



2017 Customer Satisfaction Survey

for

CAMPUS SERVICES AT THE GEORGIA INSTITUTE OF TECHNOLOGY

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OVERVIEW

The Campus Services Satisfaction survey began in 2001 as a method to determine user satisfaction (among students and employees) with the various units and their services housed in the Campus Services department of the Georgia Institute of Technology. The 2017 version of the survey was based upon the 2016 version with edits provided by the directors of the Campus Services units. The 2017 survey was changed in several ways. First, two units were added to the survey, the Campus Recreation Complex (CRC) and Georgia Tech Human Resources (GTHR). Second, an “other” category was added to the choices for the gender to be more inclusive of gender types. A new variable, “Grade Point Average” was added for student respondents. Most units added a survey item to seek feedback on the cleanliness of their facilities or vehicles. Some units (Student Center and Commons, Tech Square retailers) added frequency measures to determine how frequently respondents patronize their establishments. Lastly, several units made significant edits/additions to their survey items. For instance, Housing now has separate questions for their staffing levels and public community areas. Parking added more customer service, citation, and parking deck questions. Other units made minor wording edits. In the historical charts, survey items that were changed do not display historical information.

New for FY 2017, the survey results are accompanied by an online data visualization. The visualization was created by the Campus Services’ Information Technology Group. The visualization is interactive and may be accessed at: <http://tableau.gatech.edu/#/site/CS/views/2017CampusServicesCustomerSatisfaction/HousingPage1>. The interactive capability allows users to better analyze the data by examining differences in the results based on selected variables of choice. The visualization dashboard for each survey item (as applicable) displays the question mean (1-5 Likert scale described on the following page), the relation of the mean compared to the unit’s benchmark based on color coding, and the percent and number of responses at the Likert measurement levels.

The survey was administered in the spring of 2017 to a randomly generated sample of employees and students. The sample was limited to only students who attend classes and employees who work on the main Georgia Tech campus.

Survey questions were organized by sections for each of the Campus Services units with a consistent scale to allow for easy cross-unit and cross-year comparisons. The units that do not use the standard scale include Health Initiatives (formerly Health Promotion), the CRC and GTHR. Skip logic was also included in the survey so respondents who had not patronized the services or facilities of the units in the past 12 months would not be required to respond to those questions.

Comment sections were included at the end of each survey section so respondents could provide more specific information to further assist the unit directors with identifying areas of success and areas for improvement. The comments were subjected to a thematic content analysis. Key phrases were used to summarize the comments by themes. The key phrases were then entered into a word cloud visualization tool. The word cloud uses different sized fonts to represent the frequency of the thematic categories. The larger the font size, the more frequently the theme was mentioned by the respondents.

The survey was administered through Baseline, an online survey tool from Campus Labs.

PROJECT SCOPE

The project focused on these key areas:

- Utilizing the prior years' surveys to build this year's survey along with revisions identified by area owners and the addition of a two next sections for the Campus Recreation Complex and Georgia Tech Human Resources
- Administering the surveys to students, faculty, and staff
- Analyzing and communicating the survey results

DELIVERABLES

The deliverables included:

- Design of survey instrument
- Report of findings and briefing materials
- Documentation of detailed survey results

NOTES ON INTERPRETING RESULTS

Throughout the survey, respondents were asked to rate each unit on similar service metric characteristics. The standard survey rating scale was a 1-5 point Likert scale as noted below, and most survey items included a "N/A – Not Applicable" option.

1	2	3	4	5
Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied

Each data table, as applicable, also displays the change in the response mean for each survey item at five, ten, and fifteen year increments. The data are color coded to indicate whether the mean increased (green), decreased (pink), or stayed the same (yellow) over the time increment.

Several units also used scales unique to their units' questions such as frequency and usage measures.

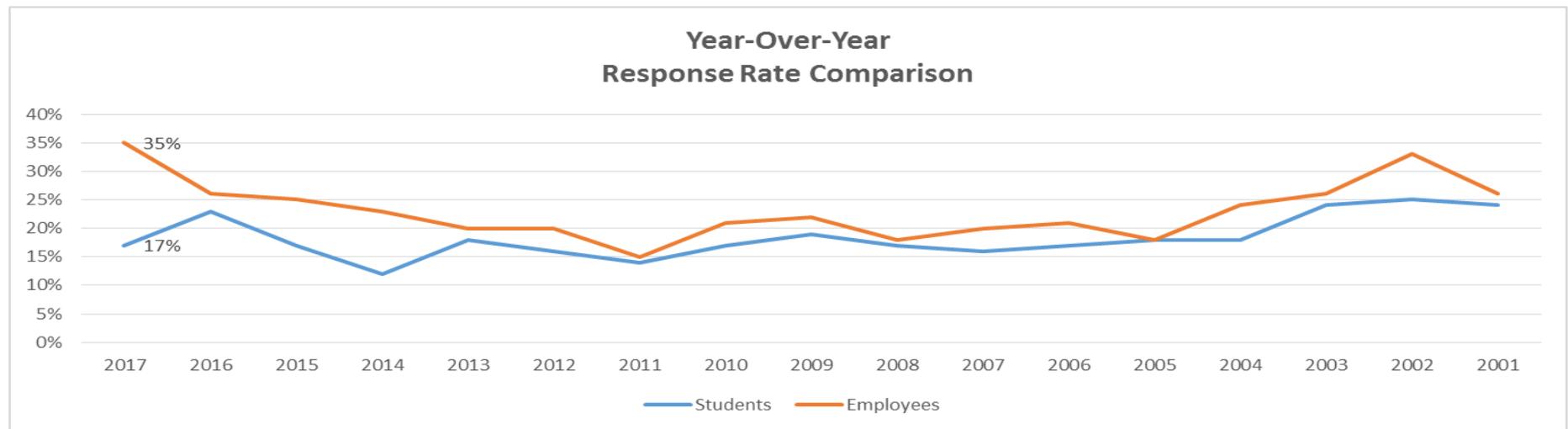
SUMMARY OF RESULTS

A summary of the survey results is presented in this section divided by participating unit. General comments for each department are summarized in a word cloud at the end of each section. Raw data comments are included in the appendices. Proper names with negative comments or expletives in the raw comments have been redacted. Detailed and interactive results of the 2017 quantitative data are available through an online data visualization tool located at: <http://tableau.gatech.edu/#/site/CS/views/2017CampusServicesCustomerSatisfaction/HousingPage1>. The data visualization tool allows users to cross-tabulate the 2017 results based on variables of their choice to better analyze their data and focus action plans for improvement as needed.

RESPONSE RATES

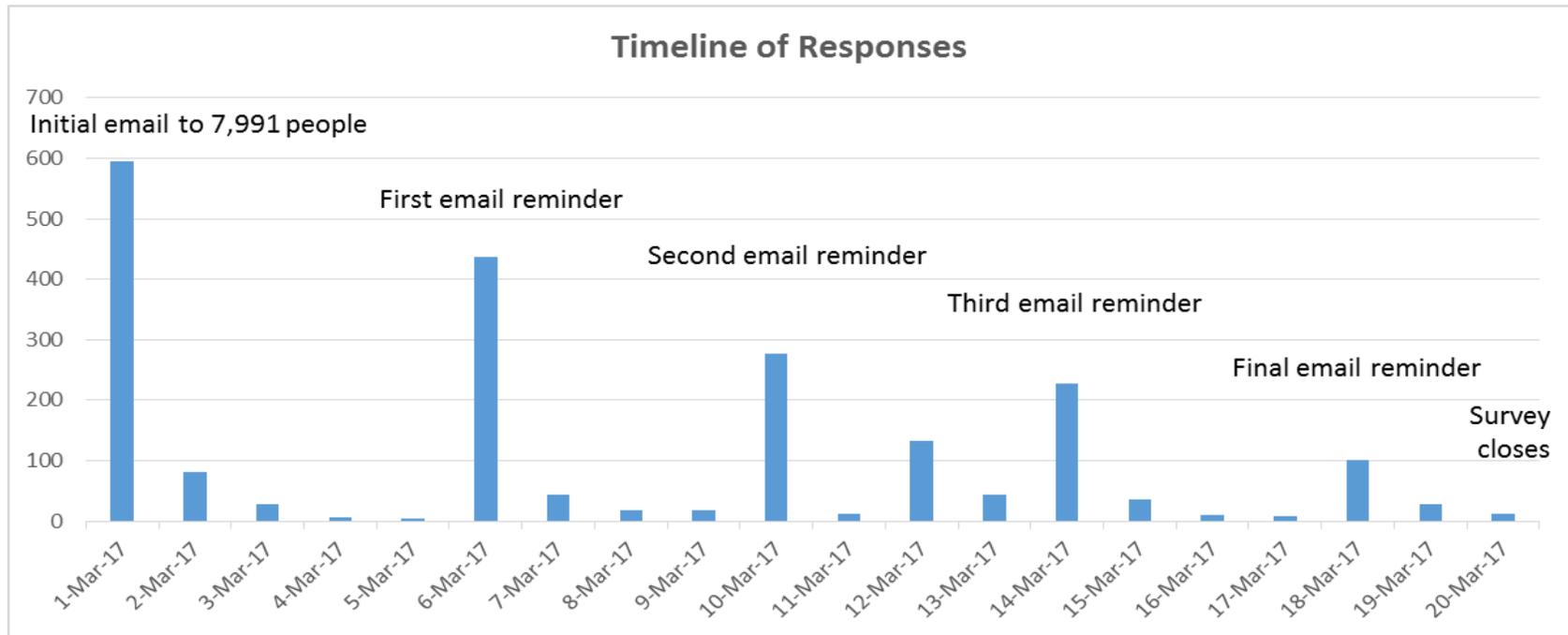
The survey was sent to a random sample of 4,499 students and 3,499 employees for a total of 7,998 individuals from a list provided by Institutional Research. Of that list, one name had no email, five duplicate names were deleted, and one respondent contacted the survey administrator as she was no longer employed at the Institute. Of the 7,991 remaining potential respondents, there were a total of 1,991 surveys completed for the analysis (772 students and 1,219 employees). This represents an **overall response rate of 25%**. Response rates for the two respondent groups, for the current and previous years, are shown below. Data indicate the response rate for the students decreased, but the response rate for the employees increased significantly from the prior year. The increase is attributable to a larger response from staff employees (1,154/1,219 employee respondents).

Group	2017	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'06	'05	'04	'03	'02	'01
Students	17%	23%	17%	12%	18%	16%	14%	17%	19%	17%	16%	17%	18%	18%	24%	25%	24%
Employees	35%	26%	25%	23%	20%	20%	15%	21%	22%	18%	20%	21%	18%	24%	26%	33%	26%



RESPONSE TIMELINE

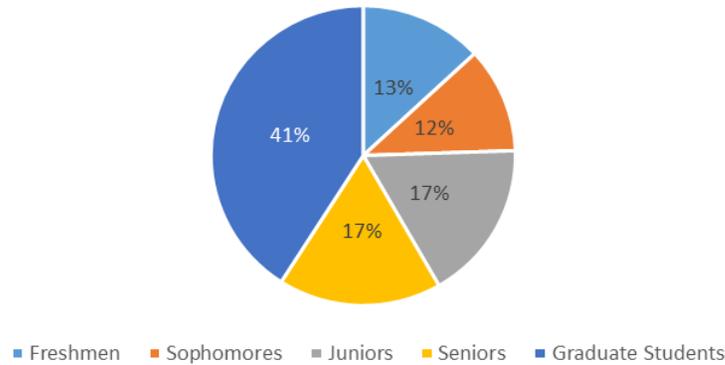
The following chart illustrates the number of responses for each day of the survey period, March 1 through March 20, 2017. After the initial email to the respondents, four additional email reminders were sent, approximately every 4 days. Based on the data, the reminders had an impact on increasing the number of respondents.



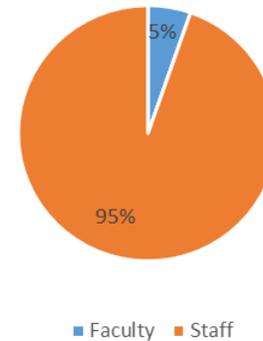
RESPONDENT DEMOGRAPHICS

The survey respondents consist of two major groups: students and employees. There were 772 student respondents and all five student classifications were represented in the sample, with the majority of student respondents in the graduate classification. In the employee category, there were 1,219 respondents; the overwhelming majority of whom were from the staff classification.

Student-Classification

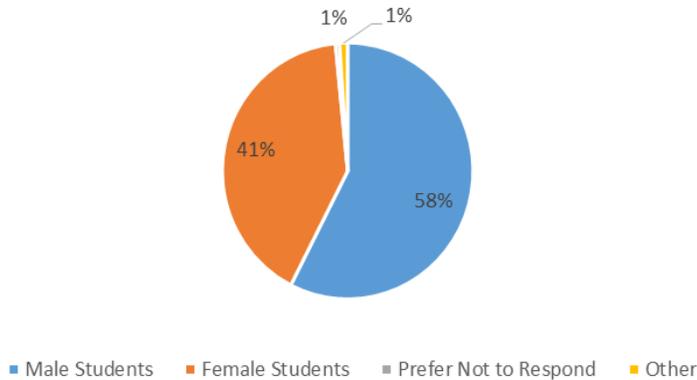


Employee-Classification

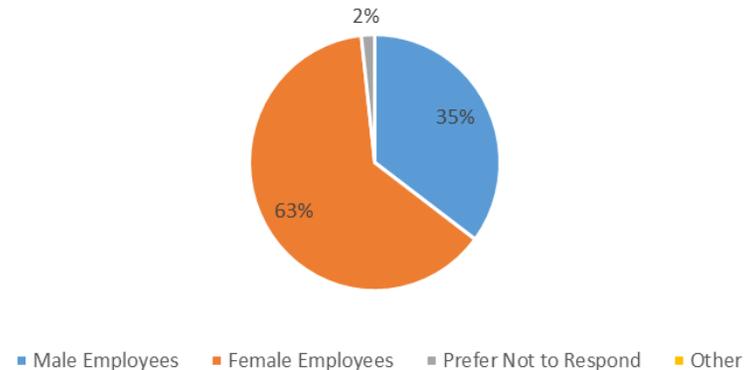


For the gender of the respondents, there were four response choices: male, female, prefer not to respond, and other. For the students, the majority of the respondents were male, and for employees, the majority of respondents were female.

Student-Gender



Employee-Gender



SECTION: HOUSING (STUDENTS)

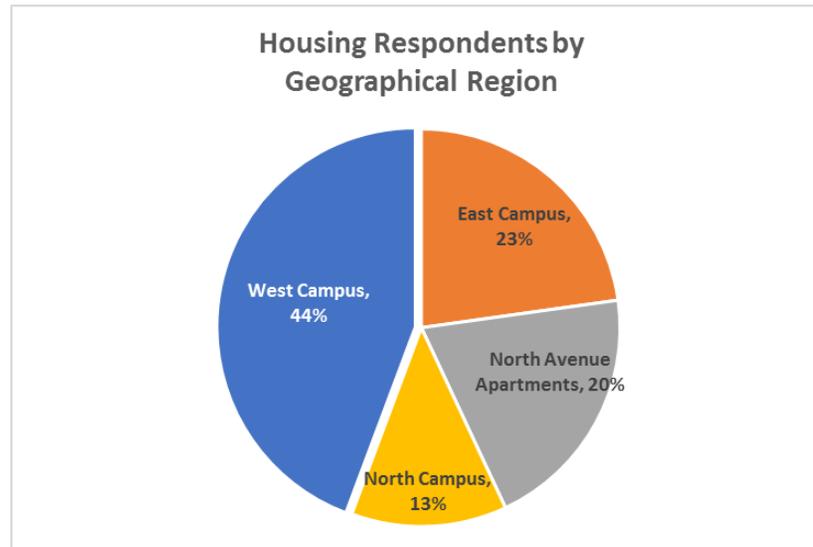
UTILIZATION OF SERVICES

Students were asked whether they had lived in on-campus housing within the last 12 months, with the results shown below. Of the 764 students who responded to this question, 320 students selected “yes”, they had lived in on-campus housing in the past twelve months. Compared to the prior year, the percent of students who selected, “yes” they lived in on-campus housing increased by 16 percentage points.

Choice	2017	'16	'15	'14	'13	'12	'11	'10	'09	'08	'07	'06	'05	'04	'03	15-Year Δ	'02	'01
Yes	42%	26%	36%	50%	54%	50%	60%	60%	58%	59%	54%	52%	61%	58%	58%	16%	57%	65%
No	58%	74%	64%	50%	46%	50%	40%	40%	42%	41%	46%	48%	39%	42%	42%	16%	43%	35%

The 15 Year change (Δ) is calculated from 2003 to 2017.

Students who lived in on-campus housing were also asked to identify the residence hall in which they resided. The two individual residence halls with the most number of respondents were for North Avenue North (23) and North Avenue South (23). The results were also divided into the geographical region on campus in which the residence hall is located. The data demonstrate that the majority of respondents resided in West Campus region as illustrated below.



AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SERVICE METRICS

Those individuals who had lived in on-campus housing were asked to rate several characteristics of their experiences. The following table shows the average responses for each category and includes historical changes in the data at 5, 10, and 15 year intervals. Due to the number of survey items, the data are displayed in two separate tables on this and the following page.

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-Yr	15-Yr
Characteristic	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Professionalism of full-time Residence Life staff: Hall Director	4.09	4.13	4.42	4.30	4.23	4.22	4.14	4.12	4.03	4.01	3.96	3.99	3.83	3.97	3.76	3.79	3.88	-0.14	0.13	0.33
Professionalism of full-time Residence Life staff: Area Director	3.91	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Professionalism of full-time Residence Life staff: Assistant/Associate Director	3.96	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Professionalism of full-time Residence Life staff: Office Managers	3.95	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Professionalism of custodial and maintenance staff	---	4.29	4.32	4.33	4.41	4.35	4.27	4.33	4.17	4.29	4.34	4.12	3.98	4.11	4.02	4.01	4.04	---	---	---
Professionalism of custodial staff (cleaning)	4.44	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Professionalism of maintenance staff (repair)	4.25	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Professionalism of student staff (Resident Advisors, Peer Leaders)	4.39	4.39	4.36	4.35	4.32	4.31	4.18	4.15	4.14	4.12	4.09	4.01	3.99	3.96	3.92	3.79	4.03	0.08	0.30	0.47
Overall level of customer service you have received from Department of Housing staff	4.01	4.08	4.13	4.15	4.19	4.22	4.10	4.01	3.85	3.94	3.87	3.83	3.77	3.75	3.62	---	---	-0.18	0.14	0.39
Ability to get your Housing questions answered	---	4.06	4.18	4.03	4.13	4.07	4.05	3.95	3.80	3.83	3.74	3.79	3.61	3.56	3.57	---	---	---	---	---
Availability of Housing staff to get your Housing questions answered	4.01	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Programs and events sponsored by your building Hall Council, student staff, and/or Residence Hall Association (RHA)	4.02	3.87	3.87	3.96	3.90	4.03	4.08	3.79	3.76	3.84	3.64	3.72	3.56	3.57	3.45	---	---	0.12	0.38	0.57
Community relationships you have developed with other residents	3.86	3.69	3.75	3.82	3.71	3.86	3.91	3.80	3.69	3.74	3.76	3.54	3.52	3.57	3.54	---	---	0.15	0.10	0.32
Programming activities support a successful academic environment	3.89	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Ease of the room selection process	3.71	3.89	3.90	3.83	3.74	3.76	4.07	3.91	3.80	3.90	3.60	---	---	---	---	---	---	-0.03	0.11	---
Usefulness of the web site (housing.gatech.edu)	3.61	3.62	3.54	3.56	3.74	3.80	4.10	3.93	4.04	3.89	4.05	---	---	---	---	---	---	-0.13	-0.44	---
Billing process	3.81	3.90	3.81	3.95	3.92	3.98	3.98	3.89	3.88	3.96	3.89	3.63	3.59	3.59	3.41	3.31	3.53	-0.11	-0.08	0.40

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	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-Yr	15-Yr
Characteristic	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Maintenance and upkeep of community public areas (bathrooms, lounges, hallways)	---	3.99	4.07	4.11	4.31	4.29	3.98	3.98	3.82	3.99	3.84	3.67	3.56	3.76	3.63	3.58	3.74	---	---	---
Maintenance/condition of community public areas: Bathrooms	3.84	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Maintenance/condition of community public areas: Lounges	4.09	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Maintenance/condition of community public areas: Hallways	4.27	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Cleanliness of community public areas: Bathrooms	4.02	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Cleanliness of community public areas: Lounges	4.27	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Cleanliness of community public areas: Hallways	4.36	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Laundry facilities	3.46	3.41	3.66	3.65	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Maintenance response to work request for your room	---	3.90	4.11	4.10	4.10	4.25	4.04	4.08	3.97	3.97	3.86	3.77	3.61	3.56	3.56	---	---	---	---	---
Maintenance staff responds to my room maintenance work requests(s) in a timely manner	3.91	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Maintenance staff provides quality work when completing a room work request	4.06	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Condition of your room at move-in	3.90	3.98	4.21	3.99	4.29	4.04	4.08	3.93	3.85	3.89	3.95	3.74	3.67	3.53	3.55	3.47	3.56	-0.39	-0.05	0.35
Comfort of your room furnishings	3.59	3.36	3.49	3.26	3.61	3.58	3.46	3.24	3.18	3.23	3.28	3.26	3.14	3.06	3.02	---	---	-0.02	0.31	0.57
Level of security you feel when in your room or building	4.47	4.40	4.46	4.41	4.33	4.44	4.28	4.29	4.25	4.22	4.23	---	---	---	---	---	---	0.14	0.24	---
Value received for the cost of your total housing experience at Tech	3.14	3.08	2.93	2.90	3.07	3.10	3.09	2.92	3.01	3.03	3.01	2.84	---	---	---	---	---	0.07	0.13	---

- The **highest average rating** for this section was a 4.47 given to “**Level of security you feel when in your room or building**”.
- The **lowest average rating** was a 3.14 for “**Value received for the cost of your total housing experience at Tech**”. Note this was the twelfth consecutive year that this item received the lowest average rating, however, this was the highest rating this survey item has ever received.
- Several of the Housing survey items were changed for 2017, therefore many questions do not have historical data.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Beginning in 2007, students were asked whether they felt that **living in on-campus Housing contributed positively to their Georgia Tech experience.**

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	5-Yr	10-Yr
Choice	%											Δ ('13-'17)	Δ ('08-'17)
Yes	87%	86%	90%	88%	92%	90%	85%	89%	86%	87%	84%	-5%	0%
No	13%	14%	10%	12%	8%	10%	15%	11%	14%	13%	16%	5%	0%

- The results indicate there was a slight increase, from 2016, in the percent of students who responded “**yes**”, however, the five-year trend data show a decrease of five percent in the percent of students who responded “**yes.**”

HOUSING: GENERAL COMMENTS

Students were provided with a free-form comments section to provide feedback regarding Housing services. A complete list of responses maybe found in Appendix A. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrases. The larger the font size, the more frequently the comment was mentioned by the respondents.



AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SECTION: PARKING AND TRANSPORTATION SERVICES

CUSTOMER INTERACTION

Respondents were first asked whether they had interacted with the Parking and Transportation office within the past 12 months. Of the 1,756 respondents, 1,015 or 58% of the respondents selected, “yes”, they had interacted with the Parking and Transportation department. For respondents who replied yes, they were next asked to select the types of interactions they had with the Parking & Transportation Office within the past twelve months.

Student Responses																				
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
Characteristic	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Phone	13%	12%	15%	29%	30%	37%	31%	39%	46%	33%	27%	31%	42%	33%	32%	37%	43%	-17%	-20%	-19%
Email	13%	16%	20%	28%	33%	31%	28%	27%	30%	29%	41%	43%	57%	48%	45%	40%	39%	-20%	-16%	-32%
In-person at the Parking Office	23%	23%	30%	54%	56%	57%	69%	64%	63%	65%	72%	72%	91%	77%	83%	87%	88%	-33%	-42%	-60%
Facebook	1%	1%	2%	4%	3%	3%	---	---	---	---	---	---	---	---	---	---	---	-2%	---	---
Twitter	1%	1%	1%	2%	1%	3%	---	---	---	---	---	---	---	---	---	---	---	0%	---	---
Website - pts.gatech.edu	22%	28%	30%	41%	35%	36%	---	---	---	---	---	---	---	---	---	---	---	-13%	---	---
Website - driverseat.gatech.edu	2%	18%	16%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Enforcement Officer	5%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Other	1%	1%	7%	7%	6%	4%	---	---	---	---	---	---	---	---	---	---	---	-5%	---	---
Employee Responses																				
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
Characteristic	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Phone	17%	16%	34%	41%	42%	38%	42%	48%	49%	45%	43%	46%	51%	50%	49%	54%	54%	-25%	-28%	-32%
Email	19%	20%	38%	45%	44%	49%	40%	42%	43%	42%	46%	46%	44%	48%	46%	49%	44%	-25%	-23%	-27%
In-person at the Parking Office	27%	23%	47%	58%	60%	53%	53%	55%	56%	55%	61%	65%	62%	57%	60%	60%	58%	-33%	-28%	-33%
Facebook	0%	0%	1%	1%	1%	0%	---	---	---	---	---	---	---	---	---	---	---	-1%	---	---
Twitter	0%	0%	1%	1%	1%	0%	---	---	---	---	---	---	---	---	---	---	---	-1%	---	---
Website - pts.gatech.edu	16%	23%	33%	44%	44%	38%	---	---	---	---	---	---	---	---	---	---	---	-28%	---	---
Website - driverseat.gatech.edu	16%	17%	23%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Enforcement Officer	3%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Other	1%	1%	8%	5%	9%	7%	---	---	---	---	---	---	---	---	---	---	---	-8%	---	---

- **The most common interaction** for both *students* and *employees* was the “**in-person at the Parking Office**” followed by “**pts.gatech.edu website**” for students and “**email**” and “**phone**” for employees.

- Based on trend data, in the past 5 years, interactions with the Parking and Transportation office have decreased or stayed the same for all categories. The percent of people interacting with the office “**in-person**” experienced the largest decrease for students and employees.
- When asked what “other” interactions respondents had, the responses included:
 - Citations
 - Vouchers
 - NextBus
 - Deck Lot
 - Work Related
 - Expos/Fairs
 - Special Events
 - Battery Assistance
 - Permit Purchase
 - Word of Mouth
 - Driver

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

PARKING AND TRANSPORTATION: SERVICE METRICS

Service satisfaction for Parking and Transportation are divided into four areas: general satisfaction for the department, satisfaction uniquely related to parking and parking facilities, the citation process, and lastly, satisfaction measures unique to transportation.

Those respondents who had interactions with the Parking & Transportation Office in the past year were asked to rate various characteristics of their experiences, with the results shown below. These ratings used the scale: 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	3.42	3.56	3.28	3.25	3.31	3.50	3.40	3.39	3.46	3.42	3.15	3.24	3.15	2.92	2.99	2.82	2.61	0.11	0.00	0.43
Professionalism of staff	3.67	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Staff ability to answer your questions	3.70	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Timeliness of staff response to your questions	3.68	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Usefulness of the website (pts.gatech.edu)	3.41	3.55	3.30	3.23	3.38	3.53	3.57	3.51	3.41	3.55	3.30	---	---	---	---	---	---	0.03	-0.14	---
Overall satisfaction with Parking division	2.97	3.32	3.15	2.98	3.24	2.88	3.17	3.24	3.40	---	2.44	2.33	1.93	2.23	2.33	---	---	-0.27	---	0.64
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	3.81	3.58	3.61	3.71	3.60	3.90	3.86	3.89	3.94	3.93	3.71	3.76	3.55	3.46	3.58	3.43	3.56	0.21	-0.12	0.23
Professionalism of staff	3.88	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Staff ability to answer your questions	3.88	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Timeliness of staff response to your questions	3.91	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Usefulness of the website	3.78	3.70	3.80	3.74	3.67	3.83	3.96	3.85	3.88	3.94	3.82	---	---	---	---	---	---	0.11	-0.16	---
Overall satisfaction with Parking division	3.47	3.47	3.54	3.55	3.41	3.40	3.66	3.72	3.87	---	2.83	2.72	2.44	2.47	2.62	---	---	0.06	---	0.85

- The highest average rating for *students* was for the “**Staff Ability to Answer Your Questions**” (3.70) followed closely by the “**Timeliness of Staff Response to your Questions**” (3.68).
- The highest average rating for *employees* was the “**Timeliness of Staff Response to your Questions**” (3.91).
- The lowest average rating for both *students* and *employees* was the “**Overall Satisfaction with the Parking Division**” (2.97 and 3.47, respectively).
- There were three new items added to the survey this year to better gather feedback on customer service efforts, therefore no trend data are available for these items.

PARKING AND TRANSPORTATION: INFORMATION SOURCES

Students and employees were asked about their awareness of information provided by the Parking & Transportation Office. When asked, which resources they used to obtain information on Parking & Transportation, respondents indicated the following:

	2017	2017
	Students	Employees
	%	%
In-person customer service counter	15%	15%
Telephone	9%	9%
Printed brochure	5%	7%
E-mails sent by PTS	30%	35%
PTS website	23%	22%
Ask a friend/co-worker	7%	3%
Text message	5%	6%
Social media	6%	2%
Other	1%	0%

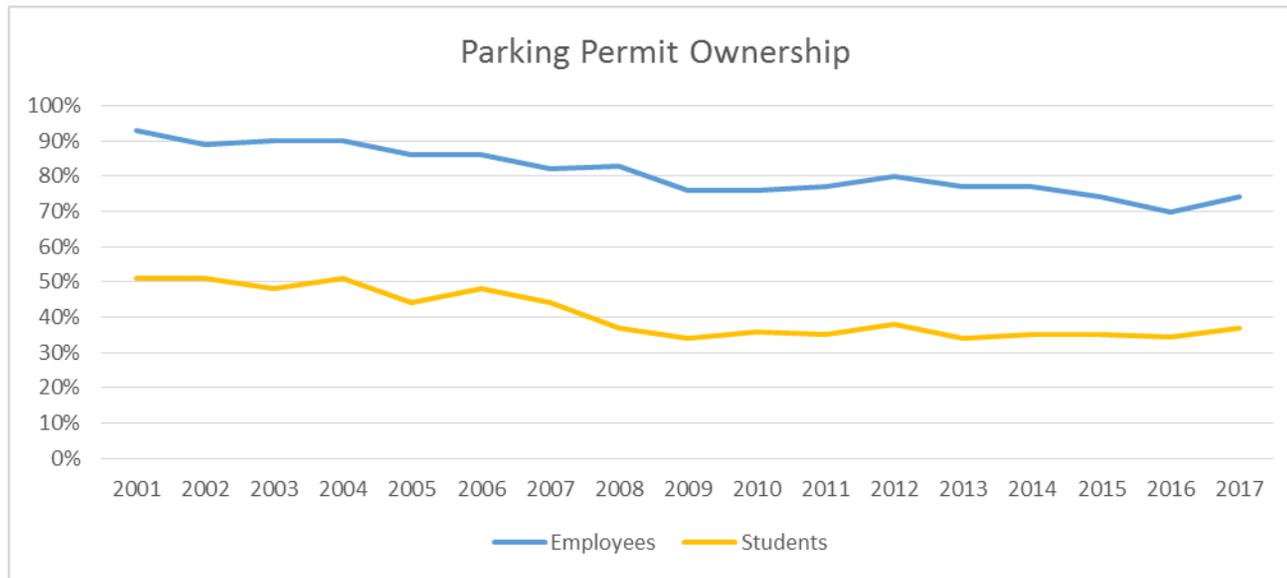
- Among both *students* and *employees*, the **primary sources** for finding information were the “**Emails sent by PTS**” followed by the “**PTS website**”.
- When asked what other preferences respondents had to receive PTS information, they suggested:
 - Clearly posted signs in obvious places
 - Expos/Fairs
 - Live chat
 - Campus mail

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

PARKING: PERMIT OWNERSHIP

Students and employees were asked if they currently held a parking permit with the following results.

	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	%																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Employees	74%	70%	74%	77%	77%	80%	77%	76%	76%	83%	82%	86%	86%	90%	90%	89%	93%	-3%	-9%	-16%
Students	37%	34%	35%	35%	34%	38%	35%	36%	34%	37%	44%	48%	44%	51%	48%	51%	51%	3%	0%	-11%



- Trend data indicate that for the survey respondents, the percent that own a parking permit increased from the prior year, however, permit ownership among the respondent groups has generally been declining since 2001.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

PARKING: PERMIT PURCHASING AND PARKING FACILITIES

Respondents who indicated they currently hold a parking permit were asked to rate their satisfaction with various aspects of their parking experiences. Average responses are shown in the table below and are based on a 1-5 point scale where 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor Dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Ability to find a parking space in assigned lot	3.71	3.80	3.66	3.76	3.73	4.01	3.68	3.8	4.17	3.99	3.82	3.9	3.33	3.64	3.3	3.11	3.24	-0.02	-0.28	0.41
Ease of registering for a permit	3.97	4.08	3.95	3.98	4.1	4.24	4.13	4.18	4.12	4.21	4.08	4.16	3.6	3.83	3.65	3.58	3.4	-0.13	-0.24	0.32
Your lot assignment	4.14	3.97	3.74	4.09	4.24	4.09	4.26	4.17	4.41	4.33	4.16	4.32	3.8	4.22	---	---	---	-0.10	-0.19	---
Fairness of permit assignment & waitlist process	4.00	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Payment process for parking permit	3.99	3.88	3.92	3.77	4.04	3.99	---	---	---	---	---	---	---	---	---	---	---	-0.05	---	---
Maintenance and upkeep of facilities	3.92	3.93	3.92	3.95	3.89	4.07	3.64	3.9	4.05	3.85	3.68	3.64	3.54	3.68	3.05	3.06	3.11	0.03	0.07	0.87
Cleanliness of my primary parking facility	4.14	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Lighting of my primary parking facility	3.97	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Signage/wayfinding in my primary parking facility	3.97	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Ability to find a parking space in assigned lot	4.08	3.97	4.12	4.02	3.96	4.21	4.08	4.21	4.26	4.23	4.13	4.15	3.85	3.87	3.46	3.45	3.44	0.12	-0.15	0.62
Ease of registering for a permit	4.38	4.22	4.31	4.33	4.27	4.46	4.36	4.36	4.42	4.46	4.42	4.38	4.38	4.43	4.45	4.24	4.28	0.11	-0.08	-0.07
Your lot assignment	4.46	4.35	4.41	4.33	4.38	4.44	4.51	4.49	4.43	4.47	4.37	4.45	4.41	4.51	---	---	---	0.08	-0.01	---
Fairness of permit assignment & waitlist process	3.98	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Payment process for parking permit	4.30	4.28	4.36	4.32	4.24	4.34	---	---	---	---	---	---	---	---	---	---	---	0.06	---	---
Maintenance and upkeep of facilities	4.02	3.95	4.11	3.99	3.96	3.98	3.96	3.98	3.9	3.89	3.81	3.97	3.74	3.72	3.39	3.45	3.57	0.06	0.13	0.63
Cleanliness of my primary parking facility	4.17	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Lighting of my primary parking facility	4.07	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Signage/wayfinding in my primary parking facility	4.02	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

- The lowest rated item for *students* was “Ability to find a parking space in your assigned lot” (3.71), while the highest rated items were “Your lot assignment” (4.14) and “Cleanliness of my primary parking facility” (4.14).
- For *employees*, the lowest rated item was “Fairness of permit assignment and waitlist process” (3.98), while the highest rated item was for “Your lot assignment” (4.46).
- Among *students* the five-year trend data demonstrate a decrease for most items, however, for *employees*, the trend demonstrates an increase for all items.
- Four new items were added to the survey this year to solicit feedback on the permit assignment and waitlist process and three facilities measures. There are no trend data available for these items.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

PARKING: CITATIONS

Respondents were asked how familiar they were with the rules and guidelines for parking on campus. The results indicate that most respondents are at least somewhat familiar with the parking rules.

Rating	2017				2016			
	Students		Employees		Students		Employees	
	%	#	%	#	%	#	%	#
Very familiar	23%	146	40%	443	18%	125	33%	199
Somewhat familiar	48%	308	51%	554	51%	351	57%	346
Not at all familiar	29%	188	9%	99	31%	210	11%	65

Respondents who indicated they had received a citation in the past 12 months were asked to rate their satisfaction with aspects of the citation appeals process. Average responses are shown in the table below and are based on a 1-5 point scale where 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor Dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Ease of payment process for citations	3.39	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Ease of online parking appeals process*	2.70	3.11	2.90	2.76	3.06	3.21	2.87	2.77	2.95	2.78	2.54	2.86	2.34	2.67	2.70	2.75	2.28	-0.36	-0.08	0.00
Payment process for citations	3.34	3.47	3.25	3.18	3.35	3.47	3.27	3.33	3.39	3.44	3.22	3.13	2.94	3.1	2.99	2.9	2.87	-0.01	-0.10	0.35
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Ease of payment process for citations	3.86	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Ease of online parking appeals process*	3.47	3.11	2.90	2.76	3.06	3.21	2.87	2.77	2.95	2.78	2.54	2.86	2.34	2.67	2.70	2.75	2.28	0.41	0.69	0.77
Payment process for citations	3.86	3.47	3.25	3.18	3.35	3.47	---	---	---	---	---	---	---	---	---	---	---	0.51	---	---
*2016 and prior "online parking appeals process"																				

- The lowest rated item for *students* was “Ease of online parking appeals process” (2.70), while the highest rated item was “Ease of payment process for citations” (3.39).
- For *employees*, the lowest rated item was “Ease of online parking appeals process” (3.47), while the highest rated items were for **Ease of payment process for citations** (3.89) and **Payment process for citation** (3.86).
- Among *students* the overall trend ratings for the survey items demonstrates a five-year decrease, however, for *employees*, the trend demonstrates an increase.
- One new item was added to the survey this year to solicit feedback on the “ease” of the payment process for citation.

TRANSPORTATION: PRIMARY MODE OF TRAVEL TO CAMPUS

Respondents were asked to identify their primary mode of transportation to travel to campus.

Mode of Transportation	Students						Employees					
	2017	2016	2015	2014	2013	5-Yr	2017	2016	2015	2014	2013	5-Yr
		%				Δ '13-'17						Δ '13-'17
Walk	49%	46%	41%	53%	48%	1%	10%	6%	19%	9%	12%	-2%
Bicycle	9%	9%	14%	9%	7%	2%	1%	3%	6%	6%	4%	-3%
Personal Vehicle (Drive Alone)	22%	22%	---	---	---	---	67%	71%	---	---	---	---
Carpool	5%	7%	1%	3%	1%	4%	7%	8%	6%	8%	4%	3%
Dropped-off	2%	2%	5%	5%	7%	-5%	1%	1%	4%	5%	0%	1%
Public transit	2%	2%	6%	5%	7%	-5%	5%	6%	23%	24%	19%	-14%
Stinger/Trolley	11%	11%	19%	15%	22%	-11%	5%	4%	5%	9%	4%	1%
Other - please specify	1%	1%	7%	5%	1%	-1%	4%	2%	8%	8%	19%	-15%

- Among *students*, the most common mode of transportation was “**Walk**,” (49%) while “**Personal Vehicle-Drive Alone**” (67%) was most common among *employees*.
- Five-year trend data indicate that
 - The percent of *students* who walk, bicycle and carpool to the Institute has been increasing while all other modes of travel to campus have been decreasing.
 - The percent of *employees* who carpool, are dropped-off or take the Stinger/Trolley has been increasing while all other modes have been decreasing.
 - Although data have only been collected for two years on the percent of respondents who drive alone in their personal vehicle, the percent for *students* stayed the same and the percent for *employees* decreased between 2016 and 2017.
- The “**other**” modes of transportation to travel to campus included:
 - State Department Vehicle
 - MARTA
 - Golf/GEM Cart
 - Motorcycle
 - Electric Bike
 - Uber
 - Smart Park
 - Scooter

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

TRANSPORTATION: UTILIZATION OF SERVICES

This section included questions regarding the use of transportation services. All respondents were asked to identify the transportation services they had used in the past twelve months (multiple selections were allowed).

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	%																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Tech Trolley	87%	69%	94%	94%	95%	94%	92%	87%	89%	89%	100%	97%	94%	91%	---	---	---	-8%	-2%	---
Stinger Bus	62%	47%	68%	75%	80%	77%	80%	81%	83%	83%	89%	80%	83%	85%	61%	62%	65%	-18%	-21%	1%
Midnight Rambler	20%	19%	27%	32%	37%	19%	---	---	---	---	---	---	---	---	---	---	---	-17%	---	---
Stingerette Service after 6pm	22%	19%	30%	27%	31%	31%	34%	33%	37%	22%	21%	23%	25%	23%	23%	---	---	-9%	0%	-1%
Stingerette Paratransit	1%	0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Weekend grocery shuttle	9%	12%	16%	16%	18%	15%	12%	17%	18%	13%	12%	13%	---	---	---	---	---	-9%	---	---
Stingerette.com	12%	8%	19%	14%	14%	17%	---	---	---	---	---	---	---	---	---	---	---	-2%	---	---
Nextbus	24%	23%	46%	44%	54%	54%	---	---	---	---	---	---	---	---	---	---	---	-30%	---	---
Zimride	1%	0%	0%	1%	1%	1%	---	---	---	---	---	---	---	---	---	---	---	0%	---	---
Zipcar	4%	4%	6%	8%	7%	6%	---	---	---	---	---	---	---	---	---	---	---	-3%	---	---
Gotcha Ride	1%	0%	1%	4%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
NARA/TEP Shuttle	3%	1%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
BuzzBike (viaCycle 2013-2012)	1%	0%	0%	---	0%	2%	---	---	---	---	---	---	---	---	---	---	---	1%	---	---
Other - please specify	7%	2%	---	2%	2%	1%	---	---	---	---	---	---	---	---	---	---	---	5%	---	---
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	%																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Tech Trolley	71%	95%	93%	91%	92%	91%	89%	89%	94%	90%	91%	92%	92%	88%	---	---	---	-21%	-19%	---
Stinger Bus	37%	38%	48%	47%	41%	44%	52%	47%	48%	50%	48%	42%	51%	54%	21%	22%	28%	-4%	-13%	16%
Midnight Rambler	0%	1%	1%	1%	0%	1%	---	---	---	---	---	---	---	---	---	---	---	0%	---	---
Stingerette Service after 6pm	2%	2%	2%	2%	2%	2%	2%	3%	3%	0%	---	---	---	---	---	---	---	0%	---	---
Stingerette Paratransit	0%	0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Weekend grocery shuttle	0%	1%	1%	1%	1%	0%	0%	2%	1%	0%	---	---	---	---	---	---	---	-1%	---	---
Stingerette.com	1%	1%	1%	1%	1%	1%	---	---	---	---	---	---	---	---	---	---	---	0%	---	---
Nextbus	12%	19%	15%	16%	10%	14%	---	---	---	---	---	---	---	---	---	---	---	2%	---	---
Zimride	0%	0%	0%	1%	1%	1%	---	---	---	---	---	---	---	---	---	---	---	-1%	---	---
Zipcar	1%	2%	3%	3%	1%	1%	---	---	---	---	---	---	---	---	---	---	---	0%	---	---
Gotcha Ride	0%	0%	0%	1%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
NARA/TEP Shuttle	1%	1%	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
BuzzBike (viaCycle 2013-2012)	1%	0%	0%	---	0%	1%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Other - please specify	4%	2%	5%	6%	7%	6%	---	---	---	---	---	---	---	---	---	---	---	-3%	---	---

- The Tech Trolley continues to be the most used service among *students* and *employees*.
- "Other" services included: Uber, Lyft, GT Portal and the GT Portal App.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

TRANSPORTATION: SERVICE METRICS

This section included questions regarding user satisfaction with various transportation services. Average responses are shown in the table below, and are based on a 1-5 point scale where 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor Dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

Characteristic	Student Responses																			
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																		Δ ('13-'17)	Δ ('08-'17)
Trolley routes	4.11	4.09	4.19	4.34	4.29	4.44	4.30	4.28	4.20	4.14	4.02	4.02	4.00	3.91	---	---	---	-0.18	-0.03	---
Stinger routes	4.02	3.93	3.95	4.12	4.26	4.29	4.27	4.06	4.11	3.91	4.02	3.91	3.78	3.79	3.32	3.56	3.39	-0.24	0.11	0.70
Midnight Rambler route	3.82	3.86	3.81	3.93	4.08	4.33	---	---	---	---	---	---	---	---	---	---	---	-0.26	---	---
Wait time before a Stinger appears	2.98	3.11	3.12	3.49	3.46	3.62	3.25	3.14	2.80	2.69	3.13	2.99	2.75	2.59	2.24	2.32	2.49	-0.48	0.29	0.74
Wait time before a Trolley or Trolley Express appears	3.25	3.41	3.41	3.62	3.47	3.91	3.79	3.64	3.48	3.30	3.36	3.42	3.47	3.29	---	---	---	-0.22	-0.05	---
Wait time for Stingerette pick up	2.88	2.56	2.71	3.18	3.25	3.27	3.49	3.22	3.30	3.83	3.47	3.11	2.99	3.50	3.13	---	---	-0.37	-0.95	-0.25
Maintenance and upkeep of vehicles[1]	3.82	3.98	4.01	4.14	4.26	---	---	---	---	---	---	---	---	---	---	---	---	-0.44	---	---
Cleanliness of vehicles	4.07	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Courtesy and friendliness of drivers[2]	4.10	4.18	4.19	4.37	4.36	---	---	---	---	---	---	---	---	---	---	---	---	-0.26	---	---
Courtesy and customer service of the Stingerette dispatcher	3.60	4.09	3.29	3.68	3.47	3.45	---	---	---	---	---	---	---	---	---	---	---	0.13	---	---
User friendliness of Stingerette automated trip request system	3.56	3.36	3.37	3.58	3.61	3.63	---	---	---	---	---	---	---	---	---	---	---	-0.05	---	---
Ease of knowing the Stingerette pick-up points	3.28	3.12	3.13	3.49	3.41	3.51	---	---	---	---	---	---	---	---	---	---	---	-0.13	---	---
Overall satisfaction of Transportation division	3.72	3.62	3.72	3.98	3.98	3.72	3.70	3.66	---	---	---	---	---	---	---	---	---	-0.26	---	---
Characteristic	Employee Responses																			
	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																		Δ ('13-'17)	Δ ('08-'17)
Trolley routes	4.24	4.23	4.42	4.36	4.34	4.44	4.32	4.24	4.07	4.16	3.93	4.07	4.08	3.87	---	---	---	-0.10	0.08	---
Stinger routes	4.18	4.12	4.28	4.25	4.41	4.24	4.17	4.09	3.98	3.91	3.87	4.03	3.80	3.75	3.41	3.43	3.11	-0.23	0.27	0.77
Midnight Rambler route	3.67	3.64	3.94	4.37	4.17	---	---	---	---	---	---	---	---	---	---	---	---	-0.50	---	---
Wait time before a Stinger appears	3.70	3.65	3.86	3.86	3.95	3.89	3.94	3.76	3.65	3.46	3.60	3.75	3.58	3.34	2.81	2.87	2.82	-0.25	0.24	0.89
Wait time before a Trolley or Trolley Express appears	3.58	3.59	3.88	3.88	3.86	4.03	3.92	3.79	3.75	3.66	3.59	3.84	3.88	3.76	---	---	---	-0.28	-0.08	---
Wait time for Stingerette pick up	3.68	3.60	3.96	4.13	4.24	---	---	---	---	---	---	---	---	---	---	---	---	-0.56	---	---
Maintenance and upkeep of vehicles[1]	3.98	4.07	4.40	4.43	4.51	---	---	---	---	---	---	---	---	---	---	---	---	-0.53	---	---
Cleanliness of vehicles	4.21	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Courtesy and friendliness of drivers[2]	4.20	4.26	4.50	4.52	4.54	---	---	---	---	---	---	---	---	---	---	---	---	-0.34	---	---
Courtesy and customer service of the Stingerette dispatcher	4.06	3.79	4.10	---	4.05	---	---	---	---	---	---	---	---	---	---	---	---	0.01	---	---
User friendliness of Stingerette automated trip request system	3.89	3.70	4.05	4.19	4.29	---	---	---	---	---	---	---	---	---	---	---	---	-0.40	---	---
Ease of knowing the Stingerette pick-up points	3.67	3.66	3.91	4.07	3.91	---	---	---	---	---	---	---	---	---	---	---	---	-0.24	---	---
Overall satisfaction with Transportation division	4.03	3.98	4.31	4.28	4.24	3.85	3.93	---	---	---	---	---	---	---	---	---	---	-0.21	---	---
[1]Prior to 2013, ratings for "Maintenance and upkeep of vehicles" were asked separately of each mode of transportation																				
[2] Prior to 2013, ratings for "Courtesy and friendliness of drivers" were asked separately for each mode of transportation																				

- Among *students*, the highest rated item was for the “**Trolley Routes**” (4.11) and the lowest rated item was for “**Wait time for a Stingerette pick up**” (2.88).
- Among *employees*, the highest rated item was for the “**Trolley Routes**” (4.24) and the lowest rated item was for “**Wait time before a Trolley or Trolley Express Appears**” (3.58).
- Five-year trend data for students and employees indicate a decrease for most survey items.

PARKING: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide feedback regarding Parking and Transportation services. A complete list of responses maybe found in Appendices B and K. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrases. The larger the font size, the more frequently the comment was mentioned by respondents.



SECTION: STUDENT CENTER AND THE PENNY & ROE STAMPS STUDENT CENTER COMMONS

UTILIZATION OF SERVICES

Respondents were first asked if they used the services of or patronized a retailer in the Student Center within the past twelve months.

- 61% of *student* respondents replied “yes”
- 59% of *employee* respondents replied “yes”

Of the respondents who replied “yes”, they were asked to rate how frequently they patronized the retailers or services in the Student Center. These ratings used the scale: Almost Always, Often, Sometimes, Rarely, and Never. The number and percent of the responses are presented below.

Student Responses										
2017										
Establishment	Almost Always	Often	Sometimes	Rarely	Never	Almost Always	Often	Sometimes	Rarely	Never
Paper & Clay	5	15	23	76	275	1%	4%	6%	19%	70%
Depoe Eye Center	2	4	31	42	315	1%	1%	8%	11%	80%
Burdell's	1	26	72	117	178	0%	7%	18%	30%	45%
Information Desk (notary, balloon bouquets)	3	7	33	68	283	1%	2%	8%	17%	72%
Kaplan Test Center	1	2	2	4	385	0%	1%	1%	1%	98%
Lounge Seating Areas	28	66	110	72	118	7%	17%	28%	18%	30%
Post Office	19	85	124	76	90	5%	22%	31%	19%	23%
Tech Rec (video games, lounge, bowling, billiards)	10	25	63	129	167	3%	6%	16%	33%	42%
Under the Couch Lounge (musician's network)	8	11	29	64	282	2%	3%	7%	16%	72%
Employee Responses										
2017										
Establishment	Almost Always	Often	Sometimes	Rarely	Never	Almost Always	Often	Sometimes	Rarely	Never
Paper & Clay	8	27	47	70	497	1%	4%	7%	11%	77%
Depoe Eye Center	7	23	73	67	479	1%	4%	11%	10%	74%
Burdell's	29	96	212	135	177	4%	15%	33%	21%	27%
Information Desk (notary, balloon bouquets)	12	29	85	132	391	2%	4%	13%	20%	60%
Kaplan Test Center	3	1	5	9	631	0%	0%	1%	1%	97%
Lounge Seating Areas	23	51	139	133	303	4%	8%	21%	20%	47%
Post Office	67	145	211	118	108	10%	22%	33%	18%	17%
Tech Rec (video games, lounge, bowling, billiards)	10	22	113	180	324	2%	3%	17%	28%	50%
Under the Couch Lounge (musician's network)	5	5	19	43	577	1%	1%	3%	7%	89%

- The most frequented service for both *students* and *employees* was the post office (percent at Almost Always and Often).

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SATISFACTION WITH EXPERIENCES

Of the respondents who replied “yes” that they had used the services of or patronized a retailer in the Student Center, they were asked to rate their satisfaction with their service or retail experiences. These ratings used the scale: 1=“Very Dissatisfied”; 2=“Somewhat Dissatisfied”; 3=“Neither Satisfied nor Dissatisfied”; 4=“Somewhat Satisfied”; and 5=“Very Satisfied”.

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Burdell's	3.92	3.98	---	4.08	3.83	4.08	4.26	4.16	4.12	4.13	4.06	4.10	4.10	4.06	4.10	4.09	4.13	0.09	-0.21	-0.18
Crafts Center (Paper & Clay)	4.44	4.34	4.18	4.17	3.92	4.04	4.35	4.28	4.13	4.44	4.35	4.25	4.00	4.24	4.05	3.92	4.11	0.52	0.00	0.39
DePoe Eye Center	3.84	3.87	3.79	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Information Desk (Notary Public, Balloon Bouquets, etc.)	4.28	4.20	4.24	4.17	4.01	4.11	4.48	4.36	4.19	4.39	---	---	---	---	---	---	---	0.27	-0.11	---
Kaplan Test Prep Center	3.27	3.37	3.49	3.71	3.79	3.51	4.14	---	---	---	---	---	---	---	---	---	---	-0.52	---	---
Lounge Seating Areas	4.09	4.01	4.11	4.11	4.12	4.25	4.32	4.18	4.26	4.36	4.19	4.18	4.05	4.07	---	---	---	-0.03	-0.27	---
Post Office	4.27	4.20	4.29	4.29	4.26	4.32	4.37	4.32	4.26	4.33	4.23	3.89	3.81	3.76	3.69	3.80	3.48	0.01	-0.06	0.58
Tech Rec (video games, bowling, lounge and billiards facility)	4.27	4.29	4.25	4.20	4.17	4.25	4.39	4.23	4.32	4.12	4.11	4.03	3.92	3.90	---	---	---	0.10	0.15	---
Under The Couch Lounge (Musician's Network)	4.16	4.07	4.09	3.91	4.25	4.02	---	---	---	---	---	---	---	---	---	---	---	-0.09	---	---
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Burdell's	4.26	4.35	---	4.27	4.29	4.28	4.43	4.43	4.43	4.46	4.27	4.31	4.33	4.31	4.29	4.33	4.29	-0.03	-0.20	-0.03
Crafts Center (Paper & Clay)	4.47	4.42	4.28	4.21	4.42	4.12	4.55	4.27	4.41	4.20	4.61	4.24	4.26	4.23	4.42	4.14	4.23	0.05	0.27	0.05
DePoe Eye Center	4.33	4.13	4.04	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Information Desk (Notary Public, Balloon Bouquets, etc.)	4.37	4.42	4.40	4.51	4.31	4.35	4.51	4.48	4.65	4.33	---	---	---	---	---	---	---	0.06	---	---
Kaplan Test Prep Center	3.87	3.28	3.93	3.80	4.40	3.51	3.75	---	---	---	---	---	---	---	---	---	---	-0.53	---	---
Lounge Seating Areas	4.12	4.36	4.25	4.29	4.22	4.24	4.36	4.38	4.47	4.40	4.26	4.17	4.34	4.01	---	---	---	-0.10	-0.28	---
Post Office	4.40	4.53	4.53	4.47	4.52	4.41	4.54	4.52	4.42	4.45	4.29	4.27	4.13	3.99	4.05	4.01	3.82	-0.12	-0.05	0.35
Tech Rec (video games, bowling, and billiards facility)	4.32	4.54	4.46	4.45	4.21	4.25	4.21	4.43	4.31	4.35	4.43	4.26	4.25	4.05	---	---	---	0.11	-0.03	---
Under The Couch Lounge (Musician's Network)	4.12	3.94	3.99	4.09	4.00	3.70	---	---	---	---	---	---	---	---	---	---	---	0.12	---	---

- The **highest average rating** for this question among *students* and *employees* was the “**Crafts Center (Paper & Clay)**” (4.44 and 4.47, respectively).
- The **lowest average rating** for this question among *students* and *employees* was “**Kaplan Test Prep Center**” (3.27 and 3.87, respectively).
- **Five-year trend data** indicate that the results are mixed for both *students* and *employees* with some survey items experiencing an increase and others experiencing a decrease.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SERVICE METRICS

Students and employees who had visited the Student Center & Commons were also asked to rate their satisfaction with various aspects of the facilities and customer service, using the same scale. The results are presented in the table below.

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	4.32	4.30	4.24	4.24	4.37	4.30	4.39	4.26	4.27	4.32	4.29	4.06	3.92	3.96	3.86	3.78	3.64	-0.05	0.00	0.46
Availability of seating in lounge spaces	3.29	3.28	3.53	3.42	3.70	3.91	---	---	---	---	---	---	---	---	---	---	---	-0.41	---	---
Safety and Security	4.54	4.48	4.41	4.31	4.30	4.37	---	---	---	---	---	---	---	---	---	---	---	0.24	---	---
Maintenance and upkeep of facilities	4.44	4.36	4.43	4.30	4.39	4.41	4.44	4.36	4.43	4.48	4.29	4.21	3.94	3.91	3.86	3.72	3.70	0.05	-0.04	0.58
Cleanliness of facilities	4.44	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Usefulness of the web site	3.69	3.60	3.70	3.78	3.74	4.05	4.34	4.07	4.16	4.09	3.72	---	---	---	---	---	---	-0.05	-0.40	---
Overall satisfaction with Student Center and Commons	4.28	4.13	4.26	4.17	4.26	4.34	4.33	4.31	4.38	4.39	4.20	4.30	4.24	4.23	3.97	3.81	3.70	0.02	-0.11	0.31
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	4.43	4.46	4.52	4.49	4.45	4.44	4.47	4.46	4.41	4.34	4.18	4.29	4.27	4.18	4.21	4.06	4.01	-0.02	0.09	0.22
Availability of seating in lounge spaces	3.71	3.77	3.99	3.93	3.76	4.00	---	---	---	---	---	---	---	---	---	---	---	-0.05	---	---
Safety and Security	4.49	4.47	4.54	4.48	4.40	4.38	---	---	---	---	---	---	---	---	---	---	---	0.09	---	---
Maintenance and upkeep of facilities	4.46	4.41	4.56	4.44	4.44	4.42	4.46	4.46	4.44	4.39	4.23	4.29	4.16	3.86	3.94	3.80	3.73	0.02	0.07	0.52
Cleanliness of facilities	4.45	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Usefulness of the web site	3.92	3.97	4.04	4.06	4.03	3.99	4.28	3.99	4.13	4.05	4.25	---	---	---	---	---	---	-0.11	-0.13	---
Overall satisfaction with Student Center and Commons	4.38	4.35	4.45	4.39	4.38	4.41	4.37	4.35	4.39	4.39	4.25	4.22	4.52	4.29	4.17	3.99	3.97	0.00	-0.01	0.21

- The **highest average rating** for this question for *students* and *employees* was for “**Safety and Security**” (4.54 and 4.49, respectively).
- The **lowest average rating** for this question for *students* and *employees* was for “**Availability of seating in lounge spaces**” (3.29 and 3.71, respectively).
- **Five-year trend data** indicate that for students and employees the results are mixed with some survey items experiencing an increase, decrease or no change.

STUDENT CENTER: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide feedback regarding the Student Center and Commons facility and services. A complete list of comments may be found in Appendices C and L. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



SECTION: TECHNOLOGY SQUARE RETAILERS

UTILIZATION OF SERVICES

Respondents were first asked if they used the services of or patronized a Technology Square retailer within the past twelve months.

80% of *student* respondents replied “yes”

77% of *employee* respondents replied “yes”

Of the respondents who replied “yes”, they were asked to rate how frequently they patronized the retailers or services in Technology Square. These ratings used the scale: Almost Always, Often, Sometimes, Rarely, and Never. The number and percent of the responses are presented below.

Student Responses										
2017										
Establishment	Almost Always	Often	Sometimes	Rarely	Never	Almost Always	Often	Sometimes	Rarely	Never
Amazon	34	76	131	113	192	6%	14%	24%	21%	35%
AT & T	2	4	15	32	493	0%	1%	3%	6%	90%
Barrelhouse Tavern	1	13	38	136	358	0%	2%	7%	25%	66%
Chuck's Famous Sandwiches	2	6	24	80	434	0%	1%	4%	15%	79%
Great Clips	6	22	51	64	403	1%	4%	9%	12%	74%
Ray's NY Pizza/Cedars Mediterranean	6	39	120	145	236	1%	7%	22%	27%	43%
Tin Drum Asia Café	10	57	129	174	176	2%	10%	24%	32%	32%
Waffle House	21	71	150	146	158	4%	13%	27%	27%	29%
Employee Responses										
2017										
Establishment	Almost Always	Often	Sometimes	Rarely	Never	Almost Always	Often	Sometimes	Rarely	Never
Amazon	28	57	127	150	515	3%	6%	14%	17%	59%
AT & T	5	8	23	67	774	1%	1%	3%	8%	88%
Barrelhouse Tavern	12	37	173	251	404	1%	4%	20%	29%	46%
Chuck's Famous Sandwiches	10	45	175	239	408	1%	5%	20%	27%	47%
Great Clips	6	15	28	43	785	1%	2%	3%	5%	90%
Ray's NY Pizza/Cedars Mediterranean	28	74	198	212	365	3%	8%	23%	24%	42%
Tin Drum Asia Café	19	86	223	247	302	2%	10%	25%	28%	34%
Waffle House	27	83	186	213	368	3%	9%	21%	24%	42%

- The most frequented service for both students and employees was the post office (percent at Almost Always and Often).

