

**Spring 2006 Student Union Customer Satisfaction Survey**

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**Patrice Lancey, Ph.D.  
Uday Nair, M.S.**

**Operational Excellence and Assessment Support  
University of Central Florida  
12424 Research Parkway, Suite 225  
Orlando, FL 32826-3207  
(407) 882-0275  
FAX (407) 882-0288**

## Background, Methodology and Organization of Report

The Student Union Customer Satisfaction Survey was administered in Spring 2003, Spring 2004, Spring 2005 and Spring 2006. 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 Spring 2006 survey was updated to obtain additional information on food vendor preferences to guide new contract decisions.

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\\_cs.htm](http://survey.ucf.edu/su_cs.htm)

A random sample of approximate 18,873 students was drawn from the total UCF population registered for classes in Spring 2006. 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. The email invitation contained a link to the online survey. The survey was administered from April 20, 2006 to May 17, 2006. Completed surveys were received from 374 students representing a response rate of 2%.

A comparison of the survey sample characteristics to the population of Spring 2006 enrolled students is given. Frequency tables are shown for each question.

## Results

### **Comparison of Spring 2006 Enrolled Students (Population) to Survey Sample**

A comparison of the characteristics of the respondents of the Spring 2006 Student Union Satisfaction Survey and the UCF population of Spring 2006 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 freshmen and junior class students and fewer senior students compared to the population. Females are also over represented in the sample.

Table 1: Comparison of Spring 2006 Enrolled Students to 2006 Student Union Satisfaction Survey Sample

	University		Sample	
Male	19,111	44.2%	122	33.70%
Female	24,128	55.8%	240	66.30%

	University		Sample	
Freshman	5,787	13.3%	85	23.10%
Sophomore	5,808	13.4%	55	14.90%
Junior	9,826	22.7%	118	32.10%
Senior	14,710	34.0%	104	28.30%
Post Baccalaureate	353	0.9%	3	0.80%
Graduate	5693	13.2%	3	0.80%
Other (non- degree)	1062	2.5	0	0.00%

## Tables of Results by Question

### Q1

		Count	Column %
"Q1 During which time periods do you usually go to the Student Union?"	Before 9:00 AM	40	10.8%
	9:00 AM - 2:00 PM	264	71.4%
	2:00 PM - 5:00 PM	180	48.6%
	5:00 PM - 7:00 PM	102	27.6%
	After 7:00 PM	69	18.6%
	Never	23	6.2%

### 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	121	32.7%
	2 – 3 times a month	8	2.2%
	4 or more times per month	7	1.9%
	Never	234	63.2%
	<b>Total</b>	<b>370</b>	<b>100.0%</b>

### Q3

		Count	Column %
"Q3. What would prevent you from going to the Student Union to purchase food?"	Lack of variety	153	42.0%
	I prefer to eat somewhere else	45	12.4%
	Does not fit my schedule	50	13.7%
	Other	116	31.9%
	<b>Total</b>	<b>364</b>	<b>100.0%</b>

## Q4

		Count	Column %
"Q4. In general, how would you rate your overall satisfaction with the Student Union?"	Very satisfied	43	11.7%
	Satisfied	182	49.3%
	Somewhat satisfied/somewhat dissatisfied	119	32.2%
	Subtotal - Very satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	344	93.2%
	Dissatisfied	9	2.4%
	Very Dissatisfied	4	1.1%
	Subtotal - Very dissatisfied & Dissatisfied	13	3.5%
	Don't Know	12	3.3%
	<b>Total</b>	<b>369</b>	<b>100.0%</b>

## Q5

		Count	Column %
"Q5. Since the summer of 2005, how often do you usually visit the UCF Student Union?"	Once a month or less	29	7.8%
	2-3 times a month	46	12.3%
	Once a week	58	15.5%
	2-3 times a week	130	34.8%
	4-5 times a week	51	13.6%
	6-7 times a week	20	5.3%
	8-9 times a week	14	3.7%
	More than 9 times a week	8	2.1%
	Never	11	2.9%
	No response	7	1.9%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q6

		Count	Column %
"Q6. How often do you usually go to the Student Union to eat?"	Once a month or less	94	25.1%
	2-3 times a month	62	16.6%
	Once a week	72	19.3%
	2-3 times a week	80	21.4%
	4-5 times a week	21	5.6%
	6-7 times a week	4	1.1%
	8-9 times a week	1	0.3%
	More than 9 times a week	1	0.3%
	Never	35	9.4%
	No response	4	1.1%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q7

		Count	Column %
"Q7. How often do you usually go to the Student Union to study?"	Once a month or less	80	21.4%
	2-3 times a month	31	8.3%
	Once a week	21	5.6%
	2-3 times a week	22	5.9%
	4-5 times a week	0	0.0%
	6-7 times a week	1	0.3%
	8-9 times a week	2	0.5%
	More than 9 times a week	0	0.0%
	Never	212	56.7%
	No response	5	1.3%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q8

