

Spring 2005 Student Union Customer Satisfaction Survey

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Background, Methodology and Organization of Report

The Student Union Customer Satisfaction Survey was administered in Spring 2003, Spring 2004, and Spring 2005. This online survey is designed to measure student patterns of facility use by function as well as perceptions of the quality of operations and staff. The local survey is patterned after a national survey that the Student Union administers and the results from the local survey are compared to the national results. These findings inform planning and operating decisions related to continuous improvement. The survey contents were revised in 2004 in response to 2003 results and subsequent changes in operations. The Spring 2005 survey was not revised so that another year of data on the same content areas could be obtained.

The survey instrument was designed by the Student Union leadership and staff in cooperation with OEAS. It can be found at the following link:

http://survey.ucf.edu/su_cs05.htm

A random sample of approximate 13,394 students was drawn from the total UCF population registered for classes in Spring 2005. Each student was sent an email invitation from the Director of the Student Union which explained the purpose and benefits of the survey, asked for cooperation, assured the confidentiality of results, and it contained a link to the online survey. The survey was administered from April 6, 2005 to May 13, 2005. Completed surveys were received from 596 students representing a response rate of 5%.

A comparison of the survey sample characteristics to the population of Spring 2005 enrolled students is given. Frequency tables are shown for each question.

Results

Comparison of Spring 2005 Enrolled Students (Population) to Survey Sample

A comparison of the characteristics of the respondents of the Spring 2005 Student Union Satisfaction Survey and the UCF population of Spring 2005 enrolled students is given in Table 1. The sample is fairly representative of the population with respect to classification. However, the sample contains relatively more upper class students and graduate students and fewer freshmen and sophomore students compared to the population. Females are also over represented in the sample.

Table 1: Comparison of Spring 2005 Enrolled Students to 2005 Student Union Satisfaction Survey Sample

	University		Sample	
Male	17,979	43.89%	222	38.3%
Female	22,980	56.22%	357	61.7%

	University		Sample	
Freshman	5,494	13.48%	62	10.6%
Sophomore	5,944	14.59%	72	12.3%
Junior	8,818	21.64%	169	28.9%
Senior	13,523	33.20%	132	22.6%
Post Baccalaureate			12	2.1%
Graduate	5,748	14.22%	131	22.4%
Other (non-degree)	1,203	2.95%	7	1.2%

Tables of Results by Question

Q1

		Count	Column Responses %
Q1. Usual time of Student Union use.	"Before 9:00 AM."	39	3.8%
	"9:00 AM - 2:00 PM."	374	36.7%
	"2:00 PM - 5:00 PM."	255	25.0%
	"5:00 PM - 7:00 PM."	165	16.2%
	"After 7:00 PM."	132	13.0%
	Never	54	5.3%
	Total	595	100.0%

Q2

		Count	Column %
Q2. How often do you go to the Student Union to make a purchase at the travel agency, computer store or optical store?	Once a month or less	160	26.9%
	2 – 3 times a month	11	1.9%
	4 or more times per month	15	2.5%
	never	408	68.7%
	Total	594	100.0%

Q3

		Count	Column %
Q3. What would prevent you from going to the Student Union to purchase food?	Lack of variety	205	35.7%
	I prefer to eat somewhere else	67	11.7%
	Does not fit my schedule	101	17.6%
	Other	202	35.1%
	Total	575	100.0%

Q4

		Count	Column %
Q4. In general, how would you rate your overall satisfaction with the Student Union?	Very Dissatisfied	9	1.5%
	Dissatisfied	19	3.2%
	Subtotal Dissatisfied	28	4.8%
	Somewhat satisfied/somewhat dissatisfied	148	25.2%
	Satisfied	298	50.7%
	Very satisfied	82	13.9%
	Don't Know	32	5.4%
	Total	588	100.0%

Q5 - Q12

		Count	Column %
Q5. Since the summer of 2004, how often do you usually visit the UCF Student Union?	Once a month or less	74	12.4%
	2-3 times a month	88	14.8%
	Once a week	77	12.9%
	2-3 times a week	173	29.0%
	4-5 times a week	75	12.6%
	6-7 times a week	29	4.9%
	8-9 times a week	15	2.5%
	More than 9 times a week	25	4.2%
	Never	26	4.4%
	Missing	14	2.3%
Total		596	100.0%
Q6. How often do you usually go to the Student Union to eat?	Once a month or less	142	23.8%
	2-3 times a month	96	16.1%
	Once a week	121	20.3%
	2-3 times a week	122	20.5%
	4-5 times a week	26	4.4%
	6-7 times a week	6	1.0%
	8-9 times a week	3	0.5%
	More than 9 times a week	4	0.7%