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SATISFACTION WITH SERVICE

Of those respondents who had visited Technology Square retailers within the past twelve months, they were asked to rate their satisfaction with the Technology Square Retailers. These ratings used the scale: 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor Dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

Student Responses																
Establishment	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	5-Yr	10-Yr
	Avg														Δ ('13-'17)	Δ ('08-'17)
Amazon	4.63	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
AT & T	3.39	3.15	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Barrelhouse Tavern	3.78	3.83	3.91	3.93	3.95	3.78	---	---	---	---	---	---	---	---	-0.17	---
Chuck's Famous Sandwiches	3.53	3.41	3.63	3.81	3.76	3.92	---	---	---	---	---	---	---	---	-0.23	---
Game Stop	---	---	3.87	4.03	4.25	3.96	---	---	---	---	---	---	---	---	---	---
Great Clips	3.54	3.68	3.44	3.61	3.71	3.60	3.82	3.99	4.08	3.91	3.93	3.78	3.66	3.85	-0.17	-0.37
Ray's NY Pizza/Cedars Mediterranean	4.08	4.23	4.28	4.12	4.20	4.20	4.11	4.15	4.08	4.26	4.09	4.16	4.00	---	-0.12	-0.18
Tin Drum Asia Café	3.81	4.04	4.07	4.11	4.16	4.24	4.31	4.34	4.35	4.38	4.29	4.24	4.27	4.08	-0.35	-0.57
Waffle House	4.17	4.35	4.24	4.33	4.24	4.23	4.26	4.13	3.90	3.96	---	---	---	---	-0.07	---
Walmart	---	---	4.10	4.09	---	---	---	---	---	---	---	---	---	---	---	---
Employee Responses																
Establishment	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	5-Yr	10-Yr
	Avg														Δ ('13-'17)	Δ ('08-'17)
Amazon	4.57	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
AT & T	4.06	3.63	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Barrelhouse Tavern	3.87	4.10	4.14	4.19	4.15	4.01	---	---	---	---	---	---	---	---	-0.28	---
Chuck's Famous Sandwiches	3.98	4.06	3.96	4.00	4.15	4.06	---	---	---	---	---	---	---	---	-0.17	---
Game Stop	---	---	4.16	4.00	4.09	3.92	---	---	---	---	---	---	---	---	---	---
Great Clips	3.88	4.41	3.90	3.73	4.02	4.10	4.04	4.04	4.09	3.65	3.84	3.84	3.94	3.71	-0.14	0.23
Ray's NY Pizza/Cedars Mediterranean	4.14	4.31	4.25	4.18	4.27	4.21	4.27	4.29	4.35	4.24	4.22	4.11	4.38	---	-0.13	-0.10
Tin Drum Asia Café	3.93	4.34	4.30	4.22	4.31	4.35	4.42	4.49	4.46	4.30	4.31	4.21	4.28	4.36	-0.38	-0.37
Waffle House	4.23	4.32	4.23	4.34	4.19	4.33	4.25	3.94	3.68	3.59	---	---	---	---	0.04	---
Walmart	---	---	4.32	4.23	---	---	---	---	---	---	---	---	---	---	---	---

- Among *students*, the **highest** average ratings were for **Amazon** (4.63) and the **Waffle House** (4.17), while the **lowest** rated item was for **AT & T** (3.39).
- Among *employees*, the **highest** average ratings were for **Amazon** (4.57) and the **Waffle House** (4.23), while the **lowest** rated item was for **Barrellhouse Tavern** (3.87).
- **Five and ten year trend data** indicate that for most retailers, the satisfaction ratings have declined.

TECH SQUARE RETAILERS: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide overall feedback regarding Tech Square. A complete list of comments may be found in Appendices D and M. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SECTION: BARNES & NOBLE @ GEORGIA TECH BOOKSTORE

SERVICE METRICS

Respondents were first asked if they had visited Barnes & Noble within the past twelve months.

63% of *student* respondents replied “yes”

64% of *employee* respondents replied “yes”

Those respondents who had visited Barnes & Noble @ Georgia Tech were asked to rate various aspects of their experiences, with the results shown below. These ratings used the scale: 1=“Very Dissatisfied”; 2=“Somewhat Dissatisfied”; 3=“Neither Satisfied nor Dissatisfied”; 4=“Somewhat Satisfied”; and 5=“Very Satisfied”.

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-Yr	15-Yr
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	4.35	4.35	4.29	4.27	4.20	4.28	4.39	4.41	4.36	4.37	4.27	4.26	4.14	4.07	3.85	3.88	4.10	0.15	-0.02	0.50
Maintenance and upkeep of facilities	4.61	4.56	4.57	4.50	4.42	4.47	4.56	4.54	4.59	4.62	4.52	4.53	4.48	4.53	4.12	4.14	3.18	0.19	-0.01	0.49
Speed of checkout lines	4.39	4.33	4.34	4.17	4.28	4.30	4.35	4.32	4.32	4.34	4.21	4.21	3.94	3.99	3.92	3.63	3.45	0.11	0.05	0.47
Availability of new textbooks	4.14	4.14	4.03	3.93	4.22	4.19	4.28	4.19	4.13	4.14	4.06	4.01	3.54	3.44	3.29	3.39	---	-0.08	0.00	0.85
Availability of used textbooks	3.46	3.56	3.35	3.24	3.41	3.46	3.47	3.27	3.23	3.36	3.24	3.12	---	---	---	---	---	0.05	0.10	---
Availability of electronic textbooks	3.90	3.75	3.66	3.73	3.76	3.77	---	---	---	---	---	---	---	---	---	---	---	0.14	---	---
Competitiveness of pricing	2.63	2.33	2.42	2.53	2.72	2.74	2.76	2.71	2.66	2.77	2.57	2.69	2.54	2.53	2.34	2.41	2.47	-0.09	-0.14	0.29
Usefulness of the web site	3.63	3.58	3.66	3.61	3.87	3.86	3.99	3.92	3.83	3.87	3.46	---	---	---	---	---	3.61	-0.24	-0.24	---
Overall satisfaction with the Bookstore	3.97	3.84	3.85	3.82	3.88	3.99	4.09	4.08	4.01	4.16	3.76	4.00	3.88	3.85	3.58	3.61	---	0.09	-0.19	0.39
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-Yr	15-Yr
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	4.45	4.38	4.51	4.44	4.51	4.38	4.42	4.43	4.39	4.39	4.29	4.34	4.31	4.13	3.97	3.95	4.05	-0.06	0.06	0.48
Maintenance and upkeep of facilities	4.60	4.56	4.7	4.64	4.68	4.64	4.64	4.63	4.64	4.62	4.55	4.54	4.68	4.59	4.18	4.17	4.21	-0.08	-0.02	0.42
Speed of checkout lines	4.51	4.41	4.51	4.49	4.57	4.44	4.44	4.38	4.43	4.43	4.35	4.32	4.17	4.07	4.03	3.88	3.99	-0.06	0.08	0.48
Availability of new textbooks	4.19	4.17	4.26	4.14	4.32	4.13	4.35	4.01	4.16	4.05	3.78	4.19	4.16	3.6	3.42	3.72	3.87	-0.13	0.14	0.77
Availability of used textbooks	4.15	4.06	4.13	4.07	4.09	3.92	4.15	3.94	4.01	3.92	3.41	3.96	---	---	---	---	---	0.06	0.23	---
Availability of electronic textbooks	4.15	4.00	4.17	4.25	4.19	3.94	---	---	---	---	---	---	---	---	---	---	---	-0.04	---	---
Competitiveness of pricing	3.24	3.18	3.39	3.46	3.4	3.35	3.65	3.55	3.47	3.55	3.32	3.55	3.36	3.15	2.96	3.05	3.3	-0.16	-0.31	0.28
Usefulness of the web site	3.68	3.54	3.89	3.81	3.61	3.74	3.81	3.7	3.71	3.68	3.42	---	---	---	---	---	---	0.07	0.00	---
Overall satisfaction with the Bookstore	4.25	4.21	4.38	4.33	4.36	4.33	4.46	4.4	4.35	4.36	4.22	4.33	4.38	4.11	3.97	3.93	4.09	-0.11	-0.11	0.28

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

- “**Maintenance and upkeep of facilities**” received the **highest average rating** among *students* (4.61) and *employees* (4.60).
- “**Competitiveness of pricing**” received the **lowest average rating** among *students* and *employees* (2.63 and 3.24, respectively).
- **Five-year trend data** for *students* demonstrated that most survey ratings increased. The greatest increase was for the “**Maintenance and upkeep of facilities**” (0.19).
- **Five-year trend data** for *employees* demonstrated that most survey ratings decreased. The greatest decrease was for “**Competitiveness of Pricing**” (-0.16)

TEXTBOOK PURCHASING

Respondents were next asked where they purchase most of their textbooks, with the following results:

Student Responses																
Where purchase most textbooks	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	5-Yr	10-Yr
	%														Δ ('13-'17)	Δ ('08-'17)
Barnes & Noble @ Georgia Tech	18%	17%	14%	19%	16%	12%	17%	21%	27%	26%	22%	24%	23%	25%	2%	-8%
Engineer's Bookstore	---	4%	5%	6%	11%	15%	15%	23%	23%	28%	32%	38%	42%	44%	---	---
Chegg (added 2016)	1%	3%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Amazon (added 2016)	47%	48%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Other Online Vendors (changed 2016)	8%	8%	54%	57%	52%	54%	61%	52%	48%	45%	43%	36%	33%	26%	-44%	-37%
N/A (don't shop for textbooks)	23%	18%	25%	17%	17%	17%	5%	---	---	---	---	---	---	---	6%	---
Other	3%	2%	3%	2%	5%	3%	2%	4%	2%	1%	3%	2%	2%	5%	-2%	2%
Employee Responses																
Where purchase most textbooks	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	5-Yr	10-Yr
	%														Δ ('13-'17)	Δ ('08-'17)
Barnes & Noble @ Georgia Tech	3%	5%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Engineer's Bookstore	---	0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Chegg (added 2016)	0%	0%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Amazon (added 2016)	4%	7%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Other Online Vendors (changed 2016)	1%	1%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
N/A (don't shop for textbooks)	91%	85%	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Other	1%	1%	---	---	---	---	---	---	---	---	---	---	---	---	---	---

- As the data show, students have **decreasingly** shopped at Barnes & Noble for their textbooks, although the percentage experienced a slight increase over the past five years (2%).
- Two new online purchasing categories were added for the 2016 survey, Chegg and Amazon, which impacted the percentage change for “other online vendors”
 - The highest percentage of online ordering may be attributed to Amazon.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

- Online vendors (inclusive of all three categories) represents the greatest source of textbook purchases by the respondents.
- The percentage of respondents who indicate they do **NOT** shop for textbooks has been increasing over the last five years. For 2017, almost one-fourth of student respondents indicated they did not shop for textbooks.
- Other textbook purchase sources include: Other Students, Friends, GT Book Swap, Ebay.com, Campus Text, Etextbooks, Amazon Rental and “The Pirate Bay”

ADDITIONAL SERVICES

Both students and employees were asked about their awareness of and/or satisfaction with the various services provided by the bookstore including Yuzu™, the Technology Store, in-store computer repair, and shopgatech.com.

When asked about their familiarity with Yuzu™, the digital textbook reader/application from Barnes & Noble, respondents indicated the following:

Choice	Students			Employees		
	2017	2016	2015	2017	2016	2015
	%			%		
Very familiar – I use it all the time	0%	1%	0%	1%	1%	1%
Somewhat familiar – I have tried Yuzu™ by Barnes & Noble, and have purchased a few e-textbooks	2%	2%	4%	2%	0%	3%
A little familiar – I have heard of Yuzu™ by Barnes & Noble, but I have not used it	5%	6%	5%	3%	5%	4%
Not at all familiar – This is the first time I’ve heard of Yuzu™ by Barnes & Noble	93%	91%	91%	95%	94%	93%

- Within both the *student* and *employee* demographics, over **90%** of respondents indicated that they are “**Not at all familiar**” with Yuzu™. This result is similar to the results received in the two prior years.

When asked about how well they feel the Technology Store within Barnes & Noble provides for their technology needs, respondents indicated the following:

Choice	Students							Employees						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
	%						Δ ('13-'17)	%						Δ ('13-'17)
Very well – I can always find what I need	14%	12%	11%	11%	11%	18%	3%	28%	21%	18%	22%	21%	25%	7%
Adequately – I can usually find what I need	68%	72%	67%	66%	70%	67%	-2%	66%	67%	69%	63%	69%	64%	-3%
Poorly – they rarely have what I'm looking for	18%	16%	22%	22%	19%	16%	-1%	6%	12%	13%	16%	10%	12%	-4%

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

- Within both the *student* and *employee* demographics, the majority of respondents indicated that Barnes & Noble “Adequately” provides for their technology needs.

When asked if they knew about the in-store repair service for most brands of computers, respondents indicated the following:

Choice	Students							Employees						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
	%						Δ ('13-'17)	%						Δ ('13-'17)
Yes, I have used it	4%	6%	6%	9%	8%	7%	-4%	6%	6%	5%	6%	3%	3%	3%
Yes, but I've never used it	33%	36%	38%	33%	27%	40%	6%	27%	25%	25%	26%	27%	27%	0%
No	63%	58%	56%	58%	65%	54%	-2%	67%	69%	70%	69%	70%	71%	-3%

- Among both *students* and *employees*, the majority did **not** know about the in-store computer repair service offered at the bookstore.

When asked about the types of items purchased online from the Bookstore through shopgatech.com, respondents indicated the following:

Choice	Students							Employees						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
	%						Δ ('13-'17)	%						Δ ('13-'17)
Textbooks	16%	16%	13%	20%	22%	17%	-6%	2%	2%	3%	1%	2%	2%	0%
Apparel or gift items	19%	15%	11%	12%	12%	11%	7%	23%	24%	17%	13%	14%	15%	9%
School Supplies	12%	11%	9%	7%	11%	7%	1%	5%	6%	3%	3%	5%	4%	0%
Computers	4%	5%	5%	3%	4%	2%	0%	7%	9%	7%	4%	4%	5%	3%
I have never purchased anything from shopgatech.com	47%	52%	61%	70%	69%	74%	-22%	61%	58%	66%	81%	82%	81%	-21%
Other	1%	1%	1%	2%	1%	2%	0%	1%	2%	4%	4%	2%	2%	-1%

- Among *students* who had purchased from shopgatech.com, “**Textbooks**” were the most popular item (16%); among *employees*, “**Apparel or gift items**” were most common (23%).
- In general, however, the majority of *student* and *employee* respondents **have never purchased anything** from shopgatech.com although, based on the five-year trend data, it appears that this figure has been significantly decreasing.
- Other items purchased online include:

Aquarium Trip Tickets
Regalia
Eyeglasses
Practice Room

Snacks
SCPC Tickets
Personal Books
MARTA Card

Drinks
Fiction Books
Event Tickets

Youth Chapter Books
Post Cards
Meal Plan

BARNES & NOBLE: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide feedback regarding Barnes & Noble at Georgia Tech. A complete list of comments may be found in Appendices E and N. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



SECTION: DINING SERVICES

UTILIZATION OF SERVICES: RETAIL DINING LOCATIONS

Students and employees were presented with a list of dining retail locations and were asked to select the *one* retail location they frequented the most often in the past twelve months with the following results:

Dining retail service frequent most often	Students				Employees		
	2017	2016	2015		2017	2016	2015
	%			%			
Ferst Place (Third Floor, Student Center)	1%	3%	1%	5%	9%	9%	
Starbucks (Clough Commons)	13%	13%	13%	6%	8%	8%	
Student Center Commons (Chick-fil-A, Taco Bell, Subway)	39%	38%	42%	30%	23%	28%	
Student Center Food Court (Second Floor)	27%	26%	21%	25%	20%	21%	
Highland Bakery	4%	4%	4%	10%	14%	13%	
None of the Above	16%	15%	19%	23%	26%	20%	

- The most frequented dining retail location for *students* and *employees* was the **Student Center Commons** with 39% and 30% of the respondents selecting this facility, respectively.
- The least frequented dining retail location for *students* and *employees* was **Ferst Place** with 1% and 5% of the respondents selecting this facility, respectively.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SERVICE METRICS: RETAIL DINING LOCATIONS

Students and employees were then asked if they had used retail dining facilities within the past year to rate their satisfaction with various aspects of the services. New to the 2017 survey was the item “Signage and staff knowledge of nutritional and allergen ingredients.” These ratings used the scale: 1=“Very Dissatisfied”; 2=“Somewhat Dissatisfied”; 3=“Neither Satisfied nor Dissatisfied”; 4=“Somewhat Satisfied”; and 5=“Very Satisfied”.

Characteristic	Students																																		
	Starbucks (Clough Commons)							Student Center Commons							Student Center Food Court							Highland Bakery							Ferst Place						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
N	84							244							168							24							9						
Avg.	Δ ('13-'17)							Avg.							Δ ('13-'17)							Avg.							Δ ('13-'17)						
Food quality	4.13	4.18	4.30	4.26	4.29	4.44	-0.16	4.35	4.30	4.30	4.10	4.24	4.15	0.11	4.20	3.96	4.32	3.99	4.02	4.11	0.18	4.58	4.83	4.81	4.58	---	---	---	4.00	3.96	---	---	---	---	---
Variety of items offered	4.08	4.20	4.31	4.07	4.23	4.34	-0.15	3.94	3.91	4.01	3.88	4.01	4.00	-0.07	4.09	3.88	4.17	4.12	4.02	4.12	0.07	4.75	4.76	4.88	4.38	---	---	---	3.44	3.70	---	---	---	---	---
Healthy choices available	3.76	3.73	3.91	3.79	3.90	4.07	-0.14	3.24	3.28	3.34	3.50	3.58	3.67	-0.34	3.76	3.58	3.97	3.96	3.92	4.05	-0.16	4.63	4.79	4.73	4.35	---	---	---	3.44	3.95	---	---	---	---	---
Visibility of management staff	3.66	3.93	4.00	---	3.98	4.13	-0.32	3.77	3.99	3.66	---	3.98	3.93	-0.21	3.92	3.90	4.24	---	3.96	4.03	-0.04	4.64	4.84	4.56	---	---	---	---	3.22	4.00	---	---	---	---	---
Friendliness of staff	3.73	4.12	---	---	---	---	---	4.13	4.24	---	---	---	---	---	4.29	4.24	---	---	---	---	---	4.46	4.90	---	---	---	---	---	3.67	4.22	---	---	---	---	---
Signage & staff knowledge of nutritional & allergen ingredients	3.84	---	---	---	---	---	---	3.97	---	---	---	---	---	---	3.89	---	---	---	---	---	---	4.36	---	---	---	---	---	---	3.25	---	---	---	---	---	---
Overall satisfaction	3.92	4.16	4.31	4.17	4.15	4.26	-0.23	4.10	4.07	4.00	4.02	4.17	3.96	-0.07	4.14	3.93	4.25	3.90	4.03	4.12	0.11	4.38	4.63	4.69	4.37	---	---	---	3.44	4.14	---	---	---	---	---
Characteristic	Employees																																		
	Starbucks (Clough Commons)							Student Center Commons							Student Center Food Court							Highland Bakery							Ferst Place						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
N	65							312							268							116							58						
Avg.	Δ ('13-'17)							Avg.							Δ ('13-'17)							Avg.							Δ ('13-'17)						
Food quality	4.24	4.29	4.44	4.23	4.34	4.35	-0.10	4.49	4.41	4.48	4.33	4.31	4.20	0.18	4.33	4.20	4.43	4.15	4.19	4.22	0.14	4.43	4.38	4.39	4.58	---	---	---	4.43	4.05	4.34	4.22	4.21	4.39	0.22
Variety of items offered	4.24	4.20	4.43	4.22	4.14	4.08	0.10	4.27	4.12	4.25	4.16	4.18	4.06	0.09	4.17	4.18	4.40	4.21	4.16	4.27	0.01	4.27	4.19	4.25	4.43	---	---	---	4.21	3.80	4.18	4.00	4.21	4.22	0.00
Healthy choices available	4.03	3.97	4.37	4.01	3.86	3.88	0.17	3.89	3.75	3.98	3.97	3.94	3.78	-0.05	4.13	4.08	4.28	4.09	4.09	4.20	0.04	4.35	4.28	4.24	4.32	---	---	---	4.26	3.93	4.28	4.21	4.04	4.11	0.22
Visibility of management staff	3.84	3.76	4.24	---	3.81	3.81	0.03	3.82	3.89	3.96	---	3.91	3.60	-0.09	3.78	3.95	4.22	---	4.04	4.00	-0.26	4.41	4.24	4.21	---	---	---	---	4.29	3.98	4.15	---	4.09	4.14	0.20
Friendliness of staff	3.89	4.32	---	---	---	---	---	4.29	4.29	---	---	---	---	---	4.36	4.43	---	---	---	---	---	4.57	4.50	---	---	---	---	---	4.62	4.20	---	---	---	---	---
Signage & staff knowledge of nutritional & allergen ingredients	3.87	---	---	---	---	---	---	4.11	---	---	---	---	---	---	4.14	---	---	---	---	---	---	4.30	---	---	---	---	---	---	4.34	---	---	---	---	---	---
Overall satisfaction	4.11	4.30	4.48	4.25	4.23	4.22	-0.12	4.30	4.26	4.34	4.31	4.34	4.05	-0.04	4.27	4.25	4.36	4.26	4.33	4.24	-0.06	4.44	4.32	4.27	4.43	---	---	---	4.50	3.91	4.22	4.30	4.25	4.37	0.25

- The highest overall satisfaction for *students* and *employees* was for **Highland Bakery** (4.38 and 4.44, respectively).
- The lowest overall satisfaction for *students* was for **Ferst Place** (3.44).
- The lowest overall satisfaction for *employees* was for **Starbucks** (4.11).
- Five-year trend data for *students* indicate that most survey items experienced a decrease.
- Five-year trend data for *employees* indicate that most survey items experienced an increase.

UTILIZATION OF SERVICES: COMMUNITY DINING LOCATIONS

New for 2017, students and *employees* were asked which Community Restaurant they frequent the most. In prior years, only students responded to this item. The following table presents their responses.

Community Restaurant Frequented	Students				Employees
	2017	2016	2015		2017
	%				%
Brittain	5%	7%	4%		1%
North Avenue	7%	14%	10%		18%
Woodruff	9%	7%	8%		3%
None of the above	78%	72%	78%		78%

- Data indicate that the majority of respondents did not frequent a community restaurant. Of those who did, **Woodruff** was cited as the most frequent for *students*, and **North Avenue** was cited as the most frequent for *employees*.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SERVICE METRICS: COMMUNITY DINING LOCATIONS

Respondents who frequented residential communities dining facilities within the past year were asked to rate their satisfaction with various aspects of the services. Two new items were added to the survey for 2017: “cleanliness of facilities” and “signage and staff knowledge of nutritional and allergen ingredients.” Also beginning with the 2017 survey, employees were able to respond to these questions. The ratings used the scale: 1=“Very Dissatisfied”; 2=“Somewhat Dissatisfied”; 3=“Neither Satisfied nor Dissatisfied”; 4=“Somewhat Satisfied”; and 5=“Very Satisfied”.

Characteristic	Students																				
	Brittain							North Ave							Woodruff						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
N	33							45							57						
	Avg.						Δ ('13-'17)	Avg.						Δ ('13-'17)	Avg.						Δ ('13-'17)
Holidays and special meals	4.07	4.38	4.00	---	3.83	3.93	0.24	3.38	3.99	3.68	---	4.00	4.10	-0.62	3.78	3.97	3.39	---	3.70	3.56	0.08
Maintenance and upkeep of facilities	4.00	3.97	4.14	3.86	3.90	3.80	0.10	3.80	3.96	4.17	4.03	4.31	4.39	-0.51	3.44	3.31	3.17	3.12	3.74	3.42	-0.30
Cleanliness of facilities	4.06	---	---	---	---	---	---	3.71	---	---	---	---	---	---	3.51	---	---	---	---	---	---
Food quality	3.42	3.82	3.57	3.39	3.58	3.56	-0.16	2.96	3.42	3.42	3.25	3.92	3.82	-0.96	3.12	3.23	2.63	2.83	3.38	2.76	-0.26
Variety of items offered	3.21	3.55	3.33	3.16	3.19	3.33	0.02	2.96	3.44	3.36	3.36	3.80	3.75	-0.84	3.28	3.62	2.97	2.90	3.09	3.00	0.19
Healthy choices available	3.72	3.62	3.29	3.08	3.67	3.22	0.05	3.30	3.52	3.46	3.15	3.73	3.58	-0.43	3.60	3.16	3.14	2.98	3.25	3.17	0.35
Visibility of management staff	4.13	4.08	4.00	---	3.95	3.69	0.18	3.88	4.13	4.00	---	4.08	3.98	-0.20	3.89	3.88	3.45	---	4.15	3.43	-0.26
Friendliness of staff	3.97	3.97	---	---	---	---	---	4.28	4.30	---	---	---	---	---	3.68	3.67	---	---	---	---	---
Signage & staff knowledge of nutritional & allergen ingredients	3.85	---	---	---	---	---	---	3.64	---	---	---	---	---	---	3.67	---	---	---	---	---	---
Overall satisfaction	3.64	3.81	4.00	3.64	3.88	3.73	-0.24	3.33	3.73	3.74	3.47	4.06	3.95	-0.73	3.35	3.31	3.03	3.07	3.64	3.19	-0.29
Characteristic	Employees																				
	Brittain							North Ave							Woodruff						
	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr	2017	2016	2015	2014	2013	2012	5-Yr
N	13							189							36						
	Avg.						Δ ('13-'17)	Avg.						Δ ('13-'17)	Avg.						Δ ('13-'17)
Holidays and special meals	4.67	---	---	---	---	---	---	4.28	---	---	---	---	---	---	4.25	---	---	---	---	---	---
Maintenance and upkeep of facilities	4.46	---	---	---	---	---	---	4.37	---	---	---	---	---	---	3.88	---	---	---	---	---	---
Cleanliness of facilities	4.31	---	---	---	---	---	---	4.32	---	---	---	---	---	---	4.00	---	---	---	---	---	---
Food quality	4.54	---	---	---	---	---	---	4.18	---	---	---	---	---	---	4.22	---	---	---	---	---	---
Variety of items offered	4.46	---	---	---	---	---	---	4.29	---	---	---	---	---	---	4.03	---	---	---	---	---	---
Healthy choices available	4.42	---	---	---	---	---	---	4.27	---	---	---	---	---	---	4.28	---	---	---	---	---	---
Visibility of management staff	4.45	---	---	---	---	---	---	4.21	---	---	---	---	---	---	4.31	---	---	---	---	---	---
Friendliness of staff	4.75	---	---	---	---	---	---	4.54	---	---	---	---	---	---	4.31	---	---	---	---	---	---
Signage & staff knowledge of nutritional & allergen ingredients	4.89	---	---	---	---	---	---	4.27	---	---	---	---	---	---	4.23	---	---	---	---	---	---
Overall satisfaction	4.54	---	---	---	---	---	---	4.34	---	---	---	---	---	---	4.31	---	---	---	---	---	---

- The highest overall satisfaction for *students* and *employees* was for **Brittain** (3.64 and 4.54, respectively).
- The lowest overall satisfaction for *students* was for **North Avenue** (3.33).
- The lowest overall satisfaction for *employees* was for **Woodruff** (4.31).

- **Five-year trend data** demonstrate that for *students*, **Britain** experienced the most number of items that increased, while ALL survey items for **North Avenue** experienced a decrease. Several of the **North Avenue** items had a significant decrease, particularly “**food quality**” and “**variety of items offered.**”
- Two new items were added to the survey for 2017: “cleanliness of facilities” and “signage and staff knowledge of nutritional and allergen ingredients,” therefore, no trend data are available for these items.

DINING RETAIL SERVICES: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide feedback regarding Dining Retail Services. A complete list of comments may be found in Appendices F and O. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents



DINING COMMUNITY RESTAURANTS: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide feedback regarding Dining Community Restaurant Services. A complete list of comments may be found in Appendices F and O. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

SECTION: BUZZCARD CENTER

UTILIZATION OF SERVICES

In this section students and employees were first asked if they used the BuzzCard Center in the past 12 months.

40% of *students* responded “yes”

36% of *employees* responded “yes”

SERVICE METRICS

Students and employees who responded “yes” were asked to rate their satisfaction with the following items, using the 1-5 point scale where: 1=“Very Dissatisfied”; 2=“Somewhat Dissatisfied”; 3=“Neither Satisfied nor Dissatisfied”; 4=“Somewhat Satisfied”; and 5=“Very Satisfied”.

Student Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	4.44	4.40	4.22	4.19	4.09	4.33	4.43	4.31	4.32	4.40	4.28	4.18	4.17	4.09	4.08	4.00	4.18	0.35	0.04	0.36
Time to resolve an issue	4.37	4.10	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Number of locations that accept the BuzzCard	4.23	4.25	4.07	3.99	4.01	4.18	4.13	4.08	4.13	4.16	4.02	3.68	3.87	3.63	3.96	3.63	3.68	0.22	0.07	0.27
Office hours for the BuzzCard Center	4.22	4.24	3.79	3.94	3.83	4.14	4.19	4.12	4.14	4.17	4.03	3.93	3.89	3.78	3.75	3.81	3.93	0.39	0.05	0.47
Convenience of making BuzzCard deposits	4.40	4.07	4.15	4.15	4.21	4.29	4.44	4.33	4.39	4.43	4.24	4.09	4.18	4.02	4.05	3.94	4.09	0.19	-0.03	0.35
Convenience of the Value Transfer Stations	4.09	3.92	3.93	4.04	4.05	4.26	4.29	4.20	4.21	4.21	4.11	3.90	3.77	3.72	3.76	3.65	3.90	0.04	-0.12	0.33
Usefulness of the web site (buzzcard.gatech.edu)	4.23	3.99	4.02	4.04	3.99	4.24	4.26	4.22	4.23	4.27	4.10	---	---	---	---	---	---	0.24	-0.04	---
Time to resolve an issue	4.37	4.10	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Overall satisfaction with the BuzzCard program	4.36	4.27	4.23	4.16	4.20	4.31	4.40	4.30	4.31	4.35	4.29	4.14	4.12	4.02	4.05	3.95	4.14	0.16	0.01	0.31
Maintenance and upkeep of the BuzzCard Center	---	---	4.15	4.23	4.15	4.36	4.48	4.34	4.39	4.49	4.36	4.21	4.20	4.15	4.10	4.17	4.21	---	---	---
Employee Responses																				
Characteristic	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	5-Yr	10-YR	15-YR
	Avg																	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Level of customer service you received	4.50	4.41	4.43	4.39	4.43	4.49	4.49	4.50	4.55	4.62	4.39	4.44	4.49	4.46	4.36	4.26	4.33	0.07	-0.12	0.14
Time to resolve an issue	4.44	4.34	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---
Number of locations that accept the BuzzCard	4.24	4.32	4.39	4.19	4.19	4.29	4.42	4.35	4.58	4.25	4.18	4.17	4.17	4.11	4.17	4.09	4.09	0.05	-0.01	0.07
Office hours for the BuzzCard Center	4.46	4.35	4.10	4.24	4.23	4.27	4.36	4.35	4.46	4.27	4.18	4.25	4.30	4.11	4.16	4.12	4.12	0.23	0.19	0.30
Convenience of making BuzzCard deposits	4.42	4.33	4.40	4.43	4.43	4.40	4.49	4.46	4.51	4.44	4.32	4.42	4.47	4.28	4.22	4.14	4.21	-0.01	-0.02	0.20
Convenience of the Value Transfer Stations	4.10	4.14	4.14	4.34	4.19	4.10	4.31	4.22	4.31	4.24	4.07	4.22	4.24	4.08	3.99	3.82	3.86	-0.09	-0.14	0.11
Usefulness of the web site	4.21	4.15	4.26	4.22	4.21	4.16	4.17	4.26	4.35	4.25	4.16	---	---	---	---	---	---	0.00	-0.04	---
Overall satisfaction with the BuzzCard program	4.43	4.44	4.38	4.37	4.38	4.40	4.45	4.45	4.50	4.44	4.28	4.38	4.44	4.28	4.32	4.20	4.23	0.05	-0.01	0.11
Maintenance and upkeep of the BuzzCard Center	---	---	4.35	4.48	4.43	4.45	4.56	4.51	4.58	4.46	4.38	4.40	4.44	4.35	4.30	4.21	4.28	---	---	---

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

- Among *students*, the highest rated item was the “**Level of Customer Service You Received**” (4.44), and the lowest rated item was the “**Convenience of the Value Transfer Stations**” (4.09)
- Among *employees*, the highest rated item was “**Level of Customer Service You Received**” (4.50), and lowest rated item was the “**Convenience of the Value Transfer Stations**” (4.10)
- Five-year trend data for *students* indicate that all survey items increased.
- Five-year trend data for *employees* indicate there was a mix of items that increased, decreased or stayed the same.

Respondents were then asked their preferred method for contacting the BuzzCard Center with questions or issues:

	2017	2016	2017	2016
	Students		Employees	
Phone	19%		26%	
Email	35%	20%	41%	23%
Social Media	2%	40%	1%	47%
Walk-in	42%	2%	31%	1%
Other	1%	38%	1%	29%

- Other method to contact the BuzzCard Center: pcl@gatech.edu

If the respondent visited the BuzzCard Center, the following were identified as their primary reason:

	Students		Employees	
	2017	2016	2017	2016
Obtain Initial BuzzCard	50%	54%	31%	24%
Replace BuzzCard	25%	22%	29%	34%
Purchase MARTA pass	12%	8%	9%	9%
Passport Photo	3%	1%	2%	3%
Door Access Issues	4%	5%	7%	9%
Meal Plan/Dining Questions	2%	6%	5%	5%
Other	4%	4%	16%	15%

- Other reasons to visit the center included: Add money to card, get bus pass, new employee onboarding, cards for family, visitors, affiliates, temps and contractors, obtain a card reader, HR supplies, meeting with ITG employee, name change, assist students, address questions/issues, new photo, return lost card, and SGA banquet gifts.

ADDITIONAL SERVICES OR VENUES FOR BUZZCARD USE

Students and employees were also asked what other services or venues where they would like to see the BuzzCard used. The complete list of the responses are available in Appendices G and P. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



BUZZCARD: GENERAL COMMENTS

Students and employees were provided with a free-form comments section to provide feedback regarding BuzzCard Services. A complete list of comments may be found in Appendices G and P. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



SECTION: HEALTH INITIATIVES (STUDENTS)

UTILIZATION OF SERVICES

Students were asked to select whether they used the following Health Initiatives services or programs. The following table illustrates the percent of students who did/did not use the services.

Service	Students			
	2017		2016	
	Used	Not Used	Used	Not Used
AlcoholEdu/Haven/Haven Plus	53%	47%	38%	62%
Tobacco cessation resources	14%	86%	17%	83%
VOICE Prevention & education activities	22%	78%	25%	75%
VOICE Victim-survivor advocate support services	16%	84%	19%	81%
Individual nutrition counseling with a dietician	15%	85%	19%	81%
Condom availability program GYP	23%	77%	19%	81%
College Response online health screenings	16%	84%	17%	83%

- With the exception of AlcoholEdu/Haven/Haven Plus which is a required program for freshmen and transfer students, the majority of respondents indicated they did NOT use the remaining services offered by the Department of Health Initiatives.

SERVICE METRICS

Of the respondents who indicated they used the services offered by the Department of Health Initiatives, they were asked to rate their satisfaction with the services using a 1-5 point scale where: 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor Dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

Program/Service	Students	
	2017	2016
AlcoholEdu/Haven/Haven Plus	3.43	3.67
Tobacco cessation resources	3.80	4.15
VOICE Prevention & education activities	3.93	4.08
VOICE Victim-survivor advocate support services	3.92	4.20
Individual nutrition counseling with a dietician	3.79	4.18
Condom availability program GYP	3.95	4.26
College Response online health screenings	3.95	4.18

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

- The highest rated services were for **the College Response** online health screening tool and the **condom availability program** (GYP), both rated at 3.95.
- The lowest rated service was for **AlcoholEdu/Haven/HavenPlus** (3.43)
- Two year trend data indicate that for all services, the mean decreased from the prior year.

FREQUENCY: HEALTHY LIFESTYLE BEHAVIORS

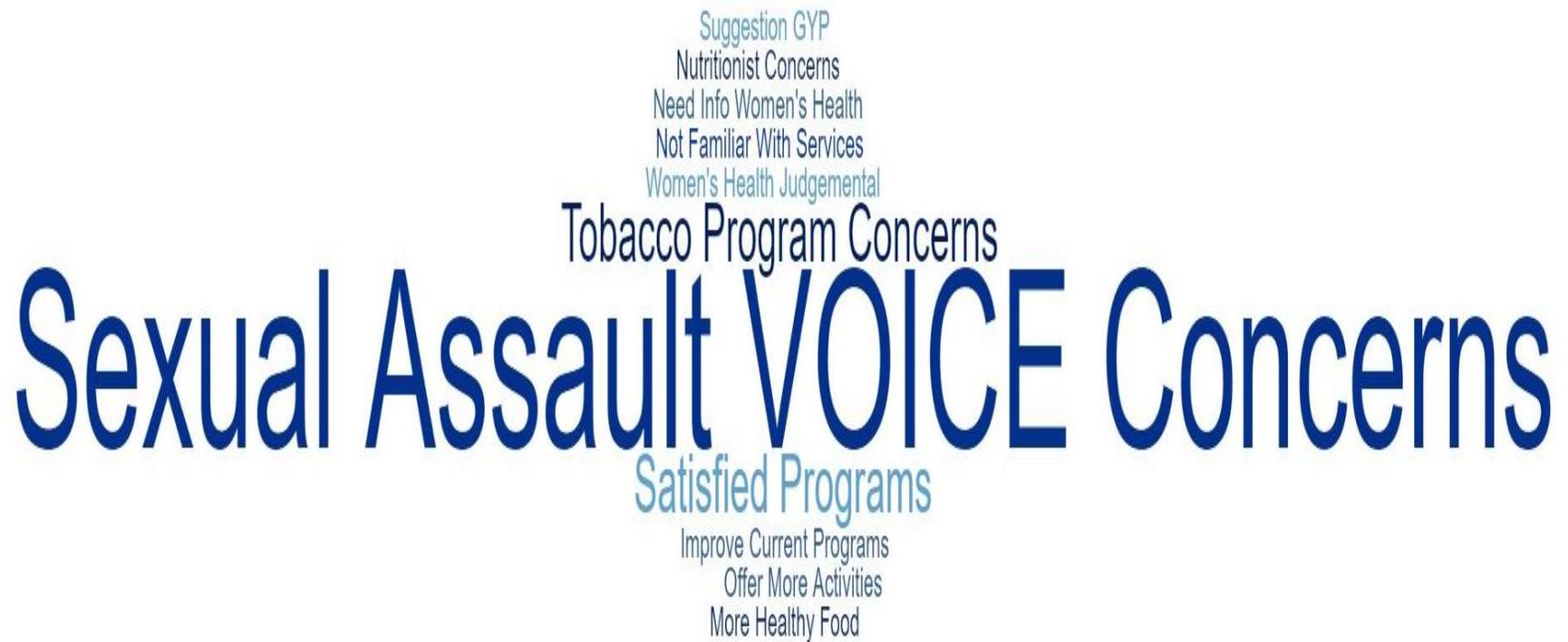
Students were also surveyed about the frequency of their healthy lifestyle behaviors using the scale: All the Time, Almost Every Time, Occasionally/Sometimes, Almost Never, and Never. Students were also given the option to select Not Applicable. The following table presents the number and percent of respondents. Color coding for 2017 represents the change from the prior year's results (increase-green, decrease-pink, and no change-yellow).

Frequency Health Behaviors	Students											
	2017											
	All the Time	Almost Every Time	Occasionally/Sometimes	Almost Never	Never	N/A	All the Time	Almost Every Time	Occasionally/Sometimes	Almost Never	Never	N/A
I can find healthier food options	61	124	257	78	34	63	11%	22%	46%	14%	6%	10%
I choose healthier food options, when available	118	203	231	36	7	22	19%	33%	37%	6%	1%	4%
I sleep at least 7 hours per night	113	202	184	91	19	8	19%	33%	30%	15%	3%	1%
I eat a minimum of 5-9 fruits/vegetables per day	46	113	219	180	47	12	7%	18%	35%	29%	8%	2%
I am physically active for at least 20-30 minutes per day	222	176	154	43	13	9	36%	29%	25%	7%	2%	1%
I manage my stress in health ways	92	188	217	83	26	11	15%	31%	36%	14%	4%	2%
When I drink, I have less than 3 alcoholic beverages	129	106	117	78	37	150	28%	23%	25%	17%	8%	24%
I drink less than 5 alcoholic beverages per week	230	123	73	48	35	108	45%	24%	14%	9%	7%	18%
I take a break every day to talk with someone supportive	126	136	171	106	47	31	22%	23%	29%	18%	8%	5%
I have the knowledge & skills necessary to respond to/ intervene in a situation RE: sexual violence	194	189	129	39	16	50	34%	33%	23%	7%	3%	8%
	2016											
I can find healthier food options	72	185	256	97	22	51	11%	29%	41%	15%	3%	7%
I choose healthier food options, when available	130	244	237	47	8	17	20%	37%	36%	7%	1%	2%
I sleep at least 7 hours per night	131	210	191	109	35	8	19%	31%	28%	16%	5%	1%
I eat a minimum of 5-9 fruits/vegetables per day	65	120	228	192	69	9	10%	18%	34%	28%	10%	1%
I am physically active for at least 20-30 minutes per day	219	211	173	56	18	6	32%	31%	26%	8%	3%	1%
I manage my stress in health ways	107	237	293	105	30	11	14%	31%	38%	14%	4%	1%
When I drink, I have less than 3 alcoholic beverages	140	154	115	69	35	170	27%	30%	22%	13%	7%	25%
I drink less than 5 alcoholic beverages per week	249	118	94	58	30	134	45%	21%	17%	11%	5%	20%
I take a break every day to talk with someone supportive	195	161	188	92	31	16	29%	24%	28%	14%	5%	2%
I have the knowledge & skills necessary to respond to/ intervene in a situation RE: sexual violence	189	210	143	53	15	73	31%	34%	23%	9%	2%	11%

- The highest rated frequency of healthy behavior was **“I drink less than 5 alcoholic beverages per week”** with 69% of the respondents rating it **“all the time”** or **“almost every time.”**
- The lowest rated frequency of healthy behavior was **“I eat a minimum of 5-9 fruits/vegetables per day”** with 25% of the respondents rating it **“all the time”** or **“almost every time.”**
- Data indicate that there was a mixed result for the percent of respondents who increased their practice of healthy lifestyle behaviors at the **“all the time”** and **“almost every time”** levels from the prior year.

HEALTH INITIATIVES: GENERAL COMMENTS

Students were provided with a free-form comments section to provide feedback regarding Health Initiatives. A complete list of comments may be found in Appendix H. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



SECTION: CAMPUS RECREATION COMPLEX (CRC)

UTILIZATION OF SERVICES

For the first time in 2017, the Campus Recreation Complex unit participated in the survey. Respondents were first asked whether or not they interacted with the CRC in the past 12 months.

- 71% of the *students* responded “yes”
- 30% of the *employees* responded “yes”

For respondents who selected “no” they did not interact with the CRC in the last 12 months, they were next asked why not. The following table illustrates their reasons “why not.”

Characteristic	Students		Employees	
	2017		2017	
	#	%	#	%
The CRC is too busy	47	21%	61	7%
The programs I want are not offered	10	4%	18	2%
I go to another gym/fitness center	40	18%	222	24%
The cost is too expensive	7	3%	143	16%
The location is too far from work/home	71	31%	245	27%
Other	52	23%	225	25%

Respondents who *did* interact with the CRC were then asked how frequently they participated in any of the following Health Lifestyle programs.

Frequency	HLP-GIT FIT				HLP-Intramurals				HLP-Club Sports				HLP-Outdoor Recreation			
	Students		Employees		Students		Employees		Students		Employees		Students		Employees	
	2017		2017		2017		2017		2017		2017		2017		2017	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Daily (5-7x per week)	6	1%	10	3%	2	0%	3	1%	13	3%	3	1%	6	1%	1	0%
Frequently (3-4x per week)	24	5%	21	7%	40	9%	2	1%	20	5%	2	1%	9	2%	5	2%
Occasionally (1-2x per week)	20	5%	16	5%	57	13%	3	1%	11	2%	2	1%	20	5%	5	2%
Rarely (less than 1x per week)	39	9%	36	11%	64	14%	12	4%	29	7%	9	3%	78	18%	35	11%
Never	355	80%	237	74%	281	63%	300	94%	371	84%	304	95%	331	75%	274	86%

- The most frequented program for *students* was **Intramurals** (37% “rarely” to “daily”).

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

- The most frequented program for *employees* was **GIT FIT** (26% “rarely” to “daily”).
- For all programs, the results indicate that most respondents “**never**” participated in any of the Healthy Lifestyle programs.

Respondents who selected “rarely” or “never” to participating in Healthy Lifestyle programs were next asked why not. The table below presents their reasons for not participating in HLP.

Characteristic	Students		Employees	
	#	%	#	%
Program times did not work with my schedule	188	27%	159	36%
I am not interested in the types of programs offered	180	26%	63	14%
The location of the CRC is not convenient for me	53	8%	42	10%
Cost	155	23%	68	15%
Program availability	46	7%	41	9%
Other	63	9%	66	15%

- The results indicate that most *students* and *employees* do NOT participate in HLP because the “**program times did not work with their schedule.**”
- For *students*, “**I am not interested in the types of programs offered**” was their second most frequent choice.
- For *employees*, their second most frequent choices for not participating were “**cost**” and “**other.**”

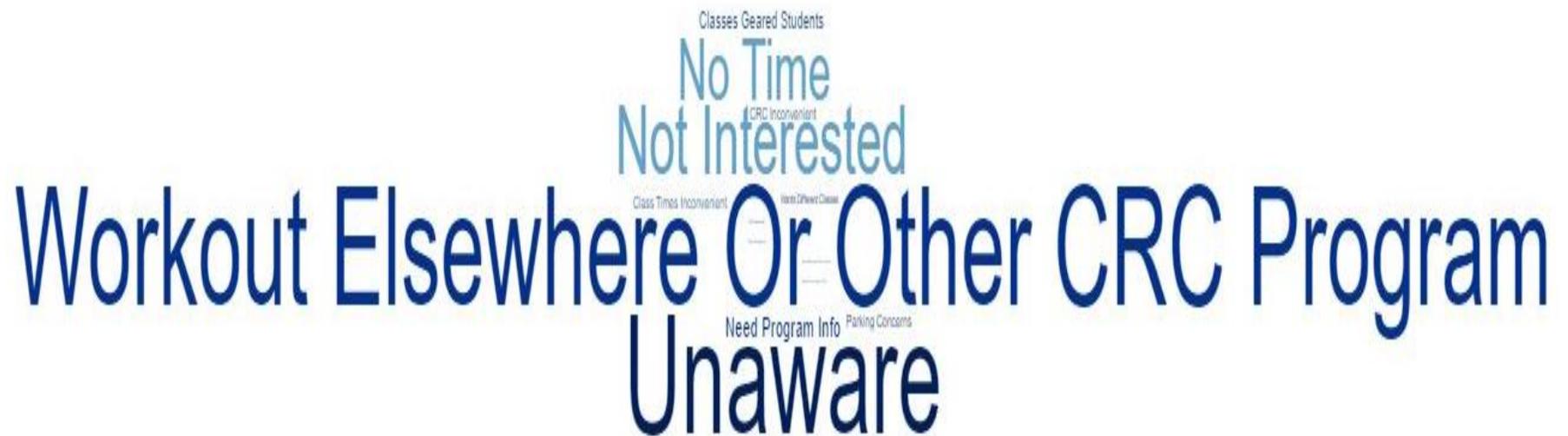
OTHER COMMENTS: REASONS WHY RESPONDENTS DID NOT INTERACT WITH THE CRC

Respondents were provided with a free-form comments section to provide feedback as to why they did not interact with the CRC. A complete list of comments may be found in Appendices I and Q. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



OTHER COMMENTS: REASONS WHY RESPONDENTS WHO RARELY OR NEVER PARTICIPATED IN A HLP PROGRAM

Respondents were provided with a free-form comments section to provide feedback regarding the CRC. A complete list of comments may be found in Appendices I and Q. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



CAMPUS RECREATION COMPLEX: GENERAL COMMENTS

Respondents were provided with a free-form comments section to provide feedback regarding the CRC. A complete list of comments may be found in Appendices I and Q. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



SECTION: GEORGIA TECH HUMAN RESOURCES (GTHR)

INTERACTIONS

For the first time in 2017, the Georgia Tech Human Resources (GTHR) department participated in the survey. Respondents were first asked what type of interaction(s) they had with GTHR in the past 12 months. Respondents were allowed to select “all that apply”. The following table represents the respondents’ results.

	2017			2017	
	Students			Employees	
	#	%	#	%	
Phone	37	9%	398	12%	
Email	108	25%	605	18%	
In-Person	116	27%	487	15%	
Public Website	47	11%	469	14%	
TechWorks	106	25%	619	19%	
Benefits Fair	2	0%	292	9%	
HR Training	6	1%	387	12%	
Other	3	1%	28	1%	
N/A	378	47%	127	4%	

- Most *students* (47%) responded “**not applicable**” as their primary response choice.
- For *employees*, the top two methods of interaction with GTHR were through the “**TechWorks**” website (19%), closely followed by “**Email**” (18%).

Respondents were next asked to identify the *one* GTHR department with which they most frequently interacted. The results of this survey item are presented below.

	2017			2017	
	Students			Employees	
	#	%	#	%	
ESC	92	38%	235	30%	
Global HR	13	8%	18	2%	
HRBP / Emp Rel	1	1%	99	13%	
Talent Acquisition	3	2%	89	11%	
Total Rewards / Payroll	46	29%	195	25%	
WLPD	3	2%	142	18%	
N/A	81	51%	151	16%	

- For *students* and *employees*, the department with which they most frequently interacted was the **Employee Service Center (ESC)**.

SERVICE METRICS

Respondents were asked to rate their satisfaction with their interactions with GTHR using the 1-5 point scale where: 1="Very Dissatisfied"; 2="Somewhat Dissatisfied"; 3="Neither Satisfied nor Dissatisfied"; 4="Somewhat Satisfied"; and 5="Very Satisfied".

	STs
Characteristic	2017
	Avg
Level of customer service you received	4.47
Ability to find what you're looking for on GTHR website	4.13
Usefulness of the HR external website	4.11
Ability to reach the appropriate party within a reasonable time	4.19
Level of follow-up from appropriate party (if needed)	4.16
Usefulness of TechWorks	4.19
Overall satisfaction with the GTHR department	4.28
	EMPs
Characteristic	2017
	Avg
Level of customer service you received	4.24
Ability to find what you're looking for on GTHR website	3.95
Usefulness of the HR external website	3.99
Ability to reach the appropriate party within a reasonable time	3.89
Level of follow-up from appropriate party (if needed)	3.90
Usefulness of TechWorks	4.27
Overall satisfaction with the GTHR department	4.07

- The highest rated item for *students* (STs) was for “**level of customer service you received**” (4.47).
- The highest rated item for *employees* (EMPs) was for “**usefulness of TechWorks**” (4.27).
- The lowest rated item for *students* was for “**usefulness of the HR external website**” (4.11).
- The lowest rated item for *employees* was for “**ability to reach the appropriate party within a reasonable time**” (3.89).
- Comparatively, the *employees* tended to rate the survey items somewhat lower than the *students*.

HUMAN RESOURCES: GENERAL COMMENTS

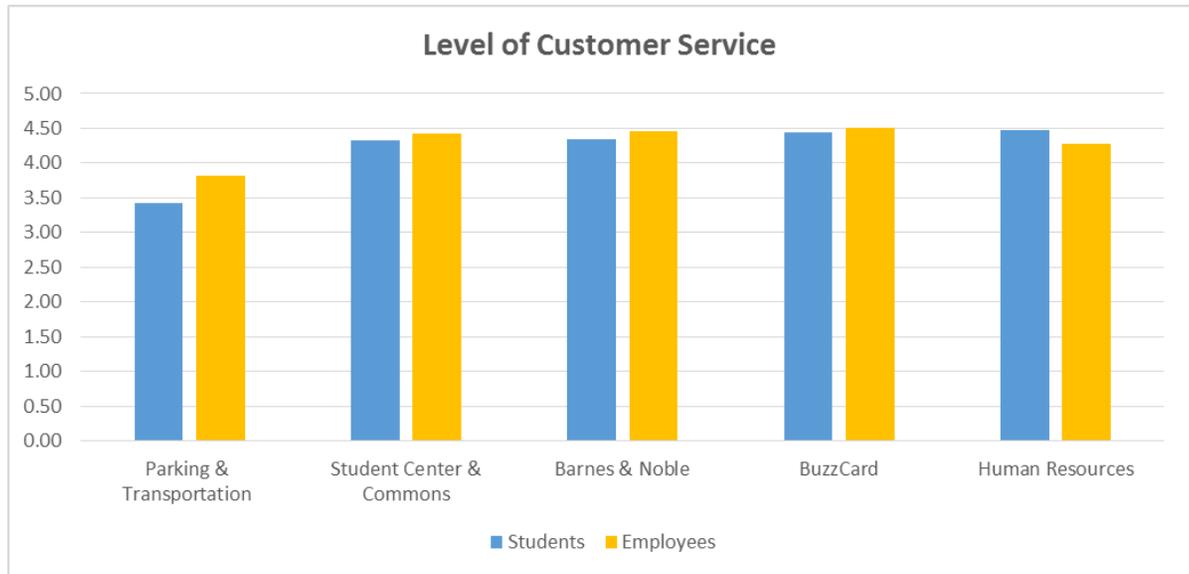
Respondents were provided with a free-form comments section to provide feedback regarding GTHR. A complete list of comments may be found in Appendices J and R. Below is a word cloud to demonstrate the frequency of comments based on a thematic content analysis coded by a key word phrase. The larger the font size, the more frequently the comment was mentioned by respondents.



RATINGS ACROSS THE UNITS

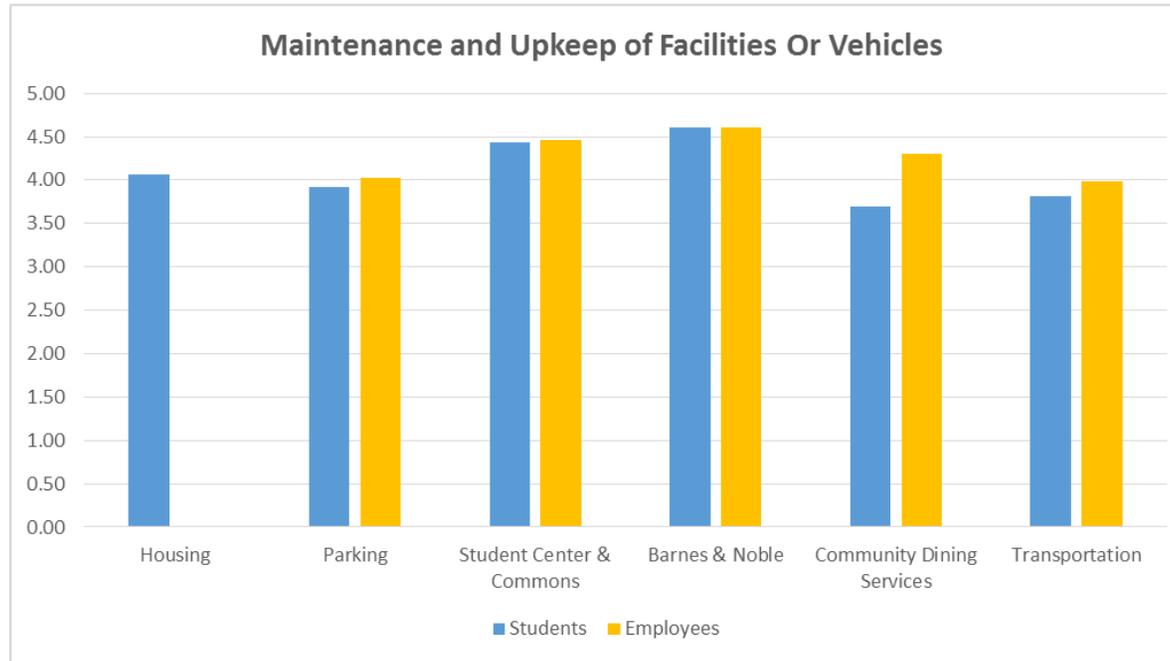
Several metrics were gathered across all units of Campus Services. These are presented, for comparison purposes, in the tables below. All ratings are measured on the same survey scale of 1-5, with 1 being “Very Dissatisfied”, 2 – “Somewhat Dissatisfied”, 3 – “Neither Satisfied nor Dissatisfied”, 4 – “Somewhat Satisfied”, and 5 being “Very Satisfied”.