		Count	Column %
"Q8. How often do you usually go to the Student Union to relax?"	Once a month or less	69	18.4%
	2-3 times a month	35	9.4%
	Once a week	32	8.6%
	2-3 times a week	28	7.5%
	4-5 times a week	10	2.7%
	6-7 times a week	4	1.1%
	8-9 times a week	0	0.0%
	More than 9 times a week	0	0.0%
	Never	192	51.3%
	No response	4	1.1%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q9

		Count	Column %
"Q9. How often do you usually go to the Student Union to socialize?"	Once a month or less	97	25.9%
	2-3 times a month	36	9.6%
	Once a week	38	10.2%
	2-3 times a week	41	11.0%
	4-5 times a week	19	5.1%
	6-7 times a week	5	1.3%
	8-9 times a week	1	0.3%
	More than 9 times a week	0	0.0%
	Never	132	35.3%
	No response	5	1.3%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q10

		Count	Column %
"Q10. How often do you usually go to the Student Union to watch TV?"	Once a month or less	33	8.8%
	2-3 times a month	5	1.3%
	Once a week	4	1.1%
	2-3 times a week	7	1.9%
	4-5 times a week	2	0.5%
	6-7 times a week	0	0.0%
	8-9 times a week	0	0.0%
	More than 9 times a week	2	0.5%
	Never	316	84.5%
	No response	5	1.3%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q11

		Count	Column %
"Q11. How often do you usually go to the Student Union to use the Computer Lab?"	Once a month or less	64	17.1%
	2-3 times a month	30	8.0%
	Once a week	16	4.3%
	2-3 times a week	15	4.0%
	4-5 times a week	10	2.7%
	6-7 times a week	3	0.8%
	8-9 times a week	1	0.3%
	More than 9 times a week	2	0.5%
	Never	228	61.0%
	No response	5	1.3%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q12

		Count	Column %
"Q12. How often do you usually go to the Student Union to attend a meeting or program?"	Once a month or less	152	40.6%
	2-3 times a month	38	10.2%
	Once a week	30	8.0%
	2-3 times a week	22	5.9%
	4-5 times a week	5	1.3%
	6-7 times a week	1	0.3%
	8-9 times a week	0	0.0%
	More than 9 times a week	2	0.5%
	Never	119	31.8%
	No response	5	1.3%
	<b>Total</b>	<b>374</b>	<b>100.0%</b>

## Q13

		Count	Column %
"Q13. The Student Union is a place where I feel welcome."	Strongly Agree	116	31.6%
	Agree	176	48.0%
	Somewhat agree/somewhat disagree	56	15.3%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	348	94.8%
	Disagree	6	1.6%
	Strongly Disagree	5	1.4%
	Subtotal - Strongly Disagree & Disagree	11	3.0%
	N/A	8	2.2%
<b>Total</b>	<b>367</b>	<b>100.0%</b>	

## Q14

		Count	Column %
"Q14. The Student Union is a safe place."	Strongly Agree	143	39.1%
	Agree	183	50.0%
	Somewhat agree/somewhat disagree	30	8.2%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	356	97.3%
	Disagree	3	0.8%
	Strongly Disagree	1	0.3%
	Subtotal - Strongly Disagree & Disagree	4	1.1%
	N/A	6	1.6%
	<b>Total</b>	<b>366</b>	<b>100.0%</b>

## Q15

		Count	Column %
"Q15 The Student Union is open convenient hours."	Strongly Agree	124	33.8%
	Agree	178	48.5%
	Somewhat agree/somewhat disagree	41	11.2%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	343	93.5%
	Disagree	12	3.3%
	Strongly Disagree	3	0.8%
	Subtotal - Strongly Disagree & Disagree	15	4.1%
	N/A	9	2.5%
	<b>Total</b>	<b>367</b>	<b>100.0%</b>

## Q16

		Count	Column %
"Q16 The Student Union is a central meeting place for students."	Strongly Agree	125	34.2%
	Agree	161	44.0%
	Somewhat agree/somewhat disagree	57	15.6%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	343	93.7%
	Disagree	9	2.5%
	Strongly Disagree	5	1.4%
	Subtotal - Strongly Disagree & Disagree	14	3.8%
	N/A	9	2.5%
	<b>Total</b>	366	100.0%

## Q17

		Count	Column %
"Q17 The Student Union provides a variety of services."	Strongly Agree	100	27.5%
	Agree	169	46.4%
	Somewhat agree/somewhat disagree	65	17.9%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	334	91.8%
	Disagree	18	4.9%
	Strongly Disagree	4	1.1%
	Subtotal - Strongly Disagree & Disagree	22	6.0%
	N/A	8	2.2%
	<b>Total</b>	364	100.0%

## Q18

		Count	Column %
"Q18 The Student Union serves as a community center."	Strongly Agree	96	26.2%
	Agree	170	46.4%
	Somewhat agree/somewhat disagree	63	17.2%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	329	89.9%
	Disagree	24	6.6%
	Strongly Disagree	3	0.8%
	Subtotal - Strongly Disagree & Disagree	27	7.4%
	N/A	10	2.7%
	<b>Total</b>	366	100.0%

