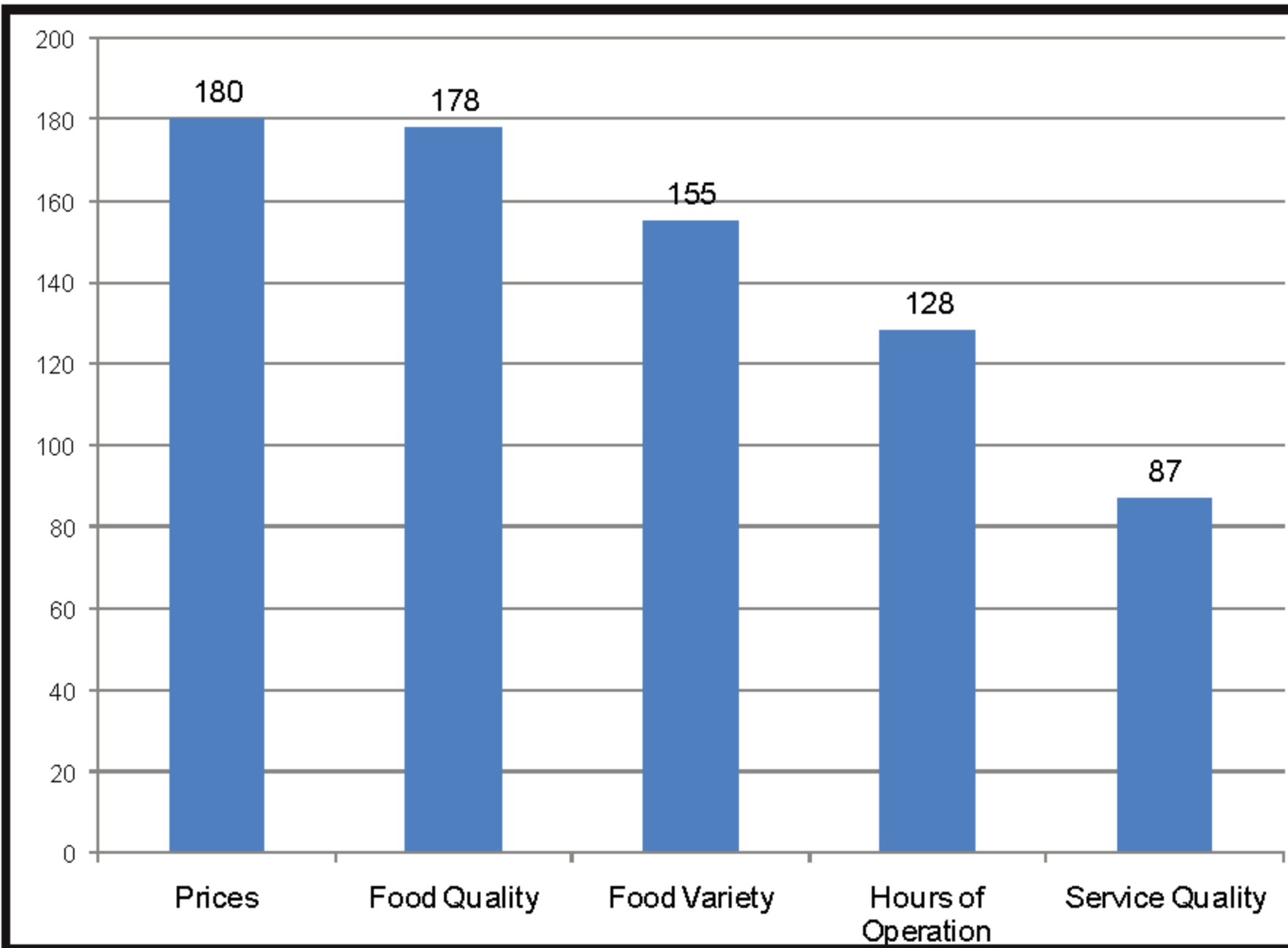


Comment analysis:
Dining Services: overpriced, low quality



The graph below displays the most frequently identified themes in response to the open-ended question “What specifically does this area need to improve?”.



Prices

“The food at the cafeteria is sometimes okay but sometimes bad. Also, the food is not good for the weekend. The meals are overpriced in my opinion as well.”

Food Quality

“Needs more choice for healthy food for athletes and what not.”
“The food is not always up to the mark. There are days when the food is excellent, but usually it is just all right....”

Food Variety

“Add a little more variety to what is served at the grill in the Commons.”
“Not sufficiently catered to the different dietary needs like vegetarians and vegans.”

Hours of Operation

“Einstein’s is great, though I wish they had longer hours.”
“Hours of operation: earlier on weekends especially.”