LEVEL OF CUSTOMER SERVICE YOU RECEIVED



Unit	Students				Employees			
	2017	5-Yr	10-Yr	15-Yr	2017	5-Yr	10-Yr	15-Yr
	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Parking Department	3.42	0.11	0.00	0.43	3.81	0.21	-0.12	0.23
Student Center & Commons	4.32	-0.05	0.00	0.46	4.43	-0.02	0.09	0.22
Barnes & Noble	4.35	0.15	-0.02	0.50	4.45	-0.06	0.06	0.48
BuzzCard	4.44	0.35	0.04	0.36	4.50	0.07	-0.12	0.14
Human Resources	4.47	---	---	---	4.24	---	---	---

MAINTENANCE AND UPKEEP OF FACILITIES OR VEHICLES

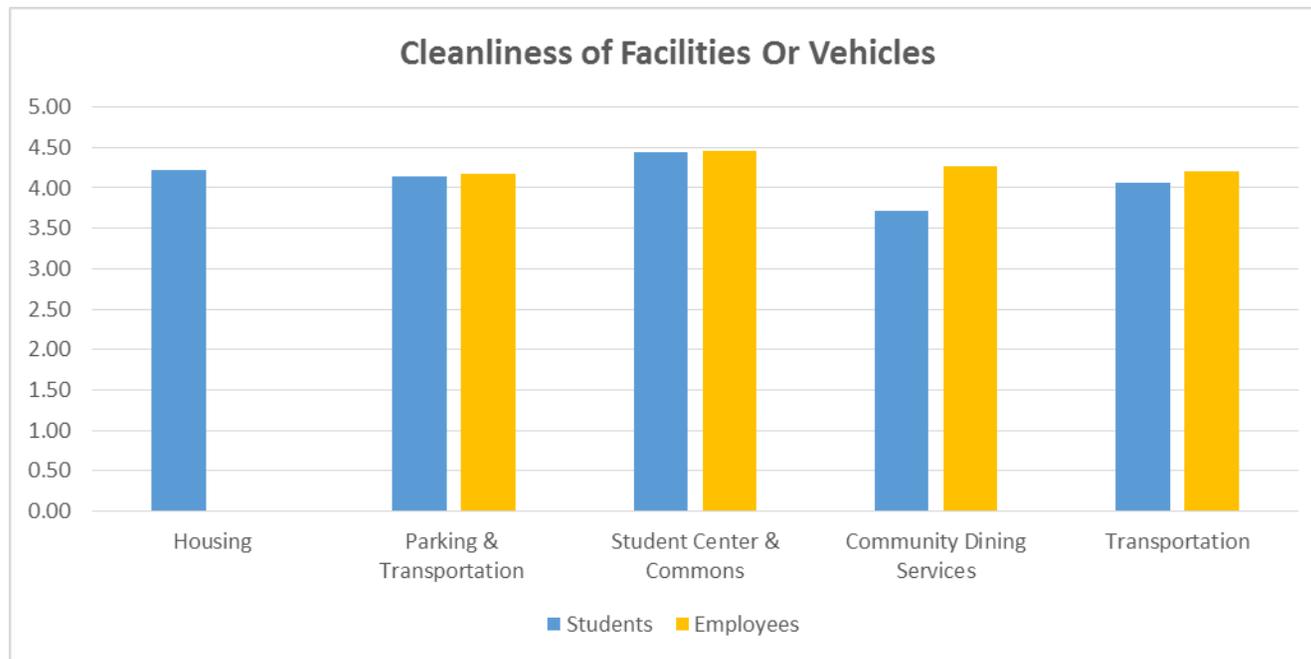


Unit	Students				Employees			
	2017	5-Yr	10-Yr	15-Yr	2017	5-Yr	10-Yr	15-Yr
	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Housing*	4.07	---	---	---	---	---	---	---
Parking Department	3.92	-0.14	0.25	0.87	4.02	0.06	0.13	0.63
Student Center & Commons	4.44	0.05	-0.04	0.58	4.46	0.02	0.07	0.52
Barnes & Noble	4.61	0.19	-0.01	0.49	4.60	-0.08	-0.02	0.42
Community Dining Services**	3.70	-0.28	---	---	4.30	---	---	---
Transportation (vehicles)	3.82	-0.44	---	---	3.98	-0.53	---	---

*Housing Item = Combined maintenance and upkeep of 3 community areas (bathrooms, lounges and hallways)

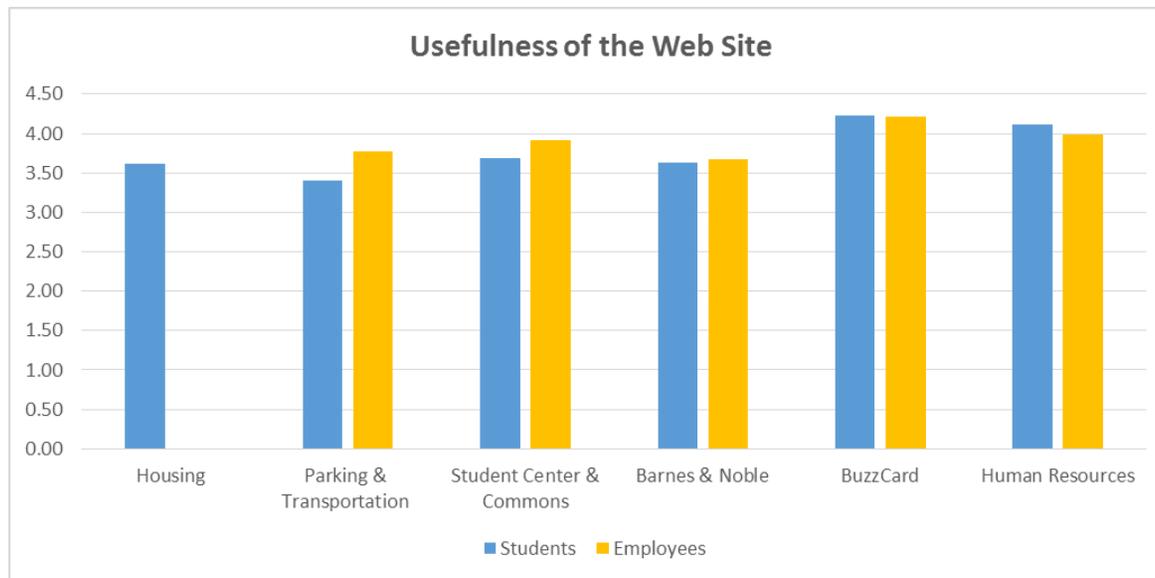
**Community Dining Item = Combined for all 3 community dining facilities (Brittain, Woodruff and North Avenue)

CLEANLINESS OF FACILITIES OR VEHICLES



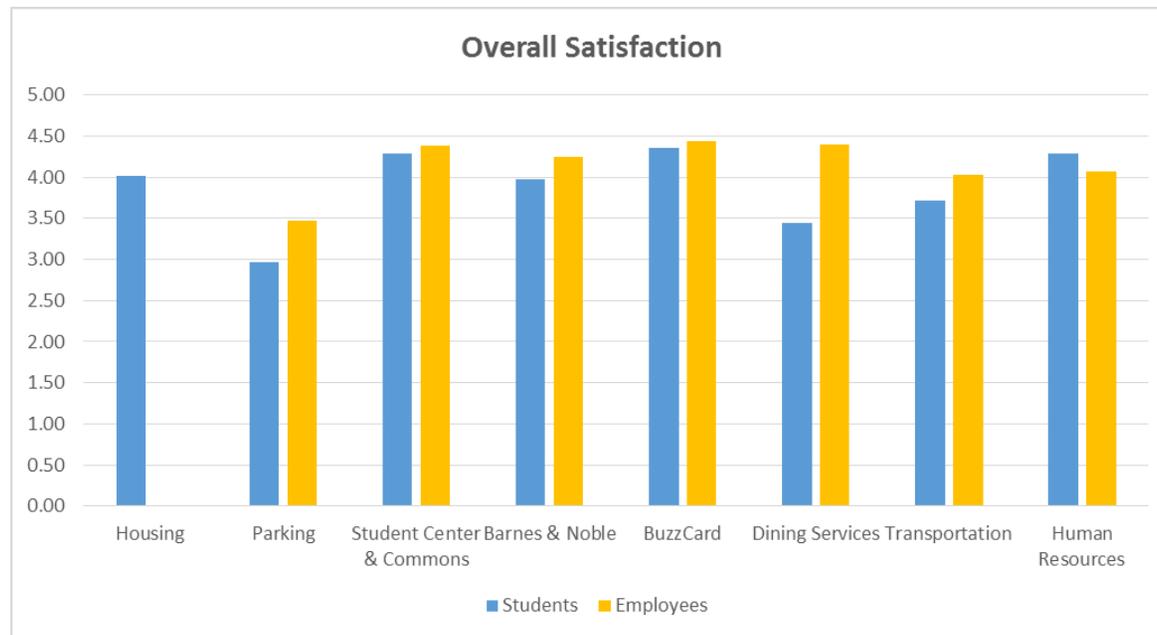
Unit	Students					Employees			
	2017	5-Yr	10-Yr	15-Yr		2017	5-Yr	10-Yr	15-Yr
	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)		Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Housing*	4.22	---	---	---		---	---	---	---
Parking Department	4.14	---	---	---		4.17	---	---	---
Student Center & Commons	4.44	---	---	---		4.45	---	---	---
Community Dining Services**	3.71	---	---	---		4.27	---	---	---
Transportation (vehicles)	4.07	---	---	---		4.21	---	---	---
*Housing Item = Combined cleanliness of 3 community areas (bathrooms, lounges and hallways)									
**Community Dining Item = Combined for all 3 community dining facilities (Brittain, Woodruff and North Avenue)									

USEFULNESS OF THE WEBSITE



Unit	Students					Employees			
	2017	5-Yr	10-Yr	15-Yr		2017	5-Yr	10-Yr	15-Yr
	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)		Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Housing	3.61	-0.13	-0.44	---		---	---	---	---
Parking & Transportation	3.41	0.03	-0.14	---		3.78	0.11	-0.16	---
Student Center & Commons	3.69	-0.05	-0.40	---		3.92	-0.11	-0.13	---
Barnes & Noble	3.63	-0.24	-0.24	---		3.68	0.07	0.00	---
BuzzCard	4.23	0.24	-0.04	---		4.21	0.00	-0.04	---
Human Resources	4.11	---	---	---		3.99	---	---	---

OVERALL SATISFACTION



Unit	Students					Employees			
	2017	5-Yr	10-Yr	15-Yr		2017	5-Yr	10-Yr	15-Yr
	Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)		Avg	Δ ('13-'17)	Δ ('08-'17)	Δ ('03-'17)
Housing	4.01	-0.18	0.14	0.39		---	---	---	---
Parking Department	2.97	-0.27	---	0.64		3.47	0.06	---	0.85
Student Center & Commons	4.28	0.02	-0.11	0.31		4.38	0.00	-0.01	0.21
Barnes & Noble	3.97	0.09	-0.19	0.39		4.25	-0.11	-0.11	0.28
BuzzCard	4.36	0.16	0.01	0.31		4.43	0.04	-0.01	0.11
Community Dining Services	3.44	-0.42	---	---		4.40	---	---	---
Transportation	3.72	-0.26	---	---		4.03	-0.21	---	---
Human Resources	4.28	---	---	---		4.07	---	---	---

DETAILED STUDENT COMMENTS- APPENDICES

APPENDIX A: HOUSING SERVICES

Housing Services Comments

I believe that older buildings just need renovation. Older buildings are dingy, smell bad, and the bathrooms are worse.
It costs too much considering the quality of the rooms. Also the PL system kind of sucks because they forced us to do stuff after we asked if it was optional or not and they told us it was, but then they came into our room while we were trying to eat and forced us to participate in an activity that we didn't want to do.
website could use some clarification about those applying for spring housing earlier in the fall semester
It affected me in a negative way- I felt so secluded over on West Campus, my room was musty and bland, the kitchen appliances were terrible quality, I felt stifled
More frequent routine apartment cleanings throughout the year.
Please don't vacuum at very early hours of the morning
My PL is awesome!
It would be nice to make any rising prices publicly known or to make that a clear point in the housing contract to state the price for which you are signing. It seems very shady to not announce this before the deadline to sign and make a 600\$ prepay.
Honestly, our dorm is never clean and the bathrooms are very disgusting. We have complained many times, but honestly it never changes for long. It makes us not want to use our own bathrooms.
Housing will need to adjust prices to compete with new apartment buildings as an option for upperclassmen
Figuring out why most of the hallways stink.
I don't understand why it's so expensive, it doesn't make sense when we're living in tiny rooms with horrible amenities and paying the same amount of money (OR MORE) as people living in off campus apartments. I think you're taking advantage of students who have to use their student loans to pay for housing and thus have to stay on campus. There should be cheaper options.
There should be cameras installed in laundry rooms for theft detection and as a theft deterrent.
Students from the past semester had broken and then covered up things with furniture (outlets, holes in the wall) that were not fixed before we moved in.
Move in times aren't ideal for anyone who is Greek, a cheerleader, or in marching band which constitutes a large number of the population in housing. The athletes on our north ave hall were rowdy and broke multiple things without fessing up. The damage could never have been caused by someone of my size or strength, but I still had to deal with the fines. Living in north ave made me never want to live in gt housing again
i hated living on campus

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It has taken a long time for the maintenance department to fix the showers in our dorm (we have only been able to use 3 of our 5 showers for the past month or so). It also took a while for them to fulfill my request for a bedrail.
Staff are friendly
The kitchen is entirely too small
Would like faster maintenance.
They keep walking off with my dust/cleaning rags. I know they look similar, but it's happened every single time they clean our rooms (which I do appreciate) but I'm now down several cleaning towels which are what I use to keep out bathroom counter and mirror clean.
Please perform more maintenance on the laundry room. Washers and dryers are almost always broken. There are also never any signs placed when they are broken, so we will pay to use a dryer that does not work. This is extremely frustrating and a waste of our money.
Clean staff always moves my shower caddy around in the bathroom for no reason. I leave it on one shelf and it isn't blocking anything, but after the bathroom gets cleaned, my stuff is moved to a different shelf. Also it takes forever to get soap refilled. Also, the PL's need to tell residents that custodial staff aren't maids. People on my floor think they are so they leave messes everywhere. If you spill milk all over the floor in the kitchen, shouldn't you clean it up?? Apparently people on my floor think you can just leave a huge puddle of milk for days to dry up and get sticky. PL's need to be more assertive. Nobody said anything about it.
Some maintenance issues are more urgent than others, but it takes a very long time to get fixed regardless. I understand that maintenance workers are busy, though.
We should not be paying for a parking permit for the building we live in. 1300\$ a month that does not include parking for the building lot is a bit too much.
My original PL was terminated by the housing department at the beginning of Spring semester. I felt that housing did not fully understand the closeness of the community this individual created and the full effects their decisions carried.
Ms. Tan is Glenn's cleaning lady and she is amazing. She is seriously the nicest lady I've ever met, she always cheers me up in the morning and asks questions about our day.
I feel like the laundry rooms are often too cold because the a/c in that room is too strong
It's cheaper to live off campus, and more spacious/comfortable.
You guys are sacks of shit and I 100% mean that. The fact that you lock students into a full year contract is complete bullshit. It should not be hard for me to cancel my housing agreement to get out of my shoebox of a dorm and into my fraternity house.
Change the color of the fricking walls. No one wants to live in a yellowish pergatory. Also better (brighter and warmer) lighting would improve QOL by 50%.
the Housing services are wonderful! It made Georgia Tech feel like home in no time! The only reason I didn't select Very Satisfied for the room furnishings is that the chair is mildly uncomfortable and there isn't much room to add another chair.
Everything is good but price is quite high.

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Kitchen is usually in pretty bad shape (nothing is actually removed, I know this is more the residents fault), and bathroom floor and counter gets gross fast
The custodial staff is very professional and friendly. Additionally, my PLs are wonderful. They organize lots of activities. I am satisfied with my experience.
Get furnature with curved arm rests and that aren't sad when you sit down in them quickly.
When I moved into my room is was horribly dirty and paint was falling off the walls. I have even been cursed out by housing staff for as little as almost bumping into them.
i like it
The rooms are pretty small and the beds are lifted to unreasonable heights. Not worth of the cost.
It is very easy to hear the people who live below us through the vents and it is really annoying
I believe that as a first or second year it is good to live on campus, but as a third year I feel there are more restrictions in GT housing than renting a place off campus. I also do not like the set up of NSL. It is a poorly designed building, especially for someone like myself who is handicapped. Upon move in my room wasn't just dirty, but it was poorly taken care off-gouges in the walls & paint all over the fixtures, counters, and carpet. The repainting of this room was done terribly, and whoever is responsible for it (third party, maintenance staff, whoever) should be fired.
Housing staff and cleaning staff in Crecine are all wonderful!!
Could RAs be given a generalized list of important topics to cover at the first floor meeting of the academic year? I didn't know anything about residence hall meetings or bills as well as a number of other things that I didn't even know to ask about.
condition of room during move-in: air conditioning unit was leaking water, carpet was wet, making the room smell (the issue was resolved in a timely manner though) condition of room: there is glow-in-the-dark paint on one of the walls in room 304 of Fulmer
When I mistakenly charged for something that was already broken when I moved in, I received the worst customer service I have ever experienced from the XXXXXXXXXXXX hall director, XXXXXXXXXXXX as well as the RA on XXXXXXXXXXXX (2015-2016) XXXXXX. XXXXXXXX rarely responded to any of my emails, and when she did, she never attempted to help me in anyway with a mistake that her department made. Because my RA only offer check-out times in the beginning of the week and was not flexible otherwise, I was forced into doing Express Check out where I could not appeal the bogus charges that were placed against me. The level of dishonestly in Housing that I discovered through this experience was disgusting. It was ridiculous that I had to deal with a broken desk for two years, and then housing forced me to pay for its replacement. Housing should reexamine its policies so an incident like this doesn't ever happen to another student again. Also Housing should reexamine how its housing directors like XXXXXXXXXXXXXX deal with and treat students.
Rent for North Avenue should be less for older buildings (North/South).
Maintenance response is bad.
I moved off campus to Home Park for Fall 2016. Eeeek. I hightailed it back to CSS for Spring 2017. I feel so much safer and happier living on campus again. I can't thank the housing staff enough for maintaining a safe and secure building without going overboard. Some schools (*cough* GSU *cough*) require all these ridiculous levels of security, with visitors checking in at a front desk, arm bands, and turning in your ID. It's stupid, unnecessary, and wastes time, and I'm glad that GT has some common sense about security. Thank you for all that you do!
I had freezing water temperature in my shower for the first month i lived on campus.

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Smith could use some renovation. Bathrooms especially. (The new auto-flush things dont really seem to work, some of the showers are missing handles, etc.) Also, the furniture in the rooms is in poor shape. The desks are warped, the closets dont close properly, etc.
Ants. Tons of them. Everywhere. Other than that fact, everything for me is in working order or if it isn't, work orders are promptly answered (they're the best!), and the other problems being roommate specific.
It is extremely expensive for the quality of the room we get in return. The cloudman dorms are SO SMALL. My roommate and I literally can't do ANYTHING in the room other than sleeping. Which affects our relationships with other residents in the room bc they are never in their room either. There are cockroaches in my room although Neither my roommate and I EVER eat food in our room. I hate how we have no control over our room temperature. I feel disgusted, cold, or too hot every time I walk into my room. When I lived in Glenn over the summer, I never had any of these problems. Please Please Please renovate Cloudman for the next poor class of freshmen.
I am very dissatisfied with the way the hall director handles things. I've been emailing him for the first two months of this semester, asking him about an issue with housing environment, and he never respond. And when I email the area director, he said they are too busy taking care of other stuff and they can't solve it either. The problem remains unsolved and other residents and I don't know who to turn to for help. I think it is very irresponsible of the directors, neither offering help nor actively try to reach out to the residents. This is the biggest reason that I am very dissatisfied with housing this year.
Brett Scharf is great!!!!
The doors constantly slammed all hours of the night and day. This made it hard for me to study when I didn't have the energy to walk up freshman hill to the library. It also disturbed my sleep, so, I slept at a friend's house so that I could get sufficient sleep. Not to sound like a negative person, but the shower heads were not adjustable and many times the water temperature was too hot despite what it was set to. The water pressure in 2 out of the 4 showers in my dorm was too weak. Also, it was extremely hot inside my room, despite it being put on 'low'. My roommate and I could never sleep with the heat even on its lowest setting because we would wake in the middle of the night sweating and feeling like we were suffocating.
You should renovate North Ave
It took 4 months to complete a maintenance request, which was unacceptable.
A lot of furniture and facilities are out dated but the customer service is nice. I am a SSM and I think it is a good job to have on campus.
I think housing is doing a good job! The AC/heat in Hopkins is a little unpredictable and that is kind of annoying. For example, the heat sometimes turns on by itself in the middle of the night making our room incredibly hot.
Brown residence hall is just old and down trodden compared to the newer nice residence halls (i.e. Glenn /Towers)
I think having a male PL for a female did not work out. My roommate and I felt that my PL felt uncomfortable engaging with us. We probably would have felt more comfortable going to a female with some of our questions/concerns.
It always seems like Housing services are a bit slow and unorganized, but the people are great, which makes up for a lot of things
Finding housing as a transgender person is a ridiculous pain.
I think community building in housing needs to be done from a resident perspective. Encouraging residents to host events could help.
The people that clean and do maintenance are amazing. Very friendly and lovely people.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

A system of thermostats would be a great improvement. The hallways and atriums are always too hot in winter and way too cold in summer. Similarly, in the rooms, there is no way of regulating the temperature. In 4 years I always had to frequently turn on or off the unit to try to keep the temperature stable at a comfortable level (72 in summer and 68 in winter..)

10th and Home only has wood floors and buzz card access on bottom floor. Why are the rest of us forced to use keys?

The cost of on campus housing seems a bit overpriced.

I had put housing maintenance request 3 weeks ago, no response. Stench of VOC's in hallways of building D especially during soaring temperatures. Very low ventilation in hallways and building too. Extremely dirty carpet in the house. I understand that they are for acoustic reasons but please change them in a couple of years.

Living on campus is really a rip-off and they say that it helps you with studying but it really doesnt because the dorms suck so bad

Maintenance was terrible.

We have a major problem with ants. I think there is a herd of them living behind one of our walls, and maintenance has come to check it out but it has not really helped.

APPENDIX B: PARKING AND TRANSPORTATION SERVICES

Parking and Transportation Other Interactions

Appeals

I was ticketed

Boot after only 2 tickets. No 'triggering' offense: I paid for parking, and got a boot. Unacceptable: when I pay, I should have access to my car the second that I would like to leave, no matter what. Not 45 minutes later because I got a random boot. A total abridgement of the contract. *Absolutely unacceptable*: you already have a hold on the graduation.

In the hotel parking deck and CRC deck

several tickets.

Bus driver

Parking Tickets

Parking lot call booth

Parking and Transportation Other Preferences to Receive Information

Website

No more emails. PLEASE GOD: PHYSICAL DOCUMENTS NO MORE EMAILS FROM TECH

Clearly posted signed in obvious places

Signage

Parking Comments

Parking is too expensive and inconvenient
first time offenses of a parking violation should be a warning.
too expensive to actually use it on a graduate student stipend
I am paying so much money to come to this school and to pay for a parking permit. I think it is unbelievable how frequently you fine and assign parking citations to permit holding customers. I think a warning would suffice the first 1 or 2 times. I'm not paying 800 dollars to pay more fines.
Parking Passes cost way too much
Permit cost is too high.
I have been inconvenienced by swimming and diving competitions taking my spots and it has caused me to be late to class. Don't sell me an \$800 parking permit and then not allow me to park there
There used to be meter parking at the end of Techwood, which was very convenient because I don't have a parking permit but could pay to park there for a few hours for a meeting, etc. but those spots have since been removed which has made student life a bit more frustrating and inconvenient for myself because I live off campus
the busses suck
Free parking on weekends at at least one location on campus would be nice
Let people with parking permit park in any lot. Transfer of permit to another lot should be free.
With construction on Tech Parkway near the CRC, more people are parking in the Habersham parking lot and sometimes it is hard for students to find parking spots there (students for whom habersham is there building). It can be frustrating.
I have had a lot of issues with my Smart Park permit- sometimes it doesn't work, even though I have sufficient funds in my BuzzCard account. It has not been worth the hassle at all, especially since I'll try to park before or after the Parking Services Department is open, so I can't call anyone for help.
Was given an unfair citation. Appealed and still had to pay even though I had a legitimate case where my new permit was lost in the mail. Not my fault!
Wish there was 2 hour free parking or something.
Lower prices of parking permits
I understand that we are practically in downtown Atlanta, but parking is constantly an issue for students and visitors. Every time I think about parking- it gives me a headache
My car was stolen from a GT lot. So, additional security would be helpful. That being said, I don't know that GT could have done anything to stop it. It seemed like just an unfortunate situation.
Residents of square on fifth take up too many spots in centergy lot

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<p>On campus parking for visitors (9especially back when I lived on campus) is very difficult to find. I wish their were more options for the casual car driver (non-commuter but sometimes needing parking options near campus)</p>
<p>They are rude and disorganized. They never respond to emails and nobody can answer questions. I had to park in a different lot because of surgery and I parked where they told me and still got a ticket. also, I pay alot of money to park on campus, I should not have to move my car multiple times a week.</p>
<p>Lower the permit price...</p>
<p>I live in walking distance, and driving in Atlanta is terrible, so I don't park on campus</p>
<p>Need better directions to find W02 parking deck.</p>
<p>Prices should be cheaper and it should be easier to temporarily park on campus for classes/picking up supplies for lab, etc.... It is especially difficult for the students who work in CNES.</p>
<p>Your office hours differ online from actual, which caused me to go way out of my way and pay for parking after you'd closed at 5, but before the website indicated closing (5:30). It's also a pain to have to do everything in person between those hours when you're a part-time student. It's also a very confusing process to figure out which lots are available for which permits, and the half semester permit system seems completely useless given that it doesn't work for most lots. Overall, the website needs to be way clearer, more informative, and to match what you actually tell us in person.</p>
<p>The staff in the PTS office were not knowledgeable in person, and also did not respond to my emails regarding wait list for permits. Additionally, while I know Lanier parking is not a responsibility of Georgia Tech, the logistics of adding pass owners to the Centergy deck list could run more quickly and smoothly. I wasn't granted access until 3 days after the date that Georgia Tech told me my buzzcard would work, and this made it difficult for me to move into my residence and I had no other place to park my car.</p>
<p>I do not like how the parking services are managed during the football games. I understand that you have to make money selling the parking spots but: 1) Georgia Tech is primary an UNIVERSITY. I had to come in my office a couple of days during a home game on weekend or stay in campus late during the week for RESEARCH purposes. I think it is not acceptable that I had to leave before 6 pm and/or I do not have a parking spot close to my usual parking lot during the home games. I know that you provide some alternative parking spots: - Tech Parkway: only few spots are available, and I have to arrive early in the morning to get a spot, also because some spots are occupied by car that do not have the permit. - GTRI: do you provide any free transportation from GTRI to campus? From what I know, the answer is no. 2) I suspect that you know in advance the football game schedule. Therefore, you should provide the parking events schedule for the entire year, before the final purchase of the parking permit. As a customer, I would like to know what kind of product I am going to buy.</p>
<p>All I know is that they should discount the days that Georgia Tech takes away from students during the course fo the year through sports events and the like.</p>
<p>Parking is way too expensive</p>
<p>Improve consistency of bus service. Stick to SLA. As example 3 new large capacity vehicles were acquired by the parking contractor for service of the green route. On any given day, only one or two of these are present, with older equipment often the only choice. This older equipment is more often than not tracked by the bus apps and is not of sufficient capacity, so clown car situation occurs.</p>
<p>Lack of short-term free parking for students (for the CRC, for example), is extremely disappointing and irritating. Also, parking permit prices are egregious.</p>

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

The customer service staff are automatically short and rude with you for no reason. On multiple occasions I've gone in or called with a simple question, and they don't listen to me, immediately shut me down, don't apologize, and are really sassy and mean. I didn't appreciate it at all and it ruined my day. I understand that their job is stressful but they're likely adding a lot of stress by being horrible to customers.

There need to be visitor passes that can be purchased either by semester or by school year.

The staff can be a little rude when you call asking for questions. Other than one negative interaction the parking services department has been okay.

As a graduate student who cannot afford to live very close to downtown where Georgia Tech is located, having to buy an \$800 parking pass so that I feel I can safely come and go from work with odd grad school hours is really hard on my finances.

Maybe having a sticker in addition to the parking sign would be helpful as sometimes one forgets to put up the sign even though they have the right to be parking in that lot.

It would be nice if the parking lots would open for guests after a certain time in the evening. It strongly discourages me from attending on campus events because I know I will have to pay for parking to attend. Due to the parking situation on campus I never attend any events on campus.

There is no way you need \$800 from every student to pay for the tech trolley

Options for near campus parking for people without parking passes keep disappearing, especially with the construction going on along tech parkway. It is understandable that the school has to provide additional parking due to this construction but that was a primary location for non-permit holders to park. Sometimes you just need to park near campus for a weekend meeting or something, it would be nice to have like a 2hour free lot for students who don't hold parking permits because they don't need to park often much like atlantic station does for parking.

I wish there was weekend or night parking available for visitors that was free- Most of the non-residential lots are empty so it would not impact the permit holders.

Mostly, I am dissatisfied because Parking Services started selling permits for the lot next to my greek housing (which used to just be free).

Make it cheaper!!!!

Y'all need to ease up on the ticketing... or at least provide some free parking!

Why does this exist? Why is there no free parking on evenings and weekends? I'd like to study on campus and be able to drive home late at night without having to walk through an area which is notoriously mentioned in clery acts or waste an hour in a Stingerette.

I hear from friends that parking rates are pretty high for students so many of them have to find parking spots outside the campus. But apart from that our campus has great parking facilities and enough room.

Behind the student center staff the parking staff consists of the most shallow and incompetent people alive. I have had my car broken into 3 times at peters with my parking pass stolen. Not only do I have to go and BUY ANOTHER \$25 permit, I get threatened by the parking enforcers and the police for not having my permit up, despite the ground I stand on being littered in broken glass from my broken in window. They tried to invest in automated systems at the business school that worked with the hotel, it was a huge failure. The system doesn't even work all the time for people with permits that park there and they have to pay more than \$20 to get out.

Are often rerouted out of CRC parking lot, for which I have a permit, due to overcrowding.

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Parking is extremely expensive. There should be a different rate for full-time students vs faculty etc, considering we are already paying for tuition etc. Also, it seems that there are constantly events that also use the Student Center Parking Deck. This results in many vehicles in that area that are driven by people who don't know where they're going/what they're doing, and frequently almost causing accidents by going the wrong way, stopping abruptly etc. More parking near the CRC should be used for those events instead--since that's further away from students, student vehicles, etc. Another covered parking deck near the CRC would help alleviate this problem.

They removed all hourly on-street parking spots. We don't have any free after-hour parking option. I'm a graduate student and almost always staying late. I don't have a parking permit, can't afford one. I was parking my car to campus after 5 pm for safety. Now I need to walk off-campus in the middle of the night to get my car. I don't want to appear in Clery Act Safety Alerts because of greedy Parking Services.

more parking available, decrease price of parking, make it easier to find parking closer to main campus buildings and so that it's safer to walk back to the car

I would like to be able to spread out my payment over a longer period of time than 3 months, for an annual pass.

Have some communication and consistency within the department. If you send an email saying cars will be moved at no cost, do not later issue a citation for moving the car. Charge the specified amount for citations as listed in the contract.

I haven't had much of an interaction with this department. I'm a freshman without a car.

I have no idea what the rules are for when/where I could park on campus

The main issue with campus transportation is that there is too much parking. We would not have to walk such long distances if there were land-uses instead of empty lots of abyss. Parking is only \$650 a year. That's way too cheap.

nothing against parking, but I just don't like them. Parking in Atlanta is a stressful experience altogether.

The cost of a parking permit is completely unreasonable, and it is unethical for them to sell me an \$800 parking permit and then rent out the lot that I paid so much to park in every time there is a swim meet or football game. One time I wasn't even able to find a spot in any of the alternative lots and was almost late to an exam that I got to campus 45 minutes before. If I paid for a parking permit I should be able to park on campus without a problem. PTS is taking advantage of poor students and it reflects poorly on Georgia Tech.

It would be nice if the price of the yearly parking permit was not so expensive.

Some lights in the ER66 parking deck were out for a couple of weeks. I think the prices are too high, there should be a discount for people living on campus.

It's wicked expensive

More guest parking would be nice so that events do not take up permit holders spots.

The need to do a better job of notifying students when the summer deadline comes up to get reimbursed for the summer. I feel like they intentionally make it hard for students to remember so that they will make more money

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I want to buy a parking pass but it's so expensive. Really?? 800 dollars??? You know we're all students right?? You already scam freshman into buying the unlimited meal plan that's way too expensive for the value of the crap food. Woody's is supposed to close at 2 am on the weekdays. Go there at 10 pm and they already cleaned up and stopped making food. Tech rips off its students way too much. It'd be cheaper to park wherever I wanted and get parking tickets everyday rather than pay 800 big ones to park in some stupid lot that's out of the way for my classes. Quit trying to milk us of all our money. Housing is overpriced and so is the food and you know it. You already steal our happiness.

It is actually horrible to charge students 800 dollars for a parking permit. Absolutely ridiculous.

They are rude, predatory, and too expensive. PTS is the one segment of GT that I do not like.

I notified the office that I would be out of town at the time they would be mailing the permits, which made it impossible to physically put the permit for display in my car. They assured me that I would be receiving my permit in advance so that I could properly display it. When I went to the office, at the date I was told, they told me that they had mailed it instead by accident, but they assured me I would not be receiving a citation since they put a note for my vehicle in their records indicating the specifics of my case. When I got back, I had received a two citations for failing to display a permit. I went to their office and they cancelled one of them, but for the other one it took a week to turn it into a warning (which is unfair in its own right since I notified the office, in person, well in advance). Did I mention that my permit was actually forgotten in one of their cupboards? It was never mailed, the clerk had forgotten that she stashed it somewhere. The people I interacted with were very kind and tried to help, but they did not seem to be very efficient.

Generally rude, too expensive, hate losing my paid parking to gameday visitors when I need it for school work.

Citations given for improper parking are somewhat ridiculous. One time a spot became reserved parking, but the signs notifying that were not clear and it was between spots. The appeal process is just cutting the price in half as a way to still grab cash while being 'nice'. There is no real way to appeal or to even appeal their decision. Additionally I'm incredibly dissatisfied by being forced to move my car for sporting events. As a grad student I work long hours that extend into the late evening. This is completely inconvenient for me to do so especially at the price that I pay. There were months where I can't even park my car in the lot I am assigned to for 6 days out of the month. That is 20% of the month and no proration. Also Parkin a different lot is inconvenient and it's difficult to keep track of these constantly changing schedule. Essentially what I'm saying is that certain lots should be cheaper based upon the increased hassle caused by sporting events and the parking enforcement is just a cash grab with little input by the user.

I could write a book about all of the issues with Parking and Transportation! The officers are rude and looking to ticket people for the slightest reason. I have been wrongfully ticketed twice this year. Once when using the call to pay feature for parkmobile and once getting ticketed when I was standing waiting at the pay station to pay for parking I tried to repeal and the office is impossible to work with. They deny your repeals without even giving justification. Terrible service! Needs to be friendlier and easier to work with! Your working with college students not convicted felons!

Closures and restrictions for things like athletic events are completely inappropriate when students pay \$800 a year for parking in a designated lot, particularly when GT stands to make money off of the event (ie by collecting parking fees). It is understood that these actions (lot closures and restrictions) are sometimes necessary, but paying customers of GT Parking and Transportation should be offered a credit for any days/hours for which they were inconvenienced.

They deny appeals all the time without hearing anything.

Having to move my car for the Atlanta United Games was a huge inconvenience. I was expected to move my car Sunday March 5th an hour after the game ended, and the game ended at around 10:30. I had moved my car to West campus, and had to move my car by 8 am Monday morning.

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football/sporting events ruin parking on campus. I live off campus and if i have a commitment/event on campus, a sporting event ruins my getting there on time.
Tickets given too often
Parking permits cost too much.
Please update your website with the new Proration schedule. The last date that's noted is from the beginning of January... Which is more than 2 months ago. The office staff is very nice and accommodating, but the people out in the field are usually very standoffish and not pleasant. This along with how expensive and inflexible parking is yields no surprise to Parking & Transportation being the most dreaded department on campus for a lot of students. On the transportation side, most is fine, but there seems to be less and less options for students on North Campus (10th and Home primarily). What happened to the CULC shuttle? Why do we have to wait 30 minutes in between Green Route buses? We pay just as much as everybody else but get significantly less access to convenient transportation.
Fix the Stingerette or Make Parking Cheaper. Having both suck is killing our campus.
Straightforward and convenient.
Prices are too high comparable to services provided. Not being able to park in a spot that I paid \$800 for is extremely unsatisfactory
I wish there would be more free parking spaces only for GT students.
It is very frustrating to get a parking deck so far from where I work (parking in student center, working in CCB), and for that parking deck to almost always be full because of events like swim meets overflowing into my deck. If I pay \$400+ for a space, it would be nice to at least be assured of having a space.
It is very expensive. It is very difficult for friends to park on campus on friday and saturday nights.
There needs to be a place for free parking
Walk to campus, so I do not interact with them at all.
Costs too damn much
Last night, I was not allowed to park in my parking spot because of the Atlanta United game, even though my area was still a place students could park. PTS sells parking spaces that are normally students, which makes already difficult parking even more difficult. I'm okay with this for football games because it is Tech events, but for a professional soccer game it appears that the school is more interested in making money than students well being.
Revocation of replacement fees for stolen permits. If the permit holder is not at fault, why are they charged to replace the permit?
If they are charging so much for visitor parking and refusing to give free parking to visitors, then the parking permits should not be so outrageously priced
The tickets they give out are pretty ridiculous. I also have a permit for a lot that is often used for sporting event parking and I find it very irritating that I have to move my car frequently, when I pay an absurd amount for the parking space.
I want to have a car on campus but parking is too expensive.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

For paying close to \$1000 to park on campus, you would think we wouldn't be forced to relocate from 20+ of our lots to the 4 alternate lots. These 4 lots that can not and have never been able to hold the amount of cars that have to move. It's bad enough having to move for weekend games, but when there's a weekday football or soon to be soccer game, you potentially are forcing kids to choose between going to class or getting their car towed. For our Thursday game last semester, I had to move my car so it wasn't towed. I missed 2 classes because it took me over 2 hours to find a spot in an 'alternate' lot. If changes aren't made when the soccer team has a game over spring break and they are still towing cars when kids aren't here to move them, PTS should expect to get many complaints. Parking is the worst aspect of this school

Being able to see rates at a non-permit parking deck before parking and paying would be nice.

I would like to see integration between the two PTS websites as well as increased updates with available parking locations.

I have heard from many many sources that they are far more mean than necessary

No shock boots. I had 2 tickets outstanding. Wasn't worried: only 2 tickets. Ya'll get your money: you've got a hold on my graduation!!!! Meanwhile, I *paid for my parking* and had *over 30 minutes left* when I returned to my car to leave...and I had a boot. *No triggering offense.* This is an abuse of your students. I am going to be real clear here: it's been 10 years...and do you know what the single most important emotional memory I have about my undergraduate college? Just how badly they screwed me with parking tickets. You charge close to \$1000 for a parking permit a half mile away from anything useful--and you can get away with it because MARTA is so expensive that it is barely worth not driving. I have been buying parking permits from ya'll for nearly 10 years now (off and on), and you have taken so much money from me--nearly as much as I pay for health insurance (really, you can't provide a parking spot for LESS THAN THE COST OF HEALTH INSURANCE?)--for the 'privilege' of walking a mile to anywhere I need to go, and getting RANDOM BOOTS for only 2 outstanding tickets in a *paid spot* *when you already have an option to place a graduation hold on my account.

The parking decals cost way too much money. There should be more of a discount for students who already have to pay fees

Parking should not be as expensive as it is, and because we pay so much money for parking and tuition as it is, we should not have to move our cars for sporting events. Or move our cars way out of the way which is too inconvenient for students.

too expensive

more cheaper would be better

In the past, information received from different employees has been inconsistent. Employees have failed to return repeated phone calls and emails. Website is fine.

Parking for non-permit holders is extremely limited and difficult to find information about. It would be great if parking were publicly open (or require any Buzzcard) outside of business hours.

There honestly should be more parking available on campus. The prices are outrageous so I would probably never have my car with me on campus

It is too expensive for student!

Parking is too expensive. It rose \$100 from last year without any additional benefits. infact, over 100 parking spots were removed from campus. The parking officials seem like they enjoy being the bearer of bad news. Many lots don't have little space but are in high demand. Having to move cars for sporting event poses many problems because there are not enough spots to accommodate everyone, but they get ticketed when they park in the only spot they can find which isn't in an official overflow zone despite all the overflow zones being at capacity.

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<p>The customer service of the department is highly unprofessional, and must be overhauled. The rules and regulations are focused around generating profit rather than providing safety to the Georgia Tech students; I am very dissatisfied.</p>
<p>Service is good, locations at which to park are a little limited, costs way too much (ga state and uga is cheaper http://parking.gsu.edu/parking-fees/student-parking-fees/ http://www.parking.uga.edu/Fees.aspx)</p>
<p>Charge more for SUVs and trucks, less for small cars and hybrids</p>
<p>The PTS website does not provide enough information for new parking permit buyers. I parked at one reserved space by mistake the first time I parked on campus. However, I did not appeal successfully. I parked in WR29. I thought R means Reserved. The Reserved space is reserved for people who holding a permit with 'R'.</p>
<p>I still don't understand why should I pay for parking and at the same time for the public transportation of the campus. If I'm being charged for public transportation, why I need to pay separate for parking. If I'm paying some 700\$ for the parking (which is rediculesy expensive), why I am being double charged through transportation fees. If someone helps me understand this, I would not complain about anything else. 2- Most of the maintenance that I see, are really not necessary. It's a parking lot, not a bed room. why do they need to re floor it every day and charge students for the expenses? 3- 700 \$ for a parking, seriously?</p>
<p>Although they email people ahead of time not to park in certain parking decks on game days, on the day of the Atlanta United game, they did not put up signs saying a certain lot was not to be used. So people payed for parking in the lot next to the Student Center and then had to move their car even though they had just payed and there were no signs.</p>
<p>Be more clear about when those who don't have parking passes can use parking spots (like on weekends after 5pm I think is a rule).</p>
<p>My parking section seems very overcrowded. I cannot find a parking spot most times. Please expand ER51, or limit the passes available for this area</p>
<p>It's expensive for students</p>
<p>I understand the need for parking fees associated with regular parking, but it would be nice to have some cheaper or free parking to just visit for a few hours especially on weekday evenings when the streets are lots are relatively empty.</p>
<p>purchasing the permit was unnecessarily complicated, especially with parts of the website being down during registration and lack of a direct link to the relevant page from the one I was directed to in the emails.</p>
<p>Way too expensive</p>
<p>I think the rules of where in the Centergy deck we can park need to be more explicitly stated, and they need to be clarified with Lanier Parking. Apparently Lanier Parking discriminates against Georgia tech parking pass holders if the user also lives in SQ5 (if you live in sq5 you have to park on the 7th and 8th floors no matter what, even if you have a gatech pass), which is ridiculous. I pay for access to the Centergy deck as a whole. I don't pay to park on a roof.</p>
<p>The parking is expensive and it doesn't give you the flexibility to park in any other deck.</p>
<p>I will not park on campus until the price and policies are reasonable. I'm thinking more like \$50 a month. Also, let me use either one of my two cars to park on campus as I need; sometimes I need to drive a different car!</p>
<p>Make it easier to contact someone that knows something. Can be a pain in the ass</p>
<p>~~These costs are way too high, they freakin trippin.~~</p>

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Hope that the parking lot for CRC can open for other permits at noon, like 12-2 pm. It would be easier for students who want to go to the gym at noon.
A clear explanation of parking rules and more parking options for people who need temporary passes
I just wish there were more parking spaces on campus!
Parking is a bit expensive on campus, but it is understandable.
I see them ticketing all of the time. A short term parking section somewhere would be good for people seeing advisers and the like.
Less parking and more push for MARTA ridership.
Had a lot of problems getting straight answers from the department, had to go to the Dean of Students to get issues resolved When obtaining a permit I was put on a waitlist that turned out didnt need to exist but the department couldnt figure out how to delet
I park in Peter's Parking Deck (E52) and I find the requirement to move our cars for every football game when we pay the same amount as every other student with a permit to be completely unacceptable. In particular, the recent Atlanta United game was extremely unfair to students who had to move their cars. We were given a 9 hour window in the middle of the night to retrieve our cars from the opposite side of campus. As a woman, walking alone to my car made me feel unsafe and as if Parking Services had no interest in my personal well-being. Students should get to pay less if they are repeatedly not allowed to park where they pay to park, and they should get more time to safely move their cars back to their designated area
To much event parking blocking W01 space which requires parking elsewhere. Also, the new lanes on Tech Parkway are super narrow. During rush hour its a tight squeeze to get yourself and stuff in and out of your car. It does not feel very safe at all!
Peters is always full and I pay \$700 to park there. We always have to move cars for non GT events which is super annoying considering the absurd price we pay
I would use it if it was not so expensive
Why do we have to pay for parking on event day although we have a permit? Why do you guys charge so much money for the parking permit although we have to concede our spots to guests on event day? The primary uses are students. This is a school.
Free parking on nights and weekends - open up management or peters parking decks
Parking passes too expensive!
1. Cost is almost to a point that it is not feasible as a student 2. I would prefer it if we had a choice of several places in which we could park 3. I do not think it's fair to charge over \$800 for a permit and then turn around and sell my space frequently for sporting events etc and make more money off the spot I paid for. I often have to get to school very early in order to ensure I have a spot during these events.
Need parking at crc for people who don't have a permit
Parking passes are way overpriced. Also, several of my friends have gotten unfair parking tickets, etc. and had trouble sorting them out.
Too expensive for students
Why so expensive.
The parking passes are insanely expensive. I'm a graduate student and you don't pay me enough to pay you \$800 for a parking pass

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

It doesn't seem worth shelling out such huge amounts of money each year to park in one area, in which you're not guaranteed a space. And on top of that, every game day or event day, you lose your privileges. It's unfair. It clearly isn't a system designed to benefit students, but for monetary gain.

The changes on Tech Parkway has made parking more dangerous, but I'm not sure if this will be temporary. The lanes have been narrowed so there is no clearance for people entering or exiting vehicles to open doors until traffic is completely cleared. Also, making the pedestrian and cyclist lanes the outer lanes away from campus means they have to cross traffic to get to campus. Again, unless this is temporary, I don't understand why the outer lanes were not designated for car traffic and the pedestrian/bicycle lanes the inner lanes adjacent to campus.

The people are always friendly at the office- which is a pleasant surprise given I'm sure they see tons of grumpy customers!

Parking permit fees are extremely high, hourly parking rates are very steep. Between steep fees and unavailability of permits, it is extremely difficult to park on campus.

I paid for a parking pass and was told, even after asking, that there were enough spots in the parking area. However, there is construction going on in that area, I can never find parking, and I was not able to get a refund. When I was redirected to an OFF-CAMPUS parking lot, I got a flat tire from a nail in the parking lot that was in a very unseemly area and poorly lit. I have to pay for parking every day now, on top of my already-paid-for parking permit. So don't distribute permits when there are already too many people holding them.

I was going to buy a parking permit this year, because I need my car in the Atlanta area, but we could not afford the price of having a car on campus. I want there to be payment options for families in need or even options outside the \$800 for more isolated parking lots just to have a car on campus.

Great job making some of the parking spots directly adjacent to Woody's pay-by-hour, with a \$1 per fee. Really liked seeing this because it's never full. However, who hires people to hand out tickets after 7:15 in the parking lot directly adjacent to Woody's? It's never full.

Making people park far away from the lot they spent \$800 to park in only so on Tech can sell a \$10 parking spot on game days is unacceptable.

ALWAYS cannot find parking space in W10 since they sell the parking space to visitors. This is unacceptable since I spent so much money every year on buying a parking permit.

During campus events (ex. Football, soccer, swimming...) there is always interruption to my work productivity as I will be spending long time looking for an alternate parking other than my allotted space. It is frustrating. We pay our share for parking permit, but we are treated poorly. Many friends have gotten parking tickets during such events that were at best ridiculous to describe. The staff responsible during such events are clueless and only knows how to scare: ' you will get a ticket or be towed'

Always making us move cars for events when the students pay a ridiculous amount of money to keep their cars on campus and we're the ones who live here, generally only had friends have bad experiences with PS staff

The hassle that I have to go through because I live in the greek area when there are special events is insane. And I still have to pay the full price despite having to move my car out of my assigned lot frequently (now apparently in both the fall and spring despite as I mention again, paying the full insanely high price). Also, after managing a greek house, it is impossible to have work done to our house because the people that work on our house must buy expensive permits or get expensive tickets. We essentially pay a tax to live here because the cost of upkeep of our house costs 2x as much as it would to have a house anywhere else almost entirely because of GT Parking. Of course contractors pass these costs on to the students, their customers. You are taking money from the students at the school you are supposed to serve. I'm here to learn. This house is my home and GT Parking makes it a living nightmare. Imagine if someone that treated you like something less than human controlled that access to the place that you live and call home. You would consider that an injustice. The way that we are treated considering we live on campus and make up this community is sickening.

Parking passes are so expensive wtf

they are known to create problems for student parking

In the weekend, there are often some events in the campus. However, the parking places for us are very limited and changed a lot. At the meaning time, we do not receive any email (but been told so). As a result, it is very disappointing.

Parking at Georgia Tech is EXPENSIVE--twice as much as one would've paid at my previous university. As much as anyone pays for a parking permit, parking should be as easy and convenient as possible. The number of notices I receive indicating that the area I would usually park is excessive to me. I get it--the institute wants to make those who come to the university to visit feel welcome, but if the priority of the institute is its students, why are students who pay HUNDREDS of dollars to park on Ferst being asked to park out on Tech Pkwy on such a frequent basis. This legitimately has me considering other transportation options for my final year at Tech.

A lot of my friends have parking permits, and they are completely confused as to where they can park, when they can park and why they have to pay so much money to be restricted to only one parking lot.

Please reply emails

Always too harsh and tickets given out too easily.

You need more easily accessible parking!

Please lower the parking fees, because our salary never increases but the rent and everything increases.

I usually use visitor parking lot 3 to park my car. The in-operation of ticket payment booth is sometimes frustrating. especially when it is not accepting ticket and there is no one to pick your call.

Parking Services has been too aggressive in taking over previously free public spaces and converting them to paid spaces. Particularly the spaces close to Wellsfargo Bank across from the student center.

Parking and Transportation Other Transportation Modes Travel to Campus

live on campus

motorcycle

Electric Bike

Parking and Transportation Other Transportation Services Used

Tech Square Express
Emory Shuttle
TS Express
T/S Express
Tech Square Express
Emory Shuttle
TS Express
Tech Square Express
Tech Xpress
Tech Square Express
tech/square express
Express bus
Tech express
express shuttle
GT Portal App
i walk
Uber
Emory Shuttle

Transportation Comments

Sometimes walking ends up faster. Wait times should be lessened.
Everything is always late.
The trolleys can be very crowded and jerky rides on fifth Street. Actual transit buses would provide more space and a better rider experience. Please consider switching to Marta style buses over the current trolley buses.
It would be very nice if the midnight Rambler went to Tech Square, and if the Trolley or T/S Express had a stop closer to the Publix in Midtown. I know that the trolley has to drive by Publix on its route so adding a stop shouldn't be hard
You should look into peak hour services, they get overcrowded
all 4 tech trolleys should be in the exact same spot at one time in the middle of the day. it is bullshit.
HVAC on trolley is miserable

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Have more buses-they are always crowded
The frequency of the green bus is less and sometimes it doesnt show up on the map on nextbus very promptly
I think it's hard to get to some places with the trolley but I know that's limited to the campus. I do think the Stingerette doesn't do a great job of waiting, because one time I couldn't find the stop and I was nervous to wander around the area and then the Stingerette left and I was stranded
I think the transportation on campus is really good. I'm very happy with it
I wish the bus/trolley app and digital posts at the bus stops was more realistic. They frequently spend up to 10 min saying that the trolley is 1 min away
Getting a Stingerette ride is very difficult, and the wait times are way too long.
Some trolley drivers are very nice but some are pretty rude...
The Stingerette needs to have a child's car seat so that families can use it.
I greatly appreciate and benefit from the recent improvements, and while most drivers are typically very friendly to me, I have more than once seen trolleys or buses cut off or box out other cars on campus, or lay on the horn when they are even slightly inconvenienced by another vehicle. In my opinion this is unacceptable of a vehicle and driver representing Georgia Tech.
My building is located at the end of the Trolley route. It means that no matter what is my direction, the Trolley has to do the entire route. I think that a logic route for the trolley is to complete the loop, continuing to North Ave and Techwood Drive Second comment. Why do I have to pay transportation fees for a service that is not used only by GT students. How many people not GT affiliates use the Tech Trolley from Tech square to Marta Station? I suggest you to check that.
Most drivers are pretty horrible. I've had numerous bad experiences with them being very mean to me or other students. I think you should make a deal with Uber or Lyft and get rid of the Stingerette.
Improve consistency of bus service. Stick to SLA. As example 3 new large capacity vehicles were acquired by the parking contractor for service of the green route. On any given day, only one or two of these are present, with older equipment often the only choice. This older equipment is more often than not tracked by the bus apps and is not of sufficient capacity, so clown car situation occurs.
Trolleys emit a disgusting amount of noxious exhaust.
Many times I'll have the blue rites in a row and then a red route shows up. Very inefficient logistically. Also I'm in a rush, bus drivers will stop in the middle of the street and have a full conversation.
Trolley schedules are unpredictable. I've seen three pass by in the same direction within ten minutes of each other during the day. Other times, I'd wait 15 minutes for one.
There should really be a way for buses to communicate so that they don't all end up bunching together and its a 30 second wait and then a 25 minute wait.
The buses tend to smell like urine, especially when it rains...
Need to better maintain Trolleys. You can clearly see they kick out too much emission (black gases). Especially uncomfortable when you are walking or biking next to the trolley.

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Green route new buses are awesome, the old stinger buses they occasionally use are in incredibly poor condition by comparison
The trolley route in particular has had a lot of 'clumping' of the busses such that you get 3 trolleys back to back with just 5 minutes between, than a period of 15 minutes with no trolleys. Ensuring consistent tracking on the online nextbus system as well as spacing trolleys out would be more ideal.
Add more buses late at night
While it isn't very efficient to run more buses in the later hours, that is the time I find myself traveling, especially around 6, 7, or even 8pm. The wait time for a bus at these hours can be significant, going on 20 minutes, so it makes it hard to catch a bus. Also, oftentimes buses around these times are about to go out of service, so you wait twenty minutes for a bus that won't even be able to pick you up. Communicating when a bus is going out of service or even just not listing it as a bus that will be available would help me better get around campus.
Stingerette service wait time is too long. I don't want to wait 40 minutes
Midnight Rambler should go up to tenth or near that area. A good amount of students live in home park and would benefit from this route.
Busses are very squeaky. I was on a bus that broke down last semester. Also, the busses keep clumping up so there will be a long wait between them.
I think our campus is bike friendly which is great.
Clean house.
The weekend grocery shuttle should have a tracking service
It is really frustrating watching a bus pull out of a stop as I get there, I realize they have a schedule, but I want to utilize this method and am often unable to.
Buses and trolleys are consistently late or delayed. It's not uncommon to have several units of the same line clumped at the transit hub just sitting there. Several buses have had broken doors for the past few months, as well as uncomfortable seating. Due to the delays and limited number of buses and trolleys, overcrowding is common.
The late night stingerette takes about 25 min on an average to arrive. I once had to wait for 40 min for the stingerette. Also as I live close to the 14th street stop of the green route, i.e. physiology building, I would like the stingerette to have a stop there. The stingerette does not stop at the physiology building but instead leave you in the building's parking from where you cannot get out without permit. Since the physiology building i.e. 555, 575 14th street is also a part of the campus I think it's a reasonable request to make for the stingerette to have a stop there.
When I was injured in an accident and not able to drive, there was no service to pick me up because I was 2.5 miles away, in Loring Heights. No MARTA either. I think that there should be *something* available for students (at least on a temporary basis, maybe for a small cost) when they are in an accident and cannot drive. Also, with a growing student population & more students/faculty with cars, it would really be great to offer a commuter service for areas not well-connected by MARTA trains (Maybe for a small fee. I don't feel safe on the buses here in ATL, so I would be willing to pay for a GT service like this). Something like a twice-per-day (10am/7pm) commuter service from the Student Center to 1-2 stops off-campus in each direction. For example: one to the North (Loring Heights/Buckhead, along Peachtree or Northside); one to the East (along North Ave); one to the West to West Midtown areas. This would really help us to cut down on time we're spending driving + lower pollution + reduce congestion + reduce our anxiety.
Particularly in regards to the grocery shuttle and trolley, I've seen buses be held an hour late. Sometimes they haven't shown up within an hour of their scheduled time, but by then I just leave

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I think the transportation services department does very well. I'm very satisfied.
More electric busses.
buses on the same route pile up, buses often don't appear on tracking system
The Tech Express is awesome! The Tech Trolley is very unreliable. It seems the trolley is never on time.
Busses take way too long and are unreliable and the routes too few
The trolley wait times posted at stops and on Next Bus are rarely accurate.
I love the Stinger and Tech Trolley routes.
I would like more frequent trolleys/buses during weekends.
If the trolley and/or midnight Rambler routes could be extended to North ave that would be awesome.
Having either another NARA/TEP shuttle operating on a different route, such as to the GLC, would be appreciated. As it is now, I have to walk across the entirety of campus to pick it up.
Stingerette definitely needs work. I've waited thirty minutes one time so it would've been better to just walk. Also, one time my driver didn't even know I was in the car. He skipped my destination and then I was the last person in the car. He was about to get out the car until he turned around and saw me. Like really dude??? Also why do buses sit so long at North Ave Apartments. It's crazy. Also the apps that track bus routes and bus locations really need work. The buses need better tracking technology so that the apps are actually accurate in what they report. Also all busstops should have the monitor that tells when the next bus will arrive. More buses in the busiest times of the day would be nice.
Sometimes in the morning there will be 2 blue buses at North Ave, but another wont arrive at kitten for 15 minutes, which is not great when I'm trying to get to class.
Stinger buses constantly become bunched up on one side of campus leading to excessively long delays
Transportation services desperately needs to be fixed! I have been here for four years and it has only gotten worse as time progresses. Buses are habitually late to pickup. They advertise buses as coming by their routes every 7 minutes but I regularly wait 10-15 minutes at a bus stop for a bus on any given route. The stingers at North Ave and the TS Express at clough commons frequently end up with two of the same buses sitting at the same stop for five or more minutes. There is a very small handful of bus drivers that are kind and courteous and always on time particularly Mr. Slaughter. Otherwise, The bus drivers do not care at all about helping students get where they need to be on time. Many bus drivers are rude to students, drive erratically, scream at other vehicles while driving, honk constantly, they are unnecessarily aggressive. I have had many bad experiences on tech buses over the past couple years in particular, which made me realize after some searching on the p&t website that there is absolutely no medium to file a complaint about the transportation or parking services. This system needs to be completely overhauled it is broken all over! The fees keep going up for transportation and service goes down! This is completely unacceptable!
The trolley should stop at the publix stop, and it should have an additional bus traveling the route to improve wait time
It would be great if Stinger and Trolley were available on the weekend (or at least on saturday)
I don't use them because they are so slow

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Most is fine, but there seems to be less and less options for students on North Campus (10th and Home primarily). What happened to the CULC shuttle? Why do we have to wait 30 minutes in between Green Route buses? We pay just as much as everybody else but get significantly less access to convenient transportation. Long wait times for the Stingerette makes walking at 3am very tempting.

Please get stingerette drivers WAZE and give us guaranteed pick up times so we can actually use the stingerette.

The buses are constantly blowing out thick black smoke. Could that not be remedied?

I have actually stopped using the Stingerette service because I have had several rude drivers, extremely long (>30minutes) wait times, and incorrect pick-up locations.

The stinger service stops around 9pm during weekdays. Most of the students stay on campus till at least midnight. 9 pm does not help, moreover the number of buses after 6pm are meagre. I feel I waste a lot of money on stingerette, even though they pass through 555, 14street I don't know why its not included in their free route. Also the wait times are really long for stingerette. A lot of GaTech students will benefit if stingerette runs free till 555, 14street (the last stop of green route).

Infrequent use, but found drivers cordial and service decent.

more trolley routes available during night

Please do something to reduce the wait time between green route stinger buses. It is unreasonably long (almost 50 minutes in the evenings after 5 pm). Also the apps that show the arrival times of the stingers are very unreliable. Most of the time, I don't even know when the bus is going to arrive or where it is right now. The green route stinger service needs significant improvement.

More frequent / less crowded Tech Trolley, Stingerette request system integrated into the GT Busses app

Adding some routes further into midtown or even to the North Ave. MARTA station would be very helpful. Maybe a weekend route to nearby attractions as well

The Stingerette pick up points are not clearly defined. Also would like to have a schedule for weekend grocery shuttle

Quite often I have seen buses running back to back which creates a long gap for buses in the opposite direction. This is hugely inconvenient to riders waiting long times for the buses. The system with which buses run should be improved with real-time, GPS tracking visible to bus drivers via a screen which would help maintain the time gap between buses on the same route. This will be a HUGE improvement for all bus routes and riders! Also, increasing the frequency of stinger buses and trolley at peak times will help.

Stingerettes take forever I have never taken it because the apps that have it crash and when we do order it, it takes a billion years to get there and we just walk instead

I have no idea what all of these services are. 10 years on campus, no idea. FYI: it is never the customer's fault. Is this why I have been forking over my life savings to Tech Transportation?

The trolley should stop in Publix. I don't know how the transportation department made changes of routes without asking the users or showing any data of their claims: 'In publix stop, trolley will be full'

Bus drivers have frequently been extreme rude over tiny things, such as drinking water on the bus.

Stingerette pickup time is slow these days. Trolley route extension is necessary.

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The buses are really unreliable
some buses do not show up on nextbus other buses take too long to leave a stop (specifically nave) so that a 2nd bus catches up
Since I live on West campus, I depend on the bus system to get to class every day. Many times, the buses don't come on time and make me late to class, or there aren't enough buses running at peak times. Also, at night, there are no buses running by the biotech quad (Marcus, Whitaker, etc) and the Stingerette system takes a long time to pick you up/drop you off (I was in a Stingerette for over half an hour the last time I called one, we were first picked up, last dropped off) so I am very discouraged to call one and I opt to walk back at night, which is pretty unsafe. Please create a late-night route that runs by the biotech quad!!
most drivers are very nice and professional, but one or two are very unprofessional and I almost got off to walk instead because of them
The midnight Rambler should go to north ave
Trolley seems to be least reliable when most needed (e.g. Rainy days) and it would be really nice if drivers would let parents with strollers bring their kids up using the handicap lift in the back of the trolley.
The express was a huge improvement
Buses get very stuffy
The fact that there is no official stinger bus app is very disappointing. You'd expect a school like Georgia Tech to have a simple reliable tool for such a purpose. Also, the bus wait times is very inconsistent. Horrible! Again, I can't believe a school like Georgia Tech cannot get this simple task correct.
The T/S Express bus often does not show up on the GT Buses app. Maybe this is because the GPS hasn't been turned on by the drivers? In any case, it would be a lot helpful if the bus tracking services are made 100% reliable
More frequent and regular Trolley times. Wider routes.
I wish I had an easy way to know bus locations and wait times. The system now isn't very accurate
Don't make me pay the same transportation fees if I only use the bus twice a year.
Only ride twice unitl now. The trolley is very clean. Like it very much :)
I would like more frequent busses, but I understand that requires a larger budget for the department. I am not as informed on how our fees are budgeted for different services, so I cannot speak on how I think that the budget is doing.
The apps that are supposed to tell when the next stinger/trolley are coming are not accurate and are not reliable. At peak hours, the trolley is very crowded.
The GT Buses App SUCKS. Its estimated time is 8/10 wrong. Also the stingerette's ETA always changes as I wait for the stinggrette after I put in my request. I had to wait 40 min for stingerette quiet a few times, because It initially said like 7 min, then KEPT CHANGING.
More Red and Blue buses would be much appreciated, the wait time can be pretty bad. Also, the Tech Square Express is the absolute best and most useful route. Thank you so much for adding that!
Keep the trolleys from blocking both the bike and vehicle lanes. It is lazy and endangers cyclists.

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The Tech Trolley is regularly late and/or never on time. MARTA gets me to Midtown station on time each day yet using the Trolley is like rolling dice. You never know when one will show up. The app works at times but then there will be long gaps in between a trolley showing up and it is better to just walk then wait. Moreover, the trolley becomes so full when it gets to Tech square that it is a bad experience. Also, trolley drives can be rude, starting to drive before people are even seated or still walking down the aisle of the bus.

There aren't enough ways to get from east campus to CRC and the instructional center. Blue/red busses go around before getting there and trolleys aren't frequent enough

Better connection to NARA. It would be great with a safe way to walk between campus and NARA. It is not safe and the shuttle ends at 6pm already.

Drivers are so kind.

There could be way more stingers on the road. I shouldn't have to stand on the buses or wait 14 minutes for a bus to come just to end up walking anyway because its too full. We also need more stingerettes. I often have to wait 20 + minutes just to get dropped off up the street.

Buses are very inconsistent. Sometimes the wait would be 2 minutes, sometimes 30 minutes. I've seen 4 red buses go by once without a single blue.

The wait time for the buses at each stop is unclear and sometimes the drivers (although they are very nice and deserve a break) take long breaks at the most inopportune time when students rely on the bus to get to class. I wish it was not so arbitrary

The trolley route should stop at north avenue apartments

Blue route broke down while on bus. Immediately kicked off and told nothing we can do. Had to walk

The GPS tracker on the stinger buses are slightly flaky and unreliable. I just happen to have good luck when it comes to catching a bus, without being able to tell where it is on the map. I also hope that the buses are slightly more spaced out. There were a few times when 3 red buses drove into North Avenue Apartments (not inconvenient for me, but definitely for someone on the other side of campus needing the red route).

It's really irritating the amount of time I've wasted waiting for and riding the Stingerette. Granted, it has gotten better over the years, but it's still very slow. The time that the app or text message tells you to wait is almost always wrong and once you're on the stingerette, it can take more than 30 min for the driver to take you to your destination when you've already passed it a couple times while he was dropping others off in order. There has to be a better way to do this..

Busses take forever to come. It's faster for me to walk everywhere than take the bus

Please reduce wait times for the Emory Shuttle. 80 minute wait times hamper good collaboration between Georgia Tech and Emory. It takes over three hours of my day to visit Emory for a one hour meeting and come back to Georgia Tech campus.

The grocery shuttle needs to have a map. The route needs to be posted on the website. And it should be on nextbus if possible. I think that all the weekend buses should be on nextbus.

Green route wait time is too long. Also, the route from the hub to the GLC takes very long.