## Q19

		Count	Column %
"Q19 The Student Union fulfills its mission as the center of UCF's community life."	Strongly Agree	85	23.2%
	Agree	145	39.5%
	Somewhat agree/somewhat disagree	89	24.3%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	319	86.9%
	Disagree	29	7.9%
	Strongly Disagree	5	1.4%
	Subtotal - Strongly Disagree & Disagree	34	9.3%
	N/A	14	3.8%
	<b>Total</b>	367	100.0%

## Q20

		Count	Column %
"Q20. Overall cleanliness"	Very Satisfied	199	54.8%
	Satisfied	141	38.8%
	Somewhat Satisfied/somewhat dissatisfied	14	3.9%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	354	97.5%
	Dissatisfied	4	1.1%
	Strongly Dissatisfied	0	0.0%
	Subtotal - Strongly dissatisfied & Dissatisfied	4	1.1%
	N/A	5	1.4%
	<b>Total</b>	363	100.0%

## Q21

		Count	Column %
"Q21. Clean meeting rooms"	Very Satisfied	158	43.5%
	Satisfied	116	32.0%
	Somewhat Satisfied/somewhat dissatisfied	7	1.9%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	281	77.4%
	Dissatisfied	3	0.8%
	Strongly Dissatisfied	0	0.0%
	Subtotal - Strongly dissatisfied & Dissatisfied	3	0.8%
	N/A	79	21.8%
	<b>Total</b>	363	100.0%

## Q22

		Count	Column %
"Q22. Clean entrances"	Very Satisfied	182	50.3%
	Satisfied	157	43.4%
	Somewhat Satisfied/somewhat dissatisfied	15	4.1%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	354	97.8%
	Dissatisfied	3	0.8%
	Strongly Dissatisfied	0	0.0%
	Subtotal - Strongly dissatisfied & Dissatisfied	3	0.8%
	N/A	5	1.4%
	<b>Total</b>	<b>362</b>	<b>100.0%</b>

## Q23

		Count	Column %
"Q23. Clean outdoor patios"	Very Satisfied	161	44.5%
	Satisfied	148	40.9%
	Somewhat Satisfied/somewhat dissatisfied	33	9.1%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	342	94.5%
	Dissatisfied	11	3.0%
	Strongly Dissatisfied	1	0.3%
	Subtotal - Strongly dissatisfied & Dissatisfied	12	3.3%
	N/A	8	2.2%
	<b>Total</b>	<b>362</b>	<b>100.0%</b>

## Q24

		Count	Column %
"Q24. Audio-visual equipment provided is functional"	Very Satisfied	104	28.7%
	Satisfied	112	30.9%
	Somewhat Satisfied/somewhat dissatisfied	37	10.2%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	253	69.7%
	Dissatisfied	4	1.1%
	Strongly Dissatisfied	0	0.0%
	Subtotal - Strongly dissatisfied & Dissatisfied	4	1.1%
	N/A	106	29.2%
	<b>Total</b>	363	100.0%

## Q25

		Count	Column %
"Q25. Adequate equipment is available for use"	Very Satisfied	95	26.2%
	Satisfied	115	31.7%
	Somewhat Satisfied/somewhat dissatisfied	33	9.1%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	243	66.9%
	Dissatisfied	8	2.2%
	Strongly Dissatisfied	1	0.3%
	Subtotal - Strongly dissatisfied & Dissatisfied	9	2.5%
	N/A	111	30.6%
	<b>Total</b>	363	100.0%

## Q26

		Count	Column %
"Q26. Variety of foods available"	Very Satisfied	29	7.9%
	Satisfied	99	27.1%
	Somewhat Satisfied/somewhat dissatisfied	146	40.0%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	274	75.1%
	Dissatisfied	61	16.7%
	Strongly Dissatisfied	24	6.6%
	Subtotal - Strongly dissatisfied & Dissatisfied	85	23.3%
	N/A	6	1.6%
	<b>Total</b>	365	100.0%

## Q27

		Count	Column %
"Q27. Reasonably priced food in the restaurants"	Very Satisfied	24	6.6%
	Satisfied	118	32.3%
	Somewhat Satisfied/somewhat dissatisfied	138	37.8%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	280	76.7%
	Dissatisfied	55	15.1%
	Strongly Dissatisfied	23	6.3%
	Subtotal - Strongly dissatisfied & Dissatisfied	78	21.4%
	N/A	7	1.9%
	<b>Total</b>	365	100.0%

## Q28

		Count	Column %
"Q28. Quality of food"	Very Satisfied	37	10.2%
	Satisfied	164	45.2%
	Somewhat Satisfied/somewhat dissatisfied	108	29.8%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	309	85.1%
	Dissatisfied	33	9.1%
	Strongly Dissatisfied	10	2.8%
	Subtotal - Strongly dissatisfied & Dissatisfied	43	11.8%
	N/A	11	3.0%
	<b>Total</b>	363	100.0%

## Q29

		Count	Column %
"Q29. Customer service provided at the restaurants"	Very Satisfied	49	13.5%
	Satisfied	202	55.5%
	Somewhat Satisfied/somewhat dissatisfied	71	19.5%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	322	88.5%
	Dissatisfied	21	5.8%
	Strongly Dissatisfied	7	1.9%
	Subtotal - Strongly dissatisfied & Dissatisfied	28	7.7%
	N/A	14	3.8%
	<b>Total</b>	364	100.0%

