

# FY18 AMU Assessment

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## INTRODUCTION

The Alumni Memorial Union invited a random sample of 2,500 members of campus (1,900 students, 600 faculty/staff) to complete a satisfaction survey on AMU operations and services. A total of 667 people replied (482 students, 185 faculty/staff) for a response rate of 27% (25% students, 31% faculty/staff).

### **Students - Q1: What is your class standing?**

Freshmen = 103

Sophomore = 107

Junior = 75

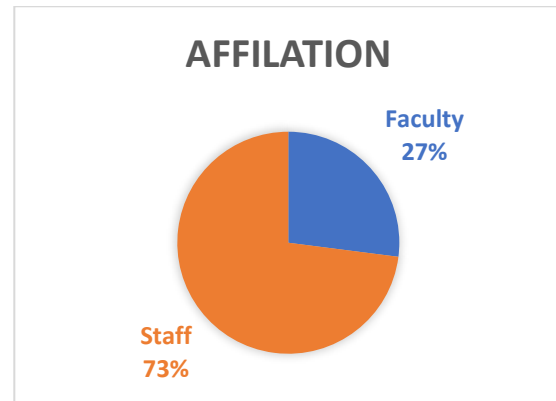
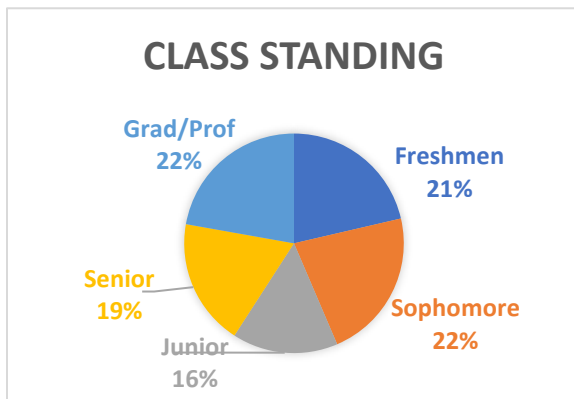
Senior = 90

Graduate/Professional Studies = 108

### **Faculty/Staff – Q1: Your university affiliation?**

Faculty = 50

Staff = 135



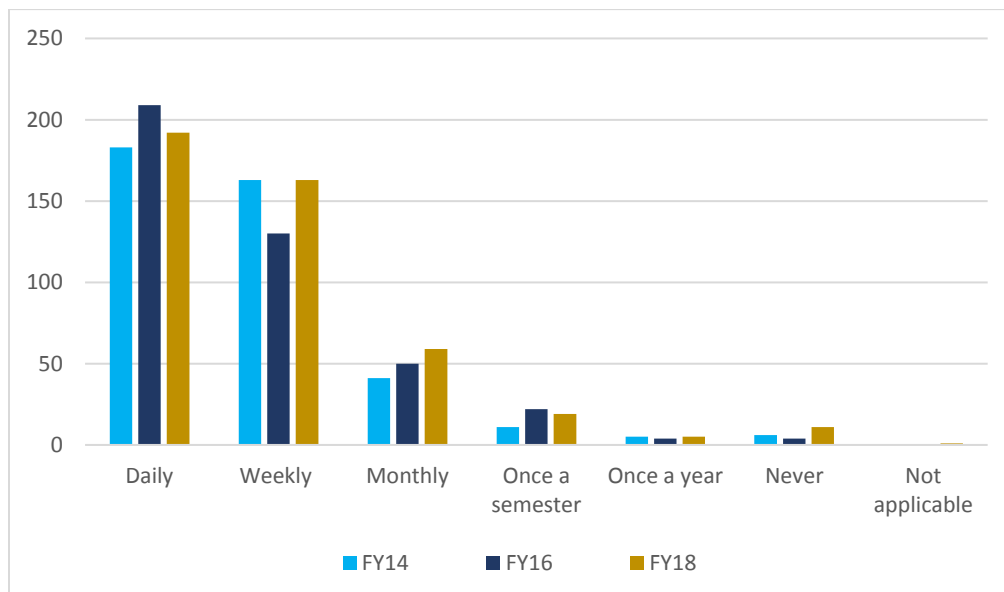
The survey was administered through Campus Labs (November 3-17). The AMU has been using this assessment tool since 1999 every two years to measure and compare how we are doing as a functional unit of the university.