Trolley route should be extended to the CULC and more trolley busses should be running at once... it is the most popular and crowded route with the longest wait times

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Some stingerette drivers are SO AWESOME but some make you feel so uncomfortable and bad. Also the estimated time tends to mess up and the driver gets mad when I come a little late because I trusted the estimated time.
I used the Tech Trolley everyday from class last semester to get to the North Avenue MARTA station for my commute to work. Great route, keep it up.
Stinger and trolleys are most of the times clustered at one place. This should be avoided to provide timely service.
Please get a well running GPS. A lot of buses are paused at the Transit Hub for surreal amounts of time for e.g. Green Route and not many people board the bus there while along the route people are left stranded and waiting. This needs to be corrected with immediate effect. PLEASE DO NOT HAVE THE BUSES WAIT AT THE TRANSIT HUB! PLEASE!
Stinger estimated times are frequently incorrect especially in the morning.
Drivers are nice
The green route stinger should be more punctual and consistent. Sometimes, a green route stinger showing 2 minutes to arrival on next bus would randomly disappear or change its status to 10 -20 minutes.
The Green Route Stinger is the only route that stops running after 9. This can be quite an inconvenience since this is the route that services across some of the unsafe localities north of campus. Operating the green route for another hour, like the other routes would be much appreciated by people who use it regularly.
The bus prediction system seems to be very inaccurate. Some days it's fairly accurate, but there are enough days or times of days it's so inaccurate that it's useless. Since we have only 10 minutes between classes, being off by more than 2 minutes can mean the difference between missing a class or not. Since each bus is continuously tracked, I don't understand why it is so hard to provide up-to-the-second information.
The drivers are always so friendly and accommodating--kudos to these ladies and gentlemen!
Allways stop at Publix. It would also be really nice to have a bus that goes to more of midtown
Georgia Tech is the only school I found which is still using the bus with huge emission. I always see a lot of black air behind the bus. I guess Georgia Tech buses don't use clean gas. As a school name with Tech, it's a shame on not using zero emission bus.
Stingerette is pretty slow. The bus schedule is usually inaccurate.
more frequent trolleys on the weekends (to Tech Square)
I enjoy using Tech trolley. It would be appreciated if they follow schedules. Sometimes you get tech trolley back to back whereas sometimes there is no tech trolley in vicinity for 10 mins before 4:00 pm.
Currently, there is no way to check schedules of tech square express.

APPENDIX C: STUDENT CENTER AND COMMONS

Student Center and Commons Comments

Burdell's pricing is pretty high. It'd be cool if you can use coupons for Student Center dining. There needs to be a more efficient way of handing out packages, especially during peak season.
seating on 1st floor food court is too low.
You should have more seating and study areas and less office spaces since it is for students.
The post office only has one person staffing the front desk and at times, the lines can be very, very long. I wish they would open up two windows during peak times.
The only negative i have is the inability for students not in organizations to reserve rooms. this results in a lot of empty rooms all the time, that study groups and others could utilize.
Burdell's would be super handy if it had less GT clothing/gear and more convenience amenities. A lot of the design of the lounge areas cannot accommodate the new traffic of Chick-fil-a+Taco Bell + Panda Express during most rush times and better design of their lines would be helpful
The fast food area gets extremely crowded during lunch hour, better routing would be nice to keep fast food lines out of the walkways
Seats near outlets are hard to come by
I would like a better calendar for paper and clay I have been there twice when the calendar said they would be open and they were closed. Also more restaurants need to be open on Saturday
Given the age of the facilities, the low ceilings and multilevel rabbit warren layout - and the fact they were designed for different use cases at a different time, any renewal efforts should focus on a complete to ground razing and replacement program rather than a renovation.
The food options are unhealthy, including those on the second floor (insane amounts of salt in the soups, indian food, and gyro). I never understood how feeding students such food (fried chicken?) can lead them to be productive members of the work force.
The student center is conveniently located. I like having the post office on campus, and shout out to the Information Desk for saving my lost buzzcard.
seating could be split into very compartmentalized for those who want to be alone and bigger tables for those who want to sit with many.
Lunch rush makes navigating the commons difficult, especially when lines extend into the primary walkways
The women's restroom on the second floor, while accommodating more people with the added stall, is very cramped. I know there isn't much we can do about it, but the design was poorly executed. Also, the stamp and envelope vending machine by the post office doesn't quite work as designed because you cannot retrieve the purchased item from the machine. A different technique or machine should be used to dispense stationary.
Really busy most of the time. Post office is either slammed or empty

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I am curious as to how half of the people that work in the student center have a job. Is Tech just not caring openly? Or are they just too lazy to hire qualified people. The student service center does not serve the students, it hires liberal psychopaths without the slightest sense of respect or integrity for the students they serve. For how much money each student pays the school is providing a tremendous disservice to the student body. It will be hard trying to recruit people to come if they have any knowledge of how maintained our 'state of the art' facilities are.
Tech Rec is great, but I'm not a fan of free Monday's because they cause the place to be so packed that I cannot play there.
It's hard to find and view hours of operation for the student center on a mobile device.
I miss the 'Quiet Room' we used to have when I was an Undergrad. We commuters *need* a place on campus to just sleep/take a nap sometimes. Also, a book trading / DVD trading/loaner program would be awesome. Maybe connected to the GT library system, but with input from regular students/professors. And physically located in the Student Center area. I had a German class where we watched a series of classic films that I couldn't get streaming on Netflix or Amazon... not available at the library either. Maybe people would be OK with lending/giving their old DVDs to a loaner program, esp if they get something from it in return.
The specials for food in the commons and hours are hard to navigate/find
Need more standing desks on campus.
The main issue is that the building itself is cheap and it shows
Burdell's is overpriced.
Tech Rec is very cheap and convenient. But I feel like it need to get some maintenance: the air-hockey table was not working properly the time I tried to use it, and a part of the ceiling fell down because of a leak which took up at least 2 bowling lanes
More seating would be nice.
It always seems to be short on seating but there's not really much you can do about that
make burdell's cheaper (ripping students off)
more seating
Since the pipes are getting redone, go ahead and redo the entire Student Center. This will probably take place after I leave, but it'd be good for future students to have a community hub other than the CULC. More lounges, more study spots, more windows, more modern design.
Seating is very tight sometimes.
The seating is very limited
More power outlets at the lounge seating areas.
My experience with Depoe Eye Center was terrible and, as a result, I stopped considering services in the student center for fear of similar experiences.
The sitting area is sometimes not clean during lunch.
please more seating
Mostly works as required. Never have been in Kaplan or cared about the information desk. Already being in grad school is probably enough to explain the former.
During peak lunch hours, it is hard to find a seat, but otherwise, a very clean and nice facility.

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Hours are the main thing I go to the website for, but their normally buried at the bottom of a page three links into the main website.
Subway and chick fil a people were in general, very very rude. The subway people in particular, I dont eat there anymore because they customer service was atrocious 3 times in a row.
Yeah that urinal near the 2nd floor couches have been clogged for awhile.
Make website easier to navigate
Updated seating areas and outlets would be great (the new seating area by Blue Donkey is wonderful!)
why everything is closed over the weekend? Weekend is not really end of the week for a huge portion of students. We really need some of the dinings to be open during the weekend. Just simply alternate between all available food stores so that they don't need to stay around all weekends. but we really need something to eat and ometimes we need to drive or walk way too long to get a food.
Would be nice if restaurants stayed open on weekends so that I could eat there.
I appreciate that the tech rec accommodates children. New game consoles would be welcome in the tech rec.
could be cleaner.
I haven't really visited the website, but I get some emails about the activities and walk through the area about once a week. I didn't even know all those areas existed in the student center. I thought paper and clay was a separate building. It would be nice if there was something kid friendly for my toddler son to engage in
I did not know about the information desk services
Trash seems to overflow during lunch rush times.
Would be nice to get some comfy QUIET areas to study.
More sofas or sleep bags in Under the Couch Lounge will be very helpful.
The people who work at the Post Office are SO SLOW!!!!
Maintenance could improve
More seating and space for studying.
It would be nice if the retail restaurants can open on the weekend as well.
The tables near the chik fil a and eating area are filthy most times. It is difficult to find places to sit and it takes forever to order food. Also, the female staff at Chik fil a have very poor customer service skills sometimes and all of the restaurants could use training to speed up their performance.
Needs more seating and healthier food options ie. fresh2order, Sweet Greens, and I wish the food court would advertise that students can use reusable containers for food they order so we can produce less waster as a student body.
More seating please!!!
Longer opening hours for restaurants on weekends
I do wish there were more seats. The place is packed during lunch hour (for a good 2 hours).
Could use a fruits and vegetables store

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I love how clean it always is!
Oftentimes the people at the post office seem very rude. Additionally, the passwords to mailboxes are often uploaded to buzzport incorrectly, and it happened to me twice this year.
People at Paper and Clay are very friendly and helpful. Also they don't make me feel awkward while doing my own thing and they are doing their own thing (like it doesn't feel like they are watching me and judging me). Very happy with them.
I have wanted to go to the paper and clay things, but haven't known how to go about going there. More information would be nice.
It is sometimes hard to figure out how to order from paper and clay on the website
The food court should have some more seating area.
We should have Auntie Anne's there
It would be nice for the student center food court to be open a little later on Fridays
You know the bottlenecks for the restaurants in the student center are during class exchange. The food trucks and tapingo app helped but it is not enough. Georgia Tech is supposed to have the number one undergraduate program for Industrial Engineering. The lines for food service is a queuing problem. Solve it! No wait during class change should be longer than 10 minutes from the time they enter the the line until the time they leave with their purchase.
Staff is really nice and friendly. I mainly go to student center to have my lunch and sometimes to get print outs.

APPENDIX D: TECHNOLOGY SQUARE RETAILERS

Other Technology Square Retailers Wanted

A Chipotle. More food options are always better over another Phone store.
Moes
Panera
I'd love a convenience store. I used the old one in the Cleaners that is now a leasing office frequently, as well as the walmart express. The economics might not be right, though, considering that those are now gone.
Chick-fil-A
Just restaurants
a hole in the wall sandwich counter with reasonable prices
I know small-mart didn't work but something like that. Also either a chick fil a or a zaxby's would be awesome. A smoothie place like arden's garden or smoothie king.
Convenience store like the pocket Walmart
Zaxbys or Chipotle.

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Probably like a CVS or walgreens
a CVS or Walgreens type convenient store.
Grocery store/small mart
I'm really excited about The Canteen! I would love to see more local Atlanta restaurants and businesses rather than chains. An all natural smoothie bar or something would be great- I would love more natural/healthy options! Not Smoothie King or something, but more family owned or Atlanta-based.
Chipotle instead oh moes
Jimmy John's
local brewery (sweet water, monday night brewing, etc) tap house
More food options. Panera, Krispy Kreme, etc.
That Walmart was really nice
Apple Store/Service Center - Considering most student own Apple products it would be very convenient to have an Apple store on campus to be able to make any purchases or get something serviced
I really liked the small Walmart just to pick up things I need or snacks that weren't a full meal. Panera I think would do great
Chik-fil-A, Panera Bread
CVS, Blick, Farmer's Market, H-Mart
More food options are always good.
Chipotle
Personally, I liked the Walmart in Tech Square. Some sort of convenience shop. Barnes and Noble has some things, but not always what's needed. I also really liked GameStop. That made sense. Phone sellers do not make sense in Tech Square.
Chipotle !!!!!
I would like a Costco in Tech Square
Smoothie or smoothie bowl place
The Mini Walmart was super useful, as you could pick up most everything you need very quickly. A convenient store would be super convenient (like Westside Market, but without the overly high prices and weird smell)
Panera Bread
Small hardware store for machine screws, aluminum stock, motors, etc. Things like that would nice to get in walking distance.
A mini market (i.e. snacks, milk, and other essentials)
A cupcake store, pastry shop, or bakery would be successful.
More healthy and cheap food alternatives. The options are extremely narrow. Not just adding more fast food but salads, juices, snacks, etc. at reasonable prices.
Health food options; small grocer with basic necessities

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Ciptole
Chipotle
Gusto, chopt
A Pub
A real bar, not Barrelhouse or Ray's. A place that could actually be frequented by more students. There aren't many good bar locations in walking distance of Georgia Tech.
Gamestop
More traditional fast food options.
Sprint store, Best Buy
cookout
A chick-fil-A!!!!!!
A student center just for lounging
We need better food options. This is Atlanta, and we have Moe's and Chucks? We also would do really well having a 'normal' coffee establishment. Starbucks is extremely mainstream. Something relaxing with couches, not selling us immensely expensive drinks, and not freezing cold during the summer months due to the A/C.
Einstein bagels
a convenience store
A grocery store, corner store, or drug store.
Walmart
Possibly a larger, more boutique coffee shop
Better hair salons. The only hair salon is Great Clips.
Footlocker, some sushi restaurant
Little Caesars
Convenient store
McDonald's could easily replace ATT
Sweethut
A better asian food place than Tin Drum (almost any will do) - Wagaya? Mexican food (not burritos, like a regular sit down place with enchiladas and tacos) Five Guys
Walmart, Zaxbys, Chick Fil A
I'm not sure
Perhaps a small wal-mart? I'm not sure why you took it away...

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Staples, Sephora, Kroger, healthy food (smoothie, vegan, etc) places
cold stone or ice cream store
Chipotle
chikfila, drug store (cvs, walgreens, etc.)
Professional apparel; stationary or school supplies (my friends and I won't buy this at b&n because too expensive)
some sort of grocery or convenience store
Panera
Walmart
Recreational space(Bars, bowling alley, cinema,etc.), we are a college with stress, suicide, and depressive qualities. The school has been absolutely useless in addressing any of the schools problems.
Bars
small convenience store or a cvs or walgreens
General merchandise, technology supply store, casual hang out spot.
I think another food location or convenient store would be very nice.
Grocery convenience store (WalMart was great!)
bar/arcade, better quality food,
more food outlets like 'Which Witch', 'Bhojanic', 'Chipotle'
A hip coffee house with open mic nights, monthly art shows, games, and a juice bar (like a locally-owned kind of place), where people can work/relax. Like a cross between Starbucks and Under the Couch, with healthy food.
ramen convenience store
smallmart
an inexpensive, tasty, sit down restaurant that i could take visiting researchers too. with beer.
Bringing back something like Small-Mart!
A burger king or McDonalds.
A small store like the old small walmart
Chipotle
yes the food service is pretty good, and food car
Grocery store with fresh produce
Chipotle. Jenis ice cream. Legit Pho.
coffee shop
umma house

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Panera, Mexican restaurant, maybe a CVS or Walgreens
A Nail Salon.
Bagel shop
I think a Panera would be a successful retail service on campus. In addition, I think that the students would benefit from a sort of Walmart where people can get miscellaneous things.
McDonalds, Dominos
24 hour coffee shop
A local place rather than a chain restaurant
Chipotle
Chipotle
Walmart :(
A chipotle would be delightful.
Walgreens or CVS
Chipotle
Any type of convenience or grocery store such as a small Publix, Walmart, or Target would be very appreciated at Technology Square.
Pharmacy
Pharmacy (CVS, Walgreens, etc.)
Chick-fil-a
ups
Need an independent (coffee) cafe.
A convenience store!
A post office and bank of america
Bring back Small-Mart
Bus
Small grocery store/bodega with some fresh produce
Bring back Walmart.
Chipotle, better healthier food options
Little Caesars, please dear god get a Little Caesars
Pizza
Dessert shop
More restaurants

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Walmart mini, cvs, a convenience store of some kind
Panda express
Staples, UPS
walmart
I go to the Moe's frequently. Mostly just food I think. The old mini Wal-Mart made sense but I guess that didn't pan out.
A good burger place.
A tiny microcenter, a small convenience store, or Chipotle
A walmart
Walmart neighborhood market
Healthier 'fast food' types of options
Grocery store
Convenience store and/or light groceries
Taco Bell would draw a lot of attention from the Greek community because Greek people wouldn't usually go to the student center for food
Walmart
A convenience type store, similar to the old Walmart that used to be there. A CVS or Walgreens.
WALMART and GAMESTOP
Panera Bread!
small market like Walmart a couple of years ago
chipotle
Small grocery store (walmart express)
A clothing store would likely do pretty well, but there may not be the space for it.
A smoothie bar & a small drugstore/office supply location
CHIPOTLE
A place to buy groceries again
Fast Food (not sure if retail)
A store similar to Dollar General that sells basic medicines, school supplies, things to relieve stress
Pharmacy
Well, you guys can't do willy's. I'm kind of a (Willy's > Moes) person. But it is already there. Trying to think. Tropical Smoothie café? That seems like it could fit a niche. Also, is there really a pub beer type option? I guess I should check out the barrelhouse place...but worked next door to TSRB for a while and we'd always walk all the way to Pint and Plate for that kind of thing. Maybe barrelhouse can up its image game.
Please bring back WALMART

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A convince store like the Walmart that used to be present
Convenience store
A small grocery store would be great.
The mini Walmart that used to be there would've been awesome to get convenience items, or a general pharmacy like CVS
A comic book/game store would be *amazing*
It would be nice if the restaurants on Tech Square took dining dollars.
Starbucks
Coffee shops, more food courts etc.
More breakfast options and local coffee shop
everything
Supermarket, convenience store
mcdonalds
An actual starbucks outside of the bookstore that could redeem deals and stuff like that
I can't think of anything.
Affordable groceries
more food places
grocery
Bubble tea/bakery place (like sweet hut) or another food location.
I think AT&T should be a more 'universal' store, like walmart, bestbuy, or something else that is not only geared towards a specific client-base.
Mc Donald!
Groceries and cheap school supplies, a thrift/consignment store the students could donate to and shop from. I think that would be popular.
International shipping post office
a Mediterranean or Persian cousin
Chipotle
A small bakery such as Mango Six, ramen shop
Marta Stop
A West African food restaurant, a cheaper grocery store than Publix, and a cost-effective general retail store like Ross.
I have never met anyone that has bought anything from chuks. Just replace that with different food
Chick fil A Convenience store (like old wallmart/small-mart)
Healthier food options and maybe a coffee place or bakery
A closer grocery/supermarket.

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Vietnamese food
grocery stores, dollar stores
Chipotle
It would be great to have a technology store. Also a convenience store would be nice. Too bad we got rid of the Walmart there.
Office supplies
Zaxbys
Food court
Panera, a bar, five guys
Some small grocery option would be nice. Maybe a flower shop
A bar.
small convenience store- the very small walmart location was extremely practical for having basic necessities and a pharmacy close by.
I think tech square has almost everything a student could need
Smoothie king
Some more international cuisine.
McDonald's or Walmart
Maybe a quick breakfast spot that's more catering to being on the go. I love Waffle House so so much, but it can't be done as a quick bite. Maybe something with Einstein's Bagels vibes.
Any hamburger joint.
Five guys
Kroger
Five Guys
Hot wings place, Chipotle, Mcdonalds
more places which can be open 24 hours
idk
More places to eat.
mcdonalds, apple store, kroger
Korean BBQ. Just kidding...but in all seriousness, it's fine.
Convenience stores; small grocers accessible by trolley/express bus.
A shopping/grocery location to replace the Wal-Mart
A bicycle shop

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A bar aimed at students(pricing wise), a coffee/tea shop(somewhere people can work and hang out). Having the walmart back, or something similar(grocery store)
Cafe/Coffee shop with areas to study.
Stationery stores, small grocery stores.
a convenience store that is cheaper than the barnes and noble but holds household items, toiletries, etc.
Small mart.
Another small wal mart
a hair store. (a store that sells brushes, combs, lotion, grease etc)
Zaxbys
Another general store like the old WalMart
Dry cleaners
Mini Target, Jenni's
Shipping type store/ Convenience store
Cvs or other drugstore
Healthy lunch options
CVS or Rite Aid
SMALLMART
Walmart or Target...something that is cheaper than Publix. While I understand that it can pose as an economic threat/competition, as a college student, I would rather have a Target or Walmart to get my groceries than Publix. With my dietary restrictions, buying groceries and making food at home is a huge part of my life.
Smoothies
Dry Cleaning, Convenient Store,
More restaurants
cheaper bar
Chick Fil a. Chipotle. Small-Wal-Mart. Something open late like Waffle House. A bar, yes, a bar. Not a pub like Barrelhouse.
Small grocery/convenience store
more food options
I think that a grocery could be successful. There are many students who don't have cars. They either have to use the grocery shuttle, which is inconvenient, or just eat out all the time.
Walmart Express
I would love to see another sandwich place that we could use buzz funds at or something like that!

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Convenience store
Bar/pub type places with deals on drinks, mimosas on weekends, etc. Or a grocery store/convenient store closer than PUBLIX!!! Just where we can pick up random needs- advil, bottle of soda, granola bar, etc.
Maybe some sort of minimart
Cook Out.
Panera bread
panera
Hankook! Absolutely.
Chipotle would make millions.
CVS, better restaurants
J Crew
A convenience store
Walmart like grocery
Healthier eating options
Another Walmart
Chinese restaurant
Something similar to the Walmart store that was there a few years ago... A store that sells convenience items
Bring back smallmart- we need some kind of quick stop shop
Alcohol store
An Indian restaurant
Walmart or Cosco
more cheap food options
BAGELS
dry cleaning
Another Waffle House
Premade Lunch and Dinner store like SimplyFitMeals or
Arby's
Healthier food options
store selling cheap stationary, notepads etc
Walgreens/CVS/Other drug store
McDonalds, More Restaurants,

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An apple store, a convenience store, a sandwich shop
chipotle,
A CVS, riteaid, or other pharmacy sort of place would be awesome! That way kids could get toilet paper, feminine products, shampoo, soap-all of the essentials!
I would absolutely love it if a great wraps was located in Tech Square!
Zaxby's
Chinese retaurants
Healthy quick food. Nail manicure place.
A better sandwich place

Technology Square Comments

Tin Drum has showed decreasing amounts of food over the course of my time at Georgia Tech and the time of service has become to a point I would consider not going anymore.
Online Ordering like Tapingo
More authentic Asian options
They should accept buzzcard dining points for payment
I would like for more to take dining dollars
the addition of amazon was an amazing decision. its super great.
More 'grab and go' options would be really nice. The Barrelhouse is kind of useless because it's overpriced and mediocre
Moe's SW Grill is also really good, that should be on your list with the others.
Beware of competition.
They are very well taken care of and although I don't shop there I would if I needed anything there
Tin drum is in dire need of a deep cleaning and renovation. That place is gross.
I think we should take out Tin Drum and chuck's.
I don't often visit any of the restaurants there because, quite frankly, they suck. Moe's and the Gyro king are slobbery messes. Ray's has horrible service, and the years I've been here since Umma opened, its quality has gone down year after year. To me, Tech Square frankly feels like a business center, not a place to hang out and enjoy food, study, etc.
I love having restaurants and different options so close to campus.
Incentivize more student discounts.
Tin Drum used to my favorite place to visit, but they started to raise price while reducing the amount of food they provide. Quite disappointed.
Barrel House is too expensive for the low quality food they serve Tin Drum is just bad, especially if you have an appreciation for asian cuisine

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Tech Square is great!
they're pretty solid
The new coffee shop 'Revelator' is a nice and quite spot yo hold meetings and have coffee.
NICE
We need an icecream place
Chuck's Famous Sandwiches is not popular among Tech students and mainly makes money through catering. I feel their rent and business would do better in a cheaper location elsewhere. The AT&T store is also not busy and another store would probably do better in that location.
I really wish AT&T was replaced by another restaurant. I have never used the AT&T store and never will but would definitely attend a restaurant located there
Too many fast-food places & big chains. All are low-quality products that I would literally never buy. Not even as an undergrad.
better parking
Parking is ugh
It would be nice if the stores closed a time later than 10 pm. This seems too early.
I love going to Tech Square.
Would love a spot to get a nice breakfast sandwich
Fulfills my needs.
Have more gatech pd patrolling tech square at night. It gets scary sometimes.
I would frequent the Technology Square Retailers much more often if they accepted dining dollars.
Convenience store would be helpful
Waffle House service was very poor. Took 35 minutes to get a water and asked for it four times.
Quality of food at tin drum goes up and down like a roller coaster.
Att store is a waster of space. Everyone would appreciate a different restaurant or small convenience store more.
Healthier food options
generally favorable
I like having more food options than just Tech Square, but everywhere floods a bit too heavily around noon.
Why is AT&T here? How many students are purchasing phone plans at tech square? RIP Gamestop.
Overall fine, but somewhat out of my way.
For food - add vegetarian and vegan options in the menu
Please bring chipotle
Barrelhouse is poorly managed. The owners/managers don't seem to care for customers at all.
Please take dining dollars soon

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

What about a second story? saw some cool design features over by Fados on Peachtree--obviously, that is a high end establishment, in terms of what they are selling...but the idea of going vertical with shops/restaurants seems really cool. Especially if you wanted to get a beer and have a view of the bridge/skyline and highway.

Why do we need an AT&T store in Tech Square?

There are other retailers that you did not mention, why is that?

They are good.

The current retailers in tech square a satisfactory, but they would be more appealing if they were more representative of Atlanta's culture... i.e. locally owned businesses instead of chains

i like it

Waffle house, the time I went was just crazy busy and didn't have very good service

I think the AT &T space could be better used by something else

Bring back Walmart!

I don't go often because I don't have a lot of extra money so I eat at home.

Give some instructions on using Great Clips for international students...

they are generally low quality food. If I have time to go somewhere off campus, I NEVER try these food

I like how there are plenty of places to eat, but I'd also like to see more non-restaurants. Right now Amazon is the only place I've seen to get non-food items and it doesn't let me browse in person.

Chuck's needs better hours. Whenever I think about going it seems to be closed.

It is hard to see the tech square retailers as options because there are not many parking places.

I would really like it if Sting Break was placed somewhere other than at Tech Square.

Waffle House always seems a bit dirty. Amazon has been a pretty awesome resource for pick up and return drop off

A bar there would be nice for Tech students and would make going to bars much safer for students. They would be close to campus instead of in Buckhead or Midtown.

Waffle House food tastes good, but leaves me smelling like a greasy kitchen. The staff seems a bit unprofessional.

Tin drum gives less quantity in takeaway.

I enjoy them

RIP GameStop

Convience store

They should be open at later times, they close too early.

Tech square is a great place.

I enjoy the variety of things available such a short walk from campus!

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Waffle House's most busy time of the day is usually between 1-4 AM. Students will wait 30+ minutes for a table. Sounds like ripe customers for the stealing. Please open something that operates late night hours. Please stop putting cell phone stores and banks in Tech Square. This may be provincial, but Tech Square should be a hub for college students. There are nearly 20,000 of us swarming the area constantly. In the years that I have been here, I have heard and seen disappointment in the changes made to Tech Square. That Wal-Mart mini-location was simply put the most clutch retailer ever in Tech Square. Offering quick, cheap grocery options necessary for college students, the store must have thrived. Why...why was it removed? Granted, Amazon is a great idea as well, but please get rid of the T-Mobiles and AT&T. Whomever is reading this, please seriously consider this: We are adults attending a prestigious school in the middle of a major city. We are not to be babied. I honestly feel that a social, late-night, bar or club would do incredibly well in Tech Square for many reasons. One, as previously noted, thousands of customers are within walking distance. Two, and more importantly, the proximity of such a place will ensure safety for any Tech student that attends. The alternative could be a similar venue but much farther away in Atlanta. Tech has done a great job encouraging social life on campus in an effort to keep students safe. I feel this is a manageable next step. As Tech explodes into Midtown, it should not overlook injecting some life into the environment. Please take this idea into consideration. Georgia Tech gets smarter, harder, and more stressful every year. Squeezing a balloon too hard will pop it.

If they took dining dollars at the restaurants that would be awesome

I don't go to tech square as much as i used to when i lived in campus. Since i drive around now, parking is an issue. I don't think tech square businesses offer enough parking.

The Amazon store is my favorite idea/place in the entire world

Chucks is never open

I love the options in Tech square, but it would be nice if buzz fund/dining dollar usage was extended in Tech square

If there's any chance to get Hankook into Tech Square

Pretty good

BAGELS

Bring back Wal-Mart

It would be great to have more frequent trolley to tech squares on weekends (because student center and other dining halls are close).

APPENDIX E: BARNES & NOBLE @ GEORGIA TECH BOOKSTORE

Other Textbook Sources

Amazon Rental

Friends

From other students

GT Book Swap

the pirate bay

yarr
EBay.com
mostly e-textbooks
Other students

Other Online Purchases

Aquarium trip tickets
event tickets
practice room
regalia
Practice Room Fees

Barnes & Noble @ Georgia Tech Comments

Would be great if techstuff2 doesn't crash every time there's an SCPC event
I really dislike what the Barnes and Noble has become. It's not even really a book store anymore. There are barely any books! It's just a gift shop, which I think is terrible.
RIP OFF!!!!
Barnes & Noble is relatively limited on its book selection and is mostly just useful when wanting to buy GT apparel. The technology center does have a repair person, but when I went to get my laptop checked out they mentioned that the repair person is in very rarely (only Wednesdays, I think) and quoted me something much higher than I'd gotten from other repair vendors (including Apple themselves). I also wish there was more of an initiative to provide second-hand textbooks.
Please start carrying engineering paper notebooks instead of just pads that get ripped up in my backpack.
Prices aren't competitive. I can buy anything in the store for a much cheaper price online. Especially when buying GT labeled gear.
I wish there were more affordable options for apparel.
Mostly everything in the store is overpriced. But that is pretty common for a college bookstore.
In terms of price competitiveness, Barnes & Noble should work harder.
Better sales on apparel
There should be a section of the store that features books written by Georgia Tech authors. Including some textbooks too. If this already exists, then better advertising for it.
We need more used text book options for purchase and resale.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

It's a XXXXXXXX bookstore. Tone down the merch and prioritize the books.
I wish the apple store in the Barnes and Nobles still repaired computers.
Prices are high and staff is hard to find. The older staff are lit though!
The prices for the stationary items (notebooks, pens, pencils, etc.) are too high to justify buying there.
Definitely my favorite place to visit at Tech.
I wish there were more normal books. More of a Barnes & Noble.
Having more used textbooks would be nice.
Advertisements about sales are often misleading, such as buy one get one in large bold print, followed by half off in small print. Often get to counter and get a different price than I expected.
Apple support very convenient!
Tech wear costs too much. Lemme show some school pride without paying \$50.
Like Tech Square in general, out of my way.
Textbook pricing, putting electronic books in packages with the physical book, and the pearson partnership is highway robbery of poor college students. Atrocious
Please make clothes cheaper :(
Better SciFi section. This is Barnes and Noble Ga Tech, and it typically has a weaker sci fi section than Barnes and Noble Sandy Springs.
All items within the bookstore are overpriced; I have never shopped there unless I had to buy a required class material that was not available at an alternate retailer.
The price of general school supplies like paper and writing utensils caused me physical pain
it's so corporate, I'd rather support a local bookstore
Everything is supper expensive. a simple pen, a notebook, a cup, everything is at least double priced
Lower textbook prices.
Prices for most items seem high so I only buy stuff on sale and usually try to buy things elsewhere.
Prices are very high.
Atlanta United gear
Wish there were more used books
I like the bookstore for exhibiting many books. I often go there and check out some new book that I can read. It would be nice if it can update the science and engineering book section more often!
It would be nice to have more used rentals at a lower price (some of them are still very expensive).
Everything from textbooks to basic school supplies to food is way overpriced, Amazon is better in almost every case.
I wish the clothing was more affordable and the textbooks more competitively priced with Amazon.

I suggest the bookstore provide repair service for more brands of computers.

it would be nice to not have to pay for parking to use the student book store.... when you are a student.

APPENDIX F: DINING SERVICES

Dining Retail Services Comments

They should take coupons. there needs to be more variety.

I love Highland Bakery. They just need better and more seating

More healthy options that are also fast

One time I got a pizza and it had hair in it

The quality is good. I just wish they were open for longer and on more days.

The Chick-fil-a ladies are absolutely superb and the quickest I've seen to get any order out to a person with top quality and friendliness

Starbucks should give a student discount

I wish Chikfila would start serving grilled nuggets. There's basically nothing healthy offered in that little space that's not straight up salad.

Chick-Fil-A should go back to call the numbers and not the name of the customers. I know that using the names looks more friendly, but with the amount of international students it is a mess. I have to use an English name instead of my true one to avoid the spelling every time, and not be confused when the staff is calling me

There need to be more restaurants open on Saturday

More affordable fresh snack options

More variety. No one I know used the testing center. Replace with other option

Wait times are extremely variable and about a third of the time it takes a very long time for food orders.

Food is oversalted. Mexican food tastes like Moe's (it's not cooked, just assembled).

Not much variety

Only healthy option available at Student Center Commons is probably Subway. Need more variety of choices.

Keep with the nutritional labels (calories, allergens, etc)! Thats my favorite thing about the food court

Great job always keeping up with busy crowds and keeping areas maintainable despite awful housekeeping by the janitors of Georgia Tech.

Would like them to take Starbucks card rewards

We need more food options.

The prices are very high, so I almost never eat there. One recommendation: a way to order the food ahead of time online would be awesome. So (limited) menus online + pay online + pickup in person for the same or a lower price. Maybe even group discounts, since many of us eat lunch in a group. There could be a separate lane dedicated to 'will-call' food that was pre-ordered. If that already exists, then better advertising for this service.

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I would like the daily specials and hours to be better accessible online, especially for off-times during the year. (breaks, summer, etc)
It would be nice to have more variety.
Taco Bell has poor customer service.
I would like a burger joint in the Student Center.
I have a gluten free allergy so current options at the student center make it difficult to find food.
I am very happy with the new Mediterranean place. Also the healthy comfort food section is great!
Managers are nice, some of the staff are ill-tempered. I understand everyone is just trying to make it but they could be a bit nicer. I appreciate them.
More healthy options!
I think Tech needs another Starbucks in the Student Center because the Clough one gets packed badly.
In Essential Eats, the food is usually too salty.
The only 2 places really offering healthy foods are the salad bar and Essential Eats. Salad bar is okay, although it's only salad, i.e., if you want to make it a real meal, you'd probably have to buy chicken or eggs elsewhere. Essential Eats is for me the best option, BUT I am sure not many people eat there because: 1) staff is unfriendly 2) they serve you really small amounts of food (and I mean not only the meat, but everything comes in a very few amount, like 2 tbs of rice or vegetables.. c'mon, we're students and if we're going to pay 8 dollars for a meal, we deserved to be served well, at least the side dishes... I am not even referring to meat). 3) Another thing is: you almost never serve MEAT.. only chicken, pork, fish, please try to vary more. About the other restaurants: either too expensive or unhealthy choices for lunch.
Love the options
Integration of all menus with popular apps such as MyFitnessPal would be a great improvement.
Having more people at the registers would be helpful, as the lines can get quite long.
I mainly get a salad bar, but the salad bar options are sooooooooooooo boring!
Some things are overpriced but I guess that's a theme here at Tech. Essential eats is good but I only go from 4-7 because I can use my meal swipe. Everything else isn't worth it. The food court looks like it's from 1995.
The salad bar is kind of lame. It doesn't have a lot of the ingredients that I would like to see.
Staff often rude and long wait times
Qulaity of food and speediness of service is very inconsistent.
Love it best place on campus
On campus employees are generally a bit slower than real chain employees, but I still like Chick fil A
We should have a burger place in food court.
Fine, but usually stick to one place (Mediterranean).

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

The service at these locations is below what I would expect at any of these retailers off campus. The service staff do not seem to be happy working and can sometimes be short or come across as unfriendly. I understand that their workloads are increased at certain peak times, perhaps more options should be available in order to spread the load of hungry students.
I would like healthier options
More healthy options available
would like more vegan options
Better vegetarian / vegan / non-vegetarian labelling
Subway staff are incredibly mean
ok
The Subway staff can be rude. They often yell across a line of students to take the next order, making it very awkward.
I wish that the cafes in the biotech campus could allow me to use Dining dollars because all of the other dining options are too far away to be convenient
Blue Donkey people are really cool!
more vegan and low cost options would be great
It's a little bit early to have everything closed at 7 pm.
I feel that the staff for these restaurants are not properly trained.
Everything is too expensive. Would patronize more if price was lower.
I really appreciate the labeling of allergens
Highland bakery is DOPE. (A bit pricy though)
Bhojanic - the food quantity provided in the Vegetable Curry Thali Bowl is very little for the amount charged.
The staff at Starbucks is less efficient than any other Starbucks I've ever visited.
They're awesome!
As a muslim, I am permitted to eat halal food only. The selection of halal food was very disappointing.
Getting TapnGo orders out on time.
Would be great with more seating since it tends to be busy.
Need more variety and more healthy options
Chik fil A women staff are rude, they like to rush customers yet they move slow themselves. The tapingo service here is horrible.
Often it seems as though the baristas are not aware of promotions or about the type of drink I am asking for.
Zaya's food is less flavorful now- I feel they changed the food even though the offerings are the same
quality of food is hit or miss and overpriced - I've received moldy fruit more than once (unnoticed until I opened the food in my office. I only go because it is the closest location for food
Please provide more vegetarian options - I am only able to go to Subway or Taco Bell, and the lines for both are too long.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I love blue donkey in the student center!! Friendly, clean, and FAST!
Student center prices are higher than nearby food options. Students pay more for average to low quality food.
People at the chick-fil-a are so nice!!
The workers are Subway are amazing people.
I wish there were options that were a healthier fast food option. Things like moes, panera, etc. They can be a faster food option but have healthy choices that arent just a plain sandwich or a salad.
Shorter lines, more staff, ALWAYS a HUGE line!
People in billing department need to be more familiarized about using the software for transactions.
We cannot find any food in the campus on Friday evening. That's a big issue for us who work in the Friday night.
Great wraps would actually be an amazing addition
humus in the salad bar and use meal swipe for lunch
There is great staff in the student center!
There is no real Chinese food or even Asian food here. Everything is adapted to somewhat American flavor, which is bad...
Cleanliness and friendliness is appreciative.
Seating area is not that clean.

Dining Community Restaurants Comments

Silverware is always short. More vegetarian options please.
Woodruff - Clean the restrooms. Clean the carpet near the soda dispensers. Stop closing the North part of the dining area. This closing appears to occur earlier and earlier as the days go by. There does not exist sufficient table capacity when this is closed. Keep menu items re-supplied until published closing times. THE PLANNED REPLACEMENT OF THIS FACILITY WITH A FOOD COURT IS A RIDICULOUSLY AWFUL IDEA. It is my belief this plan is going to fail miserably and the food court will have to be somehow reverted to a traditional dining hall - probably at significant expense and with disruption. The undergraduates and their parents will be less than pleased when they finally realize there will not be a traditional dining hall on West campus. This will manifest itself when the u/g run through their entire semester funds in the first 2 weeks or less and have to ask their parents to send more money. Then the questions will commence... What will be the response to these questions?
Everything is terrible except for the people
At Woodruff, there is one employee (I wish I could remember her name) who shows outstanding friendliness every time I walk in the door. She greets every single person with a smile and really makes my day.
For Brittain Dining Hall: Dishes are often greasy and dirty Fruits (specifically strawberries and other berries) need to be washed properly
I would eat more at North Ave but it is too pricey.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Britain does well given its size, but North Ave's food is consistently mediocre and the selection is often shockingly similar (despite how many different stations there are). Woodruff often simply has no staff and/or no food, and on occasion doesn't even have plates or silverware available.

I would eat at the dining hall more often if the door price for a single meal were lower.

More variety of green non-salad vegetables, and better attention to the levels of milk available (it always seems to be out)

SO OVERPRICED I CANT BELIEVE I PAY 2300 DOLLARS FOR THIS ARE YOU KIDDING ME. THE STAFF ARE INCOMPETENT AND LAZY. THE FOOD IS ALRIGHT BUT EVERYTHING IS SALTY OR HALF ASSED. Only lunch is alright. Woody's is supposed to close at 2 am on weekdays but if you go after 9 expect to eat cereal. Everything is already put away by then and they only have one meal to eat which is usually dry pork loin with mushy vegetables and rice. I eat it because it's the only thing to eat. This isn't about Woody's but I was once catcalled at North Ave. CATCALLED BY A GROWN ASS MAN. Please reevaluate staff. I feel bad for vegetarians because there's nothing for them to eat. I heard one guy ask the workers for my vegetarian options and all the worker did was point to the broccoli. Georgia Tech should be embarrassed and ashamed. Brittain is the best dining hall but it has the worst hours. North Ave is better than Woody's but it's too far from West Campus. Also there are homeless people who hang around North Ave asking for money. Good thing about Woody's is the seating. Make a To-Go station at Woody's like at Brittain. This would be great.

They always put the labels wrong and one of the ladies got really mad at me for complaining about putting a vegetarian label on something that clearly had meat in it.

Britain's bowls are usually pretty dirty. I really like simply to go.

The dining staff at Woodruff is always so friendly and lively. I truly enjoy eating there.

Bathroom is always disgusting.

The meal plan is overpriced The food isnt that good to justify it, espeically at Britain. The people are North Ave and the food is pretty nice but at Brittain they are so fucking stingy with giving out portions they literally give you like a teensy slice of meat like bitch I PAY LIKE 24\$ A DAY TO EAT HERE. The people get mad for getting fountain drinks or bringing cereal and the 'special dish' station or whatever gives out tiny portions.

Sometimes there's no food at all, I wish we could know ahead of time what food is available!

good

Need more variety. Some nights, it seems like there's only junk food. Need more kale and Greek yogurt.

There was a week where my buzzcard did not work and despite showing the website that showed that I had a dining plan, I was not let in and didnt eat for 2 days. This was extremey frustrating. Please talk to your entrance staff for things like this. They should have the authoriuty to let people in my situation in.

so I LOVE the noodle and pasta station! but they are only open during the times I eat at greek housing, which is really sad. The omelette station wait time is SO long. also after certain time of the meal, THERE IS NOTHING THERE TO EAT! literally after like 9 pm, the staff literally stops making/replacing food. and we are students who study until late night. WE NEED FOOD (GOOD FOOD) AT NIGHT TOO!

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There are bugs in the dining hall and too much of the food is cooked with 'butter flavored vegetable oil' or is fried. The salad bar is nice in selection but the food tastes very artificial. I appreciate the Wok, pho and hot meal areas but again, the food is over oily or over spiced. I wish there were more options for vegans/vegetarians because often times even the soup has random meat in it.

Need a larger variety of meat offered. They shouldn't have pork and fish everyday.

Please less variety, and just more high quality ingredients and vegetarian options please - cooked vegetarian options such as quinoa, tofu, veggie chili. Reduce sodium please. More Sriracha availability. More fruit selections other than oranges apples and bananas - better fruit quality. Get rid of pizza and pasta and replace with healthier options. More food options available other than pizza and pasta during off-hours (2-5pm).

the staff at north ave is super friendly!!

I wouldn't go here again if it was free, and frankly I can't see where the funding went. This dining hall is an embarrassment to this Institute.

Needs more options for my vegetarian friends.

People at Woodys are sometimes very rude (not all of people... just a few)

I have found that every time I go to the dining halls, I am trying a lot of different foods, and my vegetarian friend is eating a salad or pizza. That is not okay

Woody's has come leaps and bounds from when I was a freshman. They offer incredibly high offer meal choices for both lunch and dinner (I don't frequent much for breakfast) and are producing innovative dishes regularly. The salad bar selection is fantastic and the staff are generally great. Having lived on East campus for three years and frequented North Ave and Brittain often, Woody's is very much so the best hall on campus.

Food quality is really bad. I have not set step into a dining hall in a year since I realized I was wasting my money. The pasta is always overcooked, the pizza is way too greasy, the daily mains just don't taste good. There is always too much garlic everywhere.

I actually loved woodys I don't know why people used to hate on it so much haha.

APPENDIX G: BUZZCARD CENTER

BuzzCard Other Preferred Method of Contact

pcl@gatech.edu

BuzzCard Center Other Services

Everything in Tech Square should take dining dollars if not Buzzfunds. If they don't take them, there should be a discount for showing a student ID. We're poor.

Maybe retailers in Tech square

I can't think of any. It's used for basically everything

Tech Square restaurants

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Discounts in businesses around the city of Atlanta
Student Discount
Amazon purchases
Moes
Maybe for local transport like MARTA it will be very helpful for students. Restaurants on tech square don't accept dining points which is bit of a issue.
An easier way to add rooms for swipe access.
More restaurants maybe
Passport or OPT photos, printing.
I would like to use my buzzcard at the Publix down the street and for the Yogurt place in Tech Square.
I can't think of any others
its pretty much everywhere
On-the-go scheduling of Clough breakout rooms, login for NFC-enabled devices
Marta would be nice
Moe's
Food
Pretty much covered by everything
It would be nice if the restaurants on the left side of Tech Square (Gyro Bros, Moes, etc.) could take buzzfunds and dinning dollars.
BuzzCard used as a transit pass
MARTA pass
Please sell more secure devices to hold your Buzzcard. I really like those card sleeves with the extender cables.
vending machine, coffee cart in architecture
All of the stores on Tech Square and maybe even a replacement Breeze card?
parking
It would be nice if there was a direct link to your bank account through the buzz card, so that way you could not have to worry about needing to place money on it.
It would be nice to be able to link it to a credit card instead of just transferring money on it.
As many places in a mile radius of Tech as possible.
publix
I would like Dining Dollars to be accepted at Tech Square.
In the student center for in-person service with the buzz card, like replacement
More discounts, extra coffee vending machines.

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More variability in terms of buying food in Tech Square. I wish I could use it at Yogli Mogli (though I would probably run through my funds really fast).
Restaurants around campus like Papa Johns
more dining options maybe
Getting into rooms... metal keys are old-fashioned, and it is much easier to only carry one card to get into a building AND your room as opposed to having a card for one and a metal key for the other.
Most restaurants would be nice.
I want the dining points to be used in more places for people who are in the greek dining plan because we have over 400 dining points/dining dollars and there are only a limited number of places to use them which is very frustrating, and if the points/dollars are not used then it is a WASTE.
Money deposit in buzz card.

BuzzCard Center Comments

I'd love to be able to tap my buzzard to board Marta rather than having an extra pass.
I had a problem with the BuzzCard employee overcharging me for a MARTA pass. Those rates should either be posted online or in store so I would have known I was being overcharged. My ID said 'Temp' on it, so he thought I was an employee when I'm really a student. I just started working here as a temp initially before I started school.
I wish you could transfer less than \$20 or maybe just have it link to your bank account to pay as you go.
Update the dining call card terminals to a proximity or rfid type, rather than magnetic. Update the faculty staff point meal transaction to an automated tap, rather than the complex manual process currently in place
I think it is reasonable to request buzzard access to your major building. The only way for physics majors to get access is to join the society of physics students.
I like that the buzzcard works for libraries, access to buildings, CRC. I think it is very well integrated with a lot of infrastructure at our school.
Merge Dining Points and Buzzfunds and expand the total quantity to \$300 of untaxed dollars for students.
The login botton on the buzzcard website is almost invisible. Also KUDOS for the new MARTA pass. It's too bad it isn't \$40 anymore but even \$50 is awesome!
buzzcard should be accepted more place, preferably off campus. The ability to use my buzzcard off-campus, would increase the likelihood of its use.
I appreciate the BuzzCard program a lot.
Please create some kind of temporary card program. Twice I have lost my card and gotten it replaced only to then find my old card a day after replacing. Because it is used everywhere, it is basically impossible to go any length of time without a buzzcard. Issuing a free, temporary 72 hour card would allow time for someone to turn in and find the card.
Give access to buildings through use of RFID scanner instead of swiping.
gain access to other buildings like college of business for students living in tech square

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Dining points in tech square?
I don't see the need for there to be both buzzfunds and dinning dollars. I feel like dinning dollars are just a way for the school to make more money off of us.
It would be great to be able to purchase transit passes through the buzzcard program at anypoint through the month, not just at the beginning
could buzzcard build up our credit?
sometimes i notice the vending machines does not accept buzzcard over the weekends, examples: Van leer, Pettit, student center
I appreciate the discounted Marta passes and how universally the buzzcard works for signing into stuff. It would be nice if there was a more centralized way to request buzzcard access to different building and facilities. It seems like that process takes a really long time for every place I have looked
I use it for building access.
Some doors equipped with swiping system to get in are slow to response. May those need an anual check or update.
I wish DINING DOLLARS could be accepted more at tech square restuarants or dominos.
Being able to use BuzzCard at vending machines is amazing.
I like that we lowered the minimum amount you can deposit into your buzzcard
Sometimes when I did not have cash in buzz-card and no cash in hand to get some quick snacks from vending machines then it is very frustrating. I mainly stay in Van Leer building which has two vending machine which operates on cash or BuzzCard.

APPENDIX H: HEALTH INITIATIVES

Other Methods Learn About Programs and Services

Did not know this existed
Walk in
Class
Stamps
In Health Class
Women's health
Seeing them table in public areas
I did not know of eny of these promotional services

Other Media Channels

I do not follow them

Health Initiatives Comments

I don't really care about health promotions
If I only ate on campus, I doubt I'd be able to get anywhere near the minimum required for fruits and vegetables. I am happy with all the quick options available.
Enforcement of being a tobacco free campus.
Given the history of college handling of sexual assault cases, I'd use a community resource over this campus service.
I really like the kindness program!
I'd like to see the data on how effective your, 'guys, raping people is bad' campaign is. It seems like a waste of time to me
I have some suggestions for VOICE: Intervention education would be more effective with more examples of when you should intervene, to help people get used to the idea of intervening even if they are unsure (theory and practice are very different, after all) Also an explanation of rape culture would be potentially helpful because many are not sure about the term, such as this: http://www.11thprincipleconsent.org/consent-propaganda/rape-culture-pyramid/
I would tell them to go to the police if someone experienced violence...
This should be mentioned more in GT 1000, if it isn't already.
HP is the best! I wrap it up and know my number. Give them money!
The GYP campaign is clearly missing something because all of the sources are literally right in front of gatech stafff such as in the engagement office right in front of North Ave North staff! People are too shy to grab those! Put them somewhere more discrete!
Women's health is judgemental
Again, not sure about their presence on campus, or what to expect.
more activities
Don't focus on offering more programs-focus on improving the ones you already have.
The dietician wasn't that helpful. They just told me that the options were there if I really wanted them. Which is somewhat true, except that I don't eat onion or garlic, which makes most of those options irrelevant...
You grammar is wrong. You have fewer than 5 drinks a week, not less than 5 drinks a week.
Provide information and education of health screening for women
I have never smoked in my life, but I do not agree with the smoking ban on campus. I've seen people hiding their smoking on campus or they go to the edges of campus and smoke. Because all the appropriate receptacles for cigarette butts are no longer available in these places, these people throw the butts on the ground. The butts are filled with the same carcinogens to which the ban is supposedly preventing exposure. Instead, these chemicals are getting leached into the groundwater and hurting wildlife. This policy has just created another set of problems by purportedly solving another.
I hate that we have to do Haven every year. It's annoying and nobody actually learns anything
With the new legislation it worries me that if I were to run into an unwanted sexual experience, I would be dealing with police and not GT support

I wasn't sure how to answer the last item on question 107. The labels on the scale don't seem to apply.

APPENDIX I: CAMPUS RECREATION COMPLEX (CRC)

Why Not Interacted with CRC

Not enough time
classes do not fit into my schedule
I don't work out with meat heads
I am too lazy
The climbing wall is terrible
Insufficient gender-neutral changing facilities
Too lazy.
Don't have the time
No reason
I don't exercise
too lazy to go
because i'm a cs major
I am too busy with school work.
I run outside and am lazy so I don't take advantag of the CRC enough
Did not have the chance
Too busy
I don't go
I'm only on campus for one class twice a week.
I am a lazy POS.
I don't have time
I am a student athlete and have no reason to go to the CRC
i do not need to
No time to go
no time
lazy
No reason other than I've been lazy :)

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No time for recreation
I am not athletic at all
I'm too busy.
commute to campus, general-use lockers too small (STOP RENTING OUT LOCKERS)
no free parking
I don't exercise
No time
I am on the GTCycling team and get my exercise that way.
I don't work out.
I don't even know where it is
Not enough time to bother with it
I don't really care to go.
Out of the states
too lazy
I exercise by commuting/daily life
I don't care to go
No time
Don't have time
check all that apply
I'm lazy
Am fat
No time

Why Rarely/Never Participated in HLP

I didn't know about it
I don't know when they are and haven't made effort to find out
Not interested.
I don't really know about them.
Not enough free time.
use another fitness program
Didn't know about them

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haven't heard of any
Meeting times for some things are late/mid evening and I live off campus
Only sometimes relevant (ex: outdoor equipment rental)
Never considered them
not useful
Last year I broke my arm.
im too busy
I didn't know about them!
Was unaware
No good reason
Do not know what that is
Had no clue they existed
just haven't looked
Did not know about them
I already do Crossfit outside Georgia Tech.
Not interested
Class schedule
I have my own custom program.
Conflict with late night exams
I do frequent GIT FIT.
Never heard of them.
did not know about them
I'm busy
If Salsa is part of GIT fit then yes, otherwise not interested because of cost.
too busy
i work out at the CRC
there's no men's club basketball team
I mostly use the equipment that's readily available
didnt know about them
I don't know much about these programs. I hardly knew they existed
I appreciate the services but am more interested in working out on my own.

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I don't have time during the week
I live a healthy life apart from those
Haven't made determination to attend it, but very interested in them!
Prioritize working out by myself
don't know it exist
Never heard of it
Busy as a grad student
Focusing on surviving grad school :)
I play in other leagues outside of GT
Dont know about them
Not aware of those programs
Used the facility on my own without guidance of a program
didnt know about them
Too busy with club sport
Not aware of any of the programs
Not aware of how to get involved
School takes up all my time.
This is not a priority in my life and I don't have time.
Student athlete
i didn't know about it
unaware

CRC Comments

When I am on the cardio machines and the students are cleaning the machines, the cleaner being sprayed irritates my breathing and makes me cough. What is that stuff? Why don't they use a little on the cloth instead of spraying it on the machines and in the air? Also, the weight benches are getting too close to the cardio machines again.
Rock wall is great but every time I've gone there are too many people for the small area probably because of the time slots they are open.
You should allow us to bring in our own basketballs for use at the gym. They DO NOT mark the floors and that is a bogus excuse. If you don't want us to bring our own balls, then you should buy Evolutions to stock rather than the deformed Spaldings you keep.
It's unfair that we have to pay even more money to join a fitness class. I would if they weren't so expensive
Love git fit classes

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Define your rules on what constitutes an appropriate shirt in the weight room
Space benches further apart
I wish the climbing wall was open on the weekends. even just bouldering.
There is no literature online (and staff doesn't seem to know) about when GIT fit passes begin to be prorated, or I would have already bought one.
HVAC - Stop being cheap and run the building chiller plant all the time. Outside air is not doing the job. Over the last few weeks the fitness center has been hot and humid like a turkish bath!!!! I lift daily and with great effort - 90+ degrees with humidity IN the building is unacceptable - my shirt is usually soaked in the first 10 minutes. SWIM MEETS - These have become more and more frequent - I understand the GT and ACC/NCAA events. What has become bothersome are the youth and HS events. There are WAY, WAY TOO MANY. These things take over the entire facility and make it difficult for patrons whom pay huge fees every year to utilize the facility. Can these not relocate to someplace else that is not here? Between the complete takeover of the lobby, parking and pool areas it is also very bothersome to have to walk completely around the facility because the front to rear corridors are all blocked or congested. Suggestion - the lease agreement should stipulate what areas are included and not included. The programs should be strictly limited to the natatorium, natatorium corridors and associated locker rooms. THE FRONT LOBBY AND FITNESS CENTER LOCKER AREAS SHOULD BE LEFT UNENCUMBERED AND UNCROWDED IN ALL WAYS FOR THE REGULAR PAYING CUSTOMERS.
The CRC is great, I am just usually too busy to get involved.
I would love to see classes offered at a variety of times. Late morning (8-9am) instead of 6-7 would be a nice change.
The staff there is very unprofessional and is not in the business of service in anyway. How in the hell can they not have enough men's basketballs at the courts? Im sorry how large is our endowment? We provide ping pong for the weirdos who want to take court space and be obnoxious but we cant provide enough basketballs or courts to mee the demmand of the students. The pool is too hard to access as well as the sauna. It is complete crap that the faculty are so hesitant to let us use facilities we pay to use. disgraceful
Floors look like not cleaned
The competition pool is almost never available for students anymore; it constantly has swim meets and other groups practicing there. The leisure pool is too warm in the summer and too crowded with all the people who can't use the competition pool for regular workouts.
I am grateful for the outdoor club renting gear
CRC is nice. There needs to be a second building on campus! It seems like it is much more crowded and the showers are always occupied. WE NEED A SECOND CRC!!
The CRC is very nice and is one of the best services on campus.
CRC is just packed between 5-8pm DAILY. For me, it's impossible to workout in there, it's just annoying how many people stay (literally) in line for several minutes just to being able to use the squat rack. Seemed a big structure at first, but turned out to be just a big disappointment for me... Personally, I had to enroll in a Crossfit gym outside Georgia Tech, because I could not stand the CRC at night.
An increase in the number of squat racks seems to be the greatest equipment need
I would get a class membership if it were a little cheaper. I went to the free tryouts the first week of school and liked yoga. Zumba is great too.
Need a place for Olympic lifting and a better way to control how much time people spend on a single rack.

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More wet wipes near the dumbbell section and benches too wipe them down would be much appreciated.
The CRC has been so hot lately. It is almost unbearable.
I like the CRC and all it provides, in particular the racquetball courts. I climb frequently at gyms outside Tech, the CRC climbing wall is atrocious.
I love the CRC
I wish it was easier to do things like rent equipment or register for an ORGT trip
Very beautiful facility and well staffed
What about explosive lifts? So, power cleans, clean and jerk, deadlifts: just some platforms and a real weight training coach that we can access and make use of. It seems ludicrous that you guys have staff that run Martial Arts, 'fitness' programs, a climbing wall! that serves probably 400 people total, ever...Probably yoga...what else? I'm guessing like 40 people! Meanwhile, 10-20,000 of your students want a real weight trainer that can help them get stronger, faster and fitter the way we actually need to do! So like 4 people. and a couple of platforms with weight bumpers. (I mean, wow...)
Maybe a count of people in the CRC (by buzzcard checkin) so we could see how many people are there at any given time. Currently use Google statistics which can be unreliable.
I use the main facilities a lot though!
ORG T needs to open a couple hours earlier!
It's just amazing. Love it all! seriously
I wish there were more classes in the GitFit program offered during the daytime, but I understand that students are more available at night.
It would be more convenient if CRC could have more restroom.
It would be nice to have some classes available during the day instead of all at night. It would also be nice if your
I never looked into them too much.
I love everything that is offered.
Will try out in the coming semester! Just a question, can students ever use the competition swimming pool? I am quite confused about the swimming name, location and its open time...
I LOVE THE CRC! but the only thing is, its always so crowded... like I have to wait so long to work out at each machine for every single machine every time I go there):
A normal pullup bar (straight and without angle) or rings location would be terrific.
The gym is too small! It is way too crowded. Especially more squat racks and benches are needed. I would also like to see platforms for deadlifting and olympic lifting since that's the backbone of weightlifting. Kettlebells are also missing. The gym space and the equipment need a serious upgrade!
Great facilities - wish I used them more!
GIT FIT passes are expensive
More squat racks and more free bars for deadlifting please with fewer group fitness classes. New bars that actually have grip and are not worn out
Many of the programs are superb

Provide a community fridge near the gym floor to allow patrons to store their drinks in while they work out.
I love this place
The competition pool was open only for 13 days in Feb, and the leisure pool also always held events. As a GT student who paid fees for CRC, it's so hard to swim.

APPENDIX J: GEORGIA TECH HUMAN RESOURCES (GTHR)

Other Types of Interactions

In-person at Student Center
Job

GTHR Comments

GTHR is super useful in person (if you show up with an appointment and all required documents right away) but are very difficult to get ahold of otherwise.
Tax information could be laid out better (for example, having a front matter link to it)
I had to call MANY times to finally reach someone. They never returned any of my calls either.
Customer service was very rigid and not helpful when I tried to discuss with them my direct deposit change after a paycheck date had already occurred. They basically scolded me instead of helping me take the correct action moving forward.
To simply turn in my employment papers I had to wait a significant amount of time to see an advisor, when I felt like all I really needed to do was drop it off.
Techworks is not intuitive and I find it difficult to use
Usually not looking for this service, which is usually a good thing, I think.
GTHR has awesome people and great employee service!
The Techworks site doesn't really work with Firefox but it's compatible with Chrome. That makes it hard to fill out the Travel Authority Requests
As a new graduate research assistant, I didn't know the existence of Techwork website until the end of the first semester. It would be helpful if an email to be sent out to new student employees, providing information such as where to find the payroll and paycheck information.
Nice to deal with but the information I received was not correct.
My stipend didn't get set up correctly for the first two months I was here and it took me two days to get in contact with someone at Payroll
From the employment verification page, I tried to log in my Theworknumber account, but failed continuously. I think there are some wrong with my personal information which make me not able to verify my identity.

DETAILED EMPLOYEE COMMENTS-APPENDICES

APPENDIX K: PARKING AND TRANSPORTATION SERVICES

Parking and Transportation Other Interactions

voucher requests
nextbus tracking of trolley
Parking Deck
helped them with a document as part of my job
in person at expo/fairs
Paying for weekend parking at the Student Center
Special Events
Parking Deck Key Pad
Arrange transportation f/group at a conference
I had a dead battery
ordering parking permits
Parking
i work in PTS
special events staff
comments from participants
Ticket
Have encountered drivers being reckless (reported to Parking) and also driving too fast (pulling out of Klaus like a bat out of hell when the sidewalks and drive were covered up with people.
Meeting Film logistics committee

Parking and Transportation Other Preferences to Receive Information

Non-affiliated third party
expos/fairs

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the way it is now is fine
E-mail only for the most part.
Live chat
Campus mailing as email can get marked as spam, clutter, etc...

Parking Comments

I have the parking pass that allows you to park for \$6 per day in 3 designated lots.
Marking the parking spaces better outside of CRB would be helpful. Especially so our guests know which 2hr parking spots are available and which spots are for permits only and what permits are ok.
Break down of why parking cost is so high. When I worked for a state agency by the Capital it was \$20 a month. I know it could be the cost of a permit is just what it costs and there is no way to make it cheaper for employees and staff of Ga Tech. I am just curious.
I'm not happy that the price of parking continues to rise. It's unreasonable.
Parking is TOO expensive. 80 bucks a month is outrageous.
I was very disappointed because I received a citation on my second day of employment. I was assured by OHR that the lot where I parked with my temporary pass was fine to use, but then I was given a citation. I went to Parking Services in person to talk to them about it, but they were unwilling/unable to assist me and told me I needed to appeal the citation online. I did this, and my appeal was only partially approved in that my citation fee was slightly reduced. I did not think this was a very positive way to welcome a new employee to the Georgia Tech community and had hoped that a little more understanding would have been extended. I was not parked illegally -- I simply was given incorrect information and did not know since I had been employed not even two full days. I was speaking with another coworker, and she had a similar experience where she was given a citation during her first week, and her appeal was denied. I understand the need to enforce rules, but I think it would make a huge difference if a little bit of empathy and understanding was used in situations like this, especially for new employees.
I talk to the staff daily and they are friendly, fair, and informative. Leo knows his stuff and they do their jobs accordingly
Received citation for improper tag display WHILE my tag was hanging from the rear view mirror. Appealed with picture evidence and still had to pay a fine.
Instead of issuing a ticket on 8/15, a warning would suffice. I called and it was taken care of quickly. It could have saved myself and the person answering the phone some time.
The relocation of the HC parking spaces at the PTS office was irresponsible. The closed HC space to the office is the remote corner of the parking lot at Spring and 5th. The previous location has been painted over.
It seems that there can be a lack of customer service in the past within the parking office-- but I do understand 99% of the time they deal with complaints.
Being forced to park elsewhere on nights and weekends when there are games seems unfair. We have paid for our parking spots. Our work doesn't slow down because it's football season.