### Q30

		Count	Column %
"Q30. Hours of operation of restaurants"	Very Satisfied	47	12.9%
	Satisfied	183	50.3%
	Somewhat Satisfied/somewhat dissatisfied	83	22.8%
	Subtotal - Very Satisfied, Satisfied & Somewhat satisfied/Somewhat dissatisfied	313	86.0%
	Dissatisfied	28	7.7%
	Strongly Dissatisfied	7	1.9%
	Subtotal - Strongly dissatisfied & Dissatisfied	35	9.6%
	N/A	16	4.4%
	<b>Total</b>	<b>364</b>	<b>100.0%</b>

### Q31

		Count	Column %
Q31. If the Student Union had an opportunity to add a new restaurant, which vendor would you prefer?	Crisper's	55	14.9%
	Einstein Bagels	18	4.9%
	Kentucky Fried Chicken	27	7.3%
	Panera Bread	160	43.5%
	Taco Bell	75	20.4%
	Other	33	9.0%
	<b>Total</b>	<b>368</b>	<b>100.0%</b>

#### Q31 Other

Popeye's  
 sandwich/salad deli  
 Backyard Burger  
 Wendy's  
 Wendy's  
 Panera Bread or Taco Bell  
 Panera AND Crisper's  
 How about something that isn't made of feces and is actually healthy?  
 asian food  
 Chipolta

Chipolta  
 Chipolta  
 Wing House  
 Pita Pit  
 Pizza Hut (get rid of Sbarros!!!!)  
 Pita Pit, Panera, OR Crispers  
 Chinese food  
 Popeye's  
 Something independent. A deli would be nice. Independent Delhi wouldn't have any complaints about food there!  
 Long John Silvers or Popeye's  
 just finish Burger King, please  
 Anything with more vegetarian options  
 fire house subs  
 McDonald's  
 Moe's  
 Tijuana Flats  
 panda express  
 Chinese  
 Wendys  
 Panera  
 Moe's  
 subway  
 Any healthy foods vendor, which provides a wide variety of choices  
 Hala restaurant

### Q32

		Count	Column %
Q32. How much money are you willing to pay for lunch?	less than \$4.00	54	14.7%
	\$4.00 - \$5.00	137	37.3%
	\$5.00 - \$6.00	108	29.4%
	\$6.00 - \$7.00	42	11.4%
	\$7.00 - \$8.00	18	4.9%
	more than \$ 8.00	8	2.2%
	<b>Total</b>	<b>367</b>	<b>100.0%</b>

### Q33

		Count	Column %
"Q33. The Student Union Staff is available."	Strongly Agree	67	18.2%
	Agree	170	46.2%
	Somewhat agree/somewhat disagree	44	12.0%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	281	76.4%
	Disagree	8	2.2%
	Strongly Disagree	2	0.5%
	Subtotal - Strongly Disagree & Disagree	10	2.7%
	N/A	77	20.9%
	<b>Total</b>	<b>368</b>	<b>100.0%</b>

### Q34

		Count	Column %
"Q34. The Student Union staff is knowledgeable."	Strongly Agree	58	15.8%
	Agree	160	43.7%
	Somewhat agree/somewhat disagree	48	13.1%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	266	72.7%
	Disagree	10	2.7%
	Strongly Disagree	4	1.1%
	Subtotal - Strongly Disagree & Disagree	14	3.8%
	N/A	86	23.5%
	<b>Total</b>	<b>366</b>	<b>100.0%</b>

### Q35

		Count	Column %
"Q35. The Student Union staff is easily recognizable."	Strongly Agree	90	24.5%
	Agree	144	39.1%
	Somewhat agree/somewhat disagree	62	16.8%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	296	80.4%
	Disagree	19	5.2%
	Strongly Disagree	6	1.6%
	Subtotal - Strongly Disagree & Disagree	25	6.8%
	N/A	47	12.8%
<b>Total</b>	<b>368</b>	<b>100.0%</b>	

### Q36

		Count	Column %
"Q36. The Student Union staff is courteous."	Strongly Agree	84	22.9%
	Agree	158	43.1%
	Somewhat agree/somewhat disagree	46	12.5%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	288	78.5%
	Disagree	5	1.4%
	Strongly Disagree	1	0.3%
	Subtotal - Strongly Disagree & Disagree	6	1.6%
	N/A	73	19.9%
<b>Total</b>	<b>367</b>	<b>100.0%</b>	

### Q37

		Count	Column %
"Q37. The Student Union staff provides quality customer service."	Strongly Agree	78	21.4%
	Agree	153	41.9%
	Somewhat agree/somewhat disagree	46	12.6%
	Subtotal - Strongly agree, Agree & Somewhat agree/Somewhat disagree	277	75.9%
	Disagree	8	2.2%
	Strongly Disagree	2	0.5%
	Subtotal - Strongly Disagree & Disagree	10	2.7%
	N/A	78	21.4%
<b>Total</b>	<b>365</b>	<b>100.0%</b>	