## ANALYSIS

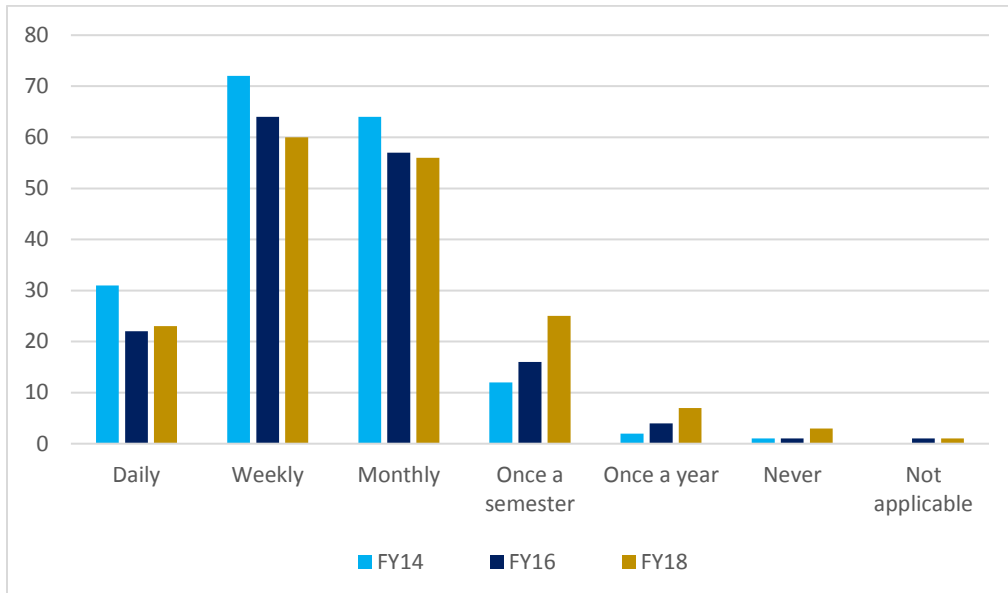
**Usage** - Building usage for students daily dropped slightly, but both weekly and monthly increased from FY16. Faculty/staff usage is down a bit on weekly (-6.25%) and monthly (-1.75%) visits. Visits for once a semester and once a year up are both up. Yearly building counts were higher 40,000 than in 2016.

Graduate student participation was higher in this survey than the last survey and comments from graduate students clearly stated that they didn't find the AMU a hangout space for them, which could have affected daily numbers on this survey. With mobile banking transaction available via phones, fewer students need cash, which could mean less foot traffic to the bank and ATM machines. This might explain why student daily visit dropped.

**Students – Q5: How often do you utilize the Alumni Memorial Union?**



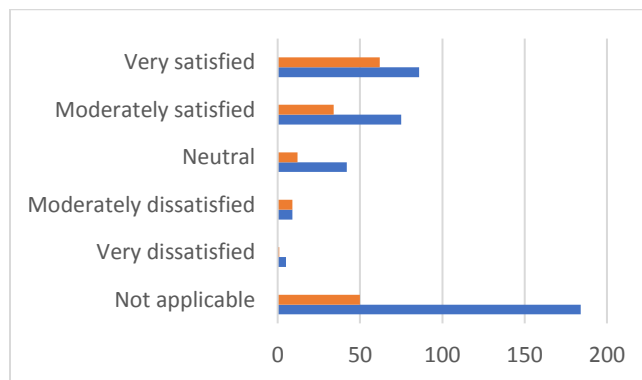
**Faculty/Staff – Q2: How often do you utilize the Alumni Memorial Union?**



**Customer service** – Rankings are high across operations and services. The majority of responses across both students and faculty/staff were Very Satisfied and Moderately Satisfied, the two highest rankings, for respondents the department was applicable.

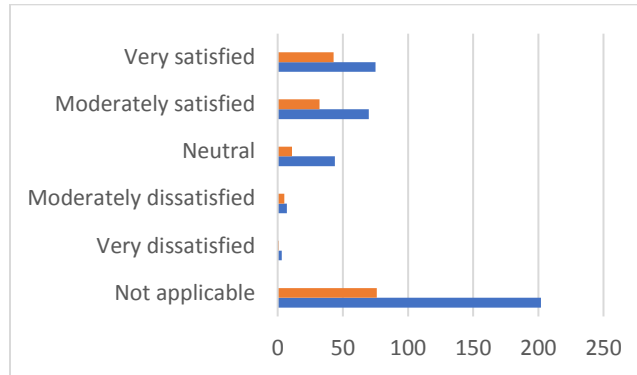
**Students – Q59: Please rate the customer service in AMU Event Planning Services**

**Faculty/Staff – Q47: Please rate the customer service in AMU Event Planning Services**



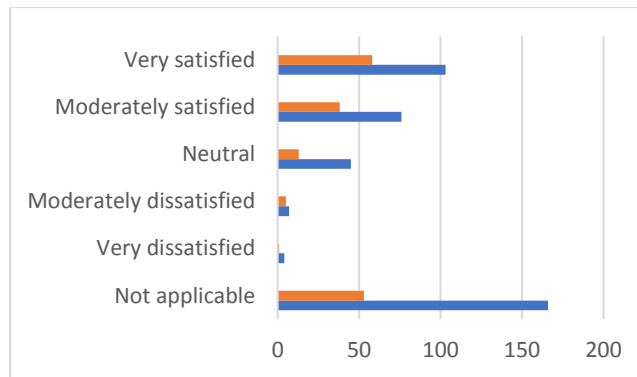
**Students – Q60: Please rate the customer service in AMU A/V Technical Operations**