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<p>The PTS has the worst reputation for customer service. I believe their staff needs additional training and/or coaching. They are not helpful and are often rude to their customers</p>
<p>Way too much for a parking permit</p>
<p>Parking Services doesn't make the parking rules very clear. It is also absurd to pay \$800 an area of parking and not be able to move our car to another area during the day. There should be designated colors like a blue area which can be found in 3 different areas on campus.</p>
<p>Klaus parking is shared during sporting events. This creates problems for full time staff.</p>
<p>Far too expensive for nothing.</p>
<p>How carpool parking is dealt with leaves much to be desired. We were informed that we had parking then parking services lost track of us. Also, I hate that if you leave a carpool, you end up at the back of the line for a facility in which you have been parking using a carpool permit. Even though I realize that the carpool permits are in a special category when you leave one, you should not be treated like you are new to the parking structure</p>
<p>The new construction on Tech Parkway did not include a realistic crossing point for pedestrians. Because the only pathway goes out of the way, most people I observe jaywalk to get to our W06 parking spots.</p>
<p>return emails and voicemails!</p>
<p>The cost of parking and the increases each year are definitely not ideal.</p>
<p>Too costly</p>
<p>As a staff member, I frequently have meetings that require me to park at 760 West. Peachtree. I incur reimbursable expenses which will total over \$700 this year just in additional parking fees due to need to park in that garage for several hours a week. I wish there was an option to add a second location to park to the pass, not just the addition park anywhere pass which is around \$350 but maybe a Staff and Faculty only option that allows you to park at two locations for the same price as the annual or for a small fee like \$50. I am required to attend these construction meetings and they start early in the morning so there is not enough time for me to park where I am designated (where I am 80% of the time) and then walk to Tech Square for these meetings and get there on time. As a side note, I have been very satisfied in dealing with Parking Management as it relates to discussions over construction projects on campus and planning for parking related issues.</p>
<p>This is the most unprofessional group of people I have ever had the displeasure of working with. They are rude, incompetent and have no redeeming qualities. When I went to the office in Tech Square twice I had to prompt the woman behind the counter to put down her phone to render any assistance at all. It's a disgrace, especially considering that this office is near the top of any newcomer's stop list.</p>
<p>It costs too much to park for my job. The parking company makes a fortune on outside events like swim meets and should not charge GT employees so much!</p>
<p>Parking is a nightmare on campus. As a staff member who must drive everyday to earn a living it is a stressful an unnecessary burden.</p>
<p>When there are problems at the gated entrance to my area, the persons who answer phone on the keypad are rude and have hung up on me. I've had to complain to their superiors on several occasions, and it doesn't seem to have made a difference. Parking charges too much for parking, as well as tickets are too expensive.</p>

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I have received nothing but good customer service from the staff. I think the website is good and helps me easily order parking passes when they are needed for special events.
Make sure people are actually using their parking assignments and making sure people aren't gone from campus (study aboard, co-op, internship, residence life parking)
When you call the office where the administrators are, the staff are very helpful and polite - when you call the main customer service desk - the reps are very abrupt and short with you - you are made to feel that you are keeping them from something else that they need to be doing. I think that some of the reps could use better diction. It is widely talked about on campus about the un-professionalism that you received from parking, (Of course this statement does not represent the entire P&T Department.
Please update the lighting in the parking decks. There are several light fixtures in the parking decks that do not work or bulbs have never been replaced. Good lighting would improve visibility and provide a sense of security.
It is extraordinarily expensive to park here. The cost of a permit was not disclosed by my hiring manager or HR during salary and benefit negotiation. It should have been. I felt like I had been hit in the face when I found out. The cost is absurd.
The cost of parking is incredibly expensive. It should be lower.
Too expensive!!
Review your pricing structure
I start work at 8am so I arrive at my lot pretty early in the morning. I appreciate how PTS coordinated with GTPD to have a police officer drive through the parking area. Often, they're parked somewhere in the deck when I come in. A big thank-you to PTS for being concerned about the safety of their customers!
Outrages parking fee's. The employees are great.
I really appreciate the discounted MARTA monthly pass!
Assigned and marked parking spaces for Staff members only, especially in parking decks.
The parking permits cost TOO MUCH for staff and faculty. There should be somewhat of a discount for those types of people. If it wasn't for Tech employees , then parking wouldn't have anything to patrol.
I work on events with this office and they are always professional and timely
Parking is getting too pricey.
A number of personnel who do not work in my building continue to have access to this garage, while people who DO work in this building are walking from farther lots. Priority parking should be for employees in specific facilities.
The attendant (don't know her name) at the E81 parking lot exit in the evenings on the 4th Street exit is very polite and professional.
The lighting in E40 needs to be replaced. There are some very dark spots where the lights are out and have been out for quite some time. Especially on the second and third floors. This parking deck is also very tight in areas

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In the process of appealing a ticket I call in for more info. The ticket said unregistered vehicle, but when I call in she let me know it was not because the car was unregistered but that smart park does not work like the other parking passes after 6pm. Smart Park people have to pay even after 6pm?!? Well I am not moving my car again after 6 pm even if it results in a lengthy walk across campus late at night. When I invested in smart park, open parking after 6pm was one of the reasons why. I was misinformed somewhere. Also, the real citation should be on the ticket. I went to appeal the registration of the car, to find it was really something else. How is a student supposed to appeal properly in this case?

Don't try to get information. It is difficult. I was interested in handicap parking and handicap transportation. It took digging around and the information was spread over multiple locations, not in a single location.

Many times when I order parking vouchers it takes quite a while to receive them and several do not work. It is embarrassing when we give them to our visitors and they don't work. Also, and nothing to do with the staff, the price of parking is extremely expensive. It very hard for those of us that don't have high salaries.

The parking services department has a select few helpful and kind staff members, but they also have many that are not that great. More consistency would be good for their reputation around campus.

To further align with GT's commitment to sustainability, PTS could offer better incentives for alternative commute options. Vouchers for riding the GT transit options (bus, trolley), for taking MARTA, biking/walking, would be great. Similarly, a further reduction on the price of carpool passes (~\$500) would incentivize sustainable commutes while also freeing up further parking spaces on a crowded campus.

I appreciate all the online tools that have enabled me to not have to go to the actual location of the parking services department.

I received a citation this year after parking in my assigned lot, which I pay \$79.50/year for. My car broke down and was unexpectedly in the shop for 48 hours, so I had to drive my grandmothers car to work. I didn't have my hanging permit, however I obviously had to have my Buzzcard to enter the lot, which I did. It's absurd to me that I pay to park each month, parked in my own lot when my car was in the shop, and end up with a citation.

Lower the price of having a parking permit. It is very, very expensive to park on campus.

i believe that the people that pay for parking should not have to be inconvenienced by the people visiting the aquatics center this is the worst.

I do not think the permit cost is an acceptable rate- especially for staff and faculty. it is not a luxury to drive to work - it is a necessity.

I saw one guy sleeping in the truck in the past year so that's a little unprofessional ...

My fellow co workers are assholes

Parking Service overall needs to be change with in there parking policy.

My interactions with PTS have been overall pleasant in the past year. However, I continue to not pursue a full permit because I cannot park in two locations on a permit. I have class (evening MBA) two nights a week in Tech Square, but my office is located in the MRDC. I would like to be able to park in Tech Square the days I have class and on west campus the days I don't have class.

I have a motorcycle permit, car permits are WAY to EXPENSIVE.

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My citation was actually only a warning. I cannot use a hang tag in my new car as there is no accessible location on the rearview mirror. It's hard to remember to put the hangtag on the dashboard each morning but there was no other acceptable solution offered. Many of the new cars are designed similarly and this will become more of a problem for people as time goes on.

It would be nice if it were not so expensive

reduce parking fees

The prices are a scandal. Why am I paying as much as someone who makes half or double what I earn? Prices go up every year for no discernible reason. I should be getting valet for the amount I pay. It's really absurd.

The Parking Department appears to work in their own best interests instead of the interests of the campus.

I have work here at GT for 18 years, and have not received any notification to change my parking area. Last year a sign was placed on a poll for no parking. I was held responsible for paying the ticket and parking is not held responsible for sending an email to me and not held accountable in correcting their error. It has cost me \$190.00 and I have not been contacted yet concerning this matter by anyone...

Train the personnel in the parking permit department so they can answer questions that pertain to their job. Since they provide the Breeze cards for transit passes it would be good if they were more informed about them.

I think having to consider between figuring out parking or, for most employees, pay a 13th mortgage payment a year just to do your job is quite ridiculous. Now, I can imagine why not allowing free parking for employees may not be possible, the cost of it is high. Parking passes are very necessary, my whole comment here is just the cost of an employee to obtain one.

In the Area 3 SmartPark lot, a BuzzCard reader should be added to the gate that does not have one or signage should be posted to tell drivers which gate accepts BuzzCard payments. New BuzzCard users do not know that both gates cannot take BuzzCard payments and it causes backups in both exit lanes. Is there a way that customers can get an annual list of dates that they cannot park in their assigned lot instead of receiving an email the day before the event? The trolley operation needs improvement on timeliness, frequency, and comfortability. I utilize public transportation to commute to and from work and rely on the trolley for part of my commute; however, sometimes I am late because the trolley fails to arrive at the pickup location on time. Additionally, sometimes while waiting for the trolley to show up, an empty trolley will pass without picking up customers when it's going back to the transit hub. Why? During peak hours, could the lead time be reduced from 6 minutes to 3-4 minutes between buses? This may help to address the regular overcrowding issues where sometimes drivers have to leave customers at the bus stop to wait on the next bus which then also shows up overcrowded. Also, the air conditioning on the trolleys is poor. On 70+ degree days, the ride is particularly uncomfortable, especially when the bus is overcrowded and all of the windows are not operable.

More enforcement of lots - north Ave as people have figured out how to open gates and park in the lot without permits

It's taken an extremely long time to work on the lighting situation in Klaus Deck and the entrance gate seems like it stops working every 3 months.

The cost of an annual parking permit is outrageous. I transferred to Georgia Tech from Georgia State in December and the cost of my parking doubled. I went from paying \$55/month at Georgia State to \$100/month at Georgia Tech due to prorating which almost completely nullifies the pay raise I received. Even at its normal rate, it's extremely expensive comparatively to Georgia State which also deals with parking in the city.

We attend athletic events on the weekend, and it would be nice to know accessible parking locations (no tow zone) especially for tennis and softball.

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Lighting in Klaus is very dark especially on P3
The cost of a parking permit is extremely high and I find being limited to only one parking location for the cost is outrageous. I think if you purchase a parking pass, then it should give you the ability to park on campus. If I have a meeting across campus at the start of the day or the end of the day, I have to park in my home lot, then work to get to my meeting location on time or pay to park near the meeting venue. After paying nearly \$800/year, I am not happy about paying and additional \$16+/day to park in another lot. There should be varying parking structures or something so that the cost isn't so exorbitant.
Parking is too high and I cant find a place some times.
Please start ticketing people who are severely outside of the lines. There are egregious examples of people parking a foot to three feet outside of the parking lines with no citations.
I think the parking-move requirements to appease athletics is really unfair. I have asked for leniency in being able to park closer to my office on these days and been very quickly and abruptly told NO. Making people move their car from Basketball center to the graduate living facility is ridiculous. It is very far away from campus...
I love the staff in Parking. I've had a LOT of interactions with them over the years. From Stinger bus accidents, to needing cars towed for being illegally parked in my 'temporary' reserved space, they are always so nice and helpful. On the occasions when I've had to go into the office for service, they're always very efficient. There's usually a line out the door when I go, but it never takes the staff long to get people in and out.
It is sometimes difficult to speak to a human regarding an issue that needs to be addressed in a timely manner - like when the trolley/bus takes more than 30 minutes to come a stop. Very often the call is put through to a voicemail.
As a new employee it was unfortunate that I was not able to secure parking at my employment sight in Tech Square because the lot was apparently full so I had to purchase parking outside of tech at the ATT building.
I got a ticket when I left my buzzcard at home and filled out the out of area request IMMEDIATELY when I got to my desk. I got a ticket and then had to complete all this paperwork to appeal the ticket. This was ridiculous. Don't have the out of area request if it doesn't do what it's supposed to!!!
There is a electric cars parking on the fist floor, while handicap parking is very limited number of parking spaces. We urge the Parking Services department to offer more handicap spaces close to the Atlanic Dr entrances than at the back of the building.
I had trouble getting back into the Peters Deck during normal business hours due to an event in the evening. We pay for the deck to be available to us during normal business hours and should not have a hard time parking there until 6 pm.
We should not have to move our vehicles just for a game. It's like Tech is double dipping. We pay a lot of money to park and if we want to attend a game we should be allowed to keep our vehicles were we currently park.
It is very disappointing to have to pay parking were you work. We were told that it would max at \$500.00 but we all know that wasn't a true statement. The fee continues to go up but we are getting nothing more than a parking space.
I do not like the removal of timed parking spots by the Student Center. I do not like that the minimum parking time by the new parking lot by the student center is a minimum of \$2.

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More parking for visitors would be nice, especially on football game days for staff members and students to get on campus
I ride the Xpress Bus most of the time and have a permit. There should be a discount if you do both.
My only complaint with parking is the ease of being able to parking in other areas, since I have a parking pass. The other complaint is the cost associated with having a parking permit. As there been any thoughts in to having other option, for example having a off site parking option for faculty, staff, and students and providing a shuttle to the campus and charging less money.
Lower the parking costs
Too High
If there is ANY way to lower the price of a parking permit, that would be fabulous.
I hate to give it a somewhat satisfaction because some people are very helpful while the people who answer the main number are rarely helpful.
Parking is too expensive.
The citation officers professionalism is something left to be desired. I have communicated with the parking office on multiple occasions about a work permit for my vehicle for work purposes to no avail. After finally getting the issue solved the citation officers continue to harass me while I do my job picking up and dropping off around campus.
The price of a parking permit is quite high. It doesn't seem there could be any way that it actually costs your dept. over \$700 per customer to maintain the parking areas. Most feel the dept. is making too much money off of the faculty, staff, and students.
Prices are way too high. Especially for faculty and staff that don't have any other option than to drive to work. Fees should be based on wages/salary.
I feel that the physical location of parking services is not easily accessible given the location in Tech Square. I would like to see them move to a more central location on campus or at least have a satellite office in the main part of campus that provides some services to students, faculty, and staff.
Parking is way too expensive for many of us. The gravel lot that I park in has ruined pairs of shoes, and twisted my ankle on many occasions. My new car was subjected to salt water spray coming from the plant on Tenth Street next to the church where I park. The parking lot was however recently closed for new construction and we now have to walk from the RAB to the Paper Institute to park. I am always afraid when I leave at 5 PM, because it is not safe. My coworker was almost robbed there a few months ago and numerous workers are complaining that their cars are being bumped and damaged from drivers trying to maneuver the tight parking spaces
Why? You are not going to do anything about it!!!!
I appreciate the timeliness of the responses I receive from PTS.
There should be special 1 time permits when needing to attend a meeting across campus but my parking pass does not allow for parking in other lots. The closure of spaces/lots for special campus events is VERY inconvenient.
Help with location as a new employee could have been more thorough

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Hello XXXXXXXXX, I just spoke with customer service in parking. My husband XXXXXXXXX and I carpool. He keeps the car because it is closer to his job which W06 areas and the walk distance due to problems with his legs. On Sept 1 and 2 we received tickets for parking in the area of W06, we have been parking there for years and we was told awhile back. If you have a W01 parking pass you can park in the W06 area. Since all the constructional changes, we have not gotten any emails letting us know that the parking areas will be changing. Until November 7, 2016. I want to appeal the tickets citation#XXXXXXXXXX, XXXXXXXXXX. The person I talked to said that it's been pass two weeks. We have been calling about this parking situation, my husband went to parking to speak to someone about it. If you can please void out these tickets. Again we have been parking in our appropriate area, we are not trying to get tickets and cause problems. If we are not informed on the upcoming changes, we don't know what to do. It is causing a lot of confusion and financial burden that could be prevented. I look forward to hearing back from you. Because of my assumption, I thought the tickets was taking care of based on the last conversation with parking. Only to find out on February 14, 2017. We had a boot put on our car. My husband contact parking and the person was very rude and they said, the boot was put on because you did not pay your tickets \$190.00. different fee attached.

Parking Services should be subsidized instead of being fully self-sustaining. When going to workout at the CRC, it is often full because of some event. This is very annoying considering how much we pay for our annual permits.

Are more permits provided than spaces allotted in E46 lot? I arrived to work late one morning and all spaces were utilized- I was forced to pay for daily/visitor parking in adjacent lot. I didn't think that was fair.

I find the wait list process unfair. You should not be removed from the wait list for all lot when you accept an assignment in a new lot. You should retain your spot in the the lots ranked higher in priority than the one you accepted.

please enforce construction vehicles from overtaking our lots

Fees are high but it is a necessity for me to drive to campus so I pay it.

in the Tech square deck, Faculty/Staff who work in tech square should have one or two levels reserved for them. There is nothing like paying monthly and coming back from a meeting @10am or 2pm and driving around looking for a spot for 15 minutes only to park on the roof because there is a conference or event in the GLC.

This has not affected me directly since I'm a long-term employee. I understand the need for a waitlist in a parking area that is FULL. But in our parking area, there are always plenty of available spaces every day, yet new employees have to go on a waitlist and park quite a distance away until they finally can get in the parking area that everyone else in our College is assigned to. It's discouraging for them, as a new employee, when they know there's available parking so much closer to their office.

Maintain/lower parking fee. It is unfortunate we have to pay the amount we do to park so PTS can be 'taxed' by the institute a couple million or more. GT is just robbing Peter to pay Paul. This information should be shared with the constituents as well in a more accurate fashion to show that we are being 'taxed' by our own employer.

The E81 parking lot is oversold and it's very frustrating to have at least one entrance on 4th street closed quite often. The lots are dirty and the elevators are not cleaned and kept up on a regular basis.

I understand the necessity of overselling parking spots, however, overselling spots and then also closing spots, allowing contractors to park in the same parking area, and converting spots in a permitted lot to also be used from the ParkMobile app makes parking difficult.

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parking deck?

The cost of the permit is very high. I wish I had a different commute option, but am stuck with driving in.

The Klaus deck needs brighter lights! There are some areas that are extremely dark and seems unsafe.

The E44 lot is often used as a service lot for the Holland plant and workers take up too many spaces in a lot that is already too full for employees with passes in that lot.

I would think several staff answers the telephone in the Parking department, but one person in particular is so rude on the phone. He tone of voice sends the message 'don't bother me. I do not want to speak with you.' This is not a good reflection of Georgia Tech. It is horrible! I am not a newcomer, having being at Tech for more than 25 years allows me to know what quality customer service is all about. She needs training and I hope if she gets it she will be able to make good use of that training and develop into a better person. Good Luck!

I basically pay \$800 a year for parking, why do I have to pay for parking during special events. Even if I am coming as a worker that day? or a different event that isn't part of say the Football game, like a future student event on a Saturday of a football event.....

In recent months, Amanda has taken over front-line customer service in the parking office and she has been PHENOMENAL! She's friendly, helpful, welcoming and knowledgeable, and she works to make the whole experience so much more pleasant. I am part of a carpool, so my primary interactions with Parking are when I need to drive separately and get a daily pass. Amanda is efficient and always asks if I'm set for the rest of the week. One of my fellow carpoolers has even been able to go get a pass the afternoon before she needed it for an early morning meeting. I cannot rave enough about what a terrific job Amanda is doing in representing your office day in and day out. She's single-handedly going to rebrand your whole department. So great job! And thank you!

I park in the W2 and during the swim meets, any home games ect I cannot get to the parking deck let allow find a parking spot. It is not right that we pay such high prices to be kicked out of our spot . I was 30min late to work two mornings this semester due to the traffic of events parking in our deck at 7:30am in the morning. This is not right for people who have to clock in and miss time because they are late due to nothing of their own fault. This needs to be addressed .

The amount that we pay for parking is ridiculous.

Once I tried to park on campus during a football game (for work purposes) and the people parking cars couldn't tell me which lot I was allowed to park in so I had to leave and take the train back. Any special parking during that time should be easily accessible from the perimeter of campus, preferably away from the stadium and the rules should be simplified.

I know parking is a challenge and a premium. With that being said, the cost to faculty and staff is exorbitant. I recently got rid of my parking pass, but would have kept it if not so expensive.

I've had wonderful customer service interactions with both Michelle Williams and the woman that works the front desk early in the morning and sits at the second seat from the employee entrance - I believe her name is Christine? Both ladies have been beyond helpful and always provide excellent customer service. Give these ladies raises!

The fact that we are charged full price permits but constantly being kicked out of our parking area for games or graduation. The parking lot we get moved too is far and an uncomfortable walk in the dark for early morning commuters.

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<p>My coworkers who have a permit says it's not fair they have to move their car for visitors when there is a game. They park at their building and will get a ticket. There is alternate parking but it's far from their building. parking is too expensive!</p>
<p>This is a constant source of pain for many employees. Wait list for new employees or ones that move departments and high costs are the main issues.</p>
<p>Unfortunately, Parking is one of those departments that people just don't like, especially if you're cited or have to go through the appeals process. My appeals process was ridiculous. I feel that their goal is to 'collect' money and that's it. I'm an alumnae of the institute, and a former student worker of parking but when I failed to display my new permit that I registered for way in advance, I had to pay a fine. Honestly, that is ridiculous. I registered on time and because of the time that passed between registration and displaying my permit, I forgot to pull out my new permit and display it; and, thus, was fined.</p>
<p>Paying as much as we do to park, you would think the decks would be meticulously cleaned. Not the case. I park in roughly the same spot every day. The Tech Square deck has not been cleaned in literally years. There are puke stains everywhere from weekends and sporting event parties. There are discarded take out bags and other trash lying around often. And your typical oil and other car fluids. The elevators and stairwells are sticky and stink often. The trash cans do get emptied every so often. When we first moved to Tech Square in 2003, there was a person dedicated to keeping that deck spotless and he did a great job with regular power washing. Since he left, nothing. The fact that I have to pay for parking at all to come to work is ridiculous in and of itself, but you could at least provide a clear un-puked path from my car to my office for my \$800. It would also be nice if the entry gates at 4th street both worked at the same time for more than a week.</p>
<p>Some of the staff seem to know a lot, while others seem to know only a little. I've had quite a range of both positive and negative experiences.</p>
<p>While I understand that the parking services has been designated as a revenue center for GA Tech, however, it is somewhat dissatisfying to be charged for parking as an 'added fee'. Understanding not all drive to campus, it does feel more like a benefit reduction than an added benefit.</p>
<p>Lowering the cost of parking</p>
<p>Employees should be able to get discounted parking</p>
<p>The conversion of my lot to Park Atlanta paid lot has filled it up dramatically and on any given day I find only 10-20 open spaces. This will quickly disappear. Where exactly does our lot overflow. I do not see an improvement in security and safety that was the intent of recent changes.</p>
<p>Parking fees are expenses</p>
<p>PTS has repeatedly oversold my lot, which means that people park in places that aren't spaces and impede vehicle flow.</p>
<p>Difficult to find information on the website.</p>
<p>Everyone has been very helpful whenever I've had to interact with them. Unhappy with the continued price increases when my salary isn't going up that much.</p>
<p>I often have trouble finding a spot in my lot if I don't arrive early in the morning. There are often dumpsters, trucks and construction equipment in many of the spots making it very hard to get to spaces that are available. Also, I work weekends and my lot is used for football parking during many weekends in the fall. Even if I come after the game, most of the lot is still full of campers, people, etc. tailgating. I have tried applying for other lots the second registration opens, but I still end up with this lot assignment every year. For the high cost of parking here, it should be much more convenient than it is.</p>
<p>Not their fault but parking fees are high. And if I pay for annual parking permit I should be able to park for free during football games all the way on 10th Street and Dalney St (far from stadium).</p>

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Cheaper parking for staff
The times I have interacted with the actual in person desk, they have been very friendly and helpful
The continued war on campus parking availability is a joke, and only serves to deter students, faculty, and even staff from coming to enroll and work at this institution. In a city with very little options for public transit, its braindead to ask employees to pay for parking.
The lack of communication with changes to parking in the visitor lots for GTRI takes toll on the departments that are located in corresponding building.
I am a carpool-er and visit the parking office once a month for a day pass. It depends on who is working on how the experience is with customer service. I was previously informed that you could only pick up a day pass the day of. Since parking does not open until 7:30, I am late to work by the time I am able to get a pass and park. After talking to a supervisor, I found out this was not the case and they can be picked up the day before.
It is extremely frustrating to pay so much for a parking permit and to lose multiple days a week to outside events.
Would be nice if there was always a person to answer the phone, so I could call whenever I needed to. Also, it seems parking isn't enforced overnight and on the weekends and people take advantage of that and just park anywhere.
The only complain I would have is cost. It just seems incredibly high to park on campus. The only other comment is that parking spaces are very tight and even though I have a small car, I still struggle getting a space if I leave mid-day and return to campus. (People park over the lines because the spaces are so small and it makes it difficult to find a remaining space mid-day.) Mornings aren't a problem since I'm the first one in the parking deck each day. Very clean, very well lit.
Parking cost is high and a visitor parking area next to the library would be great.
With the re-construction of tech parkway it has become very dangerous existing the W-10 lot with vehicles parked on the street you cannot see if cars are coming from the south , making it a scary daily event .Please review this , thanks.
Re-evaluating permit costs for staff and faculty members.
Please lower the cost for the permit!
Enjoy their social media
Do the security cameras work in the Burge Lot? Or any of the other parking lots?
This may not be the correct arena - I don't understand why the cost of annual parking is not on a sliding scale for new employees.
The parking is extremely expensive. If an employee elects to pay for parking during business/work day they should be allowed to leave their vehicle in the assigned lot until the work day is complete. Allowing parking for special events which supercede the privileges of your employees who are here on a daily basis is problematic. Giving preferential parking for sporting events which over take your daily customers whether students or staff is poor.
The emails from Parking are great. Very concise, informative, and friendly.
I understand this a campus in the city and not paying to park is not an option. However, it is shock for most employees when they start to pay at least \$500 more compared to most universities or institutions. It is a cost that no one warned me about during my interview process and could have been beneficial in negotiating a final salary.
New signage in parking decks is appreciated

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<p>My biggest problem is that I have an R-All and every year when the decks are reset. We are kicked out and have to call to get put back in.</p>
<p>It would be nice to be able to have visitors from other BOR institutions be able to park for free with a temporary permit. I regularly visit other BOR schools and never have an issue with getting a FREE temporary visitor permit since I am there on official state business. The other schools and BOR do not want to hold meetings here because of how bad our parking situation is. If someone is in a state vehicle they should not receive a citation unless they are blocking a fire lane or handicapped space/access</p>
<p>Parking is too expensive.</p>
<p>Cost is too high to park on campus and parking has no responsibility for break-ins or stolen vehicles when my truck was stolen from campus I stopped parking on campus.</p>
<p>The staff who are tasked with dealing with problems on the phone go by a strict script that does not allow them to properly process exceptions, issues, and problems. I think this is a training issue, but I'll let you decide. My experience with them has been that they just repeat what SHOULD be happening but they have no vocabulary (or empowerment) to handle things that don't happen the way they are supposed to happen. They just repeat 'what's in the textbook' of their job description. Not helpful. And, to be honest, it's not very empowering to them. In the end, I did not get what I needed because they could not square it with what they were trained to say. I wasn't asking for anything outside the ordinary, by the way. Very frustrating when I am forced to pay more than \$700 a year for this part-time parking service. Okay, 'nuf said.</p>
<p>Of course, the parking rates are very high. Why isn't there a 'real' option for those who rideshare? What I mean by this is providing a discount, a real discount, to those who normally take one car but have to bring in two cars on an occasional basis? I know about paying per day but that is terribly inconvenient to only be able to park in visitor lots. How about issuing a parking pass with access to decks and taking the daily fee off of the buzzcard so we could park in Peters or other decks?</p>
<p>provide them the availability to check if a license is registered with a valid permit. it is easy to forget to display at times due to human error. the fact that this isn't reason enough to rescind a ticket on an appeal puts the onus on the one writing the ticket to be more thorough in assuring the ticket is in fact deserved.</p>
<p>Lower the prices</p>
<p>No one I work with in any capacity at Tech is better to work with than Michelle Williams, and I work with some wonderful people. She is remarkably pleasant and professional. Regarding parking...for the price the location is good but the spaces in our garage are tiny with few providing a radius that is at all ease to navigate. Service vehicles are parked in non-spots near the Alumni Building impeding the access lanes - making access in to E-46 difficult. Exiting the E-46 garage on to North Avenue requires blocking incoming cars and/or a wide swing right turn into the second lane of traffic in order to avoid clipping the corner of the curb which is covered by a sharp metal drain grate that destroys wheel rims and tires. I challenge anyone to exit the garage, staying on their designated side of the drive and turning on to North Avenue without either clipping the metal curb or swinging nearly out into west bound traffic. Spending some of the permit fees to have the curbs cut and these menacing grates removed would be an appreciated show of good will toward the employees...oh, and ticketing the trucks that park near the access gate to E-46 by the trash. Thank you for asking!</p>

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

My mode of transportation is Marta, I believe someone needs to improve the trolley pick up and drop off from Midtown. It is difficult most mornings to get a trolley. Last year there was always a trolley available. Please reevaluate the running of these trolleys, It seems that more people are trying to get on the trolleys in the am and at 5pm. It seems that this would be the time when MORE trolleys are available. Even the express trolley in the am is difficult to catch from tech square. It usually is available at 5ish and I really appreciate the driver for waiting at her stop and her kindness.

Its always striking to me that employees must pay to park at work.

The website is lacking a lot of information, or it's very hard to find.

All I can say is that I enjoy the Trolley, however it can be very dangerous when there maybe a quick stop. No safety, or nothing to really hold on to. I do enjoy the Stringer when it because a Trolley, more space, comfortable and much safer.

I don't think campus members should have to pay for parking but then have to give up their spots to make way for event parking without being reimbursed for lost use of the space for that time. Also, I park in W2. Please stop allowing people to stand right at the entrance of the car park waving their arms, flags and other things to indicate that the car park is being used for event parking (e.g., FASET). It is unsafe for the persons standing there, and I know of someone who hit their car there because of they were distracted by the people standing there, waving. Also, I would recommend you make a walking path to either side of the entrances and exits of the W2 car park. This would entail losing three parking spots, but would enhance safety for pedestrians and drivers, as they currently use the same lane to drive and walk into/out of the car park.

Ease up in writing employees tickets

They are not people person. Most of them have attitude

Parking is very expensive!

I think there should be some effort made to locate parking assignments near an individual's primary place of business, rather than being forced to get an assignment across campus and then pay a \$15 fee to change to a new lot closer to the office. (Or at least waive the \$15 fee in such cases, considering we're already paying an arm and a leg for the parking pass itself.)

Please publish/provide maps of handicap parking areas on campus, as well as places GEM cars are allowed to park.

Too expensive.

There needs to be more allowable parking areas and/or validators provided for staff/faculty attending professional development/orientation classes on campuses. The inability to be able to park near the location of a class is a deterrent in attending because we know we will have to pay for parking. The price of parking for the mandatory orientation was \$15 which I believe is ridiculous for a mandatory orientation put on by the university. There were no validators provided during this session and other classes I've attended. There are times due to scheduling conflicts that I need to drive (instead of walking or waiting for a trolley) in order to make these classes on time.

The cost of parking is very high for employees

The cost of our parking permits are much higher than other comparable schools. Staff should not need to pay so much to be able to park.

More free parking on the weekend

Great Customer service

Expensive parking for staff is a strong dis-insentive to employment at GA Tech. I have sought out less expensive parking solution off-campus.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Not enough parking available. There should be alternate parking

I started in May last year and was told by several parking services employees (in an unnecessarily rude way) that I was 'out of luck' on parking passes and that I should've registered in April (despite the fact that I had told them I wasn't hired until May...and didn't know about the permitting process until after I started. It strikes me as a big gap that there are no exceptions for new employees in the process, and that everyone acted like I should have known this and why would I even ask questions about this. Eventually I spoke with a supervisor who was very efficient and helped me out, but seems like there should be a provision for this at a lower level.

Would you consider reducing failure to display to \$5 per occurrence. When switching cars to include loaner cars most tend to forget the permit. Thanks but overall great service!

along with poor customer service there should be tiered charge of parking based on income and/or location - why do i pay the same to walk across campus that someone else pays to park directly below their building and why do we all pay the same no matter the salary?

I wish the annual parking fee wasn't as expensive as it is. Will need to obtain a permit within the next few months, and don't look forward to paying for it.

The parking spots in Burge are too small. There have been several occasions where I had to enter my car from the passenger side due to other cars parking too close to mine.

The online parking maps are very difficult to read. It is also difficult to understand the smartpark protocols and lots. Descriptions of how to pay in each smartpark lot would help (they are not all the same process). Clearer descriptions and maps would help. The signage for smartpark lots is very difficult to see when trying to find them for the first time.

More transparency with other departments.

I rated PS as somewhat dissatisfied since parking in W06 along Tech Parkway behind the CRC was bulldozed away and is now limited. I am in favor of the bike path plan but parking along Tech Pkwy in that location is now dangerous with two way traffic (very narrow, drivers do not slow down or stop at crosswalks per the law). Put in speed humps. Off street parking in the new angled spots is extremely limited now too. I liked when campus vans parked over at the Health building. Perhaps that area can be assigned for them again.

The staff do a great job for me.

Pricing for the permit for staff is dissatisfying. Great inconvenience during games and major events.

It's disappointing to lose parking privileges or be displaced every time there is a special event that uses W21. Parking is very expensive and our services should not be interrupted for the parking office's opportunity to make money.

Staff needs more training on professionalism. Should be more understanding and timely for staff having issues to arrive where they cannot get out of parking garage.

Suggest pressure washing the stairs. Sometimes when taking them in parking decks they smell bad.

It is my experience from parking in W02 that the threat to tow during football season is an empty one. I have personally witnessed cars not move for the entire fall semester yet no tickets nor towing have occurred. Carry out the threat or cease and desist. And why must we in W10 share spaces with ORGT vehicles? Shouldn't they have parking of their own elsewhere?

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Annual parking permits cost too much. There should be a cap on the annual fees, and vouchers or a discount for employees whose annual salary is under a certain amount.
PTS does a great job!
Every year I see an increase in my parking fees, but I don't see any change in service. It is still just a parking space. I don't feel like I get a good value for the amount of money I have to pay just to come to work.
Staff is not very friendly at all. They all tend to have the attitude that they'd rather be anywhere but here on Campus working.
Why are cars not cited after 5pm? I come to work at 6AM and there are always cars parked without permits in our lot. Especially over the weekends.
I find annual parking passes inordinately expensive.
Not enough parking in campus, and parking permit prices are very inconvenient and expensive. As a staff member, It is assumed public transportation is easier, however outside of the metro ATL transportation is more expensive, and time consuming. Additionally, I have avoided paying for a parking permit due to the complaints from my co-workers, and not able to chose a convenient space to my office.
It is very difficult to reach anyone via phone. But when you do, they are generally helpful. It can also sometimes be difficult to find a spot in my lot if you arrive after a certain time.
When special events are held on campus (swim meets, etc.) I feel like the Parking Dept. gives priority to making money off of the event, at the expense of the permit holders. Too many cars are admitted to certain parking areas and there is no staff person making sure they the visitors are parking correctly (many park in two spots, drive the wrong way, park too close to other cars, etc.)
Communications from parking services can have a lag.
I have trouble getting a space in my assigned lot and have several times had to pay for parking in the garage. As expensive as these permits are, it rather makes me angry. There are trailers (Govt) taking up two spaces in my lot. Often, there are shuttles or other vehicles in that lot that are not permitted for the lot and it is over-filled. It's too far and takes too much time to go to transportation, get a permit for somewhere else and return. I should be able to use my permit in and around any other adjoining lot if mine is full. I have a truck that does not easily fit in most decks, so only one deck (State St.) is an option other than 14th St., which is blocks away from my office and a dangerous walk.
I am still waiting on my parking permit. It would be nice for an email message to be sent out weekly notifying me of where I am on the queue for a parking permit
Parking should be a prorated rate base on salary or cheaper options provided
The ticket to much and put a boot on my car
Whenever I call PTS for assistance. I have to speak to about 3 different people and explain my problem to each of them. I rarely receive complete resolution without speaking to a supervisor.
It's not so much the PS department. I don't think staff members should have to pay to park. Essentially, we pretty much have to pay you to come to work. There should be a staff parking area, free of charge. dependent on where the lot is, there should be a shuttle service.
I park in W04. With our address being Tech Parkway, but there is no way in to the parking lot off of Tech Parkway, we need signage pointing people to Marietta st entrance to the parking lot.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I feel as if their only concern is handing out tickets. I had a coworkers who's decal was on the front seat ,but since it wasn't hanging up they were given a ticket. Also if someone does pay for parking and this can be proven ,but they forgot their pass then they shouldn't have to pay the ticket or the cost should be reduced.

I'm very satisfied overall, but I had a bad experience with a call into the parking office from the deck where I park. I issued a complaint and someone was supposed to get back to me, but never did.

Parking is too expensive on campus, how do you expect someone that makes 32000 a year to pay almost 800 a year in parking fees? I am a manager and it is terrible to have to tell a person interviewing how much parking costs.

I had an issue converting from carpool to individual permit that put me at risk to being placed in a lot far from my office location. I work late hours and I was concerned about evening safety should my parking assignment be delayed. I contacted PTS by email and received a quick response by phone. The representative talked with me, she assured me there wouldn't be a problem and I appreciated her emphasizing with concerns. I received my regular parking assignment and truly appreciate PTS for taking care of me. In other times when I have visited the PTS office, each time the staff have been very pleasant and professional. There has been a real improvement and difference from years past. Thank you for making improvements in PTS customer service a priority. It is evident in my experiences.

Visitors parking in the Student Center Deck to attend events get confused and need signage inside the deck to direct them where to walk for the events they are attending: Student Center, CRC, Ferst Center, Clough, etc.

i would love to see more affordable parking so i can get a permit

I feel the cost of parking permits is high, especially for night & weekend permits.

Construction vehicles are taking up a great deal of spaces in my parking lot. It can be frustrating to find a parking spot and I have had to sometimes go to another lot nearby because of this.

The issue I have w/parking is it is not conducive to finding parking close to my building when we're hire new employees. Also, parking has gotten entirely too expensive. When I came to GT, I thought \$40 was a lot to ask when we, employees and student, were the only ones parking on campus. Now the price is outrageous. In the 80s we called the parking permits 'a hunting' license. We're back at that stage again. People that don't make a lot of money cannot afford to purchase a permit, even if it is payroll deductible.

I think the parking pay system at the Student Center is a challenge and always look for someone to help me if I have to use it alone. Boo.

Permits too expensive. Enforcement too enthusiastic. And why don't we have free gravel lots on the newly claimed areas after the buildings are razed? (like UTC does)

As a staff member that must drive a personal vehicle to meetings, it can be very difficult some semesters to find a parking space in E52 upon return. I think there should be a priority faculty/staff area in the parking decks. Students often have a choice when to show up for class but I have required work areas and required meetings. When I return, I need to be able to find a parking space quickly, not drive around in a deck for 15 more minutes. Also, when an employee transfers to a new dept, that employee should be moved to the top of the waiting list for a closer parking spot. I have an employee that transferred and has been walking over a mile each way for 6 weeks because her parking space cannot be moved yet. This isn't necessary.

Great group of people. I enjoy my interactions with the staff.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Lack of temporary handicap access in the E46 deck for employees with parking pass was shockingly disappointing. There is no card access to the top deck of E46 in order to use the pedestrian bridge. For a month I managed to get my wheeled walker up one flight of steps in the parking deck. Although I am no longer using a walker, I still must take steps one at a time with my cane when handicap access to top level would allow same level access to the pedestrian bridge.

Would like to have information on the PTS web site that explains when an area will be out of service and for what reason (a link to the organization that has rented the CRC, Football Stadium, etc).

Lower the prices

Parking is still way too expensive. The high price does not act as a deterrent to automobile driving to campus because many people simply cannot take mass transit to campus without tremendous inconvenience and without adding additional time to their commute. Has anyone ever suggested linking the price of parking to annual salary rates? This might make it less painful.

The parking fee is extremely high. Employees on our level of service, really need a discount, we don't make the money that coaches and professors make there is a need for a special temporary daily parking plan for transit commuters. the current program that requires an annual fee is not useful. there should be something similar to the 12 passes car poolers receive.

I am in the NARA area and we have interim students here that parking does not want to park in the designated spots for visitors. We have meetings with the GA Senate, House of representatives, and our stakeholders and it seems parking wants us to get them a parking permit. When this area was built it was factored in parking for GUEST since we are off campus.

The Centergy parking lot is managed too strangely. I purchase my permit from GA Tech, but when I got locked inside the deck, I had to hunt down some dude named Muhammad. He helped me get out, but it seemed like a really big inconvenience to him. And it was inconvenient to find him. I wish Tech had more control.

I'd love more flexibility in the parking around CRC. While the before 8am and after 5pm access is nice, the pay parking spots on the street in front of CRC were very useful!

It is very expensive to hold a parking permit.

consideration for well marked parking stalls, and improved lighting. who manages appeals, should be an outside group - and should be maid available to person requesting the appeal.

The only problem is when having off site events using parking spaces. I understand the concept and why, but often, they will open up 1 gate for visitors to pay, leaving one gate for employees who have access to the parking deck. This often causes back up to enter the parking deck.

Somewhat unrelated to the Parking Services Dept. - I fail to understand why a mid-range salary/hourly staffer (or facilities worker) is required to pay the same amount for parking on campus as highly paid staff and/or faculty.

1. The entrance and exit gates seem to be broken at least once a month. 2. There should be more attendants who can assist people without parking permits when there are events/conferences in Tech Square. If the events end between 4-6pm when the GT staff are leaving for the day cars will be backed up to the second or third floor. 3. Can we go at least one year without increasing the price of parking permits. They have increased every year that I've been at GT (10 yrs now) and at a much higher rate than our salaries.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Only complaint is the cost of parking - it's incredibly high.
trash cans are not clean routinely
Cost is ridiculous, staff SHOULD NOT, HAVE TO PAY FOR PARKING MUCH LESS FULL PRICE!!
At the time I purchased my parking permit (first week on campus), I should have been told I had outstanding tickets that then resulted in towing.
I think the parking office is doing a great job. The ladies at the front counter are outstanding and are very helpful
I'm now in E1. However, when I was in W2, I felt that parking was very punitive in behavior. There were very little warnings for mistakes or misunderstanding about parking. Parking employees were ALWAYS ready to give a citation.
The maps on the site are not large to properly view. Enlarge the maps or font.
Employees should receive some type of refund due to all the accommodations we have to make due to the events on campus. We are paying each month to park in our assigned spaces it would be nice to show us some appreciation for all the inconveniences.
When obtaining my first parking pass the people at the parking service department where rude, disengaged and not willing to help. It was a horrible experience. Hopefully, I will not have to interact with that group no time soon.
Parking enforcement entered a fenced in construction zone and was trying to write tickets I asked him to leave zone for his safety and refused asked him to contact his supervisor and he again refused finally he exited the area. WOW how unpleasant of a person.
No cost passes should be provided for Savannah Campus staff who visit the ATL campus. The number of staff in Savannah are small, but a small portion of the staff make regular trips (one week per month) to the ATL campus. Have a free pass to park could cut down on travel costs to the Institute while maximizing time for staff visiting the ATL campus.
Better lighting W4 and along tech parkway
Permit cost too high; goes up every year and takes away from any small raise that we earned.
I order parking vouchers from PTS and it is very simple. Much appreciated.
I personal think parking is to expensive.
Park Mobile app for visitors is terrible. I work with visitors to campus who frequently to do not have cell phones, do not want to share credit card information on a phone, and the parking app is the only option available. Parking Services (and Georgia Tech as a result) comes off as callus and uncaring - I have been told essentially that 'they just shouldn't come here.' I have also had to communicate with the department and have had to contact them multiple times for a yes or no answer- this is poor customer service as well.
Please consider lowering the costs of parking permits to faculty & staff
I'm starting to get a little concerned with availability of the E81 lot. I had one instance where I could not find a spot and several where there were very limited spots left. We pay a significant amount of money to park, and it is concerning that parking is becoming limited.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

One of my previous lots (W31 church lot) is now closed, but during the time it was in use, the maintenance of that lot was very poor. There were bumps and holes in the fabric-covered lot and re-bar sticking out of the curbs. I tore my bumper several times because of parking near the re-barred curbs. I stopped parking there a while ago, and now it's permanently closed (which is just as well). At the time I felt that it was not appropriate to have to pay for a parking permit for a lot that was in such bad shape. Now I'm parking in the Institute of Paper Science lot, but it's difficult to understand the new policy with the gates. The email we received indicated that the pedestrian gate would close at 6:00 pm but I've never found it closed. Perhaps they are still working on the card reader, but in any case the status has not been communicated to permit holders. Another suggestion would be to have some spots available that any permit holders could use for short-term parking. I often have meetings across campus and end up paying for visitor parking. (It's not always convenient to get a business pass.) It would be nice to have, for example, several '2 hour limit' spots in each lot that are open to any permit holder.

You have to have started with a fundamental foundation of contempt for both the individuals in this community and the business of education itself, before you could run a 'service' this destructive.

It doesn't seem fair that when you are moved to your preferred lot it costs you \$15. I mean really, you've been paying quite a bit of money for your second or third choice, it's not like you are randomly changing lots for the fun of it.

Motorcycle signage and map updates are a must. The map shows motorcycle parking lots that don't exist. Signage doesn't exist in several places (Peters parking deck) and most if not all motorcycle parking needs lines repainted or at least painted for the first time.

We pay almost \$800 per year just to have a place to park for work. I know that companies institute this to help them self sustain, but it just seems rather high.. Even though this is cheaper than other places in midtown.. It's still a lot.

When lots get overrun by the contractors on West Campus for the new dining it makes it tough for us to find spots. Make them park else where or don't over sell the lot!

There continues to be a number of people without parking permits for E48 that continue to park there. Perhaps they are from the athletic facility on the field level. Also, unless it's an emergency, I think that other campus depts. (ie the Police) should park on the outside level of the Wardlaw parking deck and save the covered spots for those of us who pay a significant amount.

I walk to work, so Parking Services does not directly impact me.

New employees should not have to be put on a waitlist for a preferred lot. They also shouldn't be accountable for paying the \$15 transfer fee in order to get their preferred lot.

There are only a few items for parking. Inappropriate to invite outside factions to utilize the GT facilities and have parking waiting to pass out citations instead of educating the public. The whole campus would like to know when will the price stabilize to park for the year.

It would be nice if the parking permits were more affordable, or if staff and faculty could get a discounted rate. It seems like a lot of street parking is being taken up and options are limited.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I park at the CRC lot. The back exit onto Tech parkway is dangerous. Try pulling out. Trucks and vehicles park too close to the exit and you can't see vehicles coming from further up the road. Someone might get hurt. You can go out onto Ferst but making a left turn there is difficult. Please fix exit onto Tech parkway. One day a large truck delivering steel totally blocked the entrance to the garage at 7:50 AM. Had to run to get to work. On the other hand the people I call on the phone over there to find out about parking in other areas of the campus are very helpful. Alex is awesome as a campus employee and representative of your department. The employees are the problem, the design is.

I would like to renew my motorcycle online.

Difficult to park for on site meeting over campus

While I am not directly affected, I am aware of many issues connect to parking space availability in the area where I work most directly due to construction. What I find most challenging is communication if a citation is provided - I have a specialized permit that allows me to park outside of my assigned space/lot, but have received citations, some of which were able to be cleared and some not, even though I should not have received the citation in the first place. Considering the amount we have to pay, it would be helpful to know that we would be treated fairly in the use of our permits.

Parking gate to enter the parking office was broken two weeks ago. Hope it is repaired.

I think it is ridiculous that we have to pay to park at work. The cost of the permit is even more ridiculous. There has to be a better way to do this.

if you already have a valid permit, there should be lots or general spaces for you to park without the need for a business permit to accompany the permit. Or, you should get a reduced price for parking in a pay lot if you have a valid permit.

Lighting could always be improved for safety sake in our Lot 31, and throughout campus

I've only ever had one problem. Any negative ratings in previous questions refer to that one incident. I usually park in Peters. When I came to a football game with my family, I did not know where I could park. Every parking attendant person I asked sent me to a different place. I never found a place where I was allowed to park.

\$\$\$

would like a lower price for yearly parking

Why is it necessary to charge employees to park at work. The cost is outrageous.

I am not always sure I'll get an email response and sometimes I haven't. Reaching anyone by phone is also difficult. I haven't had any pressing problems in the past year, but if they are normally hard to reach, I hope I don't have any pressing problems.

we are paying for parking in a specific lot and are told to move with no compensation or shuttle from the relocation site we are told to move to. I think if you are made to move you should credit us somehow for that days parking.

Someone need to rethink the W06 parking area. Since the changes on Tech Parkway for the bike path, getting into and out of my car is dangerous. The lanes are so narrow that I pull in my side view mirrors to avoid getting them ripped off. Also, I am finding it more and more difficult to find a spot in W06 during swim meets. If my parking area is going to be unavailable to me at times, I believe the price of the permit should be discounted to compensate for the inconvenience.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Permits are too expensive. The roll up doors at the Klaus deck were a waste of money. They were unnecessary and one of them is constantly out of service.
Parking permit rates are way to high!
I don't fully understand the philosophy of lot assignment. As a new hire, I has to wait to be assigned near my working space because it was 'Full' when there are ample unused spaces. When I worked at other campuses, I was able to use a Faculty/Staff Permit and park in any Faculty/Staff lot. If one lot was full, I'd go to the next one. Wish Parking Services here would consider that style.
Employees should not have to pay to park. Too many permits per lot are sold.
Only that parking cost is too high!
If website doesn't already have a FAQ section, it should be added.
In the Parking Deck I think there should be signage on the up ramps to yield to cars that might be coming. I almost got hit from someone coming up the ramp who did not even slow down.
I am satisfied with the services of the parking dept. I just wish that the time of the gate at CRC would open sooner than 4:30pm.
Too expensive.
There are faculty/staff who abuse business meeting parking permits. They use them to park wherever they want while they are in their offices. I see the same few cars in the lot I park in that have these permits and they work in the building I work in. They aren't at meetings...they just want to park closer to the building. If I leave campus to get lunch, it is often difficult to find a parking space when I get back because of these people.
Nothing I would put in print.
The staff is sometimes organized and sometimes disorganized--it depends on the day and the person helping the customer.
The cost of parking is very unreasonable, which has forced some employees to seek alternative parking at places could be unsafe.
The current schedule of charges for individuals co-located at other buildings is excessive.
The cost is very high for parking
prices too high
Not many visitor parking areas near my building so have to walk quite a distance. Parking per hour is too expensive if you have to come in and use the library or a lab for a longer period of time.
cost of the parking permit is tooooooo high
Is there any way parking rates can be subsidized?
Parking Services will post No Parking signs. The NO PARKING is big and bold. But the supplemental information which indicates date, times, etc. cannot be read from a car. One must park, get out, read the information. Signage should be able to be read from inside a car.
Way too expensive!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I have a handicap permit and I find that sometimes people without the handicap permits or tags indicating disability are using the handicap parking spaces. It is very frustrating and it does not seem as though cars in the handicap spaces are being monitored or ticketed. It is very offensive to me to know that some people take advantage of these spaces without proper permits.

I park in the deck at 250 14th Street which is an open deck. GTRI employees are supposed to purchase parking passes for the deck even though it can be accessed for free. Many employees do not purchase a pass, and employees who work in other buildings park for free in our deck and then walk or ride bikes to their offices on campus. This causes the deck to be very full some days and makes it difficult to find parking for those of us who have actually paid for a space.

I do not work on campus. I have a permanent out of state assignment.

The Peters parking deck has been oversold. On several occasions I have been unable to find a spot. When you are paying \$800 a year to park, it seems reasonable to assume that you will be guaranteed a spot. I also work on the weekends, and recently, more weeks than not, I receive a complicated email about parking being given over to special events/sports. Faculty/staff should be able to park regardless of events.

When trying to ask about wait lists and current parking assignments, I was treated like an idiot. Also the information that was given to me was misleading and inaccurate.

The prices are so high that I have chosen to park off campus. This really reduces my efficiency when I have to run errands related or unrelated to work. I would get more done if I could park on campus, but it doesn't make financial sense.

I get to work very early, so parking spacing is not an issue for me, but others in my building have trouble at times.

SmartPark lot behind the Student Center has poor drainage around entrance and exits. frequently has standing water.

Most of the time when I have to interact with someone they are rude. Also with the increases in parking cost you would think that the decks would be in better shape.

1. Send out reminders the day before and the day of that hangtags need to be updated. 2. Freshman shouldn't park on campus.

Parking Services has been very nice to me.

The only issue I can find with parking is the price. Understanding the campus is in the middle of a major metropolitan city, I know there must be a cost, but I am just wondering what the rationale is for charging the same price for annual deck permits, surface street and open lot parking. A tiered price system - cheaper for surface and street parking and more for deck parking allows people more flexibility based on their budgets.

It seems that in the pay lot outside of the Flag Building / Student Center will only allow payments starting at least an hour. There should be an option for those who just need to run into the student center to patronize the Post Office. It only takes about 10 minutes, but the meter requires payment for a full hour.

PTS sometimes takes days to respond to inquiries via email.

Frankly, there is not enough visitor parking. On top of that, there is not enough clear 'no parking' signs. I have received a ticket, and I did not feel that there was clear labeling to know not to park there.

Staff are generally informative and helpful.

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Curran Deck needs more lighting. Difficulty finding parking W29.
In the past year, my son was ticketed for an expired meter. The meter was not expired, receipt showed that he had 30 more minutes yet we had to appeal it and even though I was told there was an issue with the device parking uses to tell if meter is expired, we still had to appeal and the outcome terminology indicated that we were at fault but the ticket was dismissed (there was nothing to dismiss, we did nothing wrong but I am afraid your records now indicate something different) ...If this process and terminology in this case has not been fixed, it needs to be addressed. I do want to say though that the employees in Parking with whom I have spoken with over the past year are professional and helpful.
It's great to have the Trolley on campus, though it's kind of slow and has poor air conditioning (and in the cooler months can be over-heated).
As much as parking permits cost, it would be nice to to have to pay for parking during events such as football games, basketball, etc.
Why can't vendors park at the loading docks when dropping off equipment?
Our office is temporarily relocated due to office renovations. I am in W21 which is an odd shaped parking lot. There is no signage. I parked in a parallel parking spot on side. I parked in the opposite direction for easy exit (as do many other cars EVERY DAY). I received a parking citation for \$25 and even though appealed several times stating the unfairness due to lack of signage and the fact that other cars did and still do park in that direction. I've even seen the police and parking officers pass by those cars and not give them a citation. There's been no attempt at making improvements to signage either and cars continue to park in the opposite direction. I'd like a \$25 refund.
being towed in the parking area you have paid for is pretty ridiculous. I honestly don;t care if you have a sign saying no parking for an event. I paid for that spot Monday to Friday, I shouldn't be towed for using it.
I don't like hiding how much the permits are going to be the following year. Good communication to register, but not what it's going to cost. It feels shady. I am frustrated with game days on campus. I pay plenty to park on this campus and to pay another \$20-\$30 to park for a game day is insulting. The lot options to move my car to are either full, impossible to tailgate at, or too far away (GTRI lot without a shuttle). It would be good faith to receive a 50% discount for a spot I already pay for all year.
There should be a sliding scale for parking passes. A parking pass (\$800) equals one month pay as a part-time employee. That does not seem fair if others on campus are making much higher salaries.
Parking Passes for Faculty members is way too expensive. I have worked a number of jobs, but was never required to spend \$700-plus a year for parking.
The mobile website does not have telephone information. When I had a problem gating through a gate, I was not able to reach anyone through the call button or able to call directly. The lack of access raises safety and security issues. Additionally, the gate and metal doors frequently are broken. I have also been told that there were no available spots (regardless of my permit) during business hours because of a football game. Public parking should not be allowed if permit holders cannot be accommodated. Last, staffing levels should be increased when there are highly attended conferences.
lighting is soooooo poor in underground lots and very dirty-especially E40
I received a ticket for parking in my assigned area, but accidentally left my pass in my other car that is also assigned to the permit. I understand if my car was not associated with a parking pass for that lot, however, to receive a ticket for something that I pay for is absurd. I'm sure when you run the license plate it shows that their is a parking pass for that vehicle.
Parking is too expensive.

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I really feel that the parking hang tags should double as the access cards for parking lots instead of the Buzz Card. In my lot, if something happens to my Buzz Card while I'm at work I cannot get out of my lot. GSU uses the hang tags as their access cards and this works very well. I have never understood why GT doesn't use this more efficient method.
The cost of parking is too high. The lot closest to my building fills up by 7:00am and is sometimes filled with litter, especially after the weekend.
In general, I do not think it is easy to park your car and return to it. More could be done, like numbering the spaces in the decks, for ease of locating your car. I routinely see people, especially visitors who 'lose' their cars in the Student Center deck and in the Technology Square deck.
to expensive for employees
We need more handicapped parking. Many spaces on Cherry were taken. One on Ferst by the CRC was taken. Parking staff are usually very rude.
Since we pay so much for parking, it would be nice to have assigned parking spaces based on first come first serve basis.
Citations and its process is unfair to ALL employees. when people who hold parking permits and obey parking rules experience an unfortunate parking incident, all first time offenders should be given at least a 'warning' citation vs. a full citation when signs are not present and unclear. some permit holders do not intentionally disobey parking rules; however, when no visible signs are present and parking areas are unclear, warnings should be given as a courtesy. Parking permits for employees should be reduced in price. PTS does not offer a viable option for people who commute. the current option is not feasible and too expensive for commuters who only require a daily pass that should not exceed \$5.00 p/day.
Parking is too expensive. Faculty and staff should not have to pay for parking, or should receive a discounted rate for years of service at the Tech.
I have no issue with the parking department in general, I just hate having to pay to park at work! BUT I am very lucky that my building has a dedicated parking lot right by the door. I am very satisfied with that. And I do like that the parking fee is taken out of our paychecks instead of being billed to us all at once. Overall satisfied. :)
Parking should offer earlybird specials and non-event weekends should have a lower price
ER66 Parking deck has numerous lights out. There are three old TV's sitting against the fence on the lower level for almost a year now. When they come to blow the deck they always leave dirt on top of my clean car
We understand the that everyone and everything is somehow a business. However our salaries will not got anywhere up, the cost of living and commute it is not cheap anymore. \$700.00 a year is a lot of money to deduct in a single income.
more, smaller motorcycle parking areas, distributed around buildings
We need free parking for GT employees!!!!
I know it's not your fault, but during athletic events when we get extra people in our parking zone (or even get kicked out, in the case of big football games)...that irritates me, epspecially when my department works 24/7 and is on call and might be on campus or get called in.
The put spots too close to side streets, making it difficult to get an unobstructed view of oncoming traffic whild pulling out.
My primary interaction with Parking Services was for reservation of an entire lot for a special event my unit is hosting, and Michelle has been superb in assisting us and answering all of our questions so that our guests have an easy time getting to our event.
Too expensive...
As someone who has had to park in handicap spots due to injuries, parking has been great.

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Parking is too expensive. I will have to buy a pass, because my new position is too far from the cheaper, off-campus parking I am currently in. I'm backed into a corner on this. Parking at your job, should not cost 800\$ a year.

I find it ridiculous to have to pay \$600 a year to park for staff. We get paid to pay back into the company we work for. Tech 2016 Enrollment 26,806 * Tuition \$28,096 = \$753,141,376. But staff have to pay for parking SHAME. Save the money build a parking deck for staff and cost should be little to nothing.

Originally assigned to parking located far away from job and then charged fee for changing to closer location.

Although I do not use the parking services, visitors and colleagues advise that after 5, the pay stations require a minimum of \$5 even if you are only on campus for a short time.

Parking is too expensive and PTS is too rigid.

I have had many problems with Parking in the past, but no problems this year. I have a permit for a gated lot and have had to use the out-of-area form a few times with no problems. The improvements to Peters are nice.

There should be a way for someone to reach a real person when trying to fight a ticket. Not every situation is cut and dry. There are some circumstances that require an explanation.

Haven't had an issue. Customer service counter is sub-par. I get nicer service from McDonalds.

I do not have a parking pass because I ride my bike to work every day. However, last year I tore my ACL and I had to drive to work while my knee was recovering. I had a letter from my doctor stating that I needed temporary handicapped parking in order to come to work (I was on crutches and non-weight bearing for a while after surgery). The parking office did not honor the letter from my doctor and told me I had to first get a separate letter from the city of Atlanta before they would honor the letter from my doctor. Then they proceeded to tell me that they wouldn't even honor that letter if I did obtain it because I do not have a yearly campus parking pass. So, while I was on crutches I had to park in a lot far away from my office each which was very inconvenient. It was my only option because I had to get the pay \$6/day option since I don't buy a yearly parking pass and use an alternative commute method. Separate from that issue, I think it there are more innovative ways to handle parking on campus that would encourage people to consider alternative commute options other than driving to work alone each day. I have heard of other campuses that offer daily credits/incentives for those who utilize alternative commute options. Also, something to consider may be that people are less likely to use alternative commute options if they pay one flat rate at the beginning of the year because that offers no daily incremental incentive to using an alternative commute option--because they have already paid for the whole year and it costs them no more or less after that they will continue driving alone to work, which is a problem in Atlanta.