### Q38

		Count	Column %
"Q38. What is your classification?"	Freshman	85	23.1%
	Sophomore	55	14.9%
	Junior	118	32.1%
	Senior	104	28.3%
	Post Baccalaureate	3	0.8%
	Graduate Student	3	0.8%
	Non-degree	0	0.0%
	<b>Total</b>	<b>368</b>	<b>100.0%</b>

### Q39

		Count	Column %
"Q39. What is your gender?"	Male	122	33.7%
	Female	240	66.3%
	<b>Total</b>	<b>362</b>	<b>100.0%</b>

### Q40

		Count	Column %
"Q40. Where do you live?"	On campus housing	75	20.5%
	UCF affiliated housing (Pegasus Landing or Pegasus Pointe)	38	10.4%
	Apartment or house within 4 miles of UCF	85	23.3%
	Apartment or house within 5-10 miles of UCF	78	21.4%
	Apartment or house over 10 miles from UCF	77	21.1%
	Other	12	3.3%
	<b>Total</b>		<b>365</b>

### Q41

		Count	Column %
"Q41. Are you a member of a fraternity or sorority?"	Yes	40	10.9%
	No	328	89.1%
	<b>Total</b>	<b>368</b>	<b>100.0%</b>

### Q42

		Count	Column %
"Q42. Do you participate in a UCF club or organization?"	Yes	190	52.1%
	No	175	47.9%
	<b>Total</b>	<b>365</b>	<b>100.0%</b>

**Q43**

	Age	Count	Column %
"Q43. What was your age on your last birthday?"	17	1	0.3%
	18	44	12.1%
	19	80	22.0%
	20	59	16.3%
	21	60	16.5%
	22	43	11.8%
	23	20	5.5%
	24	8	2.2%
	25	8	2.2%
	26	5	1.4%
	27	3	0.8%
	28	1	0.3%
	29	2	0.6%
	30	3	0.8%
	31	2	0.6%
	32	1	0.3%
	34	2	0.6%
	35	3	0.8%
	36	1	0.3%
	37	1	0.3%
	38	1	0.3%
	41	3	0.8%
	43	3	0.8%
	45	3	0.8%
	47	1	0.3%
	49	1	0.3%
51	1	0.3%	
52	1	0.3%	

	61	1	0.3%
	62	1	0.3%
	<b>Total</b>	<b>363</b>	<b>100.0%</b>

## Q44

		Count	Column %
"Q44 Please indicate those racial or ethnic groups that apply to you"	Asian	11	3.0%
	Black or African American	30	8.2%
	Hispanic or Latino	35	9.5%
	Native Hawaiian and another Pacific Islander	1	0.3%
	Native American and Alaskan Native	7	1.9%
	White	289	78.7%
	Non-U.S. Citizen or Permanent Resident	3	0.8%
	Other	12	3.3%
	No response	19	5.2%

**Comments:** Please add any general suggestions on how the Student Union can improve its services?

Comments
More catering service variety for upscale events held in the union. Let caterers be from anywhere and more people would use the union for their events.
A big screen showing the days events the small TV's are sometimes hard to read.
add a few more restaurants with- fresh food like Baha Burrito
Add a location that provides 'coffee house' type beverages for the students that attend night classes/ study at the library. B&N coffee shop closes at 7 and there are students that have break after 7 or that are at the library that need caffeine later than 7. That is probably my only gripe.
Add a new restaurant or two, Burger King has taken way too long to open.. Have lower prices for students at the computer store, Improve the arcade in Wackadoos.
Add a Taco Bell or some kind of cheaper Tex/Mex food, Baja is way too expensive to eat at. A quesadilla costs \$7 there! Also, do something about loud groups in adjacent rooms in the dividable rooms. My meeting is constantly disturbed by loud music and noise coming through the walls.
Add more fun activities at a low cost... adding new fun activities like bowling, pool, ping pong, etc would definitely improve it a lot.

Add more variety to the restaurants. I wish Wendy's was still there. I would suggest adding restaurants: Chinese Food, Chipotle, Boston Market, and Back Yard Burger.

Add Pizz Hut also, and the places in the Student Union should accept Flex Bucks since they are affiliated with the school and it would be more convenient and the Meal Plan would be better.

Add recreational activities like pool rooms, bowling, foosball, etc.

Better Cingular cellular service inside the union would be great.

Bring Back Wendy's

Build a Bowling alley please.

Cheaper food!

Clean the sofa's couches in front of the Pegasus ball room. They really smell bad.

Definitely add a panera. I would eat in the student union all the time!

doing great, please keep all vendors open till 7:30 so that night classes can eat at break...thanks

Fast food restaurants in general are not healthy for the environment or for people. I would eat at the student union if there were more healthful and sustainable options available.

Finish Burger King already!

Food options, food options, food options! It seems like we have been waiting FOREVER for Burger King to arrive! Thanks

Get rid of Sbarro

Get rid of the place next to Steak Escape.

Make all vendors accept credit cards.

Swap Sbarro's for Fazoli's

Keep up the good work!

Get those overly friendly squirrels away from the patio. They are way too friendly and will actually jump on the tables.

Have all stores open later, especially on weekends

have more feedback surveys of things to come.

have one at the satellite campuses

healthier food services!