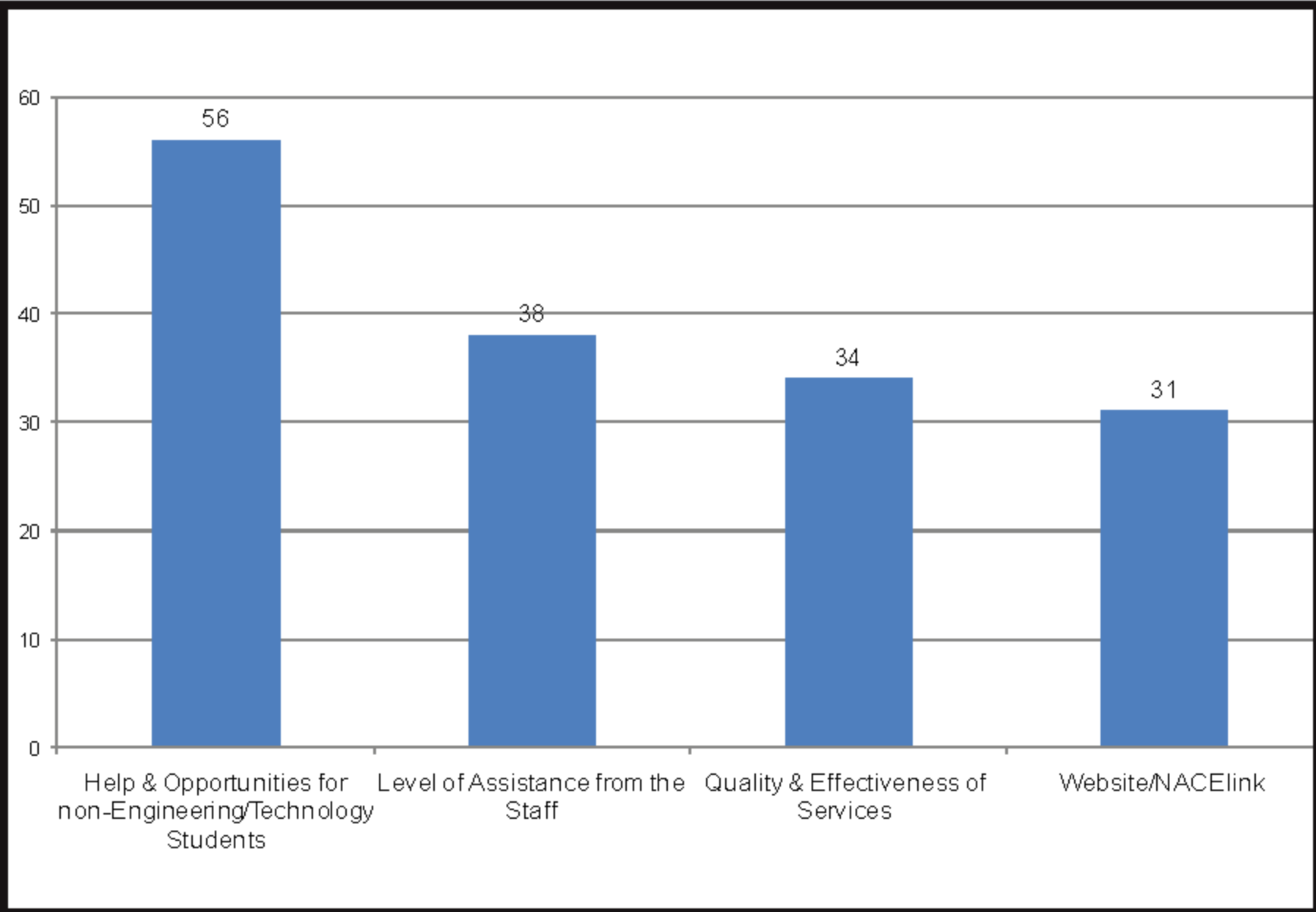
Service Quality

“People working especially at Commons and Center Court don’t talk nicely and doesn’t pay much attention to your questions or queries. They should also put smile on their face while serving students, would really help us feel good.”



Comment analysis:
CMC: assistance lacking

This graph displays the most frequently identified themes in response to the open-ended question “What specifically does this area need to improve?”.



Help & Opportunities for Non-Engineering/Technology Students(e.g., different majors, years, international students)

“Make sure that there are opportunities for all majors. As a political science major I feel like they don’t care about me, and that my job search is on my own..”
“Catering to part-time students. When holding a full-time job, it is difficult to attend any event that takes place before 5:30 or even 6:00.”

Level of Assistance from the Staff (e.g., unavailable or not trained to help)

“I’d like to see more availability for walk-in career counseling or advice, or at the very least for doing this by appointment.”
“...need more quality staff to better assist students with resume/cover letter services.”

Quality & Effectiveness of Services (e.g., career fair, interviewing, workshops, etc.)

“The career fairs are a waste of time... most companies are not hiring and with the amount of people that show up, you get no face/quality time with anyone...”
“Career fair have to be better managed in terms of space and facility.”