Wayfinding signs in E81 need improvement.

Customer service could be better. Can't always find a space in my lot if I arrive late. When that happens, I do not feel the parking office is responsive.

Klaus Deck's third gate has been broken for months, resulting in delays during the morning and evening rush. The route maps for the shuttles are low-res and not easy to expand or blow up. Better maps, perhaps marking locations on a google map, anything to better show where the stops are. The bus tracker is utterly useless as well, seems it is a simple timer that continually turns over on schedule and has no real-world relation to bus locations.

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Visitors on campus for graduation had no signage regarding parking and what was permitted. Signs around Peters parking did not invite the parents in nor did they indicate the direction families needed to walk to the event. All events on campus lack signage at Peters to help anyone visiting for the event. The parking vendor always has big signs to pay for parking, but then what? Which way should they go once they walk out of the parking lot?

Parking is expensive. Georgia State is down the street and they don't charge as much as Georgia Tech does for parking.

When you got to parking, the passes that are given out so you do not have to PAY for parking to see parking, often do not work. I still have to PAY to see parking.

Fire everyone and start from scratch with a department that is focused on meeting the campus communities' actual needs.

I feel as though if we are employed by ga tech we should be able to park free. Here in housing we barely making money and we insurance, and taxes coming out our checks already and parking is very expensive. Take home pay is minimum once all these fees are deducted and we do have bills and family to provide for. We have to park so far away and walk to work everyday is a hassle.

Too expensive. Occasionally, we're overrun by big events and can't get a space which is pretty annoying with the amount we pay for the permit.

lower the amount of the parking pass

The pedestrian crossing stripes on the first level need to be repainted. I was almost struck by a vehicle on several occasions, and I have also witnessed people walking to and from the elevator nearly get hit. Vehicles and drivers many times fail to yield to pedestrians because there is not clear crossing, stop/yield signage in the Klaus parking deck. I hope there are upcoming plans to rectify this situation before someone is struck by a vehicle entering or leaving the Klaus Parking Deck

I did my best to not be biased towards the parking services employees but most of the ones I've ran into were horrible. I've had parking employees wait for me to leave my vehicle in 15 minute parking so he can ticket me. Keep in mind Im typically just dropping off lunch for my office so it's hardly ever more than 10 minutes. Aside from the terrible customer service, I believe I speak for 90% of GA Tech students, faculty, and staff when I say it is completely ridiculous for us to be charged for parking. We are representatives of GA Tech and bring in millions of dollars each year. We shouldn't be charged for parking. With all of that said, I completely love GA Tech but this is one thing I disagree with.

I walk and/or take public transit so parking is not applicable to me.

Parking enforcement is overly aggressive, they had put out no parking signs while my vehicle was already parked in designated spot before I had knowledge they had put out the (No Parking) signs. My vehicle towed had to pay the towing fee and a parking fine. I should have been found and told to move my vehicle before towing and given parking fine. The appeal process is not worth even trying to negotiate with parking employees.

Our parking lot is very confusing once you're past the gate. It connects to multiple buildings and can be quite confusing for vendors to figure out which building to go to. Our building is also not easily visible upon entering the parking lot either. More signage would be very helpful. Keeping the parking lot cleaner would be nice too.

I sincerely appreciate the staff and all of their assistance. I've had issues with parking on the weekends, but the office isn't staffed at that point, so that makes it somewhat more difficult to assist me.

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Understanding the magnitude of their responsibilities, I respect the job they do daily. But it's extremely frustrating to witness their flexibility and accommodating of special events and sports related functions - then witness a complete lack of flexibility regarding their base customers, the employees of Georgia Tech.

I park in the Klaus deck and lately the right gate doesn't work. Seems like someone removes the cones, so you think the right gate is working again. When you badge in the right gate and it doesn't work then I'm unable to park for ~15 minutes. This has caused me to be late a few times. You should have a red light on or some way to notify folks that the gate doesn't work other than a few cones which people can move.

LOT W28. It is very difficult to find parking sometimes. If you don't get here early you may not be able to find parking.

Parking is too high.

Parking is too expensive; no wonder it's self-sufficient. There's a particular space in the back of the Ivan Allen College that is cracked and sunk in, but no one from Parking has come to fix it.

I received a parking ticket when I moved from Business Services to Facilities Accounting. It would be great if PST would give those who change departments a 5 (business) day waiver before we're punished with a ticket; since we have to pay a fee to change our parking pass. We could get them in an email to print out and put on our dash board.

The carpool permit rate should be 50%, not just a measly \$100 discount. Carpooling should be encouraged. Instead of SmartPark, those that regularly carpool or use alternative transportation like Express Bus should be given an allotment of 'Free' parking days, maybe 1 every 4 months and no more than 3 per year. I find it a waste of my money to pay an annual fee for SmartPark and never use it.

It's somewhat disturbing to have to miss meals just to pay to park. Must do better! its really not fair for someone making a six figure salary paying the same price as some making twenty grand a year. Have a Heart Please! Also parking maids giving ticket to those who holds a parking permit and by mistake leave it in another vehicle you might own. This is double dipping into employees pockets. Attendants should be able to run your license plate and know right away if you are legally parked. Thanks!

Single moms should get free parking if they work at or attend Tech :-)

I work at the CCRF.

Just thought I'd add that the rental process for the Stinger/Trolley services is great. The employees are very helpful and patient.

Never received reply to email I sent regarding availability of parking spaces on Tech Parkway during road construction project. \$25 fee for parking permit refund or exchange is ridiculous. \$800+ annual parking permit fee is ridiculous.

It would be nice if Buzzcard access was granted at least 5 or 10 minutes before your allotted time. This is especially true when you arrive a few minutes early and can't get into the parking lot.

The cost to park here is astronomical to the point of being obscene. It goes up every year, even during years when there were salary freezes and furloughs. It is one of the very few downsides of working at Georgia Tech. It is profoundly unfair and demoralizing.

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The main issue I have had with parking is not with the department itself, but with construction vehicles not having assigned parking areas. I have a WR29 pass, and with the construction of West Village, the construction vehicles can park in any of the spots in that area, and the trucks are often so big and parked in spots which make it inconvenient for other cars to pass around them. In addition, those vehicles are taking up spots of students and faculty/staff whose permits are for this area. If they pay for annual permits like we do, I don't have an issue with it, but I think they should have an assigned area to park, just as we are required to do so with our annual permits.

In driverseat please make it clear that you have to log in to interact with your citation.

I don't quite understand the decision to double book parking between events and permit parking holders. We are required to move from spaces we have purchased even though it affects our work schedule. In addition, we receive no financial compensation for this accommodation. I suggest that permit holders receive pro rated discounts, based on number of times annually required to move car early from parking spot. Ga Tech could consider sharing the revenue received from these event contracts with their annual permit customers.

Need more accessible spaces on campus. Need to educate others not to use these spaces without a Georgia permit. Need options for where to park when spaces are full. Need to educate citation officers on disability awareness. Need payment machines to be accessible.

Should not have to pay to park were i work

I feel that for a part time worker who only comes downtown 2-3 times a week the fee structure should be less.

Peters parking deck is pretty nasty on the bottom level where the water is constantly dropping. Is there a way to clean that up?

They try to do a good job of informing us in E65 about event parking arrangements but I'd give them a 95 grade. The 5 percent of the time they don't do a good job it's strange to pull in and realize something is going on but I have no clue. And the signs tell us we can't park there but the event is not identified.

Parking on campus is a bit of a hassle for those working in the facilities department. There should be a parking deck designated strictly for facilities. Most of the time people pay to park, but wind up getting parking citations because they're having to scramble to find a parking spot.

don't understand why you have to pay for parking and you are a employee that work at Ga tech

The Klaus deck still lacks adequate lighting in many places. It also is in DIRE need of signage for frequent off-campus vistors who use it for sporting-event-related parking. Few of the visitors seem to realize that traffic moves in both directions and they often navigate the deck by driving down the middle of the available space. Simply installing 'two-way' traffic signs would take of this issue very quickly!!! And I'm happy to purchase the signs myself!

Monitor the number of spaces sold for each o

As of the date of this survey, the elevator at the southeast corner of W23 studders quite a bit. Sometimes it is alarming. Cleanliness of this deck in general could be improved, especially after events. Signage in the southeast stairwell that indicates floor number was removed at some point but has never been replaced.

I feel the department as a whole is 'standoffish' (with the exception of Alex Gutierrez)

GT Parking are notorious on campus for their rude and inhospitable disposition in nearly all exchanges, and this has been true in all the 11 years I've worked here. NO one likes to deal with them, they're inflexible and ridiculous, and are in serious need of customer service training and learning how to listen to their customers. GT Parking is the single worst entity on all of campus.

Prices are too high and keep rising. I wish that GT had another option for carpooling folks. I carpool with my wife everyday but she does not work at Tech. I only park 20% of the time but feel like I have to pay for 100%. I don't like the idea of per day parking because there is no reentry.

Parking and Transportation Other Transportation Modes Travel to Campus

Housing fleet
personal car
Public transit & trolley
golf cart
LSC Van
GRTA Xpress
company van
Drive and Xpress Bus
Department vehicle
MARTA
GTRI Vehicle
GEM / golf cart
Electric cart and walking around campus
Currently: xpress/trolley...Mostly drive alone
Drive and walk
GT Vehicle
very seldom go to campus
College's electric vehicle/cart
personal vehicle
About 50/50 walk plus trolley vs. drive and use smart park pass
GRTA Express
do not travel to campus
Commuter bus
Don't go to campus

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Uber
I work off campus
Gatech vehicle
Co vehicle
Marta and trolley
WORK TRUCK
alternate car/transit
scooter
golf cart
Golf Cart 10%;Trolley/Walk - 50/50 split
I don't
personal vehicle (carpool with family member who does not work on campus)

Parking and Transportation Other Transportation Services Used

Marta
GRTA Transit
golf carts
GT Buses app
Tech express bus
Lyft
Department vehicle
personal vehicle
TS Express
Tech Square Express
Tech Express
Tech Express
Walk
Marta
tech express
GRTA
Express Shuttle

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GEM Cart
College's electric vehicle/cart
Uber
tech square express
Private vehicle
UBER
Car
Tech Square Express
clough to tech square transit
Marta
company car
Lyft
ga tech car
Tech Xpress
Dept of Housing vehicle
MARTA
Uber
state vehicle
Uber

Transportation Comments

The shuttle routes seem overly complicated. Also, pick up locations even with the app and a map are not always clear due to construction.
I don't use any of Ga Tech transportation on any sort of regular basis. It is really once in a blue moon sort of thing.
Most of the time it is quicker to walk than to take the Trolley. It could be due (in part) by traffic, but it may also be because there aren't enough in service.
I rode the trolley several months ago and the driver was going very fast and also driving erratic. On my return trip from Tech Square, it was the same driver. When I got on the trolley and started to sit down, the driver pulled out extremely fast causing me to fall backwards and I landed on top of a student. I called transportation and they said I had to send an email to make a complaint. I never heard from anyone. I followed up a few months later and still no response.
Many GT year round staff would like to be able to use the trolley and busses during the summer and breaks in the academic year. The frequency of the routes during the summer makes it worthless to use unless you just happen to be in the right place at the right time. No one wants to wait 20 minutes for a bus.

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<p>The nextbus app is often wrong. The app says a bus will appear in 2 minutes and then it doesn't appear for another 15, or it disappears off the map. It's extremely inconsistent and unreliable.</p>
<p>The sign in the trolley waiting area did not reflect the accurate wait time I experienced. However, I know that the Trolley is at the mercy of Atlanta traffic, just like we all are.</p>
<p>The trolley and buses sometimes seem to be back to back, so you wait for a long time and one doesn't show and then when they shoe up they are one right after each other instead of spaced. Also, the drivers have almost hit and run down golf carts before which can be quite scary.</p>
<p>The drivers will occasionally have their buddies sit near the front and chat the entire ride. This is concerning</p>
<p>It seems functional.</p>
<p>Trolls drivers MUST be instructed to stop at the designated spot at the Marta station and wait at least 30 seconds. I had been waiting on a weekend to be picked up and was standing just a few feet away from the bus stop. There was nobody standing at the curb stop, so driver just drove by without stopping. I ended up taking a taxi because of this.</p>
<p>THE NextBus app is very unreliable. Several times it has shown 'next trolley' is 14 minutes away, so I'll decide to walk. A few minutes later, it passes me.</p>
<p>I think that there has been some improvement for Trolleys from Midtown MARTA to campus in the morning, however, at 5 PM, when work is out, the trolley still seems few and far between. I end up having to decide whether to wait 15-20 minutes after missing a trolley, or walking to Tech Square or North Ave. Additionally, many times (especially after 5 PM), nextbus is inaccurate. I have waited 10 minutes for Trolleys that were supposed to arrive in 2 minutes, and I have missed a few trolleys because I thought I had more time than I did. I have seen a Trolley show up immediately although the Nextbus next time was 8 minutes. Unfortunately, that meant that I would be waiting yet another 20+ minutes for the next one. If I miss the 5 PM trolley (which tends to be frequent), I tend to have no idea what time I'll get home.</p>
<p>Wait time on Trolley is longer than usual, and wait time posted on nextbus app is not accurate especially in the afternoon.</p>
<p>Some of the drivers are more concerned with asserting authority than safety or a pleasant experience. Trolleys should not stop service at the same time that people would normally be getting off work.</p>
<p>I use the Trolley twice daily, and the drivers are always very polite, professional, and safely driving.</p>
<p>Some of the Trolley drivers are rude and they stomp on the gas pedal and hit the brakes extremely too hard. The air conditioning systems on the trolleys are useless during the hot summer months. I have seen the trolleys run through caution lights as they are changing from yellow to red . You have students on board for goodness sakes.</p>
<p>Some drivers on the trolleys have horrible attitudes and drive over every pot hole on their route. Not always a pleasant ride</p>
<p>Increase the frequency of the Trolley between 4PM and 6:30PM. The over crowding is terrible during evening rush time when employees and students are going off campus, or to Tech Square.</p>
<p>The Stinger/Trolley drivers need to make better use of the bus stop cutaways, and need to more safely yield to oncoming traffic when reentering the roadway. More often than not the Stinger/Trolley drivers will 'bully' their way back into the flow of traffic in an unsafe manner.</p>
<p>Sometimes the air-conditioner is not working on the Trolleys when it is warm outside.</p>
<p>The Trolley's appear to be unclean a lot of times.</p>

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The Tech Trolleys while easy to use and drop off at Tech Square have some maintenance issues (have been on a trolley that had several mechanical failures and then had to evacuate the trolley to use another) and in the summer time the Tech Trolleys have poor ventilation and/or air conditioning. Almost unbearable.
I drive so I have no comments.
Could we add a campus bus stop at North Avenue Marta Station?
During the Summer Months, The trolley can be very uncomfortable riding on when it seems that the air is not working properly on the bus.
Why do some of the vehicles have state of Alabama license plates? I think they should have state of Georgia plates don't you?
Trolley seems unsafe. Because of the limited trolleys during peak hours, they are packed to the point of overflowing.
I would love for the Blue routes to make more frequent stops; this is the Stinger I rely on most often.
In the past I've also used the Emory Shuttle---very nice service. Mr. Blackmon was the best!!
I know that construction throws off the stops, but a temporary stop should be manageable when construction creates a long distance between the permanent stops.
The bus is so hot. The drivers are so unfriendly and rude!
The trolley operation needs improvement on timeliness, frequency, and comfortability. I utilize public transportation to commute to and from work and rely on the trolley for part of my commute; however, sometimes I am late because the trolley fails to arrive at the pickup location on time. Additionally, sometimes while waiting for the trolley to show up, an empty trolley will pass without picking up customers when it's going back to the transit hub. Why? During peak hours, could the lead time be reduced from 6 minutes to 3-4 minutes between buses? This may help to address the regular overcrowding issues where sometimes drivers have to leave customers at the bus stop to wait on the next bus which then also shows up overcrowded. Also, the air conditioning on the trolleys is poor. On 70+ degree days, the ride is particularly uncomfortable, especially when the bus is overcrowded and all of the windows are not operable. Can some of the routes be consolidated to reduce confusion when traveling to on campus locations? Can Stinger buses make stops at both train stations? This may eliminate the need to also have a trolley.
Work on the suspension system on the Trolley, very hard impact when the Trolley hits a pothole.
Better seating on the trolley. By simply adding some padding to the seats would keep riders from sliding around.
the seats on the trolley are hard ass you know what!!!!
I have noticed several times recently buses sitting in the pick up zone off of Ferst Dr (next to the Weber bldg) left idling with no driver around. On one particular occasion I witnessed the driver exit the bus and walk to the student center while his bus sat idling, engine running with the door open. I would think that would be a security concern and probably a violation of PTS policy.
I just wish there was a shuttle that made only 3 stops that would get you to Tech Square a lot faster. Riding the Stinger/Trollys with all those stops in between really eats up a LOT of time. Especially if you're trying to take a quick lunch break over there and trying to get back within 30-45 minutes. It's nearly impossible. To have a shuttle for 'Tech Square Only' that stopped at the North Avenue dorms, Ferst & Cherry Street intersection, and the CRC Center would be AWESOME! I would definitely shop and eat way more if they did. Just my thoughts.
Better communication and information on transit ads

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I appreciate the transportation service and all that it does for the Georgia Tech community. There are times where the ride can be a little rough due to excessive breaking and accelerating. I am not sure if the brakes are really sensitive or what, but I think the drivers should be aware of the sensitivity when they do press the brakes. It can cause passengers to be excessively jerked during the route.

The Trolley wait times shown on the electronic signs at the bus stops are frequently inaccurate.

More frequent Trolley pickups will be appreciated.

Sometimes can have very long wait times in between trolley and/or buses

It would appear, on many occasions that the drivers of the Tech Trolleys do not obey the same 'rules of the road' as every other driver. IE, on many occasions I have seen Tech Trolleys NOT stop for students in cross walks.

Have more tech trolley cars available especially during rush hour in the morning and afternoon. The buses are supposed to run every 15 minutes, but it usually comes to about every 20-30 with traffic in the afternoon and then the trolley is really crowded.

A couple of drivers need to change their driving behaviors, especially when there are full of passengers. Hanson is one of them that drives a bus as if she is driving a sport car. Constantly taping the brake while at a stop and accelerate fast to a short distance then brake hard when stop make it really dangerous and unpleasant to ride when these drivers drive.

The drivers need to be better at announcing when they will be remaining at a stop for an extended period of time. From my experience, when they are stopping for a break or to route adjust the driver does not make any sort of announcement to the passengers, leaving it up to the patrons to decide if they need to 'make a run for it' or if they can afford to wait for the driver's break to end.

This is a great service to our community - thank you.

The Digital display of the arrival times at the bus stops are sometimes incorrect and can cause confusion.

Very dissatisfied with the trolley services: they don't run often, very uncomfortable seating, some drivers are not good drives- everyone is swinging everywhere as they drive, people standing up almost fall. It gets super crowded. Nextbus doesn't give the accurate times most days. The trolleys need maintenance, they make loud noises and doors don't close or open sometimes. AC never works in the summer, and the trolley doesn't run as often, making very long waits. Overall, very dissatisfied with the service.

The trolley routes leave out half the campus and are very one directional, not a loop as the others are. I would like the route to access the south side of campus more. Also, the wait times for the Red and Blue lines are too long, with too few buses running at a time. And please run the same number of buses during the summer as you do in the fall and spring.

The routes that each stinger bus takes is somewhat confusing. More signage or different color buses would make it easier to identify the route a bus is taking

Trolley's need better AC and more frequent routes

The Trolley is absolutely horrible. Please retire those buses. They are loud and extremely uncomfortable. We don't need a 'cute' bus to get us to where we are going. There also needs to be more Trolleys from Marta. Perhaps an express Trolley to Clough several times during peak hours.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

The Trolley and buses leave behind trails of black smoke. I kindly request that someone checks their emissions, new cars/buses do not spit out black clouds of smoke, so I think our transportation system should keep the air clean. If our transportation system an use other forms of energy (electric, solar) that would be the best!

Once you get a full Tech Trolley at the Marta station, and continue to wait for... no one.... it gets quite irritating, or when the driver stops at the Marta and takes a smoke break after sitting there for a while.....

Express to Tech Square is a great addition!

What's the black smoke billowing out of the Trolley's it looks unhealthy and bad for the environment.

The trolley are in need of major repairs and updates. The are either cold in the winter and hot in the summer. the seat cushions need to be replaced. Some of the Trolley Drivers are rude and disrespectful. The are not careful when putting on the breaks and you slide all over the trolley. The early morning trolley drivers (6:30am - 9:00am) are the best. (Especially Mr. Goins and Ms. Hurst) They are courtesy, cautious drivers who are very caring about their riders.

The drivers were very polite and helpful

Public transportation at Tech is the best in the entire city of Atlanta.

Trolley seems to run really slowly, there have been days where I have watched people outwalk us. The trolley should hold more people. Very limited.

There should be more trolleys in rotation after 5 pm. Some staff leave at 5:30 or 5:45 and then have to wait 45 minutes until the next trolley in service comes by in order to get to MARTA.

A/C broken on trolley for lengthy period of time. Lots of cobwebs on trolley.

Stingerette drivers very rude! late on pickups drive all over campus we need to go straight to marta! Trolley needs to run until 11:30 or 12 midnight. faster service especially when it's raining.

One corporate partner we have remarked 'Thje Trolley is a rolling business card for GaTech'. That couldn't be more appropriate. Do we really want our business card to belch black smoke going up hills, be overcrowded with students, have irregular pickups, and have underappreciated/grumpy drivers? We can do better.

Trolley is great. Always seems to be there right when I need it. Drivers are friendly.

The trolleys are awful to ride on. The inside is clean, but the things handle like tanks. The drivers often brake at the last second and everyone slides around awkwardly. When sitting, there aren't good places to hold on. They also spew extremely dark fumes at every spot which make breathing in the area unpleasant.

The new system stingerette is using seems to have no order to pick ups and drop offs. Several stingerettes will show up to the same location to pick people up, very inefficient. The wait times it shows keep changing wildly while I wait for a pickup.

The Trolley seems to be too small for this size of campus and the ridership using it. Besides in the summer the A/C is not working on most trolley's

Add a trolley only route where cars are permitted to drive through to assist with punctuality.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

<p>Seems like our Stinger buses could have an easier way for students with physical disabilities to get on the bus. The way the buses and trolleys are now are not easily accessible for those with challenges. Hopefully, funding can be provided soon.</p>
<p>More time should be dedicated to explaining the Trolleys! I attended the Welcome to GA Tech session; 5 other employees admitted they did not understand the process.</p>
<p>I would be helpful when there are special events on campus that the frequency of the Trolley service increases.</p>
<p>Difficult to understand why the busses and trolleys are so poorly maintained</p>
<p>In the summertime there should be a 'deodorant required to ride' sign on the door. I feel sorry for the bus drivers.</p>
<p>It would be helpful to have more trolleys in operation especially during peak times of the day (i.e. around the 8AM and 5PM time). Also, some trolley drivers do not regularly announce next stops which would be helpful especially when riding in crowded trolleys and you cannot easily see where you are. Also, some trolley drivers are not always patient with allowing riders to get on and off the trolley sometimes closing doors on riders.</p>
<p>I would love to see Tech Parkway widened to safely accommodate two way traffic of all sized vehicles and parked cars. There appears to be plenty of real estate available to create a very safe and comfortable driving/parking situation while eliminating the concern with excessive speed as identified by the architect as the rationale behind narrowing the drive. This would leave plenty of room for the army of bike and ped traffic that appears to be anticipated along the green way. To a person, everyone I know who drives this stretch is concerned with either the narrow lanes, the parked cars, pedestrian visibility, and/or the tight oncoming traffic. Again, having this obvious miscalculation corrected would be a great expression of good will toward the Tech community that pays hefty fees to drive to work.</p>
<p>Please read my comment in previous box</p>
<p>They need to fix the problem with the Trolleys black exhaust smoke.</p>
<p>One or two trolley drivers have been nice and engaging but there was one particularly rude one and the others are very sullen. You cannot hear them when speaking. The air condition has been an issue each time been on a bus.</p>
<p>Great transportation services provided to get around campus. Beats driving your vehicle and having to search for parking.</p>
<p>All is good</p>
<p>I ride the trolley's everyday and the service is horrible to say the least. They are not dependable. The drivers are rude and when you call PTS, they are also rude. GT needs to really take a look at the trolley service on campus. I'm sure that the way it is currently is not the image that GT wants to portray to its visitors. I find myself waiting at least 15-20+ minutes on most days for a trolley to come and then when it comes it's so full we are packed on like sardines in a can, that is if they even stop to let you on. I have been passed up on numerous occasions by as many as three trolleys before I could get on one. This is unacceptable since this is my as well as a lot of other folks on campus only means to get to and from campus. I have missed/been late to appointments and meetings because of the trolley service. I have seen trolley drivers shut people up in the doors, leave people, talk ugly to people, etc.</p>
<p>Need more trolleys (or larger capacity vehicles) on the trolley route! The trolleys are terribly overcrowded, and do not seem to run on a predictable cycle. Plus, Stingerettes should be available for staff use as well - especially paratransit service!</p>

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

The trolley times at the locations sometimes do not update. It will have 'arrival' listed but the trolley comes almost 10 (sometimes even longer) later. I like the Tech Express as that is helpful. I do think it would be great to have a route that goes straight to the Marta and then straight to the center of campus like the student center in the mornings from 8am-9:30am and then from 5pm-6:30pm.

Keep the AC running the the trollys

Accurate information on Nextbus about the Trolley's location

The bus system is pretty hard to figure out as a new employee (which direction goes where, etc). Someone recommended the GT Buses app to me, which makes a lot more sense (and has directional arrows to show the direction of the bus travel) than Next Bus app to me.

All the stingers have broken pull to stop lines and screens that display the route

Maybe you could have a Trolley/ Stinger Ambassador for the Month. Based on customer reports for drivers.

Please offer more options for off campus pickup, similar to Emory, which offers commuter routes. These could be offered free of charge by selling advertising space.

Times that the next trolley will reach a point are not accurate.

Trolleys are too full to use on a regular basis. Please provide more trolleys for use.

The seats on the trolley are very uncomfortable. The back of the seat leans back too far and does not allow for adequate support during stops. During the summer months, the fan or AC was not working, making the short trips miserable.

PTS does a great job!

Again, drivers for buses and trolleys are not very friendly at all and appear to be anywhere but at work.

It would be helpful if there were quicker routes to 10th and 14th streets. Also, drivers should be able to control the air conditioning in their trolleys.

It's hard to rate trolley service over a 12 month period. Sometimes I love it, sometimes, it doesn't seem to work as well.

No complaints! Easy and user-friendly!

The tech trolleys need to be cleaned out more often than what they are. I have ridden tech trolley at least 20 times in the past 2 months and all times the trolleys were 'nasty' on the inside. Things did not look clean so I know that they can be sanitized which is distasteful with all of the people traveling on them

It would be nice if the time the Trolley's coming was more accurate. I've heard a few people say they had problems with this. The timer on the signage is off frequently with the transit from Student Center to Tech Square.

Parking costs are outrageous

The trolley and the Express are most times not on schedule. The website never notifies of delays in service. (Not good customer service) I would like to see the trolley run more frequently during peak hours to alleviate the over crowded trolleys when they are running behind schedule.

The nextbus app isn't really helpful and doesn't always work.

LOVE the Tech Express. It is very convenient and I use it when I have meetings in Tech Square. It has reduced the use of my personal vehicle and additional parking fees because I would drive before the Tech Express due to heavy briefcase and back problems. Thank you for this needed service.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I think the Trolley classic buses are very loud and uncomfortable. I know the history of this design, but they really need to be phased out and replaced with regular buses that are quiet, comfortable and efficient.

The new company Grooms transportation is awesome. The drivers are so courteous and customer focused. Much much better than the previous company.

Bus arrival time message boards are extremely helpful where available.

Would like to make sure that all Trolley and Stinger drivers know who to use the wheel chair lift.

Trolley wait times seem to vary wildly. Sometimes the trolleys are back to back, and other times, even when the frequency is supposed to be greater, I've waited 20-30 minutes on a trolley.

I have often observed horrible black exhaust coming out of our campus buses and find this to be a real black mark on GT in terms of our environmental awareness. We do the studies on air pollution in Atlanta and our vehicles should reflect our understanding of the importance of reducing this kind of polluting behavior.

Even though I don't use them, and I have in the past, so I truly understand the usefulness

I say that I'm somehow dissatisfied because the service and wait time varies from day to day. There are some drivers who are fantastic and are a pleasure to drive with while there are other that drive fast and seem angry all the time. Waiting time sometimes is next to nothing and sometimes it's a lot! Also, the screens should work better to give real waiting time. Some of the buses steps are missing the anti-slip covers which make them a health hazard. I've seen students slip and fall when it's raining. THIS MUST BE SOLVED! In terms of the Trolley the seats of the traditional vehicle are uncomfortable.

LOVE The Tech Square Express, It is often faster to catch despite it being a longer walk from my office. The Tech Trolley is directly beneath my office Window, often takes longer then the posted times to arrive, and is often at capacity. The drivers of neither are particularly friendly. Both the Trolley and the Tech Express have some stair maintenance that needs to be done with treads coming off. It's hard to get on and off both as the railings are awkward.

I don't really know a lot about any of the transportation other than the trolley. I do know that the wait times are a bit long sometimes. There doesn't seem to be a convenient drop off or pick up near Bobby Dodd for Trolley pick up to get to Technology Square that I have found but I may not know all the routes. Overall great service and convenient when you just can't walk.

It would be great in reduce the wait times and have more frequent pick-ups for the Trolley and Stinger Routes.

I don't use the services frequently because I prefer to walk if the weather is nice.

The Trolleys need to run same schedule in the Summer Sessions. The heaters don't work in the winter and the AC doesn't work in the summer.

There should be two trolleys during peak times of the day, like at 5:00pm. The trolley is overloaded with people and it's unsafe.

The estimated wait time is not accurate.

Trolley drivers need to learn not to pump the brakes. Very rough ride.

We need a shuttle to the Human Resources Office.

Trolley drivers sit at the hub entirely too long. Next bus says arriving but the Trolley would sit for 5-10 min. Rarely on time. Some drivers don't call out stops.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Transit sometimes arrives before time given on NextBus. Need to sync better. I have missed the bus and had to walk 15 minutes to make a meeting across campus.
Love the Tech Square Express although I don't ride much. My student assistant loves it too.
It seems like the display signs at Trolley pick-up locations often do not match the actual arrival times, thus making it difficult to predict wait time and scheduling.
Our trolleys leave big clouds of black smoke every time they pull off from a location. We're Georgia Tech.. There has to be a more innovative way for campus transportation that is better for the world/environment.
I like the addition of the T/S route
Trolley are overcrowded, wait sometime up to 45 min. for trolley in afternoon,Driver will pull off and not let you on.
Most of the time the buses are clean - The buses one on top of each other happens more than one would like to admit. Suspect this is being addressed
Only took Stingerette once years ago. Lady was late, rude, and belittled me for calling. Never took again. But Trolley and bus drives are awesome. Please give them a raise.
The Express Bus is unpredictable. While waiting at Tech Square in the early mornings or at Klaus in late afternoons for a bus -- when most people are riding -- Trolleys are much more frequent, but crowded. Maybe buses could be more frequent. However, I do appreciate that the TSExpress exists this year.
The largest issue with the bus system is the inconsistency of arrival and departure times from stops. It would be helpful for this to be more transparent through the tracking system, but also through signage in the bus of anticipated departure time, particularly from stops where the bus will sit for prolonged periods of time (ex: Fitten bus stop and NAA bus stop).
wish the trolleys come more frequently.
The Express Trolley is not well publicized. I discovered it by accident, then it was difficult to locate the stop location near the library.
For me Durning the summer is the biggest problem. Because there's no transportation early during the weekday to get to certain areas on campus, certainly on the weekends it's a major problem without a personal vehicle,and the Marta bus has left the station. If your on West campus working you have to walk from the station all the way to what ever area you are working, then there's a big chance your going to be late, even if you have 30mins. left to get to your area that's a long walk?????????!
The drivers are always polite and friendly.
Drivers are very friendly and courteous!
I would like for the trolley to run more frequently during the summer months. Employees need to get around in a more timely manner.
Too few Trolleys running at the beginning and end of workday, especially during the summer. I usually cannot even get on the Trolley since it is over-full.
Please bring back the Midtown shuttle!
Trolley drivers don't seem to leave when their app tells them to.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Although drivers of Trolley and Stinger are not Tech employees, this fact is not known to the general public. When a driver is asked about a route and specific building from someone of the public, and the driver is rude, or has no idea what building is being referenced, this reflects poorly on GT. Drivers should know all the main buildings on their routes and be able to answer general questions about routes and the buildings along those routes.
Transportation Services should be extended to Marietta Street locations since the area is still a part of GA Tech Campus
Busses are often late; calls are made but no improvement occurs; summer buses are totally unreliable.
Please provide defensive driving training to Stinger drivers. I have on multiple occasions feared for my safety when riding in the golf cart. Stinger drivers have disregarded right-of-way, closed over double yellow lines and come into the opposite lane.
I generally walk to meetings when I leave the building.
Next bus does NOT accurately predict when the Trolley shows up.
Trolley schedule during breaks and summer . Many great drivers but one or two with bad attitude,
Trolley during lunch time are usually overcrowded and the wait is too long. Express doesn't seem to help that even though they are usually almost empty during that time. Trolley from 4 - 6:30 usually overcrowded, and after 6pm, there is an unusually long wait time.
Trolley drivers are excellent. New shuttle service from Clough to Tech Square is VERY helpful but not included in the survey.
Bus ride is rough-need shocks and suspension
Trolley route towards MARTA is frustrating, as it goes the long way around 10th street, causing unnecessary sitting in traffic. Complaints about this over the years resulted in no changes.
sorry , i don't use it often enough to have any usefullfeedback
We wait for the Trolley for 15-20 minutes and nothing happens. When one does arrive it is practically full and only a few people can get on. You will see 3 that are 5 minutes apart all going in the same direction, which is almost always going in a direction with few occupants and the 50 or so waiting at Tech Square just continue to wait while more people arrive at the stop and by the time it gets there you may have to wait a while longer because that one fills up. So much of the time I will just walk from Tech Square to the middle of campus to handle GT business.
Some drivers are rude. I have stood at a Trolley stop, got and was told to get off and walk to the next stop and waited 30 minutes to be picked up by the same trolley and driver.
The Tech Trolley is poorly designed for rider comfort and ease of use. It is a very uncomfortable ride because of the poor design. I have used a lot of public transportation in my life and this is very bad
Rude drivers. Pull out in front of you, slam on brakes. Bad demeanor.
Having the right apps are critical to successfully using the system(s).
wait times for trolley too long. could be reduced by 2 min. commuters on public transit unable to take early morning shuttle until after 7:30am too late.
Good job, Transpo! :)
Shuttle from civic center because that is the closest several GRTA routes come to campus

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I understand that the Tech Square Express route has set times that it runs/departs from Clough, but I CANNOT believe a driver literally shut the door on a student who was about to put his foot on the step to get on the shuttle. Then idled there for about 30 seconds (while passengers pointed out that there was a student who wanted to get on), and left the student standing there. I can understand not waiting for a student who is a ways off, running towards the bus, but this incident was just completely uncalled for, unprofessional and rude. I'm a staff member, too, and I understand providing service to students is a top priority. Why don't **your** drivers understand that? In this same trip, an apparent supervisor was assisting the driver on their first day. She was sitting on the sloped 'dash board' area of the shuttle which was so incredibly unsafe, I can't even believe that it is permitted! The supervisor was also the one who told the driver to close the door and not let the student on, and she was also overheard saying 'I guess we should have had you drive one of the buses to get used to it before we had you drive a route' again... seems a bit dangerous. This was some time in early to mid-February.

Drivers, when asked, often didn't know buildings where I needed to go for meetings. I would have to ask others on the bus for exit stop.

Grounds maintenance should maintain trees, bushes, limbs so that they don't obstruct the transportation signage.

Love the new Tech Square express route. About the website- one map that shows all the buses would be great. a newbie won't know the difference between a Trolley and a Stinger.

GTNextBus app does not work for trolley in my experience, just says no information is available. It has been that way for months.

Waiting for the trolley is like Russian roulette (should I wait or should I go...) Too far apart or too close together. most of the time their tablets are not working so the app is useless.....

There is too much wait time for a Trolley and when the Trolley arrives, it is too full with limited or no place to sit. Over crowdedness is very unsafe and frustrating.

More express routes to keep traffic moving on Ferst. Not always sure what reoute to take for which bus.

Trolley needs to run on time. I've waited as much as 20 minutes and it arrived full!

Again, the maps on the website are low-res and not very helpful. The arrival timers are a complete joke with no basis in reality.

If the buses have a designated pull off spot at each stop for loading and unloading, why on earth are the drivers aggressively blocking traffic, refusing to use their loading zones.

Please return to stop at Publix

Free parking for employees!!

Trolley Drivers need to stop slamming the brakes. Do it smooth and easy.

need more frequent pick up times as the trolleys are packed.

I honestly haven't had a bad experience with Techs Transportation but there are times when the LED screen at the trolley stops indicate that a trolley would be arriving in 5 minutes yet doesn't show up until 20 minutes later. I believe simply getting the trolley's and the LED screens in-sync would resolve this issue.

The new express route is a huge benefit for those of us who primarily work in the Tech Square area but need to get to campus. One concern with the routes is that some of the buses will turn off of West Peachtree Street onto Biltmore PI NW, however that road is very narrow and it often causes traffic issues and results in cars on that road having to back up to give the bus enough of a turning radius.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

<p>The trolleys are known for being really packed, especially when the weather is bad. Usually when this happens, there are trolleys running too close together which causes passenger backup. It would be nice if more trolleys were dispatched when the load of people got heavier.</p>
<p>Again, since being moved off campus, I don't have many opportunities to use these services, but I have used the Trolley when on campus for meetings.</p>
<p>Why don't the trolley or stinger has a stop at the Art Center for GTRI employees on 14th street.</p>
<p>I ride the Trolley at least once a week and I love it. I flew in last month from VA at 10 pm, took the Marta from the airport and to my surprise, the Trolley was running. I took the trolley to my final destination where one of my co-workers met me.</p>
<p>During peak periods the Trolley can be overcrowded; often times it require standing passenger. Drivers should be mindful of overcrowding when applying brakes or ridding the brakes; which often time sudden pressure to the brake causes passenger to lunge forward (not a safe or comfortable ride) when this is the case.</p>
<p>Some of the trolley drivers are extremely rude. I've seen them lay on the horn if a car is in the bus stop area (they will not do this if it's a delivery truck). I know cars are not supposed to be in that area, but it doesn't warrant a blaring horn. Some of these cars are parents dropping off potential students. It does not create a good impression of the Institute. I've also seen trolley drivers be rude to the students, yelling at them to remove a backpack from the bench. No one was standing looking for a seat. Finally, there's supposedly a capacity limit for the trolleys, but I've seen drivers let the number of passengers far exceed this capacity.</p>
<p>There are 2, perhaps 3, friendly and safety conscious trolley drivers. There are many more who do not adhere to safety standards such as overloading the trolley and allowing passengers to ride in the stairwell. I have also seen many elderly or physically impaired passengers receive no support from the driver while trying to board the trolley or find a seat.</p>
<p>Need routes on Means Street</p>
<p>Something that you seriously need to deal with is that none of the drivers have a clue as to the buildings on the campus. If I get on the bus and say does this bus stop near...or which stop should I get off at....i mean totally clueless. I think you need to train people!!!! Its not like they have even a little knowledge, I mean they have absolutely no knowledge...and that is across the board. I have tried several times.</p>
<p>The trolleys air conditioners are inadequate.</p>
<p>Can we get a trolley direct to north avenue MARTA station?</p>
<p>Many GT Trolleys either have broken AC systems or for some reason they are not always running. This needs to be fixed - this is HOTlanta, after all.</p>

APPENDIX L: STUDENT CENTER AND COMMONS

Student Center Comments

<p>I must say I sometimes get a little nervous when the Student Center is very crowded - I sort of wish we'd see more security. I'm concerned it may be a target for a deranged person</p>
<p>Scheduling rooms in the Student Center using EMS is not easy. It's not intuitive. There tend to be very long lines at the Post Office.</p>

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

It'd be nice if student oriented 3D printing/laser cutting was centrally located in the student center. having many separate 3D print labs across campus leads to having many low quality printers run by people who don't know how to maintain them. The SCAD campus in Savannah has an entire building dedicated to 3D printing and Laser cutting. Ensuring higher quality machines and higher quality outputs. Plus It would be nice to see the campus respond to these changes in education by making them a common and easily accessible.

Having the post office on campus is amazingly convenient! I go there all the time. Also, DePoe Eye Center is very helpful. Both my husband and I have used them multiple times throughout the year. Blue Donkey has also been an excellent addition to the Student Center--delicious products and friendly staff!

There doesn't seem to be enough seating. The food options are not great. Love the Post Office. They are always polite and helpful!

The locations is convient.

The post office was closed for multiple days due to a system upgrade. They were not efficient with posting this closing and I had to walk across campus to see if they were open multiple times.

Need more seating on all floors

What I like the most about Student Center is convenience they offering, ATM and post office.

A redesigned web page would improve the Student Centers digital appearance. The home page is boring, cluttered, and contains little information.

Lower the prices in Burdell's. Not everyone makes 6 figures a year.

During lunch, it's difficult to use, but it's otherwise nice.

Web site is very bad. Yesterday I was trying to find a vendor and it took me a while.

I believe the student center is very small for the space. It's get overly crowded during lunch. Not a fan of people standing in line waiting and hovering over me while I eat

Clean tables more often.

It would be great to have more lounging spaces.

I have visited the Post Office at the Student Center a few times recently (in February) and have noticed that there has consistently been a lengthy wait due to the staff/lack of staff. I took a photo once and there was a line of over 6 patrons waiting for over 10 minutes before the post office clerk was able to take the next person in line (with only one post office clerk available). During that time there was actually another post office clerk that came into the front service area, asked the one clerk if he needed assistance and he said no. I find that to be a challenge to continue to use the post office services with such a lengthy wait.

Overall service is excellent.

More restaurants.

The bathrooms get very busy and used during the day. Especially 11-1. I suggest an extra cleaning during this busy window. I appreciate the GT police being around the student center during the lunch hour. Makes me feel safe.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

There's not quite enough seating in the food court (Chick Fil A,/Panda Express area). It would be good if the post office had earlier and later pick-up times for mail. Chick Fil A needs to be clearer about the Tapingo process--is it really faster????
Good Customer Service
Prices in Burdell's are outrageous.
LOVE the online map. Student Center is a friendly place with lots of useful vendors and meeting space -- y'all doing a great job
I would like to see facility and staff discount twice a year.
The cashier's are very unfriendly.
The post office should operate as a full service post office that offers money orders, put clarifying signage identifying the different shipping options, and have more staff or automated options to reduce customers' wait time to 5 minutes or less.
Need practice rooms
Excellent work!
More seating for food court downstairs.
I am not in the area often, however a visit to the post office included errors that required deleting the initial data input into the system. This led to a 20 minute delay.
We need more siting area.
I have no complaints about the atmosphere. Burdell's is outrageously expensive to be marketing to college students I think. So I don't shop there. That store should be in a different location where tourist or campus visitors can more easily access it. I think that crowd would be more apt to purchasing way more of the things they sell. Then again, we are talking about students who have a surplus of expendable income, so maybe Burdell's sales are really high. For the full-time working student, I don't think it's affordable.
More seating is always good!
Love all GA Tech offers for campus community
The Student Center NEEDS to be renovated. The space is outdated and limited.
The cleaning staffs should be friendlier and treat students/others with respect. Many times I have seen them giving unfriendly attitude and even complained to the students when they misplaced chairs or trashes.
More seating is really needed; especially during peak hours.
For the student center being so close to the Clough, I feel like the two buildings could appear on two different campuses. The buildings were constructed at different times and the values and needs of the buildings met the project goals. However, I feel like there needs to be more intentionality in branding this part of campus together. At the time, I feel like the Student Center is stuck in the late 90s/early 2000s. The layout of the various services that require students and staff to stand in lines (particularly in the mailbox area) can be very congested. All this is to say when the student center is updated, update the facility in a way that mirrors the Culc in terms of aesthetic.
I look forward to the upcoming renovations!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Hard for visitor to navigate where to find the room or space, visitor parking should include signage that states the cost of parking per hour. As I am walking through the lot guests tend to ask me about the cost of parking.
Security isn't seen. Very clean
food is expensive and very long lines. need more options and more seating areas.
Love being able to spend time in the Student Center!
Carpet in dining area needs replaced.
Web site for reserving space/rooms is confusing, not really intuitive. Also, several links to get to catering, fewer would be good!
During lunch peak times I see that students struggle to find a seat, maybe it would help if students had a separate area to work/study vs. just eat. People that just eat there tend to move faster than people that sit and eat and work. The line in the post office gets really long during peak periods, like lunch. I think a self serving station could help with students that just want to buy one stamp vs others that have to send packages or fill out custom's forms.
The staff at the post office and retail dining could be a little more professional and courteous. I often see them treating students and staff quite differently.
Needs a GOOD Burger joint. Not Burger King or McD's. Maybe a Freddy's or a Whataburger, or something good and tasty
The Student Center Team is amazing and provides strong customer service .
The room reservation system is really awful. It is difficult to navigate and makes it hard to see what rooms are available and when. PLEASE change it.
This is a great space. I wish they had more laboratory and group meeting spots.
Keep Taco Bell open a bit more like the other restaurants.
More lounge areas with sitting, desk, thinking desk.
Lines at the post office are often ridiculously long with only one person working at the window.
Sometimes the food service employees are very rude.
Post Office Rating: Service has been fine; I'd just like to see additional useful services, like a stamp vending machine (so you don't have to wait in line at the window) and availability of the yellow 'hold mail' cards for people who live off campus.
The busiest time for the Post Offices is 11:30-1pm, this is also when one employee takes a lunch break - often leaving a long line. I understand everyone gets breaks and lunch time, but better planning could prevent the back up I observe many days.
The Institute has out grown its space within these areas. A re-build or renovation should occur to accommodate the increased student facilities
Better website
Wish the post office would go back to selling money orders.
It's very crowded.
The tech rec center was dirty on multiple occasions when used.
the outdoor tables need to be wiped more frequently, as they get a lot of use.
Thanks for putting in another coffee vendor.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I saw on GT Reddit that several students have had letters with cash/gift cards stolen from the post office (they know they were mailed and they did not receive them). And that the post office staff was rude and unhelpful. Might want to look into it.

It's a great place to hang, play and/ or eat.

Having the ATMs there has been very convenient for me. That is the service I use most.

I enjoy the student center

Again, it boils down to cost. The retailers in the Student Center and Commons charge way too much.

Tech Rec is a fun place, I liked the faculty/staff bowling league

Seating, especially outdoor, needs to be greatly increased. There used to be a lot of outdoor dining tables on the deck, but that was all removed in favor of adirondack lounge chairs which is not conducive to eating or sitting with a laptop / papers. Please return the two top tables with regular metal chairs. More metal table / chair sets are needed around the front of the SC and around the top of the fountain. Keep in mind top of fountain is broiling hot in summer - need sets with shade. New seating at the back of the SC is a great improvement. Is SC responsible for seating in the gravel area at top of Tech Green? More table / chair sets are also needed there.

Outdated and hard to navigate.

More places to sit to eat lunch. It always takes me 10+ minutes to find a seat and I'm usually asking people if they are leaving soon.

The post office staff are always helpful and happy to see me when I go to mail packages. I feel important and special. Thank you.

Try and work in more seating.

When viewing website it is helpful but sometimes I have to click and click to I locate the respective information.

The locations/directions of the eating venues outside of the Student Center and Commons would be helpful.

Doing a good job.

I'm looking forward to the student center being larger and having more seating. It is a great, although always crowded space.

I wish the post office sold money orders.

The array of services is satisfactory for what I need - LOVE having the eye center so close and convenient!

I wish Tech Rec had better video games and working game stations.

Would like the BOA ATM to be working, when I go to use it.

The staff is always helpful....Thank you Jonathan, Jillian ans their staff are the best! Thank you for doing a great job, being so kind and customer service oriented!

The Bowling Alley really needs to be updated. The ceiling fans were not working in the the summer months. The floors didn't seem to be level or oiled regularly. The scoring system is a little dated and the shoes could stand to be replaced.

i really appreciate having the notary on campus i got a chance to use it this year the food court is great thanks for Thursday fried chicken great location for post office i wish they would bring back money order

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Our only dissatisfaction with Paper & Clay was that the cost was so much higher than the Library and the quality not as good. Post Office folks are wonderful and so helpful!
I like the variety of food avail for lunch.
The tables in the food court area on the first floor need to be monitored and cleaned more frequently. Sometimes its hard to find a table because they are so filthy from the last person that used them.
I use the Food Court frequently and the outside seating is great. I seldom use the inside seating except the lower level food area by Chick-fil-A which is usually crowded, but convenient.
Bring the prices down for the food Court. The prices are too high for the quality of food that is sold there. I can go off campus for to the same types of restaurants that you presently have there and better tasting food and portion sizes.
It would be nice if the fast food restaurants had a \$1 menu
The staff at the Student Center do an amazing job with what they have. They are helpful and easy to work with.
Rarely use it. Have scheduled a couple of very small events there during the past year.
Long lines to get food around noon
I visit the post office on a weekly basis, and the customer service is always high rate.
Looking forward to the new center in regards to more efficient space and intentional use of areas.
Very safe and clean environment. I will love to see more restaurant but over all gatech student center/common is spectacular.
All is good and clean.
Web-sites seems to be out of sync with reality.
KSU has an area specifically dedicated to commuting and/or nontraditional students. It is awesome. I am an alumni of both Ga. Tech and KSU
Very popular. Lots of long lines, but staff checked people out and had things moving well.
Available seating is the largest issue I've had in the student center space. Many of table options are meant for larger groups, and the single seating areas often don't have proper tables to work/eat at. I'd love more single/small group options both in and outside the SC space!
Everyone's very helpful and always take care of my needs.
Bathrooms are remarkably reliably clean for such a high traffic building
For me being a employee the services they provide to us on campus along with the students is great,when you don't have a vehicle.
I had a negative experience with getting a document notarized. I had to wait 30 minutes and the person who helped me was rude.
more options for individual seating needed
Center has useful retailers.
More directional signs for visitors
A 'Grill' restaurant that offers food like burgers, wings, fries, onion rings, hot dogs, etc. would be really good in the Student Center. I'm thinking something along the lines of Johnny Rockets. That would be awesome!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I really like the new seating you have outside. That is great for warmer weather and just gives a great sense of community.
better functionality for Paper and Clay website.
Would love staff discount in Burdells for everything FLASH SALES are great Building is always clean staff does great with trash during busy lunch rush
As a staff member who uses the student center relatively infrequently (compared to students), I've always found the services perfectly adequate and the facility itself clean and well-maintained.
I frequent the student center weekly and enjoy it. Everyone is friendly and the service is always good. However, Subway needs work in so many ways. the staff is decently friendly but they rush and yell alot. They also run out of items quite often. It takes a LONG time to get through their line. last time, it took me for than 20 minutes to get through the line.
Tables not always clean.
Keep it classy.
Student Center commons is no longer large enough to handle the increased number of students using it, especially during lunch hour
sorry, can't think of any
The staff there are the best
I rarely go over to the Student Center Commons
I only wish that every campus department was as customer service oriented as the Student Center and the Commons. It is a pleasure to work with all the Student Center staff.They make my job easier whether it is working with the student staff in Paper & Clay, using the event space and working with everyone in the facilities portion and working with the programs section, especially Tech Rec. The Post office personnel are friendly and helpful as is the Information Desk, whether students or full-time staff.
slow service level at Depoe Eye Center. staff and doctor not friendly at all.
More comfortable outdoor seating areas to eat and relax. Have more 'integration' 'discovery' 'interactive' areas. Like common spaces in google or Bloomberg
I did not know that the Info Desk has a notary service. That is useful.
The Student Center and Commons include some of my favorite spots on campus.
Very crowded near Panda Express. Seems dark and not inviting. Definitely looks like it has aged.
Time for a fresh new student center with more electrical capacity.
Seating is always a problem, especially with a group of people. I walk over with one or two coworkers and we have to hunt to find a place to sit that isn't in the dining area. That area usually has seating, but it's too noisy to be able to talk, which is why we're getting out of the office to begin with.
My colleagues and I have been moved off campus and can no longer use these facilities. Very much missed.
Prior to the past 12 months, I spent 4 days a week at the student center during my lunch breaks and after work (2014-2015). One of my favorite places to eat outside was near the water feature. It would be great if it's not too expensive, to activate the water once it's summer again. Although the heat kept me in-doors most of the time.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Very nice place just gets too crowded at times. Maybe it needs to be expanded a bit if possible. Thanks!
I realize that the Student Center is due for a renovation to literally join us here in the 21st century, but how much longer will we have to wait in the lonnnnnng lines at Chick Fil A.....?? And we won't even mention what Panda Express has brought us. It's brought PANDA-monium.....that's what it's brought us! GREAT idea and GREAT restaurant to have in the Student Center, but seriously, I might as well line up now, this afternoon to catch the early bird Orange Chicken going out tomorrow at 11:00 a.m.!!!! It just made it TOO CROWDED at the Student Center now....oh and yeah - just go ahead and set it one stop away from Chick Fil A, why dontcha!!!!
The prices in Burdell's are too high.
Maps for the student center are outdated. Buzzcard office is still located in the Student Center
Need to improve Accessibility of Student center for people using wheelchairs and who have mobility issues. Website needs to become more accessible. Longer hours for the Tech Rec.
The Paper and Clay students do an amazing job with printing and mounting posters! Kudos to their team.
It would be nice to have a machine with scale that dispenses postage and can be used outside of normal hours.
The student center is the hub of campus...can't wait for the new one!
The people who staff the post office offer exceptional customer service.
The Tapingo service still has some kinks to be worked out (in terms of organization and timely service), but other than that, I am VERY SATISFIED.