Healthy options would be nice, though I could not think of a healthy chain to mention above.

help freshmen find out about clubs and how o sign up for them and what not

I believe providing lower priced food. Because, as a student I would love to eat there but, I do have a budget of usually \$5 or less, and usually for that price all I can find is something greasy. I would love a place were I can eat a meal that is reasonably priced, will fill me up, and not give me a heart attack at the same time. Also, if there was more area for students to sit, that is quieter than the main floor, especially on Wednesdays, that would be appreciated.

I don't know what other recreation or other meetings; activities are available in the student Center. I see it as a eating place for the most part. It would be nice to have a food court type set up, and then leave the stores & other things separately. I'm visually impaired so I don't see any info. Board telling me what's in the student union for me to do. This would be helpful, along with the location of each. I'm also interested in a quiet study room/area, somewhere free from noise (other than the library). I like being close to food and centrally located near my classes. The library is not as convenient as the student center. I just need to know what's there, and where. Thanks!

I feel that UCF trying to compete with a school like UCF should look to UF's Reitz Student Union as inspiration. I feel the woods should be cut down behind it or made a lot smaller and there should be much more added to the Union. Looking at the Reitz Union there is literally no comparison. I think that the administration should consider keeping the outdoor eating areas but build around that outside area (whereas the seated outdoor eating would still be around, but surrounded by other areas of interest.) Looking at the Reitz Union they have a bowling alley and about 10-15 pool tables that allow students to play. I feel Wackadoo's can never be compared to that. I hope this survey goes on to help you all. Thanks for reading it.

I hate the new CampusLink station...completely ridiculous and takes away from seating areas...there is already a shortage...and it is an eyesore...what s stupid idea...take it away.. Also...the choices for food in the Union are too limited...if you eat often here it gets old quickly...finish Burger King quicker...and Wackadoo's is ridiculously slow

I just don't live in that area. So the only way I would know is if a student Union were available in Palm Bay were I live and go to school.

I just think that the food offering at the Student Union could be much improved. Where's the variety? The choices are grease, fried fat, fat, etc. There is no wholesome alternative; sugary snacks aren't the answer. What about vegetarians, vegans, etc? What about those students who would like to see organic fruits and vegetables and free-range meat? There is a lot to be desired.

I lived on campus freshman year and just remember the restaurants not being open on the weekends. I didn't use meal plan because I didn't like the food and crowds, if the student union had at least one normal sit down restaurant I think it would definitely improve it. Even if you had to take out the boardwalks in the back and some trees I think it would be worth it. Get rid of the board walks and you could add something like 'Restaurant Row @ UCF'. That would be an extreme improvement, granted I would probably have graduated by the time anything on that scale would be underway, but I don't think many people have a problem paying more for a better meal with out having to leave campus and mess with parking more then once. I think a breakfast place would be a welcomed change as well. While we're at it you could probably take out some retailers in the bookstore area I don't know what its called. I think more eateries would turn a better profit then a barbershop and office supply store and whatever else is in that area. Getting back to the Student Union bottom line I don't think there are enough places to eat on our campus. Hope this is helpful.

I really think that, since the Union is the center of UCF's community life, more of the restaurants should accept flex bucks.

I think the cd store is great. It would be really nice to have a mail center possibly built into the computer store or something. I hate having to post my mail at the office store then walk down to the student union to drop it off.

I wish we had a better variety of food... the Smoothie King was a good choice and hopefully having BK will help too. I like the idea of a Crisper's/Panera also, to have some more wholesome food available.

I would add a lot more variety of places to eat that can also accept flex bucks and DB dollars.

I would eat at the Student Union much more often if I could use my DB Dollars there. I would purchase food at Mrs. Fields, Subway, Smoothie King, and Sbarro's often if that option were available.

I'd just ask that you realize that some student's are there in the evening and would like to eat later. Subway seems to be the only good place to eat.

If a new restaurant is going to be placed within the Student Union, one with ethnic food options would be a suggestion. UCF has a very diverse population, and the only foods offered in the union don't cater to that population. An establishment with a Latin influence may be appreciated, other than Taco Bell :) Or maybe a Southern style/bbq type restaurant, i.e. sonny's, bubbalous, Kellers, etc.

If Flexbucks were more usable, such as at more of the restaurants in the Student Union, I would use the Union more, as I am sure many other UCF students would as well who also need to use Flexbucks.

If you employ a particular service: such as College Optical, next time check the references of the staff and Doctor's working there. They swindle and lie to students and I am currently in the process of making complaints to the BBB.

If you're not bringing back Wendys, Taco Bell would be even better!

Improve food selection by adding a deli.

In my opinion I think that the Union can be open for more hours. I also think that the Union employees at the Service desk could be friendlier. Other than that, keep up the good work!!

In my opinion, the Student Union should try to get a better variety of food places. Other than that I think its fine.

INSIDE the Student Union it is pretty nice, but I hate walking out front of the building. The protest outside are annoying, and half the time uncalled for. I usually go out of my way to avoid walking by the Student Union all together. When I am walking to my class I do not care what your feelings of the president, the gas prices, homosexuality, or religion are; I just want to get to class.

