

Surveys show students can get satisfaction

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Surveys conducted by University Housing and Dining Services reveal students' satisfaction with their housing has progressed since 2002.

The dining program alone has an 11 percent higher score than the national average, according to National Benchmarking surveys, conducted every two years.

"We have grown every year in virtually every category," said Mark Hudson, director of Housing and Dining Services.

Student satisfaction has risen from 84 percent in 2002 to 90 percent in 2004, Hudson said.

Hudson said the process of improving residents' living conditions is a constant process done through the Residence Hall Association, presidential satisfaction surveys and National Benchmarking surveys. Eastern has participated in the National Benchmarking surveys since 1998.

The surveys compare Eastern students' satisfaction level with that of students from other schools.

Hudson said students live on campus for an average of two and a half years.

During that time especially, he wants students to have many options while they are eating in the residence hall dining centers, he said.

"We used to serve food at very limited times at the dining centers, but now, a student can get food virtually anytime they want," he said.

Hudson said the changes that have been made in the past few years include dining center alterations and improvements and the complete renovation of residence hall furnishings.

"We're now finishing Thomas this summer with moveable furniture," Hudson said. "We're redoing walls, carpeting the rooms and installing the new furniture that can be arranged in 24 different ways."

Jill Huhn, a junior family and consumer sciences major, has lived in Andrews Hall for the past three years and said she has seen improvements throughout her stay at Eastern, including small changes like new ways to rent movies.

Hudson said students should feel free to make comments, and they can do this by participating in the RHA, filling out comment cards, which are located in the dining centers, or by going online and sending an e-mail to the director of University Dining Jody Horn.

Terrah Graves, staff reporter, contributed to this article.