APPENDIX M: TECH SQUARE RETAILERS

Other Tech Square Retailers Wanted

Something like the small Walmart that had been there
A convenience store with snacks and drinks. More food places are needed.
More fast food options with delivery would be a plus. A pho place would be amazing and Willy's or Chipotle or QDoba would be great too. Rusan's sushi would be awesome!!
Chick-Fil-A, and an Indian Restaurant such as Cafe Spice.
Five Guys
A real burger place, Grindhouse, Five Guys etc
A small convenience store similar to the Walmart that was there earlier.
-Mcmaster-Carr supply depot like the Amazon store. They have a headquarters in Atlanta, and probably run 100's of packages to campus every day. www.mcmaster.com -Any kind of art or material supply store for students. ARCH, ID, and ME students need ma
A service station/convenience store option would be ideal. There are no gas stations close by to get a soda, pack of gum, etc.
I would love for a little pharmacy to be down here. I've purchased a view things from the 2nd floor of the bookstore, but they have a limited selection.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Drugstore
Grocery store, additional restaurants
Better quality restaurants, convenience store to grab quick items. (something similar to the Walmart that used to be in Tech Square)
Chipotle, Tropical Smoothie Cafe, Pinkberry, a vietnamese pho place with bahn mi, a schwarma place
Office supplies Convenience store
A pharmacy
Additional food options.
A convenient store of some sort, possibly something similar to the mini walmart that was there previously
Bojangles,chick-filet,McDonalds
Chick-fil-a, zaxby's, or a convenience store
A good salad place like MetroFresh, a Chik-Fil-A, Ardens Garden or other such juice place, need more shopping venues like clothing stores and shoe stores, a nail salon and a hair salon (better than Great Clips - more like a Toni & Guy or Bob Steel etc.) Services and shopping that people can get done on their lunch break. Need another coffee options, even just a coffee street cart or container shop set up in front of Centergy (like they have at White Provisions Brash Coffee)
A smoothie location/healthy lunch option.
Dairy Queen
Some type of convenience store similar to the WalMart that was in the Amazon location.
this is the south - I feel some southern cuisine would be great
It would be nice to have a soul food or seafood restaurant. It might be helpful to have a small pharmacy (CVS or Walgreens type).
Coffee and dessert
It is time we invest in name brand retailers as well as the aesthetics of the Tech Square area. The atmosphere is turn of the century and has not been modernized to reflect the new growth in the midtown area. Patio space at Barrelhouse and other dining retailers is adjacent to a chain link fence parking lot and an outdated industrial style parking & transportation office. Sidewalks feel cluttered with patio furniture and overgrown trees. Access to the Tech Square area is cumbersome, but the Tech Square Express bus has improved daily access. Advertising is difficult for Mom & Pop operations. It seems many students are unaware of the services offered in Tech Square. Quality control is limited because Mom & Pop stores do not have a strategic approach to their daily operations. Management seems to shoot from the hip to find their identity and too draw in more patrons. Accountability is low for under performing operations. Management should set key performance metric and strategy for retailers. All together, Tech Square needs a re-branding and new focus.
Bring Back Walmart
A small scale grocery store
Quik Trip

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

A Scooter or Bicycle Rental Shop might be useful.
a smoothie place would do really well in Tech Square
I'm not sure.
Fish and seafood restaurant would be nice. I don't care for too much beef and/or pork. I'm just about pizza'ed out.
Mini convenience store
Convenient Store similar to the Wal-Mart that was there in the past; Also, more breakfast option and more foods that include fresh vegetables and a variety of cooked vegetables
Walmart should be added back.
bring back a walmart type store for basic essentials?
A clothing store for men and women.
Post office, Mexican food, McDonalds,
Little Cesar's
More food options
A healthier food option (soup, salad, etc) in Tech Square and maybe a nicer restaurant in Tech Square to go for dinner.
Diverse cultural restaurants- India and vegan options
Popeye's
A small grocery store would be helpful! For both work functions as well as before we head home.
Panera
Add Panda Express in Tech Square the one located in student center is always crowded. Adding additional one in Tech Square would be better.
Maybe a barbecue restaurant.
Small convenience store type retailers. The Walmart unit was very helpful while it was here.
Convenience store, sports bar (Ray's and Barrelhouse don't count), brewpub, sporting goods.
juice bar
I have heard numerous times the Wal-mart is missed. Guess you need a grocery store with multiple services\items.
Healthy food option, e.g. Salad bar, fresh made sandwiches (not subway), Hot food bar like you see at Whole Foods
I liked that there was a Walmart there previously. Not sure why that was removed. But also it would be great to have a dedicated 'burger joint' place there.
mini post office facility
What's missing is a small variety store to pick up aspirin, soda, etc. Doesn't have to be a name brand.
Panda Express
Hamburger's can't go wrong!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

A drug store, Panara Bread
A pharmacy for emergency prescriptions and personal needs A bank
Take out food
Expand Amazon's services and that would be most helpful to students, faculty, and staff. Perhaps another restaurant that serves alcohol for great options - cover the rest of the diverse market with an Indian restaurant since most are far from campus. Either that or invite Sweet Hut to Tech Square.
Drugstore (CVS, walgreens, ect)
Lower cost and healthier food options.
Ice Cream or dessert better quality Asian food
The shops are fine. I just wish there was a shuttle that made only 3 stops that would get you to the Square a lot faster. Riding the Stinger/Trollys with all those stops in between really eats up a LOT of time. Especially if you're trying to take a quick lunch break over there and trying to get back within 30-45 minutes. It's nearly impossible. To have a shuttle for 'Tech Square Only' that stopped at the North Avenue dorms, Ferst & Cherry Street intersection, and the CRC Center would be AWESOME! I would definitely shop and eat way more if they did. Just my thoughts.
Different fast serve restaurants
Walmart
Drugstore like CVS or Walgreens
Bank of America small location or an ATM that accepts check deposit, Wendy's, McDonald.
Drug store/convenience store
A drugstore; a more upscale restaurant
Convenience store.
Chipotle
I know Walmart failed, but to have reasonably priced everyday items - would be great! to pay \$3 for a protein bar at the book store when an entire box of 7 costs \$6 seems unrealistically exorbitant.
Dry cleaners
A small grocery store or something like a CVS. Additionally, having small, local businesses would make it a more unique area rather than a commercialized center
Bring back Walmart
More Food choices I guess.
I think it would be useful to have a nice restaurant to take staff for lunch and more banking options.
Fresh Express
CVS / Walgreens / Rite-Aid
A Zaxbys would be nice.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Bakery/cookie shop/ice cream shop
Which wich, Chick-fil-A, A wings place
A convenience store
dry cleaning, nail salon, salad place
The Walmart was great for the short time it was there. Something like that again would be good.
more healthy food options; a drug store/convenience store
A Convenient store of some kind. I believe there use to me a mini Walmart there.
A Mini Shopping Mall
Local Atlanta restaurants and services. Restaurants, retailers, and service providers that are distinct to the city of Atlanta. I believe we should support our local market as well as national brands.
Grocery store of some type...
Frozen yogurt, BBQ, chipotle
Chipotle. When Wal Mart was there I visited them often. It would be nice to have a similar store back in Tech Square.
Pharmacy Movie theater
Something providing quick, affordable, fresh food like smoothies, juices, salads, etc.
more affordable food options/ supermarket/ convenience store
Pharmacy, Convenience Store, Apple Store, Microsoft Store
Maybe more fast food options like Taco Bell, Arby's, Burger King, ChickFilA? Is there a place where a food truck could park? An ATM 'station' like there is in the Student Center is another idea I've thought about. What about a USPS office or window? Ooohh...Steak N Shake!
McDonald's, Popeye's Chicken, or American Deli
Drug store or a McDonalds
bringing back the Walmart or a small CVS or Walgreen's type place would be wonderfully convenient.
A corner shop, like the small Walmart that used to be there.
A couple more restaurant/bars - the ability to go after work for happy hour
Maybe a fresh salad place
Zoe's Kitchen, Nail Salon
More food options. ATM options like the student center. How about a farmer's market in the parking lot of parking services every once in a while? Food trucks? Full service Chick-fil-a.
A little market/convenience store, a pharmacy.
CVS or Walgreens - some type of pharmacy type
Non Starbucks type Coffee house

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

grocery store/farmer's market with fresh foods
nail salon, dry cleaner
CVS Pharmacy
Kroger
I work on the other side of campus and only get up to Tech Square occasionally. But love that there is a place that serves good burgers
FedEx or Printing Services closest to the Conference Center
There was a Marble Slab for your sweet tooth. It would be awesome if a dessert/smoothie or Panera bread place was there
Something that sells salads. Healthier and delicious salads. Not the second thought options at other places.
Pharmacy open late with some food and personal items available.
A Pharmacy or dollar tree
A chase bank need to be close to campus since the closest one is not within walking distance.
An additional bar catered to students/faculty and staff. An Uber/Lyft pick up lane would be nice as well
Massage spa
Dry Cleaners
Good question. I can't think of any.
McDonald's, Burger King Hardee's ,J R Crickets wings ,walmart. dairy Queen Mexican restaurant soul food restaurant
More restaurant options are always good.
Postal services, sushi fast food
A nail salon!
I liked Walmart but it's no longer there. A convenient store would be good.
More restaurant options are always good around here.
Best Buy
Chik-fil-A
Chick Fil A
More restaurants
A quick grab and go sandwich/salad place-preferably with organic products.
McDonalds, CVS
Perhaps a store that sold new or used casual sports equipment such as softball gloves, even wiffle ball, bocce, etc.
Grocery Store
More food options of varying cultures.
I miss GameStop

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Better to-go food option.
Convenience Store
More places that accept BuzzFunds
Maybe a post office would be a good addition, maybe...
I can't think of one at the moment.
a salad bar
a grocery store
Good Burger Place
There's everything one may ever need.
Grocery Store
Desserts and a Bike Shop
A General all-purpose store, like a CVS or one-stop shop
I would like some healthy eating options for lunch - I would rather walk to Publix and get better food choices than what is available in Tech Square. I wish the Wal-Mart was still there - I shopped there 3-5 times per week. Some type of small grocery/convenience store would be great
I'm honestly surprised GameStop wasn't able to keep up here. Anything tech related would probably do well: games, movies, activities. Food is always a winner too I'd imagine.
Starbucks Coffee
A small Trader-Joes type market.
Krispy Kreme, Cheesecake Factory
Sprinkles Cupcakes.
usps or a bank
Chipotle
Wings Store
Healthier food options (e.g. Kale Me Crazy)
More variety vegetables
a convenience store, similar to the old walmart location
The SmallMart (Walmart) was REALLY convenient and useful. Something like that is really necessary (inexpensive, with food and household/health products). A bike shop would be great too. And of course an Apple store.
Apple Bee's, AMC movie theatre
Unsure, because going to Tech Square is inconvenient for me given my location on campus, so additional retail services wouldn't matter one way or the other.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

walmart express again
Chick-fil-A
Maybe a store like Office Depot
I'm happy with what we have
Ice cream shop and bakery
pharmacy, post office or ups store, chipotle, dry cleaners
Hair salons, additional restaurants and Walmart or walgreens
More restaurants
A place that you could run to to get bottled drinks, maybe some 'emergency' otc meds
smoothies and/or froyo
a sushi place
More bars/restaurants
Drug Store \ pharmacy
subway and starbucks are also in the same area, so there is good variety
CVS-type pharmacy
another coffee shop since Starbucks is gone (from Spring St)
bike/bike repair shop, smoothies, atlanta united/falcons sportswear, bento bus
Moe's offers a Monday's Special and it's pretty popular, just a suggestion.
The new thing around town is the vitality bowls. I think this type of place would thrive in Tech Square.
Car wash services, maybe in the tech square parking garage.
Grocery store
Wendys, KFC
UPS Store?
Linen and things store.
A drive thru Starbucks
Chipotle
Perhaps a burger specialty resturant
more restaurant choices
Panera Bread shoe repair booth
Office supplies
American Style, i.e.: Three Dollar Cafe, Taco Mac, Sushi Bar/Tempura, Candy Store

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Smoothie place, Verizon Wireless
Fun and trendy Nail Salon (would appeal to guests at the surrounding hotels as well)
Vietnamese Pho or Korean BBQ restaurants.
CVS
A store similar to the small Wal-Mart store would be convenient.
Fashion, nail salon
dry cleaning
Grocery Mail/Shipping Services
Do not know. I only go to barnes and noble.
more of a health and wellness variety...i.e. vitamin shoppe or fruit stand??? perhaps
Don't know
Pharmacy small grocery store healthier food options
Really not sure. I love the Moes and Barnes and Noble in Tech Square
I would still like to see a mini walmart, target, family dollar, dollar general...etc. or some type of retail store that would sell personal items for us. Publix is too expensive.
Grocery store
Grocery & Variety Store, ex the past Walmart
Additional restaurant options; a grocery option
A dollar tree
A drugstore
Asian food market or a place with really robust vegetarian options.
A Fedx or Ups.
Walgreens, CVS, Rite Aid. These would provide a variety of services and products that I think would be convenient and well received.
A small grocery store
the Walmart was great dont know why it moved
CVS
I wouldn't have any idea
Healthy food restaurants like juice bar, or good vegan restaurant.
More food spots with vegan options, healthy snacks and menu, smoothie place
I love what's already available.
a place to recycle batteries, or perhaps a list of services that are avail like this, but are hard to locate.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Potbelly Sandwiches & Chipotle
Zoe's Med, Loft (Ann Taylor)
A small retail/grocery store like what we had with Walmart.
grocery store
leather/shoe repair
A corner store or CVS/Walgreens type of option. Ideally, a QT like in midtown would be AWESOME because that would provide lunch, coffee, and other essential options. We need an option closer than Publix!! Something where we can buy essentials.
Popeyes
The Chow Baby restaurant would do well here.
Credit Union ATM
walmart
Delia's Chicken Sausage Stand; Sweet Auburn BBQ; Smoothie King, Planet Smoothie or Jamba Juice; Chipotle; a Sushi restaurant
I bet a corner grocery would do really well by Tech Square. Students, faculty, and staff would all use it. Publix is great, but Atlantans like to support locally owned businesses.
We need a CVS or Walgreen's.
FedEx
Nail salon/spa
Grocery store or convenience store/I miss walmart
the walmart store
I would love to see a fresh smoothie or juice bar, where you could grab fresh items.
There should be options that provide better quality food.
I really miss the corner walmart.
Bakery
Convenience Store/Pharmacy
A drug store/ cvs type retail
Walmart again
Chipotle, Zaxby's, Panera, or CVS
convenience store. more food options
It would be nice to have a sundry store in Tech Square. From time to time, you may need allergy medicine, lotion, drinks and snacks. It would be great to have a convenient place on campus to grab and go.
Chikfila

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Farmer's Market or Food Trucks.
Some sort of full service drug store would be helpful.
salad bars
Brew Pub
More food options and something similar to a convenience store to grab snacks and medicine.
Wendy's or Burger King. Arby's or three dollar café
Dry cleaners, post office, clothing boutiques
I miss the Wal Mart being in this area. It was very convenient
A convenience store or clothing boutique would be great.
I haven't given it any thought.
Dry Cleaning
Zaxbys
Soul food restaurant
Five Guys and a Salad Place
More restaurant choices
a general store like CVS or Walgreens
I miss WalMart!
We need more choices such as a salad bar, Cheesecake Factory, Mexican food, Chipotle, J R Crickets Wings, Cheeseburger Bobby, etc.....
socializing areas, technology rooms, more events, clothing/retail
A boutique that offers non-traditional Tech wear, homemade/local items, and Greek (fraternity/sorority) apparel.
grocery store
convenience store, health focused food market
Panera Small grocery like WalMart that was discontinued
A Convenience store
a walmart
Fred's Meat and Bread
I miss the Walmart, a 'corner store', 7-11 type business I would utilize.
Nail Salon
A nail salon
package store, grocery or pharmacy
Somewhere with good soup/salad options.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Extra primary care doctor
A place to pick up cheap, healthy lunches to go.
a convenient store
In additional - I would like to have au bon pain or Fresh to order.
Small retail shop offering grab and go items similar to what the previous walmart concept had.
I think Amazon was a great addition to Technology Square. I really feel that we're missing more smaller retail places/grocery store. The closest place to grab a snack or bottled drink is Publix 2-3 blocks up Spring, in the summer and with construction not many people want to make the trek. I also think Moes is a great addition. Chick-fil-A would be awesome or other fresh fast casual eateries.
Ice Cream Shop
Dry Cleaner
An Indian cuisine restaurant, if that could be quick serve. If any type of convenience store could survive on the retail margins possible at a Tech square location, I would hope it was successful. I liked the Walmart concept. It was literally convenient.
BBQ- T- Moblie
For the students the WalMart stocked with items for dorm living. ie. blankets, pillows and food.
American Deli
laundry/dry cleaner, youth hostel, elder hostel, educational space for non-credit courses like what KSU has
Game Stop!
Indian Restaurant
Fresh 2 Order
A drug/convenience store
More variety of restaurants
Asian Food
A few things I'd love to see put into the Tech Square area would be a more local bakery/cafe (beyond Starbucks), a short-term bike rental facility, and a King of Pops stand!
A US Post Office would be AWESOME!!!! a restaurant with a salad bar and hot food bar where you paid by the weight would also be a really great service.
Healthier options would be nice
renegotiate with wal-mart or similar retailer
Postal services Ice cream/yogurt Dunkin Doughnut
Love Amazon, but miss the mini-Walmart. I know there's a Chick-fil-A in the student commons, but one in Tech Square would be awesome, especially if a drive-thru feature could be configured. Any hopes on the ground floor where the former drive-thru Starbucks was? A non-food idea would be a mailboxes etc.- someplace to make UPS and Fedex shipments.

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CVS/Walmart/Walgreens
Good hamburger place
With The Spence gone, a nicer, sit-down restaurant would be nice.
More / better restaurant selections/variety
Target, walgreens, CVS, drugstore
Juice bar
Nail salon
UPS Store, small grocery store
A sub shop
Dedicated Georgia Tech Sports Bar
Jimmy Johns
Tanning salon, nail salon, hair salon
A retailer who sells fresh cooked fish; else, Captain D's may do well.
CVS or similar retailer
Piccadilly (something with vegetables), dunkin donuts/baskin robbins ice cream shop, chick-fil-a, BBQ, (McDonald's, Arby's, Wendy's or Burger King)
I'm not sure.
I think it would be nice to bring back a shopping store on campus like Walmart or Target.
I know there is a Starbucks, but a healthy breakfast option like a Kale Me Crazy would be awesome!
An inexpensive burger retailer.
General merchandise store or drug store (e.g., Walgreen's or CVS)
laundry/dry cleaners, more restaurants, nail salon
A store with more general items like the Walmart.
more and better restaurants
Dry Cleaners, Psychiatric Counseling, A fast food . . .
Something along the lines of the Wal Mart where you could purchase small things like over the counter medicines,drinks things along that line.
Groceries
I use T-mobile regularly. I don't recall seeing AT&T or Amazon. I also use the PNC Bank
Pretzels
Target cvs walmart
Burger King, McDonald's or Wendy's

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I'd love a coffee shop--the Starbucks @ B & N doesn't really have any thing to eat and Revelator doesn't have enough non-esspresso drinks. A Dunkin Donuts location would be great. I'd also like some sort of female centered salon--sometimes the ones a few blocks away towards the AT & T building are too far away. More burger options would be nice, too!
Grab-and-go sandwich and coffee.
5 Guys
1. Dry Cleaners 2. Krispy Kreme 3. A 'Grill' restaurant that offers food like burgers, wings, fries, onion rings, hot dogs, etc. This would be really good in the Student Center, but Tech Square is fine too. I think Barrelhouse Tavern offers those foods, but I'm thinking something along the lines of Johnny Rockets. That would be awesome!
A convenience store. Chick-fil-A
Convenience Store type option; office supply store.
A good ice cream shop that offered something special during colder months.
grocery/convenience store, smoothie/juice shop,
better restaurants...especially now that The Spence is gone.
Chick Fil A; Verizon; Small Walmart or Target (dont know why Walmart left)
Phone or computer repair shop
Unsure
chipotle, NY-style lamb and rice place, or a mom-n-pop jamaican place. (Subsidize the rent for a mom-n-pop place if you can.)
More food choices and another grocery store like the Walmart
vegetarian/healthy food
Wendys would be a great fast food restaurant in this location.
Always appreciate more dining options.
a nail salon. it would be so nice to be able to get a manicure on my lunch break. Also, a little convenience store would be super helpful. Its often that i'm in tech square and want to grab a drink, chips or candy and i have to go all the way to the top of barnes and noble to do so. and they don't have a wide selection.
Some place that specializes in burgers. I know you can grab one at Barrelhouse, but there is no place that has a GREAT burger on campus.
Credit union
A mini supermarket would be helpful (mini Target). A real Mexican restaurant would be nice - like a small La Parilla. Or even a taco stand like Taco Pete. A chick fil A would be awesome! Or a burger spot like Shake Shack or Five Guys. Finally, a ladies store like Bath and Body Works or a nail shop.
Target. Small grocery store. Farmer's market.
Small retail store to replace services provided by ole Wal-Mart but at a more limited basis. For example, skip the Pharmacy, limit perishables, etc. Someplace were you could get snacks, coffee supplies, personal care products, self-serve Fountain drinks, etc.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

A dry cleaner/laundry service would be nice. So would a CVS. Also, a nail salon would rake in money.
Panda Express!
dry cleaning
I wish I had time to think about this one...Panera Bread and Smoothie King.
Restaurants, places to get take out food. A salad place like Dressed Salads.
More (good) food options. Excited to see what Canteen will offer. Maybe a nail shop.
Dry cleaners with seamstress/shoe repair, nail shop, phone/laptop repair, FedEx Kinkos, office supply store, Jimmy John's instead of Subway.
Tasty places to eat.
McDonalds
Possibly a smoothie place.
vegetables and soulfood
Bakery
Five guys, Metro PCS, Popeyes, Walgreens, CVS,
more clothing stores
an arcade
Burger King McDonald's Popeyes chicken
Einsteins
Healthier options like Kale Me Crazy
small grocery store
Jimmy Johns??
We desperately need a good salad retail option in Tech Square and a good fast but nutritious burger spot. Also a juice spot like a mini Arden's Garden would be fantastic and make me very happy. The addition of the new Cantina will be a test to see how it rounds out the options in Tech Square
I miss having the WalMart store located there. It would be nice if they could come back.
dry cleaners
A location for fruit smoothies such as a Smoothie King or Freshens
Nail salon
Target, Walmart
A frozen yogurt spot.
I liked the fact that Walmart was there and was very unhappy when they closed. I think the students and staff would benefit from a store that sold non food and medicine

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Chick fila, a non-franchised coffee shop and bakery (not Starbucks), a place that serves food and live music performance, spoken word, open mic night; allow food trucks twice a week on the bridge
Kroger, Ollie's, Sprouts
Nail salon
A comic book store
Some sort of convenience store, like Walgreen's or CVS. I know they sell things at the student center bookstore, but a store in Tech Square would be super convenient!! And would get tons of business, business which probably wouldn't take business from current retailers.
grocery like whole foods, fresh market, or sprouts
Sweet Tomatoes, Vegetarian, Healthy options.
Subway, and the other Asian restaurant
Nail Salon
more restaurants, grocery store
Bakery/breakfast options other than Waffle House or the limited selection at the bookstore Starbucks.
CVS/Walgreens/Rite Aid
I like the quicker options, so Ray's and Barrelhouse do not appeal to me as much as an option like Chuck's or Moe's.
Walmart & a small wholefoods or healthier options
Post office, mailing service
Zaxbys
Five Guys, Chipotle, Jersey Mikes,
drug store (might work better than walmart) the CVS at Peachtree Center is very useful when I am down that way.
Perhaps an area where students could set up temporary shops to sell home made goods (jewelry etc) or a place where students could rent an area to set up shop to repair mobile devices . for profit.
Another coffee shop with seating besides Starbucks, Panera
Cold Stone Creamery
A small convenience store. We use to have Walt-Mart
mini grocery store/pharmacy
Coffee shop other than Starbucks but not one that cost \$5 per reg black cup of coffee (Jittery Joes used to be there which was awesome!)
high end restaurant for guests
Walmart. I am not sure what happened with the one that was there, but it was always packed when I went in there, which was every other day.
Bring the Walmart back
Other food options. USPS postal hub.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Walmart, US Postal Service, and Nail Shop
Shoe repair, watch repair, bakery.
A nail salon or massage Envy
Better, healthier food options.
More dining options
A non-chain coffee shop like San Fran Coffee, a make-your-own salad place
It was nice having Walmart, but I guess they didn't receive enough business.
zaxbys
Super market, general retail (clothing etc...)
Smoothie location or restaurant that specializes in vegetarian/vegan options
A convenient store would be great. There are very few places on campus to get feminine hygiene products, which is a shame. We could also use a healthier dining option.
Authentic Deli, Authentic Thi Food, Soup and Salad place
Chick-fil-a and maybe a CVS or Walgreens (some place that has a little bit of everything)
Gamestop = MAJOR BUSINESS Smoothie King = MAJOR BUSINESS Any electronic store = MAJOR BUSINESS (Not Retail) Massage Services = MAJOR BUSINESS
Phone Repair Shop
Wings restaurant
More food options outside of sandwiches would be nice, such as an affordable Mexican restaurant.
I think it would be very beneficial to have some form of grocery/drug store available.
Another ice cream restaurant
Dry Cleaners, Office Supply, Pharmacy/Traditional Drug Store, Clothing Alterations/Shoe Repair, Gaming Store (video games), a Gentleman's Club (cigar lounge/bourbon bar etc. - NOT exotic dancing/stripping), an Athletic retailer (Nike, Lulumon, New Balance, etc), Event Hall/Private Rental
More eating selection
Panera Bread, Jamaican cuisine
A real Apple Store and not the fake one that Barnes and Noble has setup.
drug store like CVS. Nail salon.
Starbucks
Clothing for women - business attire, casual wear
Post Office.
something similar to the Walmart like a Dollar Tree

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

More diverse restaurant options. Sushi, Thai, or Indian.
A grocery and/or drug store.
a dry cleaner, tailor, nail or salon services.
Increased access to all bank ATM machines; US Post Office or UPS Store
Smoothie King, Market Deli, McDonalds mini Walmart, Walgreen, or CVS
a drugstore or convenience shop to replace some of the services that the Walmart offered. Students and staff could benefit from this being close by on campus versus having to get on a bus or take their car off campus for a small item purchase.
chick fil a, sushi restaurant.
Another good Lunch spot w/ salads
Nail salon Massage/spa
another dining hall like the one that will locate inside the Spence location
Drug store or small grocery type store.
nail salon (I know one has been in place before- Not sure what happened there.), nicer lunch spot
A general store of some kind, or a grocery store
Walmart
Mexican restaurant, I miss WalMart
More healthy eating options like a salad and it juice bar
sports gear biking
Taco Bell would be a great addition! I know we already have Moe's, but the price point at Taco Bell would greatly appeal to students as well as faculty and staff!
I think it suits every need for campus.
Can not think of any at this time.
Shoe repair dry cleaners alterations
grocery store, basic banking services, inexpensive southern homestyle food
Convenient Store
Malt shop
Chick Fil A (know it's already close, but would like it to be on Tech Square itself), Sun Trust bank
cvs
More Food places.
Burger King
nail salon

Five Guys or some other 'burger' restaurant
Pharmacy

Tech Square Comments

The area is packed with students and workers for lunch, highest need are more food places.
I like the Tech Square retailers! I feel very fortunate to work at Tech Square and be able to use any of the vendors whenever I want. I eat at some of the restaurants about once a week or every other week. Any new restaurants that were to open I would definitely try. Thank you!
Awesome
The food is horrid. The best choice is Waffle House and that's sad.
I love Waffle House but sometimes in the early morning, employees are more interested in chatting with each other than serving customers
Need a better variety of restaurants. More 'upscale.' Not too fancy, just something better than pizza, burgers and sandwiches (i.e. college student food)
T-Mobile has the friendliest and most helpful staff. AT&T was also very nice when I talked to them. Gyro Brothers is delicious.
I saw a waitress drop a cup of salad dressing on the floor at Barrelhouse on the way to the outside tables and pick it up and place it back on the plate and serve it.
The food venues are boring. Need to bring some excitement to the area, even food trucks would be a good addition. The fact that the Starbucks has been demoed has really negatively impacted that area. The Starbucks in the Barnes & Noble is always too busy to grab a quick cup before going into a meeting.
They are perpetually understaffed.
More variety would be nice.
There should be a no-smoking ban ENFORCED along Tech Square, including at these restaurants. Waffle House employees are the biggest offenders. Prior to Georgia Tech's campus ban on smoking, there were designated areas away from Tech Square where they had to go. Now they all just smoke everywhere.
I have actually never eaten at Tin Drum because each time (twice) I have entered there was no one at the counter to assist or guide me through the menu or with any questions. I have difficulty being a new patron at places that expect you to know how things work (with the assumption that you are not a new customer). It would also be nice if there was more evidence that these retailers were Buzzcard accepting. As a new employee, I have only been told word of mouth and from a sign at the WH register.
Meals are a little pricey
I think cheaper and more practical places seem to do best
Parking is very limited in this area
All Tech Square restaurants should give people with a buzz card a small discount
overall, my experience at the retailers has been very good. Good service, good food and friendly staff
More student specific deals

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Barrelhouse should not have changed menus about a year ago
Food vendors are mobbed at lunch.
Excellent for the price points
i also visit the moes at tech square as well
I think Tech Square has pretty much everything it needs. There is a great variety there.
I like all of the retailers.
Frequently go to Moes which wasn't on the list. Very satisfied with them.
parking can be tough. If parking in deck, maybe retailers can provide validation. Also, I've recently learned parking free on Sunday on street. I'm not sure this is well known.
All vendors display good Customer Service
Barnes Noble
I love Atwood's Pizza
It's a nice variety.
I love the many options they have. There's a variety for different tastes, depending on what sparks your fancy.
I think the retailers are conveniently located and offer a variety of great products that I enjoy.
Amazon retail store is a great idea.
Having the Amazon store is totally awesome!
Love Moe's !!!
Attract more small, local businesses
Is there a post office around that area?
I'm ok for now.
Free or cheaper parking
I like the fact that Amazon is in TechSquare but wish there was a campus run. Pick up Amazon packages from campus and take to the Amazon store.
I'd like to see an Atlanta themed store
I am not a student, but I don't see the need for a Great Clips. I rarely see ANY customers in there location.
King of Pops 'pop up' stands, an urgent care center (better than Concentra on Spring St.)
I look forward to the new retailer opening soon where there will be a setup similar to a Ponce City Market cafe style.
Love the feeling of being on 'the square' with all the options.
There has been a 'Coming Soon' sign displayed for over 6 months where the Spence used to be located, a food court of some sort was coming to that space, but I have not seen any kind of activity to indicate that they are coming.
expensive, long lines.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Barrelhouse and Rays should be replaced, as the quality of their menu/food is not up to par
Overall, I think there are good options at Tech Square and I think it is thriving because of that.
More food retailers needed. You get tired of the same choices within walking distance of Tech Square. Didn't think I would miss Arby's, but I do -- just to have other affordable menu options. Retailer serving breakfast items would be great. Only current options are Waffle House and Subway. I don't care for Waffle House.
I wish there were more options for vegetarians or salad places. The fast food places that are there have limited options for people that want to skip meat once or twice a week.
speed bumps
It's a way off from campus.
I do not have any additional comments right now.
They are pretty good, but there could be more options for retail.
They are all unique in what they do. I miss the mini Wal-Mart, it had quick items that you could grab and go with!
Amazon is very conveniently located and a good option for receiving/dropping off packages.
more variety of stores reasonably priced
Some food retailers are overpriced
Tin Drum has outlived it's usefulness. Quality isn't what it used to be. Barrelhouse too. Stopped going there after service quality because a regular issue, and I've heard of some people from my dept that have gotten sick after eating there recently. The Amazon store was a great idea, but the fact that there is no short term free parking in front of the store makes it less than ideal if you're picking up or dropping off boxes.
I'm a manual wheelchair user and rarely can I find accessible van parking for a wheelchair to unload safely and also be close enough to my destination.
It would be nice if the Technology Square retailers allowed us to use our Buzz Cards and to use them all year.
Barrelhouse quality of food and service has decreased in the past couple of years.
I never noticed that Great Clips was in Tech Square. I may use them in the future. I've heard good things about Tin Drum, I just don't get over there enough to try it.
I think it is a great mixture of offerings.
Please add a mini grocery store or market
Keep them running.
Dollar general
They need to keep their HVAC grilles and interior spaces cleaner. You can go into most of them and see cobwebs/dirt anyplace over your head. Tin Drum is pretty bad recently for the dirt.
I'm still upset about that GameStop leaving.
I eat at Moe's occasionally.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Need more variety. A bike shop, convenience store, fruit/vegetables and/or flowers, watch/jewelry repair, shoe repair, etc. It should have everything we need.
It's a great place for the students, also for when we have classes to attend in the Global Learning Center.
I think the retailers currently represented are good establishments.
Good job
In my opinion, some of the retailers overcharge because they are located on campus. For instance, a co-worker and I went to Barrelhouse a while back and we ordered 2 ten piece wings, 2 orders of fries, and 2 waters and our tab was \$30, not including the tip. That's way too much.
I realize that it was not Georgia Tech's decision for Wal-Mart to leave, but I think that type of retail product would be good for the GT/Tech Square community.
I wish the food options were healthier
very nice place to go for lunch.
Based on my current office location, it is not very convenient for me to patronize the retailers in Tech Square.
Need more parking. If your office is not located near the area then you have a difficult time finding parking
The Retailers are Great!
Great clips can not cut curly hair. If you can have a person who can cut all hair type would be really great.
Sometimes Barrellhouse doesn't seem concerned that we are on our lunch break and we see the staff standing and talking when we could be placing our order or paying our checks.
Have staff events there to remind us that it is available.
Most are good but could stand to upgrade/update facilities to accommodate additional items on menus
I haven't visited them very much. Just Barnes & Noble and Moe's Southwest Grill.
When is the Canteen opening?
I am all the way across campus. It takes all of my lunch hour to get up there on the trolley and back, so I don't go there unless I absolutely have to.
Overall, I'm satisfied with the shops around but again focusing more on the health and wellness aspect for retail would be patronized and greatly appreciated
Actually I eat a Moe's a lot and I've been to the Subway there but that's not on the side of the street you're asking about.
They're okay, but those are to cater to students. A wingstop would be cool.
parking is always an issue. My office is on 14th street so I have to drive over to Tech Square and parking is limited and costly.
Barrelhouse and Rays both have flunked their health inspections recently, which is very bad. Won't eat their again. Waffle House has been very inconsistent with their food recently.
I wish the people at Wafflehouse were friendlier especially since we frequent there so often.
i love the close location to the campus

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Waffle House is ok, but definitely not up to what I would consider great. Service can be pretty bad. Food is ok, but they seem to get orders wrong on a regular basis.
I think we need more healthy restaurants there.
Saves time from driving off campus.
I also use Subway and Moe's fairly often and like their speed and selections.
Wish parking was easier to deal with when attempting to drive there.
Please remove the Tin Drum. The food is not good
Some of the restaurants in that area are in need of being refreshed. Aside from Waffle House, there isn't a draw to the area food wise.
A post office would be great awesome! Or at least somewhere to buy stamps and a drop box.
Conveniently located.
Healthy food, like whole foods prepared food or metro fresh
I love the service I receive when ever I go to Tech Square.
Chuck's just isn't very good. Barrelhouse used to be good, but was very disappointing when last I went. Waffle House is really slow for a Waffle House.
Chuck's is super nice and always very helpful. Food is fresh and good. Ray's is good and the prices are reasonable. Both restaurants have friendly staff.
healthy food
the quality at our waffle house is bellow that of others. does not seem that clean either. could be better use for the space in front of the Cinergy building - more outdoor seating for eating, wifi area....
I think a store that sells local artist items would be nice.
It's a great area and so far I've enjoyed all of the establishments I've visited.
marketing
Welcome to Moe's!
I'm glad the new market will open soon.
The retail stores are doing a very good job
Something needs to be done about the ventilation in Chuck's.
More upscale restaurant appropriate for a meeting.
The Barrelhouse is not that good.
To expensive and no parking.
They should offer delivery options on campus or quick pick up parking spots.
Ray's is a great partner to us. We use them often for catering.
More Georgia Tech staff, faculty and student specials they should offer.
The Barrelhouse has gone down significantly in quality of food. I have not had good experiences the past few times. Rays is amazing.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

A variety of restaurants is always nice.
You simply have too many conflicts of interest to be able to run good community services in the form of retail and dining in Tech Square. As long as you keep treating community members like products and not like neighbors and customers, you'll continue to wonder why we're always stuck in a race to claim the mediocrity prize. If you keep making deals with corporate vendors to quash other businesses' ability to compete, you will always end up substandard, which is where we are now. You're running a glorified shopping mall and it's just stupid. Your profit motives have thoroughly obscured your responsibility to the community and your potential to create something really amazing. Nothing against Ray's, though. Ray's is solid. But then again, so was Junior's - it was doing solid profitable business and it was something special that had a unique and personal link to the community -- and you guys obliterated that business thoroughly and broke a guy's heart while you were at it. And never told the community why you did it, either. I'm guessing it was the corporate contracts with Sodexo and corporate favoritism. So please don't do to Ray's whatever you did to Junior's. I've already nearly run out of places to eat around here that aren't disgusting corporate mockeries of food.
Keep up the good service
The level of food and service at that particular Tin Drum has gone down in the last 18 months.
Wish there were better salad/salad wrap options. As a pescatarian, who tries to eat healthy, I regularly leave campus in search of better salads and salad wraps.
Build walking bridge over the cross road
The food spaces are what I most utilize - the businesses are less applicable to me either due to brand or general use.
The service at Waffle House has always been subpar compared to other locations I've visited (the service is slow, staff are more interested in socializing than working, on multiple occasions I've had to ask staff a few times to run my card so I can pay my bill)
The food rating at Ray Cedars, as well as the service from the hostesses could be improved. The attendants at Barrelhouse are not as focused on 'service' as they should be.
cheaper parking alternatives would be helpful. Coming from West to East campus as a handicapped person is difficult, so driving is required and parking is exceedingly expensive.
I really enjoy the convenience of businesses there.
I have used the Georgia Tech hotel for some events and was very happy with them. I also like the bookstore and Starbucks, though I rarely go there.
Traffic light at 4 way stop
Miss the Walmart. Would love to have some kind of quick needs shopping option.
I think the main thing since I work at the Global Learning Center is variety. I am so tired of eating the same thing all the time and it would be nice to have some healthy options that are portable unlike the GA Tech Hotel.
How about a technology market festival in the Spring?
lower priced retailers
nice retailers
Nice area. Wish the parking was a bit better.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

30 minutes free parking would be great for fast take-out orders and a quick shopping trip to the GT Barnes and Noble
What happened to the mini-Walmart? Is it still there?
I really liked the nice restaurant by Moe's but it can't seem to make it. That is a nice addition to Technology Square. How can we make that work?
I think that generally speaking they do a great job.
TMobile is great and I was very satisfied with their service I enjoy eating at Gyro Brothers and Moe's as well and I am very satisfied with all of these
The retailers that I visit have always been exceptional.
it would be nice if they opened a little earlier. Most of us are on campus by 7am. Also, Waffle House really needs to expand the kitchen, staff and seating. They bring in way more business than they can accommodate.
I have nothing negative to say about the retailers.
I enjoy Tech Square. Immensely.
Service at the restaurants sometimes is sluggish, certainly uneven and not well-trained. I usually do not have need to visit the retail shops.
Need healthier food options. Many menu items (entrees) contain sugar and/or excess sodium.
offer more discounts for Georgia Tech staff
i just never use them. it's not convenient at all for me.
great location; no free parking to facilitate frequent patronage
We need more healthy options over in Tech Square
Good retailers. Convenient.
Parking is awful.
Thumbs up in general. :)
Great place to visit and meet friends
The area in front of Waffle House is a mess. The sidewalk is stained and it's not uncommon to see uneaten food out front. WH employees still smoke in the non smoking areas of Tech Square, including directly in front of the restarurant.
I really like the Amazon store. It is so convenient for picking up and dropping off books. Best decision ever...
Tin Drum service is pretty slow, and that deters me from stopping by there to pick up something if I am in a hurry.
More GT oriented specials (sandwich/coffee/meal discount cards, lunch specials, and happy hour pricing)
Having anything local to Atlanta is great :)
Thank you for asking for feedback.
Everything that I listed in Question 20 are based on my 'wants' and what I've heard from students and faculty members. Please make this happen :)
Coupons given to patrons
Barrelhouse has good food, but can be pricey. Ray's NY Pizza is also pricey, even for the buffet. Waffle House is very affordable, but sometimes the service isn't great. It really depends on who you get and how busy they are.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I recently noticed Waffle House and look forward to patronizing the establishment. It would be great if you could get Tin Drum to 'spruce' up the quality of their food.
It would be helpful if stores on the Centergy side of the street accepted BuzzCard.
We just hope the coda complex will assist in bringing more options to Tech Square. Is there a panel or selection committee for that? Where can I sign up?
I am somewhat satisfied, not that frequent of a visitor to provide a detailed opinion.
I enjoyed my meal at Moe's which is in Tech Square.
Love Barnes and Noble.
Parking and avoiding on coming trolleys can really be a life changing event. I am amazed at the number of people who park in the trolley drop off location and the people who double park.
It would be great if we could include the employees of these retailers in more Georgia Tech related events so they feel like they are part of the community, and not just there to serve us.
I just haven't had much time to use my resources yet. I just got on campus 4 months ago.
I also go to moes and gyro brothers
I am only there for a minute need to park at least 15 for free
I visit Subway almost 1x week. Love it.
seems some of the retailers do not dispose of their garbage correctly which makes it unsightly to see the compactor area.
I've been happy with all the stores I've visited.
Tin Drum is not good!
I tend to eat at subway and Gyro brothers. I think I perceive them as less expensive though it may not be true. I go to Publix a lot. I wish there was something like that at Tech Square. The food and sundries at the bookstore is not a good selection for me.
need more advertising and sales
Waffle House is a hit or miss. I know it's a training location, which means you either get great service or dreadful service!!! Also, when there is a line out the door, why do they never open up the other side???
Starbucks has been wonderful located in Barnes & Nobles.
A place that is strictly grab and go or take out would be great
The Tin Drum workers are often heard/seen yelling at people or on the phone very loudly by the dumpster. I can hear it in my office and it is embarrassing how many four letter words come from the manager and her employees. Also, I cannot tell you the disgust I feel walking on the sidewalk past Waffle House after games. This morning alone I saw 3 spots where someone had vomited. It happens after every game weekend.

APPENDIX N: BARNES & NOBLE @ GEORGIA TECH BOOKSTORE

Other Textbook Sources

Campus Text

Other Online Purchases

meal plan
Marta card and post cards and eyeglasses
Youth chapter books for my HS son
fiction books
Personal books
SCPC Tickets
snacks
drinks
Books to read
novels and books

Barnes & Noble @ Georgia Tech Comments

Seriously....70\$ for a polo. You've got to be kidding me. Unbelievably difficult to find a range of prices to accommodate the average person from purchasing Ga Tech swag for family.
I think for what Barnes & Noble @ Georgia Tech is being used for and what it does it is perfectly fine.
Too far away from the main campus.
The store should recognize coupons and member discounts accepted at all Barnes & Nobles stores.
Prices are too high even when things are marked down for sales. I always shop else where unfortunately.
The app is very difficult to navigate and sends to the safari link. Also, the processing time for online orders exceeds what I like.
It seems to work well.
Technology center is top notch.
Georgia Tech apparel and items are way too expensive. It's cheaper everywhere else (Amazon, Ebay, Walmart...etc). It should be the cheapest at a Georgia Tech location. It would be an incentive for everyone to where GT apparel and show school spirit around the entire campus areas, including Staff and Faculty members.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

staff always friendly and helpful
I miss the expanded book selection, but understand the economics behind the shift towards apparel sales.
The 10% employee/faculty/staff discount should extend to food items too, but does not apply.
Love this store. On the sale rack, somethings have been there over a year, maybe time to mark down again? I love the silk scarfs, but they are still at 65\$!
items found on the web site for order were not available. B & N provided a substitute without notification that they were [providing an alternate item.
Price is too high
As a staff member on the west side of campus, I've only been to Barnes & Noble at Tech Square a couple of times to look at a larger selection of apparel/gifts than is available in the Student Center.
Cleaner restroom
Cashier's are not that friendly in the front.
Great store, decent selection of books. Computers are all very expensive models. Would be nice to be able to compare some cheaper models as well
I wish their everyday items could be more affordable.
Need cheaper or discounted prices on all clothing items, especially for students/staff/faculty.
The prices are too high for items I shop for there. That's why I don't buy anything.
Most items are overpriced (spirit wear, etc.)
Prices are high, but otherwise it's good. I am happy with the store.
Their staff has helped me order books that were not in stock. If you see them, they will help you.
Would like to see some plus size women shirts, sweat shirts, and tees
lower prices in store Gatech items/ starbucks too expensive! more sales!
The prices are ridiculously expensive.
The website is limited and somewhat confusing.
It's a Barnes and Noble, so it's a known entity.
Great book selection and displays. And good selection of household stuff upstairs. The GT branded items are quite expensive.
Too expensive.
Prices for non book items are too expensive.
They are too HIGH like everything else on campus!
I would appreciate being able to search for the in-store availability of non-text books.
The prices are expensive but I do appreciate when they have the large sales.
The items at the bookstore are HUGELY inflated. I would love to shop there more often, but the pricing is prohibitive. It might help if you have deeper sale discounts...especially during the Staff appreciation sales. If I am able to find GT gear elsewhere, I generally tend to buy it from a store OTHER than B&N @ GT

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I really appreciate the staff/faculty discount
When is the in-store repair service back in business and what manufacturers do they accept? Apple, Dell, and Lenovo?
I would like to see more kids' stuff, especially dresses for girls ages 5-8.
Very professional, great promotions for faculty/staff.
love the clothing sales
Prices are very high.
I had an incident when I came to the bookstore on a Saturday evening after an event at Scheller. I was there with my two children and had store security follow me through the store as if I or my children were thieves. It made me very uncomfortable and I felt like I was being profiled. I was highly offended.
It would be great if you could search for regular books online via title, author or ISBN. I buy books from local B&N stores but would prefer to get them on campus.
The line at Starbucks is always very long, but the folks working there have a great attitude!
Appreciate the retail selection of Tech gifts and useful items but they are much pricier than other retail outlets, but it does have the best stuff.
Aside from the restrooms, which are I have found to be unacceptable at times, the Bookstore is generally clean and the staff are friendly and helpful.
Since I'm not a student my purchases are typically gifts (i.e.books, puzzles, apparel, greeting cards)
Good variety of apparel and gifts but very expensive.
I wanted to order some GA Tech apparel this Christmas, but could not get anything in adult large over the web. I made my purchases elsewhere.
'Jake' a Barnes & Noble staff member is extremely knowledgeable and helpful.
prices are high, need more sales and bigger employee discounts .
Miss old bookstore. Princeton still has a school owned bookstore and their clothing is cheaper. Amazon is cheaper and can be picked up at Tech Square.
it's hard to find help with answering questions about books in the bookstore. Most of the time I just give up or come back later, mostly to experience the same thing.
Very nice store with nice selection. But it is VEEEEERRRY over-priced, which results in me never buying a personal item there. I only purchase gifts for clients that I will be reimbursed for.
I found it hard to believe they do not sell Georgia Tech basketball jerseys
As staff, I don't need textbooks, but I shop there frequently for books. The books have now been shoved into the back corner where there is little room to move around. It's also hard to find books or specific sections in such a cramped space. The displays for new books could also be more clearly marked. I feel it has become more of a GT merch store, which is fine, but we need a better bookstore on campus if so.
Only used tech store once to purchase mac battery. Didn't charge. Had to return it.
Wish I could use my B&N membership discount. I end up going to another store more often so that I can use the discount.
The prices advertised on techstuff.gatech.edu seem inflated. I go there to see what discounts are available to Tech staff, but am amazed that prices seem to be higher on the site.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

<p>It's a bit expensive, especially for college students. But the merchandise is great!</p>
<p>The pricing seems very high on many items. I realize it's a retail store and it's at full retail, but it's not very competitive overall with other vendors or online.</p>
<p>I buy actual fiction books from the store and their pricing is very high compared to other stores. Also hard to find African American Authors in this particular store, but they have them in other B & N stores. I often ask them to order for me so that I can get the employee discount, but lately there hasn't been anyone working in that area. Also there was book in that store for \$27 that was in the other stores and the online price was \$13 so I was not quite sure why the pricing was so different had to put that book back.</p>
<p>Please, please, please have a dressing room on the first floor near the apparel so that people may try on clothes before they buy them. I have had to buy multiple items, go upstairs to the bathroom to try them on, and if they didn't fit, go back downstairs and return them. It is a hassle and I'm shocked there isn't a dressing room available by now.</p>
<p>A considerable shame to see actual books disappearing from a campus bookstore, but such are the times we live in.</p>
<p>Send out notices when the sales are!</p>
<p>Keep it coming.</p>
<p>why can't we use our discounts on sale items?</p>
<p>Great for students, but generally have no need of what it offers or what it sells as a staff member. I'm still going to shop for most of what they offer through vendors like Amazon.</p>
<p>Peter N. is a wonderful assest to the Computer Department at the Bookstore!</p>
<p>I think it is awesome to have Barnes & Noble as the Georgia Tech bookstore.</p>
<p>Question 135 is misleading - took my Dell to the technology center just last week and was told they only fix Apple products.</p>
<p>Please get the Technology store re-staffed with a repair vendor. Preferably Onyx.</p>
<p>The Technology Store no longer has certified repair of Apple systems. Until this happens I cannot trust them to perform repairs. We need a real Apple Store.</p>
<p>Need to have more inexpensive GT items.</p>
<p>It's a book store. More books, less Georgia Tech souvenirs would be nice.</p>
<p>The amount of GT mark stuff that is available is in my view out of control and so overpriced. Run a few sales from time to time and it might provoke me to buy something.</p>

APPENDIX O: DINING SERVICES

Dining Retail Services Comments

I eat a salad from the salad bar almost every day and am amazed at what a good job they do - and they change it up so that it's not the same thing every day. Excellent job
It would be nice to have other healthy options available besides just salads. I know that there is a place that offers vegetables, but most of the time, they are not always healthy because the way they are prepared.
Ferst Place is very disorganized
I don't even know where to begin. Random restaurant closings and pointless renovations, the new coke machines always being broken or out, the insane lines, the terrible quality of the food. Get rid of Sodexo!!!!!! I don't like the possibility of eating horse meat.
For how efficient the Chick-Fil-A is, the Taco Bell is not at all. I love Taco Bell and its variety but I would accept a more limited menu if it would decrease wait times. I think it's 15+ minutes per patron, which for a limited lunch break is difficult.
Great location, great staff!
It is too busy. There are always lots of service personnel but it is too slow or somehow inefficient
Highland is a great place to go on campus!
Long wait at chic- fil-a for sandwich,during lunch is hard to understand! lunch is same time everyday! Taco Bell, employees are slower than slow, and could care less! will never got here again!
Always feel rushed by the counter attendants when I go in to order lunch. Also, I noticed that they seem to have an issue expediting. Some one needs to get a handle on it as the food runners spend a lot of time searching for the people who the dish belongs to and often return to the kitchen with the same plate in hand. They need a better system - maybe someone with Lean Process experience can get in there and help them. Food is always good! Just takes a long time to get because of above issues.
It is adequate.
I would like to have the option of paper napkins as well
I wish there were more options like Essential Eats where I could get a different type of meals every day.. something like burgers would be nice. It is frustrating to know I don't want Mediterranean/gyros, Indian (which is a bit expensive to me with limited options), pizza/italian, tex mex on most days. Much of that food is breaded. I like eating meals that seem like healthy entrees and not a light snack or unhealthy meal. It would be nice to have other meal options. Essential eats only has one meat and one veggie entree option with the sides. Perhaps up that up to 2 each. Some days, I don't want anything on that menu and nothing else there either. Also, lunch time on MWF are hectic in the center, so it can take quite some time to see what is even available and then it becomes more disappointing when I realize there is nothing of interest on the menu. And because Essential eats is more on the expensive side, I don't want to eat a meal for a meal sake.
I think the cost of fountain beverages is way too high.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

More fresh, vegetarian options. We need a Metro Fresh!!
North Avenue Dining Hall has a varied selection of foods available.
Panda servers need to increase the size of the entrée and stop filling the plates with all that rise. At times it really isn't worth the \$8
They do an excellent job there.
Prices are too high
Every time I go to Chick Fil A the staff seems more concerned with talking to each other then handling bagging my order. I used Tap N Go a few weeks ago and they hadnt even looked at the ticket; not because they were busy but because they were talking. There was only myself and 1 other person in line (that person was ordering then)
I eat at Chick-Fil_A or Subway. I know that I can find good food and good service at these 2 places.
Highland Bakery is an asset to central campus and a hub for collaboration.
More vegan options!
The staff at Highland Bakery is horribly rude and unprofessional The prices are way to high for quality that is not there
A little expensive at the bakery, but so good. Perhaps student deal days via text?
We could really use more vegetarian / vegan options (clearly labeled), and better healthy options. Of the four options, only Subway has a regularly available diverse healthy options.
Highland Bakery is great!
There have been times when I have been visiting the downstairs dining services and sitting and eating where a dining services employee can be heard speaking extremely loud/yelling into a cell phone while walking around the facility. I understand needing to take a personal phone call, but find it unnecessary that it should be conducted while students, faculty and staff are sitting to eat (in a seated area of the Student Center), I hope there is a location where there would be more privacy for the worker to speak on the phone.
There should be a burger place like burger king or a gourmet burger spot.
I would like healthier options available.
Meals at the food court are expensive!
I am not fond of the sitting arrangements now. I was made to sit a table with students, when there were other tables available. I normally don't take long to eat and could have been out of there in under 20 minutes. Hence not taking up space by a single person.
I have no idea where to find nutritional and allergen ingredients for meals. It's not something I care about, but it's not visible, either.
Management & Staff of Chick-Fil-A need to understand the LIMIT amount of SALT that go into a portion. Also, staff personnels need to know that when you go on BREAK or LEAVING FOR THE DAY, that you cannot just WALK UP in front of customers in line and get FOODS.
The staff at the Subway are absolutely wonderful. I love visiting there. They are the best.
I eat mostly at Chick Fil A and Subway---staff at both places are helpful and friendly. Wish the Tapingo process at Chick Fil A was better defined upon arrival at the counter.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Twisted Taco is the best!
I thing it's a great service.
Soda is way too expensive. I've seen Chick-Fil-A give free drinks to facilities and us staff have to pay full price. Employees should have some kind of discount.
There are no burgers offered anywhere in the student center.
why do you have to have fifty dollars on your buzz card to eat there and why cant one person pay for as many people as they want?
Good choices, decent food, prices are reasonable. Thanks for improving the Indian food
ABSOLUTELY LOVE THIS PLACE!
Cashier lines too long most days at the lunch hour. Also, the food lines are long both upstairs and downstairs. Need more space in student center to expand popular eateries.
Overall I enjoy my experience at the student center commons. The staff is always courteous, helpful and polite. Kudos to all of the retailers for their hard work, but I would like to extend a special kudos to the Chick - Fil- A and Subway teams. They work expeditiously and efficiently with a smile and great energy. I appreciate the extra mile they take to provide a great customer experience even during very busy times. Job well done!!!
Is there a way to make the Panda Express line faster?
For the entire past year, maybe more, every Thursday, there is Fried Chicken. It is great!!! Love it. However, the same vegetables (?) are served. There has been ZERO variation: mac & cheese, collard greens and some rice thing. NO variation! Bring back the mash potatoes and gravy!! PLEASE!!!
Have more healthy, affordable options
Need better promotions for food
I would really love it if Chick-Fil-A had healthier options. For example, they only have one type of salad and no wraps.
I love Highland Bakery, but I feel like the food portion at times is not proportional to the amount that I have received at other Highland Bakery locations not on campus. I mostly experience this when I purchase the fried chicken benedict- most of the time, I am underwhelmed by the size of the chicken. The size equivalent is half the size of your hand's palm.
Thank you.
It gets so crowded during peak hours that it gets very frustrating with the proximity of so many people around food.
options are not fresh, nothing healthy except for the salad bar, which is out in the open and people cough and sneeze around it. Expensive and not good tasting overall. very dissatisfied.
Chick-Fil-A menus need updated to help convey the nutritional info better; Panda Express does this great, copy them. Chick-Fil-A has the best staff, the others could learn from them. Taco Bell needs to go; no one eats there and that space could be better filled with a better choice.
steep prices
Love having options!
Very slow

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I know 2 of my coworkers got food poisoning at Twisted Taco. Ever since I do not buy food from them. I wonder if regular inspections are carried out to ensure that our vendors keep perishable food safe.

The 2 ladies who stock the plastic flatware in the eating area of the Food Court are 'very rude'. They always yell 'don't reach over me' when patrons are trying to get forks, knives, etc. The elderly woman with the gray dreadlock curls in her hair is especially angry-looking all of the time. I realize that this is a busy area but they must understand that there are only 2 stations to get plastic ware and the food court is really busy. Also, they are constantly re-stocking, so the likelihood of someone reaching over them or standing near them to get plasticware is pretty high. They should get re-assigned if they cannot tolerate that level of human contact. Or, get more plasticware stations.

The lines are extremely long. My overall satisfaction score reflected that disproportionately, since there was not a question about wait times.

Panda Express needs a more diverse staff. It appears they tend to hire mostly Asians. Too bad for a campus that encourages diversity or perhaps not!

Breakfast Tacos burritos would be awesome from Twisted Taco. some eggs, cheese, chorizo, and potatoes, with picante sauce... yum

Love the ladies at CFA .

More options for fast healthy meals would be great.

The woman morning manager at Chickfila is awesome. She makes sure that her staff is neat and clean, and courtesy to their customer. Always greeting everyone with a smile.

I work in the Student Center, but will go out of my way to walk to the Starbucks in Clough because Dunkin' Donuts always gets my drink order wrong. I'm not exaggerating when I say that it's only correct 25% of the time when I order a mocha (with nothing else special to the order).

While we appreciate the variety of dining choices and food selections, some of the prices are prohibitive. As staff, I frequent the dining areas often and can afford the choices, but students ought to receive discounts. There should be more affordable options for students, other than just the fast-food options on the ground floor. The prices of that pizza place in the Student Center Food Court are a bit crazy: \$4 for a slice of cheese pizza? Inflation must have truly affected the New York style pizza business!

Chick-fil-a should accept coupons, add frozen lemonade/banana milkshake to menu.

I would like to see more variety in the Essential Eats part of the Food Court. While I know there is a Subway in the Student Center Commons, I wish that there still was a freshly made sandwich vendor in the Food Court. I have tried Cafe Spice a couple of times, and I didn't care for their food. The previous Indian food vendor was much better and less expensive.

I'm not very satisfied with Starbucks because I was unable to pay with my Starbucks gift card due to 'some technical difficulties.' That happened twice.

The lines get a bit ridiculous at times at Starbucks and there is never a place to sit within the shop. They should have made the place twice as big as it is and removed that gigantic circular desk right outside which doesn't seem to serve much purpose.

Would like chicken wraps offered at Chick-Fil-A--please!

The quality of the food is lacking. Would like to see more healthy choices and less salty and greasy food.

Pretty pricing for staff and students

It is often hard to get the attention of someone for drink refills. Perhaps adding a self service refill station would help.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

All of the Highland staff are fabulous and take the time to get to know their regulars!
The Dunkin Donuts staff is incredible-- they are always friendly, helpful, and kind!
Extremely impatient and unfriendly cashiers - they never greet patrons when you pay. Often have attitude problems. The guys behind the counter at Twisted Taco are really nice!
Dining space needs to be increased
The wait time for food at Highland Bakery is long.
Some of the signage has been incorrect, for example, I'm vegan, and some of the signs for vegan have animal products in them after I ask the attendant, such as butter or cheese. It hasn't happened often, but several times. I usually frequent the Essential Eats, which usually have some options, but a lot of times it's just vegetarian, and this is where I have encountered the mislabeling as well. But I would like to say I appreciate the vegan options that are usually always there, the salad bar, the veggie sushi, and the Indian and Mediterranean food. Thanks!
Purchase additional seasonings for the Hot line - everything they cook has the same taste. The exception is fried chicken Thursday - excellent
Possibly hire more staff for restaurants, especially during peak lunch times.
Thank you for adding additional beverage stations
Great service. Great staff. Awesome food.
Be more friendly
The food and service at Chick-fil-a has improved since last summer...yet it still is not to the CFA standard.
Better customer service at Subway
More gluten free options
Dunkin Donuts service is as slow as molasses, but the workers are friendly. The salad bar, which is where I mostly eat, is strange sometimes. For example, the section where you will find the pasta salad and potato salad does not have enough variety, in my opinion. Pasta, different types of potato salad recipes, cold rice salad dishes, quinoa salad, could be used. It seems to be mostly pasta. Also, sometimes it's a three-bean salad, which doesn't make any sense because beans are always available at other parts of the serving line.
It is usually on Chick-fil-A that I frequent.
Another eatery that offers a healthier menu (i.e., Fresh Express)
Sometime the food is dry, I think it sets out too long and loses its moisture. The workers there aren't very friendly, particularly the cashiers.
Some of the prices are outrageous. It's silly to get a meat, a side, and a banana and have to pay nearly \$12.
There is not enough seating.
The twisted taco staff and Chick-fil-A staff are nice and friendly but the other staff in the other areas or at the counter are not as friendly.
Twisted Taco employees are usually upbeat and friendly, however, employees staffed at Bhojanic are generally less than excited to serve me, but the food is outstanding so I keep coming back despite the employees' lack of enthusiasm to fill my order.
For an Uni of this size, the dining space in central campus is completely inadequate.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

you NEED a better system in place for the volume or you need additional options for coffee on campus (besides the one in student center) - think of LEAN process to be implemented - you cannot continue to handle that volume the same way you always have
Replace Far East Fusion with Bento Bus!
The quality of service have dimension over the last year.
still too expensive for a college campus
The only issue I can see is it is very pricey.
Taco Bell needs to speed up its food service. Lines maybe longer at Chic-fil-a, but food\service is always faster.
Portion sizes can be 'stingy'
The lines in Student Center Commons during the lunch hour are severely depressing. Often I have just turned around when I walk in the room because the lines are so long. Unfortunately, I often will go off campus to eat because I don't want to spend my entire lunch hour waiting in a line. I have tried Tapingo, but it seem that with increased usage of the service, the lines just for pickup are as bad as waiting in the regular line. Additionally, some of the staff at Taco Bell are terrible. They need some serious customer service and efficiency training. They seem to have the shortest lines, but take the longest to prepare the food.
Obviously visiting the same restaurants with the same options everyday makes them less desirable. The Student Center Food Court is closest to me, but I prefer the quality and variety over at the Highland Bakery more. It would be nice if there was an option for pasta dishes (more than what's available at the pizza place), such as macaroni & cheese.
Would like to see healthier options at a lower price point.
I often go to the at&t chick fil a and willys as they have more food choices -- kale salad, soups, breakfast items. And they take the chick fil a one app. It is also closer to my office
It is usually crowded and not very clean.
I like the options across campus.
Taco Bell employees are very friendly but the service seems to be much slower that Chic-Fil-A. Maybe its because Taco Bell prepare as you go.
need a wing and burger option
Taco Bell staff have better things to do, I guess. Also I never get a receipt, so I can see what I've been charged.
Highland is very expensive.
The lady who cleans the table areas is such a sweetheart. I love her smile and grace. I look forward to seeing her. I was surprised the first time she offered to refill my beverage, and glad that this service is offered in a fast-food court. It is an unexpected and pleasant service.
i love eating in food court food is always fresh and hot
It seem like the drink dispenser next to Taco Bell runs out of drinks and/or ice on a regular basis.
Need more organic, and vegan options

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Please bring more vegan options. By bringing vegan options, you will satisfied vegans and vegetarians food needs. With only vegetarian options, you target only vegetarian. Vegetarian eats vegan food too. Vegan does not eat vegetarian food (if it contains any animal products).
I would prefer recycling bins in the food court eating area. There is always a moment of indecision between tossing everything in a regular trash container or setting recyclable products on the conveyor belt.
Would like to be able to use Faculty/Staff Meal Plan Bonus dollars on BuzzCard to purchase meals at Highland Bakery and all dinning locations in the Dinning system.
The salad prices are too high
Campus Dining Halls are to expensive, we only get a 30 minute lunch break, so the all you can eat option doesn't benefit my Department, again, it would be nice for employees to get a discounted rate, \$11 plus dollars is excessive. I also don't visit these dining halls anymore, since it's required that we have to put \$50 minimum on our Buzzcards
I'd really like more variety at Chic-fil-a, including the additional salads, The Panda line is always very long, but they do move it through. Not horribly friendly though.
I think the food is pretty expensive at the student center. For instance, I can get a large tea at Dunkin Donut off campus for \$1.58 including tax. On campus, it is over 2.50. I don't really know how the kids afford to purchase lunch at most of the locations on campus. \$8.00 - \$12.00 a meal is pretty expensive by the time you add a drink.
Very satisfied with the Student Center food court - the downstairs is great too but gets too crowded sometimes.
Yo quero Taco Bell!!!
Employees sometimes seem to be more interested in conversations among themselves than engaging with customers
Do a better job of making sure the food is hot when served.
Been to Chick Fil A several times and I've had OK service. Not great but sub-par to the stand along Chick Fil A's around the city.
hours could be expanded
Would love if we could use Dunkin Donuts app to pay for transactions, use rewards and giftcards that have been virtually sent to me, etc. I understand the unique relationship the school has with the vendor, but I know other schools utilize the app.
Delivery options.
Excellent services
The student center could use a remodel.
keep it going!
Highland Bakery is the best!
Overpriced for very simple foods. E.g. Tacos
I love PANDA EXPRESS!! I eat there way too often the wait staff all know who I am. I only miss the Manager's Shrimp special from last summer. Don't care of the five flavor shrimp mess with my taste buds too much!!!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I only go to the bakery often because it's closely located next to the building I work, but I would rather not because the customer service isn't the best and the food is overpriced.
I usually go to Taco Bell or Subway but it can get very crowded and only have 1/2 hour to 1 hour and it is 10 min walk, so if there is a line, I can't eat there.
It would be nice if there was a breakfast bar in the morning (with eggs, grits, toast, etc) like at Whole Foods, and an omelet station. Should not have to pay to go to a dining hall just for a quick basic breakfast, & Highland Bakery is not centrally located.
Need more vegetarian foods on the salad line. Also, need more vegetarian soups. I do not like the food choices offered, not the prices.
I avoid Taco Bell.....abnormally long waits. Cashiers are rude.
more management oversight of the buffet. There is a student that frequents FP and packs her bag filled with food and management has not addressed it. for example, she makes frequent trips to the buffet to get chicken and she carries a bag inside of her bag for transporting it. I understand being frugal, however this was so obvious. It was reported and the response was 'we'll keep our eye on her.' not right.
More economical options would be nice - retail lunches are getting rather expensive so I bring food in more often.
I have been pleased with all dining retail services.
Everything has been a pleasant experience for me.??
Not enough variety of GOOD restaurant selections
Not at this time
It tends to be a little pricey, that is all...
The Subway has extremely long wait times and the employees are not professional.
more variety less Asian food
Lineups are longer now that it offers online ordering. A Pain.
Healthier options
Staff, cashiers and servers are very friendly always greets you with a friendly smile. GREAT CUSTOMER SERVICES. (Miss Davis-FerstPlace),Vernal,Michelle,Nichole, Sonya,Sharon,Tony , D Donuts Staff, Twisted Taco staff, everyone. Mr. Holland who we truly miss.
Always a good lunch. Wish there was more seating.
The whole check-in, payment process is inefficient for groups that are meet up, but arrive separately.
I know the focus is on healthy and fresh, which is how I primarily eat, but if I want some hot wings or a burger from time to time those options are not offered. I'm surprised that a college campus doesn't have a centralized location where students can get these items. Is there anyway the food prices can be subsidized?
Management is no where to be found during operational hours and there is no easy way to lodge complaint or bring attention to a problem.
More choice of salad dressings. The current selection isn't very tasty. Also, the drinks are served with hardly any ice and it's hard to get the attention of the staff to get a refill or more ice. These things are important when you are entertaining corporate sponsors on campus.
ordering of items needs to increase. They seem to run out of cake pops, breakfast sandwiches and heavy cream.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I like that highland bakery is so close to CRB.
Food isn't always fresh and Chick-fil-a and Panda Express.
Keep it tasty; keep it clean.
There are several times when crowds at Clough Starbucks are so large, it takes 30-40 minutes to order and receive a beverage.
Chick-Fil-A should offer more of their healthy options, i.e., more salads and wraps. I purchase the salad quite often and sometimes the lettuce is brown on edges and doesn't look fresh. There's not enough chicken for the amount charged. I've even shown the CFA staff and they agreed it was skimpy on the protein.
It's expensive and we haven't had any menu changes since it went in
Since moving to an off campus facility we have not utilized alot of services on campus because of time, travel, & parking
Not friendly here
The Dining staff is another campus group who routinely shows great customer service.
Do not save tables for reservations at 12:30 when you open. People can come in & out and the table will be available by then.
This is the worse and slowest starbucks and I have written to Starbucks corporate about this location and its inability to make true Starbucks coffee. service is slow and coffee quality is not good.
very long lines
Staff is always stressed about something. After your first beverage service you almost complete ignore for the rest of your lunch. Manager are not visible or in the floor during service. There is no vegetarian option for main course. Great food comes from an inspiration of flavors, spices and good organic (range free) meats, sea food and vegetables. It really taste like a bad microwave restaurant.
It's kind of pricey, and the new staff isn't as friendly as the old staffs that were there in 2015 to the beginning of 2016
Good luck solving this impossible problem: get more seating in the Commons area.
There is one employee who is very rude. She mumbles under her breath about people's orders even when they are normal orders. She argues with people and demands to see their receipts when they believe their orders are wrong. I have witnessed this multiple times. Very unprofessional.
Poor service: on several occasions, did not receive requested drinks; utensils for eating and for scooping food at the buffet were not available or provided in a timely manner; food items not available/not replenished.
The food options and prices are unacceptable
The people at Subway always yell at the customers.
It would be great if there were more local restaurant type options on campus.
I would like to have a food cafeteria for staff on 5th street.
I'd love a real Deli. Not just another long sub sandwich place, but a place to get real deli sandwiches with carved meats.
Love Panda Express and the rest. Very crowded at lunch times but okay. Sometimes the line and those eating are hard to get through.
Add more restaurants

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

The employees just don't know how to correctly make the drinks and are constantly talking amongst themselves versus working
Starbucks in Clough needs more staff desperately. It is a disaster in there with volume of people coming in. The staff are nice but they can't keep up.
Would be nice if the more popular eating places were bigger (could serve more people faster) or had a second location on campus.
All good
It would be good if the locally sourced foods were provided in a restaurant that was available to campus, such as at Tech Square. Subway is the restaurant that I frequent most, either due to the available seating or the quiet atmosphere compared to other areas of the Student Center. The food is good and well prepared and the staff are courteous. I did notice one busy day their drink machine had nothing but soda water available, but there was no way to notify staff easily without standing in line. Either supplies like this should be checked more regularly, or they should make it easier to notify staff, especially when they're busy.
Starbucks in Clough does an excellent job, overall!! My only comment would be that they consider functioning on the same schedule of the buildings the outlet is attached to. Both the Clough and the Library are essentially 24/7 operations. Starbucks has this capacity, and it would be a great service. At the very least, they could adjust to 24/7 during peak times, such as Dead Weeks. Sometimes they seem completely at odds with the student calendar - which are their primary customers.
Most patient and friendly staff ever. Consider the line is out the door all day, and most customers are quite rude.
I think there should be a few pitchers so folks can refill their own drinks. There are times when the servers are just really busy and just don't have time to refill drinks often enough.
It would be great if grilled hot dogs and barbecued ribs were offered during the summer months - July through Sept.
The upgrade to Chick-Fil-A looks nice from an aesthetic point of view but absolutely nothing was done to deal with the real problem, the employees. The employees at CFA are rude, disinterested, have a poor attitude, and just generally seem to hate serving customers. If Chick-Fil-A knew how poor the service was here they would be furious and immediately require changes since it poorly represents their brand. Recently, the poor attitude has started to affect the food quality. This needs to be addressed.
Ya know, those sandwiches and cheese on them are pretty fancy. Can I just get a simple cold turkey with cheese? Most are warm sandwiches, and sometimes the fancy-schmancy chicken salad is too much on some days.
One disappointing experience at Subway. As they have meals of the day, the retailer should not run out of said meal two hour into the lunch hour. Poor management planning, they should be aware of what is their special and ensure they have the item available.
It would be great to have a place with hamburgers. And we need another french fries alternative. Burger Bytes was not a good choice. Also a restaurant that offered fish would be a very welcomed addition.
additional choices on the salad bar, especially protein choices would be great, especially with our ongoing campus health initiatives. Kale, quinoa, bulgar wheat, would all be healthy additions.
best employee Chrissy removed from regular shift evenings to a rude, disrespectful, arrogant , manager. She (no name) need retraining on customer service and demoted. She yelled at a student while Chrissy was in the back office. Students love Chrissy and need her back!!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Kudos to these folks! They do a great job!