Instead of having little clocks that no one sees, put a big huge clock up somewhere--i never know what time it is when I'm there!

It has taken way to long for burger king to come in and sbarros is nasty! Get rid of it!

It is always too cold in the Student Union.

It would be great to have someone available to wipe off the outdoor tables. I would be great if the ash tray/trash cans were further from the door so that the people walking up do not have to walk through the smoke or into the smoker and the smoke smell will not get into the building or linger at the entrance. The janitorial staff does a wonderful job and the building always looks great on the inside and out.

Larger variety of foods and restaurants, cheaper prices.

Let's emphasize the 'Student' and the 'Union' parts more, and not the dollar sign.

lines are too long for food, make subway take credit cards

Lower the price on coffee and food for students, we pay a lot of money to go to school.

Make breakfast items available to students prior to 7:30 a.m. classes. Monitor prices in the convenience store to reflect common retail prices.

Provide more group study space my opening empty upstairs ballroom to group study.

Maybe some of the spaces upstairs can be converted to make more 'TV.' rooms with comfy couches and things. Sometimes i go in there and it is so crowded people are sitting on the floor. Also, maybe there could be more than one TV., and they can give off radio signal. that way students can bring headphones from home to watch one of the TV's and people have more variety regarding stations (like they do at some gyms)

More Couches

More food options. Like Panera bread. I would go there once or twice a week. A better atmosphere.

more food variety is needed

more food variety. if there was a panera or a chipotle i would probably eat there everyday.

more inexpensive food would be preferable, yet with decent quality. too much of the food is priced around and above \$4 per meal and that typically doesn't even include a drink. I see that Burger King is trying to set itself up there, but still the majority of food is too expensive.

More of a variety of food =)

More restaurants would be great!

More seating during lunch.

MORE SEATING!!!! more private areas... lounges...or even seating areas divided by plants!

more specials and discounts at the food vendors in the SU

More variety for food selections (perhaps Asian food with rice); Another morning/breakfast vendor for coffee, bagels, etc.;

More variety in restaurants.

My biggest suggestion is more food choices

N/A

N/A

Need more restaurants! I'm sick of Subway everyday. The convenience store is good, but I feel like I have very few choices so I wind up going off campus nearly every day to get more of a selection. Wendy's is gone, bad idea. Burger King is not as good. You should have lowered the rent for Wendy's so they would stay. Ever notice that the line for subway is 3 miles long? Maybe because there is NO choice!?!? Hopefully someday I will get a meal in the union without waiting 2 hours. Also why is the fourth floor blocked off? The union is already way too small with not enough choice and then you go and keep 1/4 of it closed for no particularly good reason. Once the new restaurants are built near the arena, I'll be spending my cash over there. By the way, the quiet study room is a great idea so please don't ever close it. If anything, you should add another quiet study room since this one is getting full lately. Also tell SGA to stay open later on Fridays and Saturdays. Another recommendation would be to keep the entire union open until 1 am.

need to add a whole arcade instead of just the games at wackadoos, also miniature golf

Needs more seating areas to eat.

Nicer sit down restaurant in the area of quality of food.

Not applicable in Daytona Beach

Outside eating areas need to be kept cleaner and more seating in dining areas is needed.

Planet Smoothie is MUCH better than Smoothie King. Healthier food options should be offered. Samples should be given. And the smell of sushi in the hall near Knightstop is really gross.

please have restaurants open on Saturdays. thanks

Please open Burger King soon, I would like to start eating on campus again.

PLEASE put in some non-burger, not deep friend food options

Possibly take some room from other vendors which are not as popular and make it something exciting such as a small single movie theater, a larger study area, or maybe an internet cafe.

Provide a UCF Shuttle from the Student Union to Waterford Lakes for those students that can't get off campus because they don't have a car or drive.

Put in a bowling alley

Put in a healthy restaurant. Panera would be perfect.

Smoothie King is great! Would like at least one place that offers healthier food.

some soundproofing to help reduce the noise level such as wallpaper and carpets.

Spend less money on flat screen TVs and more on food services and custodial staff.

Subway sucks, its food is horrible and anyone who used to work there can clarify that-replace subway with Quiznos. Basically every food restaurant in the student union sucks.

Take down that barrier around the University seal. I personally respect the tradition and walk around it if the barrier is not there, but I don't think it should be forced on everybody like it has been this year.

Teach your employees information!!! I was on campus the other day to do a speech on Saturday and the equipment in the room was not working properly. We went to the union to ask them where to get help and they had no clue! Don't you think you should hire people that know what there doing???

The bands that play in front of the student union need to bathe. I would suggest using a firehouse to spray them down as it would probably be most effective. UCF should also arrest everyone who uses or looks like they use a skateboard. Most 'skaters' are deviants and are most likely guilty of something, they also smell and can't read very well. UCF should also arrest everyone who uses or looks like they use a skateboard.

The custodial staff does a great job with their work! Donna is so sweet and I love seeing her in the mornings :)

The food choices in the Union are quite limited... Other than SubWay and Smoothie King, everything else is pure junk food. It'd be really nice to see some variety, as well as more healthful options. Vending machines would be a great idea, as long as they could provide healthy snacks and drinks.