Q7. How often do you usually go to the Student Union to study?	Never	63	10.6%
	Missing	13	2.2%
	Total	596	100.0%
	Once a month or less	110	18.5%
	2-3 times a month	42	7.0%
	Once a week	36	6.0%
	2-3 times a week	31	5.2%
	4-5 times a week	2	0.3%
	6-7 times a week	3	0.5%
	8-9 times a week	2	0.3%
	More than 9 times a week	1	0.2%
	Never	357	59.9%
Missing	12	2.0%	
Total	596	100.0%	
Q8. How often do you usually go to the Student Union to relax?	Once a month or less	105	17.6%
	2-3 times a month	51	8.6%
	Once a week	52	8.7%
	2-3 times a week	43	7.2%
	4-5 times a week	14	2.3%
	6-7 times a week	5	0.8%
	8-9 times a week	0	0.0%
	More than 9 times a week	4	0.7%
	Never	312	52.3%
	Missing	10	1.7%
	Total	596	100.0%
	Q9. How often do you usually go to the Student Union to socialize?	Once a month or less	108
2-3 times a month		78	13.1%
Once a week		51	8.6%
2-3 times a week		72	12.1%
4-5 times a week		16	2.7%
6-7 times a week		10	1.7%
8-9 times a week		1	0.2%
More than 9 times a week		6	1.0%
Never		243	40.8%
Missing		11	1.8%
Total		596	100.0%

Q10. How often do you usually go to the Student Union to watch TV?	Once a month or less	44	7.4%
	2-3 times a month	9	1.5%
	Once a week	9	1.5%
	2-3 times a week	6	1.0%
	4-5 times a week	3	0.5%
	6-7 times a week	1	0.2%
	8-9 times a week	0	0.0%
	More than 9 times a week	0	0.0%
	Never	512	85.9%
	Missing	12	2.0%
Total	596	100.0%	
Q11. How often do you usually go to the Student Union to use the Computer Lab?	Once a month or less	96	16.1%
	2-3 times a month	49	8.2%
	Once a week	32	5.4%
	2-3 times a week	27	4.5%
	4-5 times a week	17	2.9%
	6-7 times a week	5	0.8%
	8-9 times a week	1	0.2%
	More than 9 times a week	4	0.7%
	Never	353	59.2%
	Missing	12	2.0%
Total	596	100.0%	
Q12. How often do you usually go to the Student Union to attend a meeting or program?	Once a month or less	221	37.1%
	2-3 times a month	81	13.6%
	Once a week	40	6.7%
	2-3 times a week	20	3.4%
	4-5 times a week	6	1.0%
	6-7 times a week	0	0.0%
	8-9 times a week	0	0.0%
	More than 9 times a week	2	0.3%
	Never	215	36.1%
	Missing	11	1.8%
Total	596	100.0%	

Q13 - Q19

		Count	Column %
Q13. The Student Union is a place where I feel welcome.	Strongly Disagree	7	1.2%
	Disagree	15	2.6%
	Somewhat agree/somewhat disagree	90	15.4%
	Agree	293	50.3%
	Strongly Agree	156	26.8%
	N/A	22	3.8%
	Total	583	100.0%
Q14. The Student Union is a safe place.	Strongly Disagree	2	0.3%
	Disagree	4	0.7%
	Somewhat agree/somewhat disagree	47	8.1%
	Agree	308	52.8%
	Strongly Agree	202	34.6%
	N/A	20	3.4%
	Total	583	100.0%
Q15 The Student Union is open convenient hours.	Strongly Disagree	7	1.2%
	Disagree	18	3.1%
	Somewhat agree/somewhat disagree	60	10.3%
	Agree	288	49.4%
	Strongly Agree	183	31.4%
	N/A	27	4.6%
	Total	583	100.0%
Q16 The Student Union is a central meeting place for students.	Strongly Disagree	4	0.7%
	Disagree	20	3.4%
	Somewhat agree/somewhat disagree	101	17.3%
	Agree	237	40.7%
	Strongly Agree	190	32.6%
	N/A	31	5.3%
	Total	583	100.0%
Q17 The Student Union provides a variety of services.	Strongly Disagree	12	2.1%
	Disagree	29	5.0%
	Somewhat agree/somewhat disagree	115	19.7%
	Agree	276	47.3%
	Strongly Agree	130	22.3%

	N/A	21	3.6%
	Total	583	100.0%
Q18 The Student Union serves as a community center.	Strongly Disagree	8	1.4%
	Disagree	33	5.7%
	Somewhat agree/somewhat disagree	128	22.1%
	Agree	251	43.4%
	Strongly Agree	128	22.1%
	N/A	31	5.4%
	Total	579	100.0%
Q19 The Student Union fulfills its mission as the center of UCF's community life.	Strongly Disagree	11	1.9%
	Disagree	43	7.4%
	Somewhat agree/somewhat disagree	141	24.3%
	Agree	229	39.5%
	Strongly Agree	122	21.0%
	N/A	34	5.9%
	Total	580	100.0%