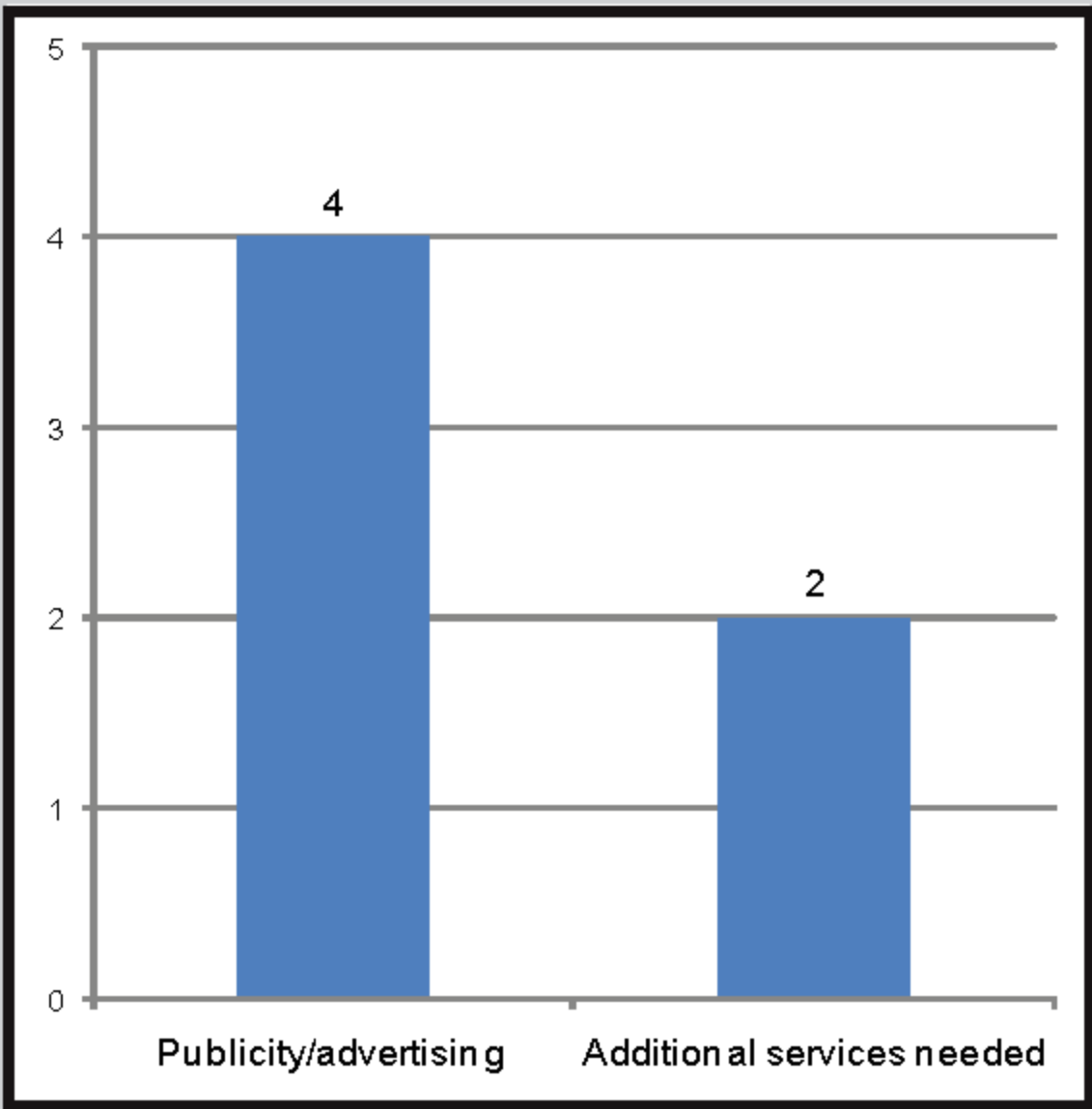
Website/NACELink

“When I tried to use this service, I found it overly complicated. To use a database I had to go to campus to sign some paperwork. I didn’t have the time for that, but I’ll try again next semester.”

STUDENTS
SPEAK

Comment analysis:
Women’s Center: unknown, lack of services

This graph displays the most frequently identified themes in response to the open-ended question “What specifically does this area need to improve?”.



Publicity/advertising

“I’m not sure where this is located, but I think it is part of OMSS. More publicity, please!
“I have not used this facility because I don’t even know where it’s located! If I knew more about it, I would definitely be interested in using this resource since I am girl.... :)”

Additional Services Needed

“Of what use is a nursing room for mothers if there is no day care on campus?! The only reason a mother would bring her child to campus with her is so she can attend class, but there is nowhere to keep the child during class so what is the point?”
“Not a negative comment for this office, just a comment: IIT needs to have a better system for handling cases of sexual assault. We don’t have a set plan in place to help with this.”