly Disagree
...is a place where I feel welcome	77	82	24	3	1
...is a safe place	80	89	17	1	0
...is open convenient hours	54	87	37	7	0
...is a central mtg place for stud.	88	72	23	0	2
...provides a variety of services	69	87	22	5	1
...serves as a community center	61	75	37	8	1

Explain any dissatisfaction with the service (be specific)

- a) it doesn't feel adult, more like a teen center
- b) could have been open 24 hours
- c) it can get very loud. Quieter study carrels section would be nice, as would hidden nooks w/waterfalls, large plants, aquarium, etc
- d) could be open 24 hours
- e) I don't think it offers all the services that a community center would
- f) It would be nice if restaurants had longer hours, but maybe that's not up to you. My only complaint is that already voiced. My graduate cohort tried to get together in the Union to study a couple of times during our first semester and were repeatedly kicked out & told that we weren't allowed to study in groups. So we quit trying & I hardly ever go over there anymore
- g) During the week the food places close pretty much the same time that the dining halls do. That doesn't help the students that can't make the dining hall hours
- h) Though this is certainly not the only place that students meet at ISU, it is a central hub. I have found throughout my time at ISU that it's nearly impossible to meet with someone after midnight. College students keep hectic schedules, and it would be really nice to have a place that would be open all night for studying, talking, etc. for students that cannot bring guests into their buildings at such late hours
- i) I think the main service of HMSU is to serve as a food court
- j) The hours of operation are not convenient when students are not in class many staff & faculty would use the Commons if more services were available
- k) I didn't know about "serves as a community center"

13. Please indicate the extent to which you either agree or disagree with each of the following.
The HMSU staff.....

	Strongly Agree	Agree	Agree/ Somewhat Disagree	Disagree	Strongly Disagree
...are available & respond to my Requests	59	95	27	3	1
...are knowledgeable	61	90	24	7	1
...staff are easily recognizable	63	81	27	13	2
...staff are courteous	68	94	17	5	1
...staff provide quality customer Service	63	87	29	3	2

Explain any dissatisfaction with the service (be specific)

- a) My experience with the bookstore, restaurants & convenience store has been good
- b) Staff were pretty rigid about the above policy (no studying in groups). They didn't seem to care that we were a bunch of grad students that weren't bothering anyone at all.
- c) They provide quality customer service as best they can, yet it is limited due to their lack of technical knowledge
- d) There is staff in HMSU???

14. What types of programs or services would you like to see added within HMSU (select all that apply)?

- | | | |
|-------------------------------------|-----------------------------|------------------------------|
| 3 - No additions are needed | 47 - hair/nail salon | 59 - Outdoor rec. area |
| 83 - Movies/performing arts theater | 62 - music / CD store | 96 - Outdoor patio furniture |
| 35 - Dry cleaners | 135 - Postal/shipping store | 55 - Ticketmaster |
| 29 - Florist kiosk | | |

Other (please be specific)

- a) Health food store
- b) I would like a post office most of all
- c) Staff/faculty lounge, presentation and speakers of interesting topics, staff faculty exercise room
- d) McDonalds, DVD rental
- e) "Notions" gift shop that students could get things for their rooms-plants, fish, flowers, air fresheners
- f) More food choices
- g) White Castle
- h) Tanning bed
- i) I think some sort of on-campus restaurant delivery service that accepted credits would be nice
- j) Tanning facility
- k) Quiet dining room in the food court, perhaps a smaller one
- l) Smoothie shop & if not a movie theater, an area that could show movies
- m) Gathering area with later hours
- n) Would be a wonderful addition for all members of the university
- o) Groceries
- p) I believe that a bar should be put in the space where LeClub is currently at. IUPUI have one.
- q) Pizza place

15. LeClub and the Healthy Heart Center will be relocating to the new Student Recreation Center. Please describe below any ideas you have for services/programs for those spaces.....

- b) it would be nice if there were "staff only" exercise hours or programs. Us chubbies would rather exercise in an environment without the loud music and skinny minnies.
- c) Coffee house with an open mic for performing arts students to perform
- d) Make the area a staff/faculty exercise facility
- e) Make it free to use, I hate paying fees to work out
- f) Other near-by colleges allow faculty, staff & family to use their recreation centers & equipment without charging a fee; this benefits both the employee & the employer. On my pay I can't afford water walking
- g) Additional meeting space and/or any of #14
- h) Coffee shop/baker, computer/electronics store
- i) Would like a workout area for faculty & staff only
- j) Post office, more computers in the dining area