Q20 - Q25

		Count	Column %
Q20. Overall cleanliness	Strongly Dissatisfied	0	0.0%
	Dissatisfied	5	0.9%
	Somewhat Satisfied/somewhat dissatisfied	37	6.4%
	Satisfied	292	50.3%
	Very Satisfied	233	40.1%
	N/A	14	2.4%
	Total	581	100.0%
Q21. Clean meeting rooms	Strongly Dissatisfied	0	0.0%
	Dissatisfied	2	0.3%
	Somewhat Satisfied/somewhat dissatisfied	18	3.1%
	Satisfied	231	39.8%
	Very Satisfied	210	36.2%
	N/A	119	20.5%
	Total	580	100.0%
Q22. Clean entrances	Strongly Dissatisfied	1	0.2%
	Dissatisfied	5	0.9%
	Somewhat Satisfied/somewhat dissatisfied	25	4.3%
	Satisfied	312	53.9%
	Very Satisfied	220	38.0%
	N/A	16	2.8%
	Total	579	100.0%
Q23. Clean outdoor patios	Strongly Dissatisfied	1	0.2%
	Dissatisfied	12	2.1%
	Somewhat Satisfied/somewhat dissatisfied	54	9.3%
	Satisfied	309	53.2%
	Very Satisfied	187	32.2%
	N/A	18	3.1%
	Total	581	100.0%
Q24. Audio-visual equipment provided is functional	Strongly Dissatisfied	4	0.7%
	Dissatisfied	5	0.9%
	Somewhat Satisfied/somewhat dissatisfied	50	8.6%
	Satisfied	221	38.1%
	Total	280	100.0%

Q25. Adequate equipment is available for use	Very Satisfied	114	19.7%
	N/A	186	32.1%
	Total	580	100.0%
	Strongly Dissatisfied	5	0.9%
	Dissatisfied	14	2.4%
	Somewhat Satisfied/somewhat dissatisfied	72	12.5%
	Satisfied	206	35.7%
	Very Satisfied	97	16.8%
	N/A	183	31.7%
	Total	577	100.0%

Q26 - Q30

		Count	Column %
Q26. Variety of foods available	Strongly Dissatisfied	38	6.6%
	Dissatisfied	82	14.1%
	Somewhat Satisfied/somewhat dissatisfied	182	31.4%
	Satisfied	201	34.7%
	Very Satisfied	56	9.7%
	N/A	21	3.6%
	Total	580	100.0%
Q27. Reasonably priced food in the restaurants	Strongly Dissatisfied	36	6.2%
	Dissatisfied	68	11.7%
	Somewhat Satisfied/somewhat dissatisfied	180	31.0%
	Satisfied	230	39.6%
	Very Satisfied	43	7.4%
	N/A	24	4.1%
	Total	581	100.0%
Q28. Quality of food	Strongly Dissatisfied	25	4.3%
	Dissatisfied	39	6.7%
	Somewhat Satisfied/somewhat dissatisfied	163	28.2%
	Satisfied	271	46.8%
	Very Satisfied	56	9.7%
	N/A	25	4.3%
	Total	579	100.0%

Q29. Customer service provided at the restaurants	Strongly Dissatisfied	18	3.1%
	Dissatisfied	44	7.6%
	Somewhat Satisfied/somewhat dissatisfied	159	27.4%
	Satisfied	265	45.6%
	Very Satisfied	66	11.4%
	N/A	29	5.0%
Q30. Hours of operation of restaurants	Total	581	100.0%
	Strongly Dissatisfied	14	2.4%
	Dissatisfied	45	7.8%
	Somewhat Satisfied/somewhat dissatisfied	121	20.9%
	Satisfied	294	50.8%
	Very Satisfied	71	12.3%
	N/A	34	5.9%
	Total	579	100.0%

Q31 - Q35

		Count	Column %
Q31. The Student Union Staff is available.	Strongly Disagree	2	0.3%
	Disagree	10	1.7%
	Somewhat agree/somewhat disagree	80	13.8%
	Agree	296	50.9%
	Strongly Agree	80	13.8%
	N/A	113	19.4%
Q32. The Student Union staff is knowledgeable.	Total	581	100.0%
	Strongly Disagree	1	0.2%
	Disagree	15	2.6%
	Somewhat agree/somewhat disagree	105	18.0%
	Agree	257	44.2%
	Strongly Agree	80	13.7%
	N/A	124	21.3%
	Total	582	100.0%
Q33. The Student Union staff is easily recognizable.	Strongly Disagree	7	1.2%
	Disagree	32	5.5%
	Somewhat agree/somewhat disagree	101	17.4%

Q34. The Student Union staff is courteous.	Agree	273	47.0%
	Strongly Agree	99	17.0%
	N/A	69	11.9%
	Total	581	100.0%
	Strongly Disagree	3	0.5%
	Disagree	12	2.1%
	Somewhat agree/somewhat disagree	83	14.3%
	Agree	288	49.6%
Q35. The Student Union staff provides quality customer service.	Strongly Agree	95	16.4%
	N/A	100	17.2%
	Total	581	100.0%
	Strongly Disagree	3	0.5%
	Disagree	14	2.4%
	Somewhat agree/somewhat disagree	99	17.1%
	Agree	264	45.5%
	Strongly Agree	91	15.7%
N/A	109	18.8%	
Total	580	100.0%	