**Faculty/Staff – Q48: Please rate the customer service in AMU A/V Technical Operations**



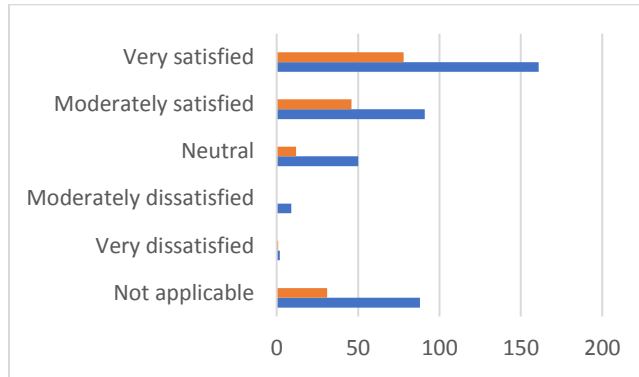
**Students – Q71: Please rate the customer service in Facilities Setup/Operations**

**Faculty/Staff – Q59: Please rate the customer service in Facilities Setup/Operations**



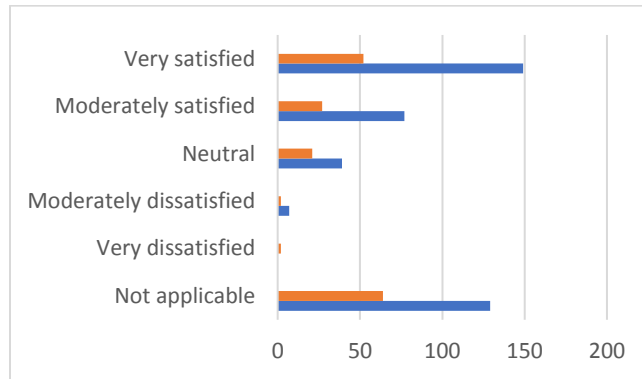
**Students – Q80: Please rate the customer service in Union Station/Post Office**

**Faculty/Staff – Q68: Please rate the customer service in Union Station/Post Office**



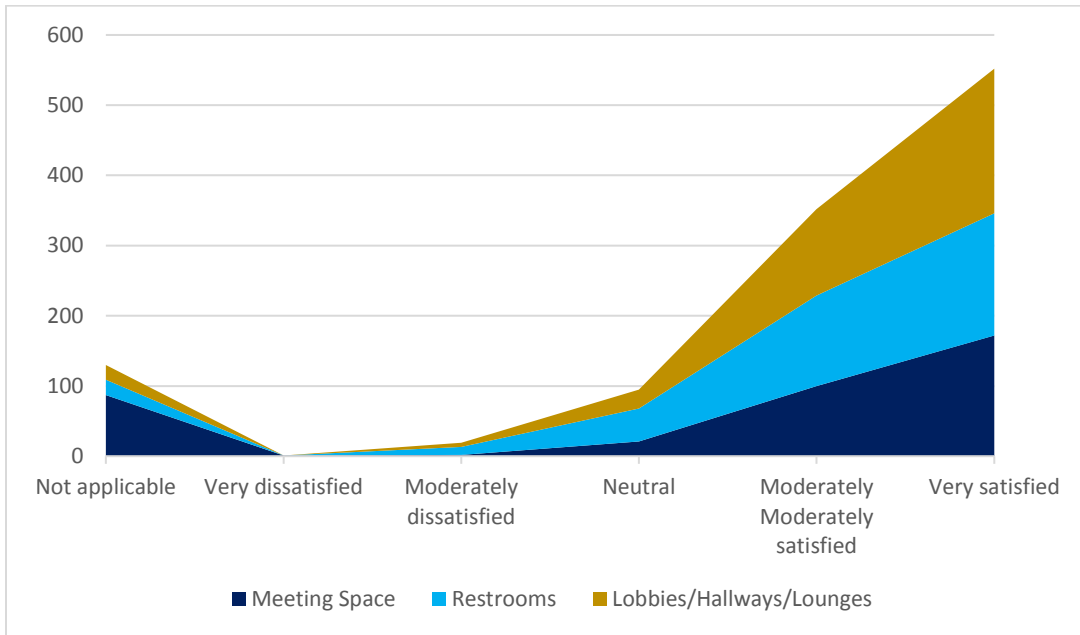
**Students – Q80: Please rate the customer service in University Information Center**

**Faculty/Staff – Q68: Please rate the customer service in University Information Center**



**Cleanliness** – The AMU received high marks in cleanliness from FY18 survey respondents. For the building’s main public areas, the responses mostly fell in the Very Satisfied category for those the question was applicable.

**Students – Q94 to Q96: Please rate the cleanliness of the following areas...**



**Faculty/Staff – Q82 to Q84: Please rate the cleanliness of the following areas...**