The Essential Eats staff are so courteous and friendly as are all the cashiers. I find all the staff in the Student Center Food Court are friendly. Love the choices and cleanliness. I think the to go cups should be put 'before' the coke dispensers, not after it. There are always bottlenecks in the drink area. Cups first, then drinks.

Dining Community Restaurants Comments

I often see staff outside smoking and leaving trash in obvious staff frequented areas

Brittain is great, I prefer their options more than North Ave actually.

The first time I had been there, I did not realize it was an all-you-can-eat prix fixe. I wish that would have been clarified to me. I think it is something the students know, but not necessarily faculty and staff. I was not prepared to eat much while I was there and so it seemed a bit overpriced for my needs and I would have eaten somewhere else. Other than that, it was great. Also, I think there should be greater advertisement for \$5 Fridays if that is still happening.

Faculty and staff should be allowed to treat staff members to \$5.00 Fridays if funds are available on their Buzzcard. Many of us only purchased the meal plan when this feature was available.

Community restaurants are a good choice anytime, but we LOVE \$5 Fridays.

Locate on campus are in a good area and visible.

The bathrooms need more CLEANING

Premade noodle dishes would help make the line go faster.

Sometimes there are very long wait lines to have food made like stir-fry, think during peak hours have more than one person working the woks.

I enjoy eating there.....

They need more staffs at high demand stations, such as the doodle bar where there are always long lines while only one staff do all the servicing. It will be faster with two staffs working in this station.

When the wait lines are out the door, then need to open more cash registers

I really think, out of all the dining halls, Brittain has the least healthy options. It seems like every day they have burritos/ tacos, pizza, french fries and hamburgers...and that's it.

Cut back on the heavy amount of carbohydrates in the meal offerings.

I frequent Woodruff daily. I love the staff that serves this dining facility and I know that they very much appreciate when you ask how their day is going. However, I wish the dining staff would be better at cleaning up messier tables, pushing in chairs, and keeping up with the minute-by-minute upkeep. As a professional staff, I am disappointed in our students when they can't do simple things like clean up after themselves or push in their chairs. But this has to fall to someone to oversee. Also, at times, I overhear the staff of woodruff having unprofessional conversations and using inappropriate language. This has been observed both in the dining facility and outside the dining facility as well.

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<p>Table shortages are common and the tables do not get cleared and cleaned quickly enough. Long lines for the better food choices form fast and often. If there is nutritional information being displayed, I didn't know and haven't seen it, so maybe there needs to be improvement there.</p>
<p>It is not clear to new people that they have to bus their plates/cups/silverware. I recommend that signs are added to remind people to clean their table after the finish eating.</p>
<p>The napkin holders are pretty nasty. Those could use a cleaning</p>
<p>I already commented on the fact that Faculty and Staff can only avail of \$5 Friday discounts when they use F&S meal plans; however, this is prohibitive for those who simply load money on their Buzz cards without wanting to spend \$50 additional in dining dollars. Thank You.</p>
<p>Woodruff has been much better than North Avenue this year</p>
<p>North Avenue dining often times runs out of food items and has not dining dishes available during peak times. Also, if you always go on Friday's their menu items seem to be very similar as the past week. The lines on some of the stations are very long and take about 20-30 minutes to serve students, maybe additional staff would help alleviate the long lines</p>
<p>I would appreciate it if staff appreciation days were more highly advertised. That's about the only time it's affordable to visit without a meal plan.</p>
<p>Please make payments easier cash, debit card etc.</p>
<p>Though somewhat limited choices, the food prepared here is generally outstanding in flavor/taste. The hummus is very flavorful and fresh, but it would nice if some type of crackers or pretzels could be provided to dip into the hummus.</p>
<p>I think a better discount should be offered to staff members to eat at Woodruff or North Ave on Fridays. It seems the discount is only offered to those who have a meal plan.</p>
<p>i don't see management around. several occasions, they ran out of plates and silverware</p>
<p>Great Food!! Great variety of foods with healthy options.</p>
<p>The staff meal plan only includes one person. I brought my son over for lunch and had to pay full price for him to eat lunch with me.</p>
<p>I've visited the North Ave Dining Commons over the past year and it seems to deteriorate a little bit each time I go back. Maybe the thrill is gone. Each time I find the options a little more limited or unavailable, less plates/bowls available. The options are appearing less healthy and more like a fast food restaurant. Could just be me expecting too much for the volume of patrons. Staff has always been helpful/friendly. Some of the station lines are too long to bother waiting in. In a pinch, it's lunch though.</p>
<p>North Avenue is only worth the money when there are \$5 faculty/staff days. Otherwise, it is way too expensive for lunch.</p>
<p>I appreciate the faculty, and staff events, it would be convenient to host this event when there is less student traffic on campus</p>
<p>North Ave never seems to have plates -- it seems like I have to search them out or ask for them. Some staff are always really friendly, Shawn and the people at where you swipe your buzzcard stand out. Others not so friendly.</p>
<p>I love going to North Avenue. I could do a commercial. The employees are the best. The food, the presentation of the food is good. The gentleman that works at the prep area for hamburgers, etc. customer service skills are EXCELLENT.</p>
<p>just have someone to attend to bathroom throughout the day</p>

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

The tables need to be cleaned more frequently.
I would really like to see someone clean the tables more - they are often dirty at lunch time which seems ironic
For the last week you have needed a parka to eat in Woodies, multiple requests to facility maintenance have be for naught
dining staff is absolutely wonderful
As a gatech staff we should get a meal plan like student and hall directors.
I very irregularly visit the North Avenue option. Once or twice a year. But it was the only one of the list that I <u>ever</u> visit.
Was very disappointed when the stir fry section started by mixed bags which didn't allow the customer to enjoy only the veggies they wanted. Overall the food offered at the North Ave location is great!!
Woodruff has become one of my favorite places to eat, especially during lunch time. The staff are friendly, engaging, and interested in connecting beyond just serving food. The quality of the meals provided, and overall variety has improved in the past year or so, and I've really enjoyed most of what has been provided. Signage can be inconsistent at times, and I have particular food intolerances that I often have to ask about and verify because they may or may not be listed.
Love the \$5 Friday deals for staff. Best deal going!
It works for me.??
It is very hard to find a seat in the North Ave. Dinning hall. It would also be nice, if there was a 'cash and carry', meaning that I could get a to-go box, have it weight and pay for the product that way instead of having to eat in.
It would be nice to have the 'MyFitnessPal' bar codes back. Also, there seems to have been a lot of fish lately. Some more variety in offerings would be nice.
again no parking for off site staff prohibits consistent use/visits
The \$5.00 meals on Friday for staff and those accompanying staff should be reinstated. The meal is not worth more than that.
Customer services is awful. It is either, staff is not happy or there are not customer service driven. Every time you ask for something or an ingredient they make you feel like you don't know what are you talking about or they just, literally, dump your food in a plate. Perhaps students are quiet and customer can be a bit of a sour sometimes, but a great smile, a good 'good afternoon' and intention of service will change your customer attitude.
Food is too salty. Overall quality, not particularly great.
I took two groups of 40 middle schoolers on campus tours, on separate days, but on both occasions we brought the kids to Woodruff to have lunch. The staff was already aware that we would be coming, and were very friendly and helpful with the students. It made our job so much easier those days!
\$5 Fridays for Faculty/Staff are a great option!
I would like to see more variety of pizza toppings and a Chinese (fried rice, braised wings, lo mien noodles, and pepper steak) or wings buffet bar.
All good
It's likely my timing. Most of the stations are closed, so my choices are limited. I enjoy eating there when the 'wok' station and the two other stations in that area are open.

I can only hope for more specials for employees!
I love the friendliness of the staff. They are always welcoming and since I come often they know me by face and sometimes name.
In North Ave the gnats and lack of nutritional option in the salad bar make me not want to eat in the dining hall.

APPENDIX P: BUZZCARD CENTER

Other Preferred Methods to Contact the BuzzCard Center

N/A

Other Reasons for BuzzCard Center Visit

Obtain Buzzcard for Contractors
put money on my card
Hr Supplies
pick up bus pass
I take new employees to get their BuzzCard.
Pick up my transit pass before the change
Bring new people over
add money
New employee
To put monies on my Smart Park
Grta
ITG
Card reader
Pick up Xpress Pass
BuzzCard readers
Purchase belt clip
needed a new case for work badge
Name changes or issuing BC's to staff/faculty
To obtain BuzzCard readers for an event
As an HR rep I routinely accompany new hires to the Center to obtain their BuzzCard

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Previously to pick up GRTA Xpress Card
Take an employee to get buzz card
To meet with ITG group
Purchase badge holders
apply for cards for summer affiliates.
Bring temporary employees to get initial BuzzCard
GT ID # set up process
I visited to get xpress pass
Helping visitors receive buzzcards
New employee BuzzCard pickup
Assisting someone in getting a buzz card
new Employee Hires
Deposit Funds on Buzzcard
to assist students who are getting their buzzcard
family BuzzCard registration
questions about using Buzzcard for events
escorting new employees to obtain Buzzcard
online issues
Meetings
SGA Banquet gifts
i escort our new folk there to get their card
Reserve Buzz Card readers
I rent out BuzzCard readers for special events
new staff member photo
dropping off lost and found buzzcards.
Onboarding new employees
I am responsible for our new employees being directed to the BuzzCard Ctn to get their BuzzCard. I have to help them resolve any issues that may occur.
pick up readers
transit pass, passport photo, & questions
did not visit

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

re-issue problems with initial Buzz card
pick up bus pass (now changed to automatic)
GTRI BuzzCard Business
add \$'s
To assist a new employee with obtaining an initial card

Other BuzzCard Services

More retailers excepting it as a means of payment, use it as your ticket for entry to events instead of having a paper ticket.
I don't think any additions are necessary.
Of course it would be nice to use them on the other side of the street at Tech Square. It would be really nice to be able to use it at Publix or Atlantic Station (e.g., Target). Perhaps that is far reaching.
Campus Tour and Information Guide
More restaurants in the Tech Square Area
Too have more discount on it .
BuzzCard could be partnered with VISA/MC/DISC/AMEX to provide a true debit card experience that would be accepted at any retailer.
Staff discounts!
I would like to see Buzzcard implement some sort of rewards program for using it's services. So after every X amount spent, the individual user gets some money put on their card or is entered in to a raffle for a prize.
retailers
The other side of the street at Tech Square.
Not all Tech Square places take Buzz Card, nor do a lot of delivery places, and the ones that do stop taking the card during the summer months (or at least that used to be the case). I'd like to use my card for local delivery.
More unified system for access across campus. Continuum + Avigilon is a nightmare to administer.
It would be nice if they were more centrally located or had a kiosk in the student center
Don't know
entrance to sporting events
Can't think of any
Easier access to the dinning halls
All the restaurants in Tech Square, Publix
Direct Deposit from paycheck to buzz card account.
It's pretty much used for what I need

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Paying for parking other than assigned visitor's parking
GT Sporting Events, Ferst Place Events, Alternative transportation (MARTA, GRTA,etc....)
Surrounding restaurants, i.e. Jimmy Johns or Firehouse.
More discounts at near campus establishments.
Yogurt store should accpet
I don't use my BuzzCard for anything other than access to my building so, I can't really speak on that.
More restaurants/business establishments in Tech Sq.
all campus area venues
in vending machine
I'd like to add money via paypal
other local restaurants
Restaurants on GT Campus plus Tech Square
Mail center on campus, all Tech Square locations, Fox Theatre/World of Coke/Museum tickets
Eventually it would be great if it was a little simpler to use the BuzzCard to track attendance for departmental events. I did meet with BuzzCard office staff about this and it was not practical for us at this time with current technology and technology transitions underway.
Putting fingerprints on your card
MARTA
regular to pay for dining at woodruff and north ave not just on a plan but on five dollar friday to be able to have money on your card and go .
Marta pass
for the card to be accepted by vendors outside of GT; to pay for parking at the visitor pay lots
Not sure it's uses are limitless on campus.??
In each building
Can we use at non-food retail places (outside of the Student Center)? I haven't tried, but that would be good. An example would be if we got a dry cleaners on campus and they accepted the Buzz Card for payment. Being able to not have to carry cash or your credit/debit card is useful. When I worked at Coke we had to use our ID Badge for everything...food, cleaners, post office, etc.
passport photos
Residential hall should have Buzz Access to the rooms and suites not just the buildings.
online request form for readers; notification if they are available
everything

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

buzzcard could be more useful like a pre-paid debit card for use at multiple locations. if buzzcard is only accepted at limited retailers, it's not very useful. this could help eliminate the need to carry other debit cards for various payments. if loadable for meal plans and first place, why not make it fully loadable?

Farmer's Market Wednesdays, post office

I would like to be able to use my BuzzCard to enter 811 Marietta St. if I am the primary trainer for a class.

Marta passes. There are some schools that have a partnership with the city transportation service where students can use their ID cards to ride the buses and trains. That would be a great opportunity for those students who do not have cars and want to see the city.

meal

Purchase of sports events tix

BuzzCard Comments

I don't have any. I use my BuzzCard to enter my building and my parking deck. Anything I buy I would rather pay in cash, or use my debit or credit card.

Maybe I am mistaken but the hours were not always 8-6pm and I believe they closed earlier which made it difficult at times to get service during work hours.

It would be nice if the Buzzcard center would return to the Student Center. It used to be centrally located, and is now on the opposite side of the highway for everyone but management/MBA students. To get to the Buzzcard center to deal with a problem takes my entire 1 hour lunch break (30 min round trip from Marietta St. plus dealing with whatever problem I have)

Byron was so helpful when I had to get a new BuzzCard after I got married. Since he used to work in my building, he even dropped off what I needed so I didn't have to go all the way back over to Tech Square!

Seems to be working just fine.

It might be helpful to have the Buzzcard center have one day that it is opened a little later (e.g., 9am - 7pm or 8:30 am - 6:30 pm); sometimes it is hard to get over there

The website is hard to follow

more of the open pads for access (the swipe pads require you to take out the card where as others you just have to get the card near it. I prefer those and the GLC could use some, especially in elevator where it is an acute annoyance)

I have no comments.

I wish we could still get a new employee's BuzzCard when I take them to OHR on their first day.

Good customer service but sometimes would like to see more reps because gets crowded during peak times

response and service through support@Buzzcard is quick and efficient

Lower your price.

Great job working with other departments on integration.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

My initial experience of obtaining my BuzzCard was fast, easy and efficient.
Very satisfied
\$30 to replace is too much
Update the look of the Buzzcard- the colors make me feel like it's from the 90s
Discounts for staff
It would be nice if they had an additional location. Getting to Tech Square takes up to 15 minutes from where I work, so having a second Buzzcard center would be most helpful.
No credit cards at the VTS makes them less useful. System goes down at dining halls too often.
It would make it more accessible and convenient for the larger campus if the BuzzCard Office were located in the Student Center, instead of having to trek all the way to Technology Square, The location is not convenient to most patrons.
rewards would b nice
There was one woman who worked at the BuzzCard office who made you feel like you were bothering her when you went to purchase a Marta card. I don't think she is there anymore.
Marked the website as low dissatisfaction due to the SCPC ticket sales crashing the website.
Please don't differentiate between Buzz funds and Faculty Staff Dining dollars since it creates problems for users. It's harder to keep track of two sets of funds and the fact that the certain dining halls generally only provide discounted dining on Fridays with F&S funds, not general Buzzcard funds.
Email response from support@buzzcard is sometimes very slow or you get no response at all.
In general, the Buzz Card office staff have always been very friendly and helpful
The BCC could use a larger staff or more locations for them to be made within working departments for staff/faculty. Human Resources can create the card but then the department must grant access. It can seem too like too much of a 'checklist' for new employees.
I have a balance left on my Buzz card for daily parking purchased prior to being issued my parking permit. Why does that balance not work to pay for food at Highland Bakery Food Anatomy?
The people who run the software on the Buzzcard program are not very timely at resolving entry issues.
Excellent customer service...friendly and efficient service. Byron Stokes is exceptional!
It would be nice if the BuzzCard center was more centrally located on campus. I preferred when it was located at the Student Center. It is much harder to get to now that it is above the book store.
Satellite locations during high traffic events, namely FASET
Honestly, I don't know how to use the Buzzcard program (loading the card to make purchases). I only use my Buzzcard to gain entry into the parking lot and my building.
It would be nice in the W24 parking deck to have BOTH exit tolls accept the Buzzcard instead of the 1 that currently accepts a buzzcard swipe and it's not identified (without knowing) which exit you have to go to in order to use your buzzcard

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

it would be helpful if you explained the advantage of meal or % saved if we get a plan. It is not clear to me so I use regular buzz
Buzzcard is very expensive
i wish the replacement price for buzz card was not so expensive
Streamline/communicate the process of retrieving a BuzzCard for a new hire. This seems to change, however managers across campus are not advised of the change.
The staff keeps people waiting way too long. I go up there once a month with my co-worker, and we spend at least 5 minutes waiting for someone to help her. With no one else in line.
marketing
Why can't it be one account instead of segregated. For example I place money on the card and if I want to get dinning hall discounts I must place them on the card differently or be charged more why isn't this simpler put money on card use card
More tap vs swipe entrances
Camera puts a weird yellow color on ids. A lot of people I know very much dislike it.
what about fingerprint on all cards
easy access to use your card .
The staff is great and the customer service is wonderful. It's always a pleasure to work with them. They are attentive, flexible and friendly, as well as accommodating.
It works well for me.??
A web site where you can load the buss card
I am disappointed there is no longer one-stop shopping for new employees in HR. It was very convenient for them to take care of the BuzzCard when they visited HR on their first day rather than having to go to the opposite side of the campus. There was not good communication that HR no longer handled BuzzCards for new employees. On other notes, the time involved in receiving a GT ID # for new employees has increased substantially in the past year. In addition, if a new employee has a different name in Banner than what their current name is, I believe it would be helpful for the BuzzCard Ctn to provide the new employee a document with instructions on the steps to take to correct the name as the difference in names creates issues with the PeopleSoft record and the data feed to other areas for setting up building access and account/email set ups when the name in Banner differs from the current name, i.e., since married, divorced or changed name legally.
Buzzcard as a mobile wallet option? So you no longer need a physical card?
Staff was once allowed to purchase a \$5.00 all you can eat meal for themselves as well as others on Fridays. Now you can only purchase the meal for yourself. I believe it should go back to the way it was.
I have no intention of using my Buzzcard for more than identification and door entry purposes.
In my first 4 months at Tech, I had to visit the BuzzCard center 3 times (initial BuzzCard... a replacement b/c of issues with my GTID, and a third visit to replace a lost card). The same gentleman assisted me each time, and every single time he was outstanding. Very helpful and friendly, and took care of the issues I had very promptly. Well done!

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Value transfer stations often go down - make it easier to report issues (not sure if there is a contact number/email on them). Also replacement buzzcards are so expensive!
They are extremely helpful and kind!
The Continuum system needs to be improved. The service is not stable.
You need an auto refill program or at least you need to notify people when they need to add value to their card.
Vending machines that accept the buzz card should be in working order. Card reader not working at Stamps Student Health
I typically use my BuzzCard to enter the library, check out dvd's, access parking if games scheduled at McCamish Pavilion, and access my office after hours or on the weekends. Just realized that I can purchase a Marta pass. cool beans...
We have had an on going issue with Avigilon's ability to load buzzcard numbers for our facility for going on a year. It has been 'in the process of being fixed' for months with almost no communication other than when I email and ask a direct question. Most often the question is ignored but occasionally I get 'we're working on it'. Not great.
I'm glad they lowered the minimum online purchase amount to \$5. I'm also glad you can once again use credit/debit cards at the VTS.
Availability of Value Transfer Stations and flexibility of ways to add funds to card through these stations.
Website has Accessibility issues.
I wished I had know they took passport photos!! and didn't know they sold MARTA either. promote this
Since the buzzcard is our official Gt id, I don't think affiliates should be charged. I felt awkward when I brought our contractor there to get her id and she was charged \$30.
Keep up the great work.
wonderful, instead of using my credit card or cash

APPENDIX Q: CAMPUS RECREATION COMPLEX (CRC)

Other Reasons Why Not Interacted

With my current living situation being over 60 miles away I do not have time as of yet but when I move closer to campus my plan is to become a member and use the facilities there.
As a staff member, I do not have time during my workday to visit.
no free time
I don't work out because my life is too busy
Programs not offered at a convenient time.
Had another membership that just expired. Maybe looking into CRC this month
No time in busy day

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Not interested
Not interested
Lack of time
don't want to be seen in workout clothing by co-workers, etc.
Haven't signed up yet
I work out at home.
Work at CCRF
Not on campus
I work at the LSC so its difficult to get to use the facility. Also we don't have parking permits
I do not do any exercises
personal/family schedule
I am too busy
Do not have the need
I want to use the facilities but I am sensitive about my weight and worry there is too much exposure. I would like it if they were able to offer entirely closed off rooms where I could use workout equipment and stuff, but no one could see me. Private workout spaces please.
I prefer to exercise at home
I haven't had time.
Schedule does not allow
not time during or after work
Parking
I haven't made time in my schedule to visit.
I have no need to interact wtih the CRC.
ready to go home after work.
I have exercise equipment at home
I'm staff and utilize facilities in my apartment complex; CRC looks like a great place for students!
Not interested
Just have not visited the facility
Priority is work then dealing with commute home to family
I do not have the time to take advantage of the CRC
no time
Don't want to workout near students.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I exercise independtly
Bad timing
Don't have time
new employee
just do think I should pay extra to attend classes. Some staff just want to go to a class during lunch break. You pay the monthly fee that should allow you to take the classes.
No where to park.
No time to attend- after work responsibilities.
program times not conducive for staff
parking
Not interested
no time
Don't use any gym
Parking
Parking
Not interested in working out in a gym
work schedule
Not interested
Too far from home
Lazy
Not convenient
dontworkout
I'm too busy
Unfortunately , my schedule has changed and I'm not able to go before or after work.
no interest
i don't use indoor gyms.
The fitness class times don't work well with my work schedule.
I do not have time
Needs to offer classes after work- throughout the year.
Parking
was pregnant, not comfortable with it being so busy

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Don't have the time yet
Difficult to find parking during lunch time.
don't like the atmosphere
No parking near the CRC
gym at my condo
lack of parking especially after 5pm for non GT permit holders
Lack of parking options
not interested
I exercise at home
other form of workout
not interested
I use practice track and field
Need to go home right away
work off campus
I'm a member the facility is busy and let time I went a line for cardio machine. Sauna to Too SMALL! Need a wet sauna added as well as I suffer with allergies and that helps me alot. I'm a member at Windy Hill Athletic Club. Granted alot more for membership but includes yoga, spin, kick boxing, powercore class, cross fit classes, wet steam/dry sauna in locker rooms, pools inside/outside.
time-already have a 45 min - 1hr commute. Can't add on the extra time for gym.
parking
I don't use the gym
Not enough time - must catch a bus home
I've been too lazy
I got lazy
not interested
I would rather exercise at home near my family.
Considering, but would like to begin exercising before 6AM.
Not part of routine
I exercise at home.
not interested
Parking
I only come to campus to work and then I go home.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

It's not real convenient
Not enough fitness classes
The hours of the classes that interest me are not convenient
I would participate in a swim arobics class during lunch if you had one but that isn't offered.
I don't know if I am allowed or not. It's not clear if staff can use or not - there seems to be a charge, but no clear indication of how payment should be made.
parking
i am lazy
Employee
no time
no interest
no time
have,nt had time
I don't go to gyms
It already costs me \$1000 in 'parking permits' just to COME TO WORK. It's galling to be told to pay for the CRC on top of that. Plus, there's the threat that if I park at the CRC at the wrong time, I'll get towed. No thanks! If I want to pay someone to abuse me, they have clubs for that downtown.
I work off-campus and am only coming to the GT campus a few times a year.
I'm lazy!
I just haven't
Don't have time
parking not convenient
personal schedule
I don't have a parking pass and at this time I cannot afford to pay to use the facility and pay to park.
I am lazy
Busy Work
not interested at this time
I don't exercise
Loved the CRC but not the fact that it is closed throughout all of the school holidays - that's when I have the most time to workout!
time constraints with family and job
New employee
Not enough free time to make it there.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

No time to do it.
Parking
Not enough time to work out at lunch.
Don't have time to go
I don't have a regular exercise routine
time limitations, im too busy
Not putting in my schedule
I don't exercise on campus
Not very active although I should be
no parking near
Not convenient with traffic getting home
Haven't wanted to
I am too busy
I am ill
I use home fitness
Too long hours, too long commute
I don't care to
Do not schedule the time to go
I don't want to drive over to campus
out of state
Idk
no time.
Timing of classes
Parking is expensive
I haven't been interested in interactions with the CRC - not because it's the CRC, but because I'm have not considered receiving what it has to offer there or anywhere else. I plan to start exercising soon, but when I do, I'll probably work out at home or somewhere close to home which is outside the city.
Didn't seem inviting the few times I went inside, but that was several years ago.
Laziness.
Not interested
No time, I work long hours than rush home.
In a rush to get home after work.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

dont have the time
Busy schedule
Too expensive for a faculty member
I just don't you it
Time
Just received a membership
I come in to early and need to leave to get children after work.
No interest, might go if it was free otherwise no.
no need
not interested
no time
I don't want to deal with traffic getting home if I stay late to go to the CRC, and I start work too early to come in the morning
I'm located in the Dayton Field Office
located at Cobb Facility
The poor/unadequate parking accommodation makes using the CRC incredibly difficult for anyone who does not have a permit for that area.
Personal injuries
I want to go but I haven't found time to yet.
Cannot afford it, currently paying for parking.
What is CRC?
Live too far away and don't have time during the day
Surgery
I walk outside.
I exercise outdoors mostly. The cost of gyms including CRC is too expensive.
no time
Not interested
I would prefer to not run into colleagues while working out.
Can't walk there from Tech Square
Don't have classes at time I wanted. The track made my legs ache - never had that before even on pavement.
not enough time
Personal schedule does not allow
not a member

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

No time
Live in Canton, work at the CCRF.
I have small children that I must pick up after work! Maybe once they are older I can stay after and utilize the facility.
I'm not a gym person.
Didn't realize it would be available to me
Time
don't fit in my schedule for work hours
Busy year
busy while at work, too far from home
I am too busy
lack of parking

Other Reasons Rarely/Never Participate in HLP

I don't always know where to look to find programs, plus, they're geared more toward students.
I prefer working out on my own - doing weights, running, swimming, etc.
Life is busy!
Looking for yoga but not offered
I participate
Unsure of how to use rental equipment and rates.
did not know
not interested
too far from home
i havent seen a sign up for intramuals lately
have not made the effort - they look appealing
Prefer to lap swim
There just doesn't seem like enough time in the day.
Did not get a response from CRC staff.
Staff Member
student programs and I'm not a student
Staff, most are geared towards students
I don't have enough time currently

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Personal committments
I work out by myself in the morning.
I did not know about them
Am member at more convenient health club.
I do use GIT FIT
I do not know about those programs.
would like programs for staff only - that way I am exercising with other old people
I promarily use the CRC to work out on my own.
Time
I am not interested in participating in programs through my job
I follow other fitness plans.
Parking for CRC time
I just work out at my own pace
I just heard about GET FIT and would like to try to make that a regular 3x per week activity when I can schedule.
Member at another gym
I don't know anything about these programs.
just tour recruits thru
Not aware of these programs
not sure of what Healthy lifestyle programs there are
I am not a member. I had a one week visitor pass
I do this on my own
I maintain a fairly healthy & active lifestyle on my own.
I prefer to exercise alone
i use the gym
need to schedule time
I don't typically work out in group settings
Went on Ski Trip
I actually do participate in these programs. I wish Jazzercise was offered, in addition to more Zumba classes.
Too far from home
Workout on my own. treadmill, weights, etc.
Just liked working out on my own

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

No free parking at CRC
I only go there for H2O cafe
parking not available during lunch
I prefer fitness programs away from and not affiliated with my workplace.
not a member

CRC Comments

Having classes at 4 or 5pm would be great. The classes are either in the middle of the day or late at night. Also, having the parking deck open a bit earlier would be great at accommodating early commuters. Regarding membership, why limit the 10\$ add on to spouses? Allowing workout partners to pay the 34\$ monthly fee would be a great staff benefit!!
I took the SCUBA certification class at the CRC. It was well run and the staff at the CRC were friendly and helpful. I stated previously that I would like to do more at the CRC; however, I don't always know where to look to find these things (perhaps if they were advertised in the Daily Digest), plus, they are more geared toward students rather than staff.
I would love to use the CRC more but I don't have a parking pass and I don't want to pay to park.
I am receiving my first massage at the CRC tomorrow!
In my previous experience with other health club or recreation center run by other college, I never had to pay separate for general use and classroom fitness(any kinds of class including spinning, zumba, yoga, even swimming). It was all inclusive and still my monthly cost was around 50- 60 per month.
The Mens lockers are rusting away. It would be responsible to periodically paint and maintain the lockers. In addition, it would be beneficial to update the bathroom. It feels disgusting and outdated.
The summer camp for kids is great and Kelli is doing an excellent job of running it. It seems a lot less frustrating trying to sign up and the addition of the holiday break camp was a fantastic idea.
I'm staff so I don't think I can participate in those bc they're for students.
More low cost group classes for staff. After 5pm.
Use the cafe for a smoothie occasionally
Staff should be more responsive to inquiries regarding events. Twice in the past year, I tried to attend events with the Outdoor group but could not get information in a timely manner to plan appropriately and as a result had to cancel.
I use the fitness center to work out. Most days I am able to get a treadmill right away, but some days there is a long wait.
The CRC is exceptional, I need to make more time to visit.
Need to know more about class

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I am over-weight and do all the exercise I can at home. I hate the stares from all the FIT people over at the CRC everytime I'd go to the gym or to the pool. I wish they would offer exercise classes for over-weight members of campus who would be interested in taking them everyday or atleast 3Xs a week from like 5:15 - 6:15. That would be an awesome thing.

I love the CRC. I wish they had more Get Fit classes that work well for staff.

I would like parking access when I get off of work at 4:00 instead of having to wait in my office for an hour until 5:00 so that I can park at the complex just to work out.

As a staff member, the activities are rarely available when I am available.

Have all CRC members Buzzcard activated for use on the NW entrance near the swim team office area.

I've said this repeatedly. Even though the price for the GIT FIT Group Fitness classes is an excellent deal when you break it down by class. The initial outlay of \$68 for the semester is a big lump sum and for many staff it is too expensive. It would be great if there were a set price for CRC membership w/access to the GIT FIT Classes, i.e., \$24 per month for CRC membership, and \$30 per month for CRC Membership and GIT FIT Group Fitness classes.

Renting of facility to outside group has become burdensome to regular members/students. Seems there is always some outside event taking priority over students and members. This especially pertains to the pools and 4th floor areas. Student groups should have priority in the facilities for the majority of the time.

I used the summer activities for kids, which I was very happy with.

I love getting my workouts done in the CRC before I go to my office for my work day. The space is always clean and the student workers are FABULOUS. I appreciate them getting up early so that folks like me can get my workout done. I am always grateful for a fan in the ladies locker room for when I get out of the shower and need to cool off as I get dressed.

We are very fortunate to have the CRC at GT and the staff who operate the facility do a fantastic job! I am thankful the cost has remained the same since it opened unlike other programs like PTS.

I am a recreational swimmer there. On days when the Competition pool is closed for events, the leisure pool becomes too crowded, they only leave 1 lane available for recreational swimmers. I would recommend leaving at least 2, so that there is more space. The teams that train there are used to being crammed in one lane, but the recreational swimmers have different paces (slow, fast), and since we all pay to be there, it would be nice if recreational swimmers get more room too on the days the other pools are closed. Thanks!

love the staff, the building, everything! great asset to campus!

I live an hour away. I was using the facilities during my lunch hour, but my husband and I are working out together now at a local (to my home) place together. Other than that, I would still be using CRC. The shower heads in the ladies' shower could use a lot of work, or just new ones period.

My child attends camp there and absolutely loves it and the staff. Well ran programs.

I swim 1-2 times per week. The lifeguard staff seems VERY professional and constantly on alert. Much better trained than my local neighborhood pool. My only critique would be they could use a little more smiles :) to greet and say hello to swimmers.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Freshens is not a healthy place to eat, there is tons of sugar in their smoothies. Please put a food service location in there which actually serves vegetable and fruit smoothies that aren't essentially ice cream.

I almost always just use the weight room area and none of the other offerings available. I don't have an interest in the different programs. I'm sure they are very good and that many people use them.

It would be great if you opened at 5am - I think for alot of faculty and staff, that would allow time for them to work out and get ready before work. I think that a Weight Watcher groups managed by the CRC in conjunction with Health Promotions would be a great way to engage with other members of campus and promote healthy lifestyles and foster group camaraderie

The services for faculty and staff should be free of charge!

Needs more bike racks.

I love the CRC. It is state of the art as far as the equipment. My only complaint is that on occasion the Olympic pool is not accessible because of swim meets. During a recent meet the smaller recreational pool was also being used by the competitors so I couldn't swim that day.

I like the CRC. Workout almost every day. And the folks working there are usually very nice and helpful.

The cleanness of the men's shower area needs to be addressed. The soap scum is nasty!

I only use the pool.

If the locker rooms were redone and the showers were nicer, I might be able to use it before work.

The times to participate are during the day. It would be nice to have a group for the Go Fit after work hours. I could really use the motivation

EXPRESS FIT SHOULD BE ADVERTISED MORE AND IT SHOULD BE FREE. ACTUALLY IF GT WAS TRULY INTERESTED IN FACULTY STAFF HEALTH THE CRC MEMBERSHIP WOULD BE PART OF THE BENEFIT PACKAGE. GT should not charge staff for the Express Fit Class it should be included in the CRC membership. Why do some BOR of Regents only pay 10.00 month

Does Tech offer any comprehensive body composition scans? If no, they should. If yes, they should advertise it.

Never really looked into them. They need to make the classes more visible because I go to the CRC to workout five days a week. I don't want to have to put in work to find out what's being offered.

Have some continuity with the teachers of the class and a better description of actually what goes on in the class

The biggest complaint I have is parking for CRC time. There is no parking unless I want to pay for it. I already pay for a campus parking permit. To pay an additional \$3 every time I want to go to the gym is incredibly cost prohibitive.

I don't feel faculty/staff are given very much consideration. Last year the rec pool was closed so much that it was practically useless for my family and myself. This year, it was closed for months so we never even signed up. I have a 6-yr-old so the rec pool is really the only facility we can use. When the available hours are only during the school year during the evenings, this is practically impossible to use with a young child. We need the pool on the weekends and during school breaks, all times that are given priority to other needs.

Lunchtime water aerobics classes were the primary draw in the past. Early morning and afternoon classes interfere with carpool, therefore, I have fallen out of GIT program usage.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Wish they had a general fitness class in the morning. Not one that is too intimidating, but a good whole body fitness (general body strengthening, stretching, etc). Kinda like a Git Fit 101 at 6:30 to 7:30 time slot.

I'm truly overweight and not college age. The lunch options are very orientated towards uber fit people. Treadfit is an Awesome class, but an advanced class, Gravity during lunch would be great, Water Aerobics during lunch would be great, The early AM is VERY early for water aerobics, and the PM classes often get deprioritized by swimming events. I love Becky's Interval Training on Mondays, but it really is for very fit people although she does a fabulous job modifying it for those of us who are not fit. I'd really like to be able to buy a family pass or be able to bring my 13-15 yr old teens onto the exercise floor to workout or go to a weekend or summer git fit class.

Should market more to staff and faculty directly by visiting colleges. Could also encourage participation by competitions by schools/colleges. Health Lifestyle rep by college or school also could help motivate people.

Location is not convenient, I am in Tech Square. Also, locker/showers are not as nice as LA Fitness, but monthly fee is the same.

Would like to see more early evening programs (5:30) as I live far and don't want to come back (or stay on campus) for something late. Have come in very early, also (6:45 am), but that can be difficult.

Love CRC, but wish my 16 year old could use the main work out floor with me.

Frustrated with the hidden costs of everything. The inability to consistently have the facilities available

Love this place but wish there was more for staf and non-traditional students at times when we can use the facility.

enjoy working out at CRC. Great place to exercise.

I don't like the fact that students have the authority to make up rules as they go along about what is safe and what is not safe on the equipment. Who does that in a professional organization? One of the students in particular (XXXXXXX...can't remember his last name) did not have good interpersonal skills. I have witnessed him disrespecting another student (as well as me) with an unprof'l tone of voice and pointing at him as he was talking about his clothing not being in compliance with the CRC rules. I've reported him on several occasions, but when you have students supervising students, I guess I should not expect any results. He needs training or he may be gone, However, students should know that there are people using the facilities that are more than capable of knowing how to use the equipment and determine what is safe. Also, who wants a student or anyone else who does not know how to work with the public. Most of the patrons are far older than the students and they should not have to tolerate being disrespected or demeaned. Students reserve respect too, however if they aren't getting training at home, I should not expect them to have it in CRC or any other place. Also, the shower curtains need to be replaced/cleaned on a regular basis. The stalls should be cleaned regularly. When there are swim events, the participants should not take up the locker room and throw water all over the place. I know the meets are not that frequent, but there should be protocol in place that doesn't push the regulars patrons out.

Used to be a regular CRC participant, but work demands and childcare schedule doesn't permit regular enough usage to justify membership. WOuld love more lunchtime classes like yoga that don't require a full shower to return to work. would be nice if staff membership was subsidized as a health benefit.

I used a free week visitor pass to visit to consider whether or not I would join. The ladies locker room solidified my decision to not join. They were horrible. As an almost 50-year old woman, I expect more. I suppose that is what it's like in a college locker room? I suppose I need to join a gym like LA Fitness or a private health club to get what I'm looking for in a locker room. It was filthy, uncomfortable, no privacy, just gross.

I use the weight room regularly

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Went on Tech Ski Trip to Copper Mountain; son swims with Swim Atalanta 3 days a week
Please offer more classes geared towards employees, adults, spouses, etc. It can be a little awkward to do Zumba with a bunch of 20-year-olds. Also, a lot of classes these days are pretty high-impact. There should be some classes that are easier on joints and energy levels for older members who would like to have fun while moving a bit.
CRC facilities are fantastic
I don't think we should be charging extra for classes
I use the CRC weekly for personal fitness. I love it. I think it is one of the best campus resources available for all - faculty, staff and students. Payroll deduction is a great way to pay for the services. If the towels could be replaced annually, I would be interested in paying a higher monthly rate. I would not, however, want to see the fees increased without noticeable changes.
can GT implement a weekend only family pass for employees children?
AMAZING water pressure in the showers! Two thumbs way up!
Overall, pretty great complex. I appreciate the green energy initiative. Thanks for the Sauna as well.
CRC membership should be free to GT employees.
Parking near the gym is very expensive if you don't have a parking permit. I stopped going to the CRC because of the parking costs.
The CRC should not charge staff 7.00 per visit if not members. 5.00 seems more reasonable
There needs to be another way for GT staff to enter the Center besides only using the front door. We can exit out the back of the Center, but we cannot come in that way, even with our BuzzCard. For example, the 845 Marietta Street and 811 Marietta Street buildings are near the back of the Center, but employees who work in those buildings must walk all the way around to the front of the Center to enter it.
add on programs are costly.
My schedule varies, and it just so happened I could not attend the majority of the ones scheduled that I was interested in.
Website and camp registration site has Accessibility issues
Would be nice to have more sports geared toward staff and/or faculty. Lots of us at Georgia Tech, you know.
Parking times did not work for me. I had to give up my membership.
I've interacted with CRC personnel on business-related issues and the staff has been great, especially Jonathan Hart! He deserves a big shout out!!!

APPENDIX R: GEORGIA TECH HUMAN RESOURCES (GTHR)

Other Types of Interactions

In-person at my office
I'm the HR Rep for my department. I interact with HR all the time.
New Employee Experience

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

unit rep
HR Business Partner
FLSA Info Session at GLC
Flsa
Employee
non-exempt roll out
Payroll Meeting
Tap program
Meetings
I work in OHR
HR Rep. for Dept.
FLSA Info class
Work
Got new campus job
change in status from exempt to non-exempt
Professional partnerships on programming/resources
Office visit to HR
presented for Be Well
FLSA seminars
Course of business.
FLSA training session and benefits information session
Changed jobs within GT
Normal course of business
Met with OHR about accessible forms.
when moving from salary to hourly

GTHR Comments

Our business partner doesnt seem to accomplish much once a problem is presented
OHR is not helpful at all in providing informative sessions for employees nearing retirement with respect to Medicare options.
Calls are not returned promptly. Inaccurate or conflicting information given by benefits department.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I had an issue with my social security number. It was inputted incorrectly which then caused an issue with my retirement account and my FSA account. It has been resolved with those two accounts but it took several emails and phone calls to get HR to correct the error.
HR doesn't appear to be very proficient in dealing w/ members who are military. Every time orders are given, it is a struggle to deal with HR. They even went so far as to inform my friend that she would have to leave GTRI when she got military orders that lasted for an extended period of time. This is highly illegal and fortunately for the institute she didn't press the issue or we would be in a world of hurt.
Usually I cannot get anyone on the phone.
Interaction was great!
GTHR has provided great customer service. They have been helpful answering my questions and their response time is quick.
I was hired to work in a college and then transferred to an IRI after one year. I now seem to be in an HR black hole. I do not know who my HR rep is. I am told by the College that they can no longer assist me. I have been pointed to two other individuals instead, but have never received a single response back from them.
Kim Harrington is very responsive in getting your questions answered and directing individuals to the right people for assistance.
The TechWorks site is slow, the UI is clunky, and it's not organized well.
I would appreciate a better and more efficient follow-up process. I asked a question 2 years ago and I never got an answer or return call back. I finally just gave up and formed my own opinion. HR????????????????????
There are definitely gaps with different groups within GTHR, but for the most part I am always able to find resources that I am looking for, or am directed to.
I have found that the staff in Benefits take a long time to respond back about inquiries. Maybe more staff is needed in order to accommodate in a timely manner. Any time I've had to call with a question, I've had to leave a message and often times they have not gotten back to me. I've had to call back.
The Pay.Ask team is very responsive, helpful, and timely (same day or next day) in addressing inquiries.
As with all GT computing systems, it requires some digging to get to the information that you need.
Websites can be difficult to use and search
Please get all employees on the same time out system. It's nuts that we have so many.
I have had issues getting personal information updated with their office. It's literally been years of trying to get errors corrected that are listed on my benefits. I get one thing fixed, and then go back months later on TechWorks and either the error is back or it's an entirely new error showing up. I just don't understand it. If it's that difficult to get correct, I wish they would make the option available in TechWorks for employees to update their own information. That way, if it's not correct, we can go in and update our information without bothering them.
I think techworks should provide a running tally of vacation and sick leave that includes additions and deductions. Currently it just shows the total available.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

I appreciate all the hard work that the GTHR department does. From my perspective and vantage point I do however believe there are areas systematically that needs improvement to better integrate the individuals department with GTHR. However from a personnel standpoint, everyone is very helpful and courtesy.

I worked with Yolanda McDaniel regarding my transfer from the BOR. She was very responsive and informative. When she went out on extended FMLA leave, I had some follow-ups that were not responded to in a timely manner.

During FLSA transition, I contacted and outreached some of the professional staff in GTHR for individual queries and clarifications. I understand the enormous amount of stress this area was over during the transition. However, a simple out of office reply to their emails or updating their voicemails to reflect that their return correspondence would be delayed would have been helpful at the time. As of now, I still have not received a reply to my emails or voicemails from the individuals I outreached.

Slow and inaccurate help.

Techworks seems unnecessarily cumbersome to navigate

GTHR seems to either not have the appropriate professionals within their unit (or enough?), or they just don't care. There are a couple areas I interact with that are good, but the rest seem to avoid responsibility and accountability.

The OHR website is clunky.

on boarding, payroll, and other process are fast enough. the paper process is crazy slow and takes weeks to get folks hired

Need more admin training options. They used to have really great classes and certificate programs and now there are hardly any.

I was there to see Candice and she was professional and helpful and was able to resolve my problem.

Tech orgs still confuses me but I am relatively new.

I love the trainings and Be Well Sessions!

It's always a pleasure to interact with HR staff. They often only hear from folks when things go wrong, I always extend my kudos when things are going right. It's nice to get paid without a hitch, and if there's ever a hitch, they're committed to resolving the issue. Readiness and willingness to work with departments and individuals is what matters a lot to us.

I attend Be Well classes Candice Bovian is very helpful and friendly.

My personal HR rep wasn't knowledgeable about the questions I had, but in fairness they were fairly new. Even as a male, the family leave/pregnancy policy for employees is ridiculous and outdated. I know there are overall USG concerns here, but even private employers are starting to give ALL parents paid time off and options for having children.

Not sure of the effectiveness of the Business Partner model. We got a lot more accomplished in MUCH less time when we had our own HR Rep in our department. Now paperwork seems to take forever or gets done incorrectly and nearly all the work has shifted to the hiring manager. Taleo is a trainwreck -- basically unusable to any degree of normal productivity.

The ticket system is managed poorly. Several times I requested help via email and got stuck in a loop where no one would answer my question but would resolve my incident.

AUXILIARY SERVICES 2017 CUSTOMER SATISFACTION SURVEY

Our HR Business Partner does not seem to provide any benefit to hiring managers for basic talent acquisition and general department-level HR activities. Hiring managers in our department are left on their own throughout the entire process (job posting, resume review, interview scheduling, interview preparation, offer letters, etc). Anecdotal data indicates that HR Business Partners in other campus departments manage the entire posting/interview/hiring processes. Most staff have no idea what purpose our HR Business Partner serves.

GTHR did a good job with the FLSA transition. Especially helpful was Kevin Merkel who followed up with me and was very patient. Also, Travis Waugh did a great job training and with creating training materials. Thanks!

Follow and ability to reach is great with some people and not so great with others. My business partner can be slow to respond and sometimes difficult to reach. Front desk is great

The TechWorks webpage redesign has some glaringly bad User Interface issues. Click to expand button, then click the word expand? I refuse to use this website whenever possible. I'd rather log in to Buzzport, click employee, then choose from the massive list of plain text links. Please work with someone that knows good website design to have this fixed.

More parking should be available for visitors, or an open parking lot. With campus meetings and GTHR (employees and non employees) limited space is available.

When posting jobs please add \$/hr for guidance purposes.

I've had pleasant experiences with the Department as I was hired on. They are very friendly and professional. They are sincere in their inter-actions with new hires

My husband passed away last year after a 4 month illness. I could not have navigated through the process of FMLA without their help and understanding.

It takes way too long to hire a tech temp and/or to get approval for a needed job description. As a result, I've been without critical help for 1.5 months (when I had a candidate waiting and ready to work). I appreciate the need for proper paperwork, but this is counterproductive. I think the people working within the system are top-notch. The system is Kafka-esque.

Techworks needs a revamp. Signing up for payroll deduction for transit needs much more detail on what to do. It's very non-intuitive but completely lacks adequate information. And you don't even receive an email (or anything) after signing up, nothing changes on the screen. You have to go out and come back in to your account to see if it worked.

Best darn HR department in the U.S. (Higher Ed. or Corporate)

I was on FMLA and my health and prescription benefits were incorrectly and COMPLETELY cut and as a result had difficulty with healthcare providers and pharmacists until HR finally figured it out. Had to pay \$500+ for a medication I needed (and could not wait for) because my prescription benefits were not in place. Had to Call Kim Harrington multiple times to straighten it out.

The Global HR staff is especially knowledgeable and a pleasure to deal with.

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You may receive differing answers depending upon who you contact within the department. There are significant delays from receiving information and responsiveness from my ER contact on almost all occasions. I have stopped trying to contact XXXXXXXXXXXXXXXX to seek help or answer questions as she rarely ever responds to voice messages or emails--or it takes her weeks to respond. Talent Acquisition is very helpful. Eulalia Dupree, Jim Wallace, Athena Jones and Sterling Dunkley are ALWAYS extremely helpful and extremely responsive. In fact, many times I reach out to them to assist when it isn't within their area of responsibility; because I know they will respond or get an answer. OHR needs additional staff to adequately service the institute plus allow for much needed back up to ensure responsiveness to customers. The staff in OHR do not seem to be empowered to answer questions or make decisions--even in their areas of expertise. It appears that all answers or decisions must be approved via the CHRO which isn't efficient or timely. And that must be extremely frustrating to the staff.

There are calls that have been returned as well as others that do not

need new management!!!! OHR used to function well 2008-2010 ish. OHR has a horrible reputation on campus. I have never had a positive experience with several different issues with them.

Locating information is sometime challenging/takes time.

They don't call you back. Their website is generic information and you get different answers each time you talk to them.

HR leadership has made vast improvements, great job!

I most definitely have interacted with HR on numerous occasions this past year, but I am unfamiliar with the terms labelled on this survey. I could have met with an HR Business Partner/Employee Relations person, or just the Employee Service Center, or another term. Colloquially, they're all referred to as 'HR,' and any other name is unfamiliar to me.

Hard to reach, and follow ups are not provided. It feels OHR requires the faculty/staff to follow up with their office for certain tasks. For example, submitting STRAP/TAP benefits - it would be helpful to receive reminders from the OHR staff. It could be as simple as sending an automatic email to the staff whom applies for the benefits, or including deadline dates in the GT newsletters.

The site where we post jobs is really terrible. Even the basic functionality doesn't work correctly.

Mainly working with HR around FLSA issues for my staff. Very helpful, even with BOR not so helpful.

Many of the job descriptions are not on the website. I have made several requests via the website but no one ever gets back to me. No transparency. Many out of line salaries...my male colleague makes thousands more than I yet we have the same degree and level of experience. Requested adjustment and job title change but was advised no job titles were being changed. It does not match my peers-who decides who peers are on campus anyway. Colleague hired 3 years ago constantly gets increases from Vice Provost office even though they say no raises...

Jim Wallace provides excellent guidance for those of us who are approaching retirement.

very good instructor

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I recently converted from Tech-Temp to Part-Time. The total process took six-months and I was unable to work during that time frame. I had been working at the XXXXX for two years, both in aquatics and with ORGT. The OHR bureaucracy was unbelievable - very frustrating, both for me and for the XXXXXXX staff who were trying to get me back in the system and available to work. The individuals I have interacted with at OHR have always been very polite and helpful. However, the processes that are in place between OHR and the various departments are ridiculous. Converting from Tech-Temp to Part-time at GaTech was by far the worst experience I have endured during my 40-year professional career. What should have taken 7-10 days took over 6-months, WASTED 100+ hours of people's time dealing with OHR bureaucracy, and left everyone very frustrated and embarrassed about the process.

The issue I have is not w/GT HR department, it's w/the HR and TMD both having policies and not knowing which one to following. Why can't GT just have one HR department instead of a GTRI and a GT HR department. If we say we're 'one GT', then we need to be about making that happen. Too much confusion w/two different departments. . .

It would be nice if you could register an alert like 'email me when a new job comes out with the words COMPUTER and ARCHITECT in it'

The process for applying for a job is a virtual nightmare. The time it takes to find out if you were selected for an interview takes too long.

Techworks should work with any browser (has problems with Firefox working on several of it's web pages).

More info readily available on the counseling referral services for staff. I still have no idea whether it even still exists.

Elicia Burroughs is awesome! She's always sooooo helpful and always provide wonderful customer service!

The Customer Service Team Rocks...Eulalia Dupree is a jewel!!

I've tried to go to a few OHR Be Well series and they don't happen where they were originally located and even though I registered for events, I haven't received an email that the date/time/location has changed. It's quite frustrating.

you always get the voice mail.

The switch of some employees to hourly from exempt caused a few bumps for us, the systems didn't always work for us, but payroll helped smooth it out.

TechWorks sometimes takes multiple steps to access information and it can be difficult to find what you are looking for.

If you're trying to get someone on the phone, it's difficult. Rarely will you get a return call from benefits

Follow up is about nonexistent

Time it took to get hired was done way too complicated for the skill level of the job. Also, they changed my job application title to reduce my pay after I accepted the position. I applied back in April 2016, heard something by August 2016, accepted position in October 2016, and then started November 2016. Then I found out afterwards that there were all these costly deductions. I would have asked for more on my salary if I knew the costs of everything, including parking.

question not answered .

Very disappointed in the HR system. It is a disservice to not have universal rules for the entire campus regarding the FLSA. Every office is interpreting which rules they wish to follow. Just make it better!!!

Views of HR stem from our unit's representative. Staff and managers are required to do HR functions that are clearly being handled by other department's HR representatives.

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Need to improve services to campus; Remove paper based processes; Move to an improved HRMS/PS system; Address overall HR operations; Revamp onboarding process
They have consistently provided me and the guests that I take over there with great customer service. I have a good relationship with them that I value.
Front line staff not always knowledgeable and helpful
If you can't find it on the web and need to talk to someone, it's very hard to find the right person. HR partner is a help, but not sure if they should be contacted for ALL HR issues - eg benefits questions, etc.
I appreciate the services they provide at anytime you need help.
The work they do is not easy. Given the challenges they face, I think over the past year they'd done as good a job as could be expected. The FLSA changes seemed overly complicated and too broad, but again I think they did the best they could under difficult circumstances.
While I'm able to get the information I need, the website and queue process to talk to someone is clunky and can be more efficient.
I am still trying to figure out the role of the HR Business Partners. It seems a liaison just to slow down processes and are still not able to provide the knowledge for questions asked. Usually ours has a office in the building and is supposed to telecommute on Wednesday but her door is usually closed other days of the week so not very accessible.
They still have a lot of hurdles to overcome... I know they are working on it, but I'd like to begin to see more positive change...
HR is non-responsive. Can't get through to anyone on first call and difficult to get a callback.
The employees are always quick to respond and the new website is so much easier to use!
FLSA change roll-out was frustrating to impacted employees and their managers. A more functional training/professional development database is needed.
website is not user friendly can't find forms (flexible spending) and when you do, the links don;t work. I communicated that to OHR twice last year and the links still don't work. Policies are almost impossible to find
Hiring ad-hoc faculty took a really long time, and this caused some issues with access to teaching resources and email
I emailed HR twice regarding the new FLSA presentation/PowerPoint they gave. I had a few questions about the appeal process and if they could send the PowerPoint they used to me so I could review it, and I never heard back. That was 5 months ago. When they gave this presentation to staff last year, they did not seem fully prepared to answer everyone's questions, staff in the meeting were disgruntled.
I have great customer service from HR Global. I have had issues, with the new TechTime because I can run reports to see what our staff had keyed in the system. Sometimes there are overpayment issues that I can't see until payroll post.
Training website could use some improvement to make searching for courses easier. New digital course catalog/pamphlet was really helpful!
Keep doing it right.
Michele Gergans has been marvelous to work with!
Response time from Benefits is slow. Talent Acquisition and Comp provide excellent customer service and assistance. Employee relations issues seem to take a long time to reach a resolution. Policy Library is in need of updating.

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It can be really difficult to reach a human being at OHR. Often times, if you select an option (e.g., Benefits), you will be transferred to someone with a full mailbox, and you have to start all over again. There should be a page online with names, email, phone #, photos, bios, etc. for all HR employees. It is very difficult to reach the right person.

XXXXXXXXXX in the XXXXX Department, which oversees the XXXXX is corrupt, dishonest, and unfair. Despite the sincere efforts of some GT HR representatives, the management team continues to violate GT Policies regarding ethical behavior, retaliation, and favoritism. The management team needs to be held accountable for these ongoing violations.

Greater priority (i.e., resources) should be given to digitizing files and processing without physical paper.

I cannot get XXXXXXXXXXXXX to answer my email or phone calls.

GT HR manages personnel information on all employees. GA Tech is a public institution and employees do not list their desk number so that they can be reached. OHR personnel don't list their phone in the directory because they don't want to be reached by phone. this should not be optional. In a public institution public employees having a desk phone should have a number listed in the Tech directory. this is bad customer service to our external stakeholders.

Never return calls or emails. Have to send in repeated requests to get a response.

Many thanks to Travis Waugh, LaTrese Ferguson, and Yvette Stevens (married name???) for their time and expertise in the classes I took last year, I found them incredibly helpful and an excellent use of my time away from my primary job.

Two issues: 1) when I need something from a specific area of expertise within GT HR and I get a phone number from the HR website and call, most of the time I get redirected end up leaving a message with someone's voicemail 2) I recently had a simple benefits question that needed prompt attention (an answer within 2-3 business days would have saved me a lot of time and effort later that week.) I left voicemail messages with 3 different GT HR staff stating the urgency of my question, and asking for a reply as soon as was reasonable. NO ONE EVER CALLED ME BACK. That is ridiculous. If I had the three names, I'd list them here; complete lack of a reply to an employee's urgent voicemail is unprofessional and in my case it caused me some problems due to not having an answer. I'm most angry because not one but THREE of your staff failed to even call back.

Poor customer service and lack of accountability. Often told different things by HR staff members. The OHR department is run like a DMV/Government (e.g., treat everyone like a number, poor customer service, bad attitudes, rude, no accountability), lack of privacy when discussing personal matters/providing info, paycheck/benefits issues (not correct) at the 500 Tech Pkwy.

Every OHR employee that I have worked with has been exceptional.

Techworks is a bit awkward. I blame Oracle.

It takes a very long time to contact someone and they do not follow up or return calls. You have to go over in person to reach someone.

Miranda Shearer is extremely helpful.

Implementation of FLSA was handled EXTREMELY poorly.

Need more employees to help when there is someone out either on leave or vacation.

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<p>The employees working in the front office in HR were friendly but certain staffers working in the back end of the office could be a little more efficient and considerate.</p>
<p>When taking time off for things like new babies etc, it always feels like the OHR doesn't trust me or think I'm being honest about my time. They question EVERYTHING. It feels much less like a service to employees and more like a second boss, even though my boss is on board with every request before I go to OHR.</p>
<p>I appreciate OHR going the extra mile to make sure everything is right!</p>
<p>Forms need to be more accessible. Staff is wonderful to work with and very helpful.</p>
<p>The mandatory training programs need to be continually shortened as they are too time consuming.</p>
<p>Missy is the best! She always has the best attitude and always is ready to help.</p>
<p>I have a form that I need filled out by HR every year that is very important for a financial arrangement with the State. It is a time sensitive item. This is the second year I have done this interaction and OHR always loses any urgency and I have to go back in person and demand action. The customer service is good for standard items and absolutely horrible for custom items.</p>
<p>These guys really dropped the ball last summer by losing new-hire paperwork! However, the person who assisted with the follow-up procedure was very responsive and apologetic!</p>
<p>The level of service depends on WHO you are trying to reach. Some people in HR will completely blow you off, others will go the extra mile. The 'old guard' needs to go and Kim needs to be able to fully staff with ALL people that will go the extra mile</p>
<p>I love working with the folks in WPLD and attending the trainings that they offer! I always find the benefits fair overwhelming and would prefer that it be fewer vendors with more specific information.</p>