Q36

		Count	Column %
Q36. What is your classification?	Freshman	62	10.6%
	Sophomore	72	12.3%
	Junior	169	28.9%
	Senior	132	22.6%
	Post Baccalaureate	12	2.1%
	Graduate Student	131	22.4%
	Non-degree	7	1.2%
	Total	585	100.0%

Q37

		Count	Column %
Q37. What is your gender?	Male	222	38.3%
	Female	357	61.7%
	Total	579	100.0%

Q38

		Count	Column %
Q38. Where do you live?	On campus housing	72	12.3%
	UCF affiliated housing (Pegasus Landing or Pegasus Pointe)	59	10.1%
	Apartment or house within 4 miles of UCF	161	27.4%
	Apartment or house within 5-10 miles of UCF	98	16.7%
	Apartment or house over 10 miles from UCF	154	26.2%
	Other	43	7.3%
Total	587	100.0%	

Q39

		Count	Column %
Q39. Are you a member of a fraternity or sorority?	Yes	79	13.6%
	No	502	86.4%
	Total	581	100.0%

Q41 AGE

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	22	3.7	3.7	3.7
17	1	0.2	0.2	3.9
18	37	6.2	6.2	10.1
19	80	13.4	13.4	23.5
20	96	16.1	16.1	39.6
21	85	14.3	14.3	53.9
22	64	10.7	10.7	64.6
23	52	8.7	8.7	73.3
24	19	3.2	3.2	76.5
25	16	2.7	2.7	79.2
26	11	1.8	1.8	81.0
27	17	2.9	2.9	83.9
28	5	0.8	0.8	84.7
29	9	1.5	1.5	86.2
3	1	0.2	0.2	86.4
30	16	2.7	2.7	89.1
31	6	1.0	1.0	90.1
32	3	0.5	0.5	90.6
33	5	0.8	0.8	91.4
34	6	1.0	1.0	92.4
35	4	0.7	0.7	93.1
36	1	0.2	0.2	93.3
37	7	1.2	1.2	94.5
39	1	0.2	0.2	94.6
40	3	0.5	0.5	95.1
41	4	0.7	0.7	95.8
44	1	0.2	0.2	96.0
45	3	0.5	0.5	96.5
46	1	0.2	0.2	96.6
47	2	0.3	0.3	97.0

48	3	0.5	0.5	97.5
49	2	0.3	0.3	97.8
50	1	0.2	0.2	98.0
51	4	0.7	0.7	98.7
52	2	0.3	0.3	99.0
55	3	0.5	0.5	99.5
59	1	0.2	0.2	99.7
61	1	0.2	0.2	99.8
over 50	1	0.2	0.2	100.0
Total	596	100.0	100.0	

Q42

		Count	Column Responses %
Race or Ethnic Group	Asian	40	6.3%
	Black or African American	51	8.0%
	Hispanic or Latino	64	10.0%
	Native Hawaiian and other Pacific Islander	2	0.3%
	Native American and Alaskan Native	9	1.4%
	White	422	66.1%

Non-U.S. Citizen or Permanent Resident	17	2.7%
Other	15	2.4%
No response	18	2.8%
Total	581	100.0%

Open-End Comment

Q43 Please add any general suggestions on how the Student Union can improve its services?

maybe bring a good Chinese food place. the last one made people sick. and more variety of Chinese food. I'd eat there every once in a while.

Lower the food prices!

OPEN 24 HOURS. BETTER FOOD.

More variety for restaurants, and better quality food! The large chains have good quality food, but others don't. We need a taco bell instead of that taco place we have now.

Longer hours for building and restaurants

1. One of your questions mentioned the travel services. To the best of my knowledge, there are no longer any travel services at UCF. 2. The optical shop has high prices and no student deals. 3. Other than the sushi, I wouldn't say the UCF offers quali

Sometimes something is going on right in front of main entrance that makes it very crowded. It is possible to spread stands a little bit more. Other than that I am very happy with SU.

As a member of the club - it's hard to reserve rooms on regular basis.

better and more eating facilities

Inexpensive healthy food options. Faster service at Wackadoo's. The service there is slow. Decorate the Union more according to the season, holidays, months, events, etc. More vending machines on the first floor.

I love Wackadoos

Less flyers handed out when entering the building

Restrooms are often dirty.

Healthier places to eat, please (i.e. Nature's Table). Subway doesn't count - its products are no longer of high quality. Too much 'fast food.' Grocery store offers variety, but is often overpriced.

lounge chairs to sit and read in the main part of the Union. You have those benches without backs that aren't any good and the hard tall chairs. You need some lazy boys. I honestly prefer the bookstore cafe in every way except for food

need variety of foods other than what is offered at this time which are losing its quality of taste and yet overpriced.

Place a branch of the smoothie kiosk that is by the Reflection Pond inside of the Student Union.