The food is pricey at the Student Union and sometimes altogether just plain gross. I thought the sushi place would be a great addition unfortunately it's never really fresh. Over time, I've found that there are very little places I'll eat. Oh and Subway not taking credit cards is utterly ridiculous. I'd like to see better places that are more conducive to the student who pays for everything. I miss Wendy's...

The food provided in the student union is pretty unhealthy (with the exception of the Greek place inside Mrs. fields and the sushi), and i can not believe they are putting in a burger king, that is absolutely disgusting, wendy's was much better (and at least served baked potatoes and good salads) and although people will go because it will be cheap, its very disappointing. Panera is much healthier and even though a little more expensive, i would be more willing to pay because of the quality of food and i think many people would. Also sbarro is really not that good of pizza and it stinks that more places don't accept American Express. The only place that would be healthy to eat that i really don't is subway, that is the best thing the SU has going for them, but they don't accept credit cards, which is ridiculous considering that is the only form of payment i carry around. Now i understand if you all accepted credit cards it would increase the number of people in line greatly, however the school should have compensated a long time ago before we became a larger populated school than UF. If i decide the lines are too long, i will simply not go there.

The only suggestion I have is that Subway could accept debit cards. I don't know if it does now, but the last time I went they only took cash and the ID card. I never use my ID card and I hardly ever carry cash, so I have to take \$20 out of the atm every time I want to eat there. I have just stopped going all together. I think I would eat there more often though if it accepted debit/check cards.

The student center is a great building and a wonderful addition to our campus.

The Student Union building is one of the finest examples I have ever seen in terms of any building fulfilling its mission statement. Union staff and services are absolutely unmatched. Services to students, student leadership, and the university community in general are very good. The only main complaint is lack of variety and expense of food - a very common and widespread complaint among the student population.

The Student Union caters to fraternity/sorority crowds, and most all others find it as a means of getting air conditioning on the way to class and/or the severely unfriendly faces at Subway. The meeting rooms are very nice, although.

The Student Union is no different than a mall, and I hate malls

The Student Union needs a 'Taco Bell' on campus.

the student union needs more food options

The Student Union should remember that not everyone eating there is 18-23 years old. Older students typically have more health issues that effect what we can eat. Wack-a-doos and the Smoothie shop have bent over backwards to accommodate my diabetes, however not all of the facilities have diabetic, or low acid, other special diet offerings. With 18,000 non-traditional students attending UCF, this should be brought to the vendors' attention.

The SU has become a hang out and attraction for a class of students who have no respect for others, use foul language as easily and freely as breathing, and have no consideration for being too loud inside of a large atrium. This is by no means a racial comment, only an observation. As a white student, I feel extremely uncomfortable and certainly most unwelcome when visiting the Student Union, particularly the atrium. In my opinion, the SU fails at being a place to invite relaxing or studying by allowing rude, loud, and disrespectful individuals to 'hang out' all day long for a social status quo. I remember a time when the SU was exactly the opposite of what it now. It used to be a nice place find somewhere to stretch out and relax while studying. Now, with the encouragement of some sort of loud and annoying activity in front of the building and/or a mini concert, the SU has become an icon of 'who's who' for a large group of students. If I wanted to support a 'hang out' and a social status icon for other people, I would have joined a fraternity. It's the last thing I expected to see UCF supporting.

The travel agency is closed. Question #2 does not reflect this. This lack of attention parallels perfectly the poor service and selection at the student union facilities.

UCFs Student Union rocks! It is definitely better than any other I have seen at any other Florida university.

Variety in food.

Variety in food. And more computers for the lab!

wackadoo's service is terrible, perhaps have flexible space for a rotating selection of restaurants. I mostly go to the union because it is so inconvenient to go off-campus, i get tired of the same places over and over again... also get rid of the nasty sushi smell out of the knight stop hallway, i don't go there for that very reason.

Wackadoo's service is way to slow to go to during lunch between two classes, on average it take over an hour no matter what time of day to get in and get out. The Student Union should be the center of information at UCF, currently I believe it is not. Events are not promoted enough. I believe that either a huge TV screen or stock ticker with information of these upcoming events should be installed either outside the Union or in the main circle area inside. This will greatly improve the promotion of events and establish the Union as the place to go to for not just socialization, but a great place to eat and get the latest information as well.

~Joe E

Genuine196@aol.com

We need a healthier food selection. I really like the Greek place, but we need more stuff like that. I like the idea of a Panera Bread being added.

Wendy's was better than Burger King. I like that we have several subways on campus. keep up the good work

When programs take place in the Student Union, the location is almost always changed at the last minute. This can become annoying after a few times.

While filling out this survey, I noticed that there were no mentions of Park Avenue CDs. It's without a doubt the nicest feature of the student union, and the campus in general, and I have spent more time and money in there than any of the other places available on campus. If there is any way that the school can help the location that would be my first choice over new restaurants. However, if there were more places that offered vegetarian alternatives (not salads), I could see myself eating in the Student Union more often.

You should try being concerned about all the students at UCF, not just Orlando. If you are not going to do that, then remove those of us who do not go to Orlando, nor do we want to. There are satellite campuses.