- k) Convert the space into an inside mini mall with a hair salon, music store, florist & perhaps even a discount dollar store for everyday items. This would also create more student employment opportunities. Upper level class projects could use the opportunity to experience a real world business project from the construction of the space to the design, inventory, purchasing, accounting, etc.
- l) Individual showers & lockers, a little store that offers health foods & drinks
- m) Have not used
- n) Computer lab, restaurant
- o) I think there should be a fee each semester that would allow access to LeClub to be free. At the last college I attended, that was the case & I was much more likely to use the exercise equipment
- p) Better weight lifting equipment. Better janitorial services.
- q) I think that a postal store would be good for one area.
- r) A fairly-priced grocery store that includes all-natural & organic foods as well as items that may be needed occasionally right away such as toiletries, shampoo, soap, etc But these items would have to be priced FAIRLY!!! Not like the items in Campus Cupboard.
- s) All of the equipment should be better maintained. Many of the elliptical machines & treadmills are out of order. Also, some of them are not on level ground.
- t) There should be a spa that offers massages & such
- u) Classes that have more afternoon times for those who commute & could attend a class right after afternoon classes
- v) Less expensive membership fee
- w) Computer lab
- x) I love LeClub – maybe expanding the room to allow for more space?
- y) More hours during the day for programs such as aerobics. Commuter students are not usually on campus during evening hours and therefore do not get to utilize these classes
- z) Central post office where students can send packages without having to drive across town
- aa) Expansion of the Sycamore Lounge
- bb) “Notions” shop (see above) and bowling (or several virtual games – wii)
- cc) A women’s-only-exercise area, complete with all the weights AND treadmills. This would allow those of us who are overweight to work out on campus without feeling self-conscious around the men. This might also help those women who’s faith doesn’t allow them to be so revealing around men
- dd) I was unaware of the Health Heart Center, but use those spaces for nay of the ideas in question 14.
- ee) Spa with massages, facials, nails, etc.
- ff) No windows or if there are windows in the cardio rooms have them tinted
- gg) I think those areas could be used for some of the services described in number 14. A postal or shipping store could go there or a computer complex
- hh) I’m assuming by spaces, you mean the spaces that LeClub used to be at? I would have to say...lounge.
- ii) Low cost personal training by PE majors
- jj) Bar and grill
- kk) No glass walls, it is very intimidating being on display to all those walking by while working out. It discourages those who may be uncomfortable with being seen by their peers and elders
- ll) No fee for staff
- mm) It will not be as convenient as it is now
- nn) The location of LeClub could be opened to the outside to create a comfortable patio atmosphere
- oo) Bowling alley!
- pp) Have them open to more students with more information open and available to students
- qq) Fine
- rr) How about using it for a meeting room? Furnish it with tables (not just sofas) so that paperwork & notebooks can be used easily?
- ss) The LeClub area would serve well as another lounge, maybe with more activities such as skeeball, ping pong & others. A smoothie shop would be nice as well.

- tt) If LeClub were converted to a space similar to the sycamore Lounge, it could be an excellent area to keep open throughout the night for students who need somewhere to meet with other students
- uu) Put some of the ideas from #14 there
- vv) Please more equipment & more choices
- ww) 24 hour eating facility, keep a workout facility for the south side of campus. Students need an alternative location to eat & socialize after hours beside bars.
- xx) For new faculty & staff member, where would they go to exercise?
- yy) These rooms could be refitted to be meeting rooms or study areas
- zz) I'm not familiar with the Healthy Heart Center & that might be my shortcoming. However, in case there are others like me, increasing the marketing effort might increase its use
- aaa) Put into the space 1+ of the programs/services found in question 14. I would personally rank these as follows: 1) florist; 2) dry cleaner; 3) postal/shipping store; 4) movie/PAC
- bbb) Anything which would allow a friendly atmosphere and better students daily lives
- ccc) That's kool

16. What is your classification (select all that apply)?

- | | | |
|---------------|----------------|------------------------|
| 9 - Faculty | 32 - Sophomore | 24 - Graduate Student |
| 54 - Staff | 21 - Junior | 6 - Distance education |
| 27 - Freshman | 33 - Senior | 27 - Commuter Student |

17. What is your primary race/ethnic background?

- | | | |
|-------------------------------|-----------------------------|--|
| 6 - Asian/Pacific Islander | 0 - Native American/Alaskan | 0 - Non-U.S. Citizen or Permanent Resident |
| 14 - African/African American | 145 - White | 17 - No response |
| 3 - Latino/a/Hispanic | | |

Other (please be specific)

- a) Black
- b) Filipino American

18. What is your gender?

- | | | |
|-----------|--------------|-----------------|
| 48 - Male | 135 - Female | 4 - No Response |
|-----------|--------------|-----------------|

19. Please feel free to provide any additional comments or suggestions regarding improvements for HMSU?

- a) having a water dispenser in the connections lounge would be great
- b) I would like a relaxing multipurpose area
- c) Health food store would be nice too☺
- d) I think that longer hours for the restaurants, store & bookstore would be better
- e) Please, please add healthier food choices!!!! Fried & processed food does not suffice for some!
- f) Would be great to see another healthy eating option besides SubConnection
- g) Massaging table
- h) Hours and put some new places in. I like that the LeClub is moving. I didn't feel like it fit.
- i) Have food court open later
- j) I love the bright colors of the food court. The elevators are cramped and claustrophobic
- k) Great if HMSU could expand "meeting space" to include one or both of these spots.:

PRIZE DRAWING

To be eligible for the IPOD NANO prize drawing please enter your email address in the space provided below. Your email address will be kept confidential and not be used for any other purpose. It will be discarded after the drawing. **Deadline for Entry: Thursday, April 24th to be eligible for the IPOD-NANO drawing. Open to all ISU Students, Staff and Faculty.**

The winner of the IPOD-NANO drawing was: Karl Vierling

Congratulations Karl!