More choices for restaurants, and some with healthy alternatives. I have been at several other universities now and this is the only one that does not have a restaurant oriented toward having some healthy alternative to pizza, hot dogs, etc. Less fast

Flier pushers and salespeople are annoying.

Taco Bell

I'd love a smoothie place!!!

The base for improving the relationship of the foreign student with the activity of Student Union is the language and the speaking, Student Union does not have a program for improving the speaking with focus on formal and informal English.

I wish the student union was open till 1AM! That's all!

I think the student union is great, its just very small compared to other universities. I usually only use the student union to walk through to get to CL1, but its nice.

party

The Student Union is good, it just needs a bigger selection of restaurants and more variety in those choices!

more restaurants would be good. the current ones are great, but could use some different restaurants.

Except Wakadoos and Sub way all other restaurants have crapy food and customer service. Also Some restaurants are selling food at very high price also we need some variety of food into the union, its made for student who are working and paying their tuti

Later hours on the weekends and be able to use my flexbucks at places besides Knightstop. I want to be able to use them at restaurants there.

Possibly a taco bell?

With my short experience on campus, I have noticed that students do not talk to others on campus. The campus is very dry and has very little personality. I have been trying to find a suitable avenue to help change this quality of UCF. Each day I am on ca

Add another full-service, sit-down restaurant for variety!

Lack of power outlets for laptop use is frustrating.

more live music

Very nice facility. I wish it had been available when I was a dormitory dwelling UCF undergraduate ca. 1981-1986.

The tv room renovation has still not been completed and it went from two tv rooms to one and does not serve the students well.

There needs to be more food variety.

1. more couches, 2. more events, 3. more info for events-get the word out!-promotion 4. Healthier food

We could really use more variety in restaurants, especially fast food restaurants other than just Wendy's. A Burger King or Taco Bell would be really nice. Also, some of the stores in the Union (the optical store, the music store) do not seem to reach

good

Better quality food (especially less junk food) would attract more visitors.

I liked the Chinese restaurant, named egg rolls, that used to be where the hotdog store is. It would be nice to have chinese food on campus.

The union is great, i eat there 4-6 times per week. the food is good, the variety is good, the atmosphere is good. i especially love the outside patio on the back side of the union, and the swamp area. overall, I am very happy with the services of the

PUT AN ATM MACHINE ON THE OTHER SIDE OF CAMPUS NEAR COMMUNICATIONS AND LAKE CLAIRE, BECAUSE THE ATM SHOULD NOT JUST BE IN THE STUDENT UNION AND NEAR MEAL PLAN... THERE SHOULD BE ONE BY VAB AND THE NICHOLSON SCHOOL AS WELL... THANKS =)

i go to get a cookie every once and a while, but it is always so busy/noisy, and people are always trying to get you to buy something or complete a survey. Plus on the rare occasion i need to use the Atm i get charged with not just one, but TWO fees, thi

I think that there should be more affordable food options and another convenience store where toiletries (tissue) are sold.

add more food restaurants....not enough selections

need another restaurant besides wakadoo's. change is good.

I think the student union could improve by maybe somehow letting everyone know, including freshmen, what all it has to offer.

The help is very mean and unfriendly. The lines are long, service is slow. It is way too overcrowded, and there are not enough seats.

Lower food costs, I eat at the Student union often for lack of time, please help in this area

In regards to food services, I wish that every vendor would accept credit cards and that the lines were not as long. That is the major reason that I do not eat in the union, I don't have enough time to wait in line and eat in between classes.

There is a horrible smell at the convenience store. The convenience store's sushi gives me food poisoning. I would like more healthy alternatives, more choices that didn't involve greasy food. Chinese, indian, italian, and other choices would be nice. A rea

Please encourage some of the restaurants, like Wendy's and Chik-Fil-A, to prepare their food up to the quality of the other restaurants in their chain. I often choose to go to the Chik-Fil-A and Wendy's off-campus, because their food is better.

Some healthy food other than Subway

The TV room is not a storage room! We would like to have it back ASAP!!!!

more wide notification of events in ball rooms

Get a bowling alley like in the UF student union

**better food selection, more things to do
(entertainment wise)**

Products in the store are expensive for students.

I always seem to have less than acceptable service when I visit Wackadoos, even when there are minimal customers. While I realize they are students it would be great to see training for the staff. The food is great thought!

keep up the good work and please longer hours with food places for weekend and bring back the travel agency we need it for spring break. thanks

I used to use the student union everyday my freshman, sophomore and junior year, it's just now that I'm a senior, I am never around that area anymore. But I think it's great! Great place to meet friends!

Please get more places to eat!!! Something healthy would be nice!!!!

There isn't always adequate seating, even with the seating over near the wendys. Occasionally I have to listen to the janitorial staff bickering about one another, which is sometimes amusing. The people outside the union are a little too aggressive, wh

It would be nice if some of the rooms on the upper levels could be opened so that students could use it to study. It is too loud a lot of the time to go there and study and it would be nice if we could go there to study so that we could eat at the same t

SU could use more entertainment options

The Student Union should really think about diversifying their restaurant choices. It also needs a better ice cream shop.

PLEASE ADD PROGRAMS AND ACTIVITIES FOR THE EVENING STUDENTS THAT ACCOMMODATE THE OLDER STUDENT AND THE WORKING STUDENT. THANKS FOR ASKING AND I HOPE THIS HELPED.

I think it is ridiculous that the Union can offer beer, but not cigarettes.

Get a movie theater! Maybe even a drive in!! On the whole, the Student Union is good.

Subway needs to not raise its price every semester...it's getting ridiculous...

I would like to see healthier foods offered to purchase.

Its very convenient for getting food, meeting up with friends, and student gov.lab rocks.

I only go to the Union for food -- and it's not that good. I wish that Wack-a-doos was not the only sit down restaurant. If the Union exists to serve some other function beyond poor food, then perhaps more advertising is in order.

The Student staff needs to be a bit more professional in their interactions with student customers.

Please extend the time of restaurants on weekends.

i really enjoy going to the student union. I live off campus so its a nice place to go between classes. It would be nice to have more couches to sit on because they can fill up.

keep restaurants open later and on weekends

There needs to be more student lounges! For meeting, relaxation, and most importantly: Studying! (you can study in the library but you can't take food in the library). The student lounge on the second floor was barely adequate then part of it was sacrifi

I believe that the number 1 reason that people visit the student union is to eat but after that they do not stay long. I think it would be nice to have more sit down restaurants instead of fast-food, such as a place which could be like a sports bar minus

Advertise services better

You need a healthier choice for food in the union like a big salad/soup bar or something

Target the 'older' students as well.

THE ART (POTTERY, OTHERS) SHOWS AND FERIAS-SALES ARE VERY INTERESTING. MORE EVENTS AT 12-2 PM (LUNCH TIME) COULD GET ATTENTION OF THE PEOPLE, LIKE: THE LAST MOVIES, CONFERENCES WITH FAMOUS PEOPLE (POLITICAL, ARTS, ETC), CONCERTS, ETC. THE PLACE NEEDS M

maybe a security guard or two and make staff more recognizable

Please finish the construction as soon as possible. It is quite annoying that I have to walk around it all the time.

have free food

**ok I have issues with the 'knight stop' convenience store. when the store had first opened, they had many 'healthy' options to choose from--organic chips, a variety of organic nuts, health bars, ect. Now every time I visit, I'm disgusted by the typical
j**

I just want to compliment the janitorial staff at UCF because every single day that I attend class, I always see them sweeping the sidewalks and walk ways, making sure the bathrooms are clean, and wiping down chairs and benches. The school looks great an

More restaurants with cheap prices. For instance, taco bell. Provide more seating on the first floor or tables by the pegasus ballroom so people can eat.

More places to eat and better computer lab, current lab is always full and maybe have some interactive rooms with tvs and games or something like that were people can go and have fun instead of partying and they can meet new people and such

The student union is very much geared toward undergraduate students, graduate students taking classes later in the evening come to find most parts of the student union closed. The acoustics are horrible; the service at most of the restaurants is outrage

I would like to see more healthy and reasonably priced food options.

CREDIT CARDS!!!! I never have cash, it burns a hole quickly in my pocket. If you took credit cards you would have a lot more business.

There is a great lack of adequate seating in the student union food court and nearby areas during the peak lunch hours. During the hours of 11-2pm I generally have to spend 10 to 15 minutes waiting in lines to eat. The distribution of flyers directly in

What exactly is Student Union? Is it that place where I get my free twenty copies, or is it that place with the soda machines, and snack machines?

Excellent place

I'd like to see more low-priced restaurants for variety, more cushioned chairs in the large hall, more computers in the lab, cleaner keyboards in the lab (often greasy and it's hard to press some keys down), vending machines with drinks and snacks on the

Needs more variety of food

i feel it needs to encourage more social opportunities on the weekend and at night for students that live on campus. On a Saturday night it is empty. we should work on that maybe by adding another bar or free pool tables. stuff like that

The noise level near the front entrance has frequently discouraged me from using that entrance, or even going to the union. Student groups should be encouraged or required to turn down the music that they blast.

What happened to STA travel?? I felt it was convenient for many reasons.(ISIC cards, travel info., Spring Break plans, airline tickets, etc.)

I think they should bring KFC, burger King, Pizza Hut and Elija's Grill, which is located on Forsyth (this place is good for both veggie and meat eaters and their hummus puts the hummus sold at the Union to shame, the quality of the food is excellent)

1. You could use some more plants. Perhaps a few hanging gardens from the upper floors. That would really help to mitigate the commercialized sterile feel on the inside.

2. I think something a little more higher end, like a Panera's or a Bruegge
Replace the Pizza place, it's too expensive!

The student union really could use a Taco Bell. Yes there is Baja Burrito kitchen, but it really isn't the same thing nor do they have the prices Taco Bell can offer.

Most of the time I go to the student union to eat. Subway and Baja Burrito offer the healthiest choices, but I don't want to eat at those locations everyday. It would be nice to have one or two more options for healthier (non-greasy) foods.

excepting any other method of payment than UCF smart card & cash

More room for student, more variety of food, food must be cheaper than outside, separate sports channels TVs room.

SGA computer lab is excellent. I use it about every day. The equipment there is top of the line (I'm there now). As far as improvements, I would like to see more food services of the healthy variety. Subway is okay. Mrs Fields has good hovan roals--but i

Need better food selection!

healthier food. Not all the food tastes good. A salad bar place would be great that also sells sandwiches and fruit and stuff

PLEASE allow all food services to accept DB-DOLLARS, especially SUBWAY

You can add food carts in most of the buildings so that it will be a little more convenient for the students.

Less flyers outside the union

You could add a Taco Bell or other fast food restaurant. Occasionally the other places are pricy especially if you are eating more than one meal on campus a day.

Later hours, after 9 o'clock would be more convenient

i like it there, i just never have time to go.

Let all the food places accept credit cards

n/a

The Student Union is of no use to students who do not travel to campus. Why should we pay for it's upkeep and get nothing in return.

More restaurants and lower price food

What is on the fourth floor that prevents it from being used as meeting space?

Need healthy choices that are reasonably priced... a salad bar would be ideal.

Any places where PhD students can meet and work on projects. Where is the computer lab?

a panera bread or something like it would be nice to have

stay open later on weeknights

**I would like to see the Student Union expand, with more shops and restaurants, and some 'quiet' places to study and relax.
Thanks**

Lower Subway's prices

It seems like a hang out, but some of the loitering people are very unfriendly.

You should have more restaurant for more options, you have students for several countries, but only you offer two kinds of international food(italian, mexican),not all Hispanic people are from those country, the rest are typical american food, that is g

There needs to be more than just fatty fast food available.

They need a chinese resturant. They also need to clean up the Mrs. Fields store.

More Variety, Wackadoos service is horrible, the waitresses are lazy, and unpolite, it takes forever to get served. At least 30 minutes for them to come over to my table to ttake my order. Also there really isn't anything that would interedt me to shop

t

N/A

Fix the TVs on the 3rd Floor, and where is the travel agency?!

I am an on-line student and rarely visit the UCF campus.

The acoustics are horrible, not at all conducive to studying. Certain campus organizations monopolize the student union, deterring your average student from wanting to visit it. The lines for food are ridiculous and during the day, there is never enough

better food pricing and variety.

Add more healthy food choices, not just crappy junk food. Somewhere I can eat a bagel + egg sandwich in the morning, asian food, moe's, bbq, etc.

Take credit cards at Subway!

No smoking outdoors on patio.

Better food selection for vegetarians and people who want to live a more healthy lifestyle. Why are healthy options more expensive?

Student-affordable value for food - don't mark up student costs, mark them down!

Cash-

Find some way to make the Wendy's line move faster.

It would be nice if there was a healthier alternative for food, and place that has real smoothies.

I love going into the CD store to shop around. I wish there were at least two other little shops like that. For example, a video game shop and a clothing shop. Shops that have a great selection that changes periodically. The reason being that if it is c

It would be nice to see more of a variety of foods provided--one example of good variety is the union at Univ. of Florida.

Get the desks and chairs out of the North Lounge on the third floor and re-open it.

Need variety of foods and I did not even know you had a computer lab. Something for minority graduate students

expand the computer lab, there are always long lines to use it.

Generally the UCF campus isn't a very hospital one, and doesn't provide sufficient facilities for students to spend comfortable, quality time on campus. The hospitality with regards to a social (and in a way the academic) environment is very inadequate.

Please take the ropes down from around the pegasus/seal. This is a ridiculous practice and impunes the safety and aesthetics of the Union. Also, educate your staff more on how to properly set up A/V equipment so that it not only functions, but provides a

It needs more restaurants.

Greater variety of food choices available, and better service (especially Wendy's). Also more meeting rooms for organizations is a desperate need.

The Student Union should be a place where students can go to relax. Every time I walk in I don't feel relaxed, I feel like I'm walking into any other class building. The Student Union needs a warmer, homey feel as opposed to what it is like now.

I love the union and have been very pleased with everything.

I would like to see some options other than burgers and fries. I think the price could be a little lower, we are college students even if we don't have a meal plan.

More seating during busy hours.

Get a taco bell; have wackadoo's lower prices; get rid of that sushi smell; get rid of the automatic flush on the toilets; more lavish couches; get rid of baja burrito

First of all the Student Union should really start adding a better variety of restaurants because it can get boring eating almost the same thing everyday being someone that spends a lot of time in the union. Also, for video/audio equipment, it must be im

Singles Events!

A McDonalds or Burger King would be nice.

friendlier customer services in all areas would be nice; better food selections; no study area; the ones I've used (on same floor as the diversity room) was usually noisy.

have more fun events, games, prizes etc. more health food variety

Have it open more often. I don't shop there because I'm afraid things will be closed and I'd rather go somewhere where I know things will be open. Also, the travel agency is completely useless. College students use travelocity.

more food restaurants...

For the SGA computer lab, when students use their services, there needs to be better communication on when their projects will be taken care of because I have had 2 instances where I used the poster printing service and they were not ready when I was tol

keep whole union open until 12, not just whackadoos... we need coffee or sugar in the middle of the night! :)

Expand Wendy's, replace ice cream shop with another fast food restaurant, like Taco Bell, Burger King, or McDonalds

Lower the prices of the food at the Wendy's and Sbarro's.

I filed a complaint about the man who sells discount tickets (for the comedy club and paintball) because he is dishonest and is not truthful to students when he sells them tickets, however no one ever contacted me to inquire about my filed complaint and

Please bring in more vegan/vegetarian options and food stops. Look into Evo's based in Tampa. This is the link: <http://www.evos.com/home.cfm> This place is amazing!

Keep up the good work!

Offer closer short-term parking

Could you PLEASE bring the *TRAVEL AGENCY* back to the union, i surely cant find it and need it because im an out of state student with residency.

What computer lab?

I don't like walking to the main entrance because you get barraged with bar and club fliers like its some sort of ghetto straw market. its crowded with noisy vagrants and the food is overpriced and sub par. most still do not accept credit cards which is u

Food needs to be open more. What TVs? Thank you!

It's too bad that rooms for clubs are booked a semester in advance or so. It would be nice if the Knight Stop could perhaps have longer hour- it seems they are always closed in the evening when I would like to get something. I like the sushi but

they n

The TV room on the third floor next to study room is used as storage of furniture. There are not enough couches or chairs available for studying. End up waiting for half an hours I can find a seat.

I would like to see a health conscious food booth. ex: garden burger, boca burger, diffrent salads, etc

More food selection at lower prices would be appreciated!

I don't use a lot fo UCF's services due to lack of knowledge of them.

It's a great facility in the 1 time or so I've been there. A great addition to the University.

more variety in food restaurants, and more places for quiet relaxation would be ideal for the union. The extra space is there on the 4th floor which is ALWAYS locked up for some reason. Utilize the space that you have and provide 100% of your best to the

Add more tables and chairs INSIDE. Have more places that accept credit cards, and LOWER the prices. I'm not paying \$5 for a bag of oreos. Just because we are college students does not mean we don't mind being ripped off.

i wish there were more healthy options to eat in the union, I also wish that all places in the union accepted credit cards

I recently transferred from UF and the union there really sucks (old, dirty, not many areas for student use (lounges, etc)). The UCF union is fabulous by comparison-clean, modern, lots of areas to just hang out. However, I would like to see more food choices.

Have all the restaurants accept Credit Cards, and/or install a Wachovia ATM.

1. More healthy veggie options
2. If possible, non-smoking areas around entrances to union
3. When I saw George Will speak in the union, his microphone kept messing up - but don't know if it was the union's equipment or not

It would be great to see the Student Union utilize more of its space with things like arcades, more restaurants, and some retail. The food the Union offers is limited and provides few healthy alternatives. You can only eat Subway so many times. It would

would want to see more vegetarian food at the grocery store in the S.U. And other types of foods being served at the restaurants other than salads, fries and burgers.

make it available and convenient for evening and weekend students, faculty, etc. Remember you are dealing with lots of student who are vary cost conscious and live on serious budget cuts, lunch for \$6 is not practicable on a daily basis. please publiz

Advertise events taking place at the S.U. in more diverse places (ie: libraries, dorms, etc.) to attract more attention.

add Chinese food! spread more knowledge! have workshops on how the ropes work here... how to check out equipment, tell us about the financial classes and how to get involved!

Take out the hot dog stand and add either a Panera or a GOOD Chinese restaurant!

There are never rooms available to reserve for organizations on campus!

Event Services does an AMAZING job. Kudos to Jessica Falco and Ed Luther!

Does this really have to take up space in my mailbox?

open restaurants later hours during the semester. need more reasonably priced food.

The girl working in the administration office sitting at the desk is a major bitch.

It would be nice if we could bring outside food in for meetings, not have somewhere else cater, but just be allowed to bring snacks in for club meetings that isn't bought in the Student Union. It would be nice to be allowed to bring homemade cookies, for

I think Chick-fil-A did a good job by extending its hours of operation. Because I do live on campus it is easy to become bored with the monotony in food choices. Also, the people working at the Information desk could be a bit more helpful in directing pe

More places to eat. There can never be too many choices. Wendy's shouldn't cost more on campus. More cool stores like Park Ave Jr.

Need more outdoor seating

you already sell beer, why not sell cigarettes too?? and legalize marijuana, that'd help me out a bunch, thanks