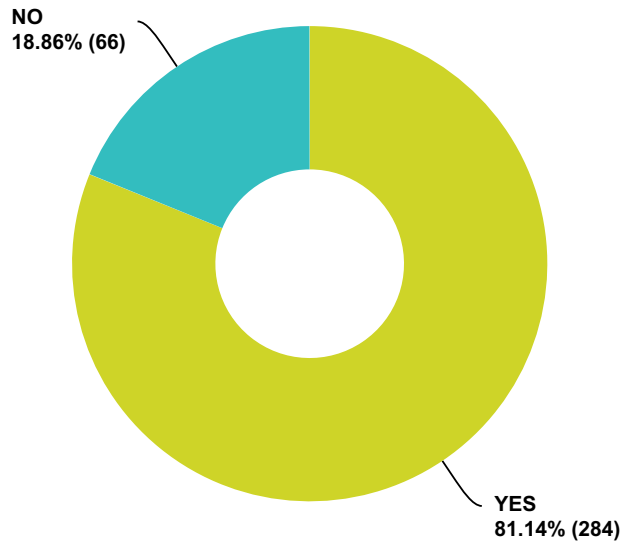


Q1 Do you use the campus laundry facilities to do your laundry?

Spring 2017

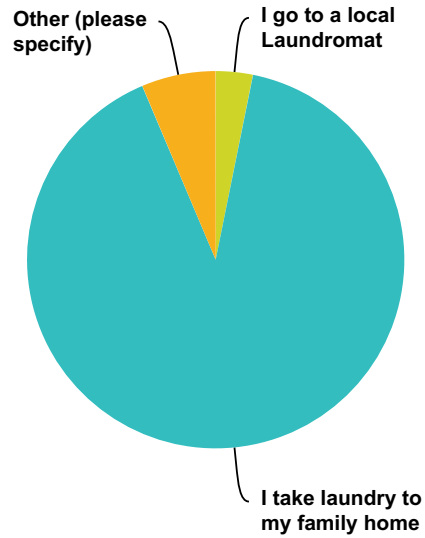
Answered: 350 Skipped: 0



Answer Choices	Responses	
YES	81.14%	284
NO	18.86%	66
Total		350

Q2 Where do you wash and dry your clothes?

Answered: 63 Skipped: 287

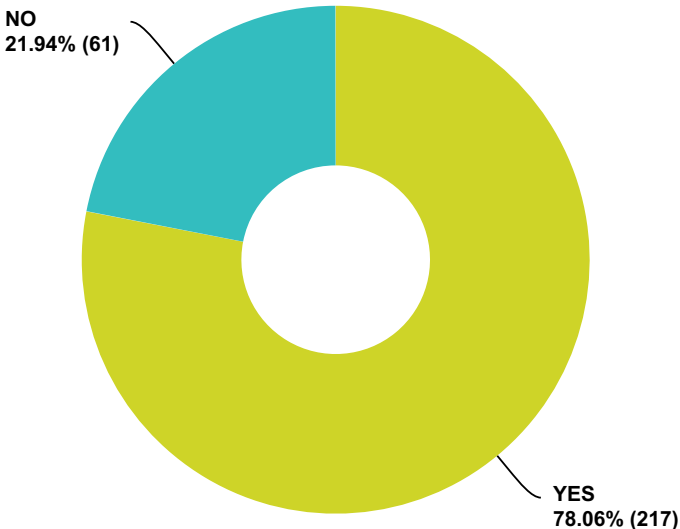


Answer Choices	Responses
I go to a local Laundromat	3.17% 2
I take laundry to my family home	90.48% 57
Other (please specify)	6.35% 4
Total	63

#	Other (please specify)	Date
1	I either go home or use my friends washer and dryer	4/12/2017 11:33 AM
2	i go to my friends house	4/11/2017 10:05 PM
3	my boyfriends	4/11/2017 3:41 PM
4	I nanny, so I take them there. I think the washing machines and dryers are nasty on campus.	4/11/2017 3:35 PM

Q3 Do you find the campus washers and dryers easy to use?

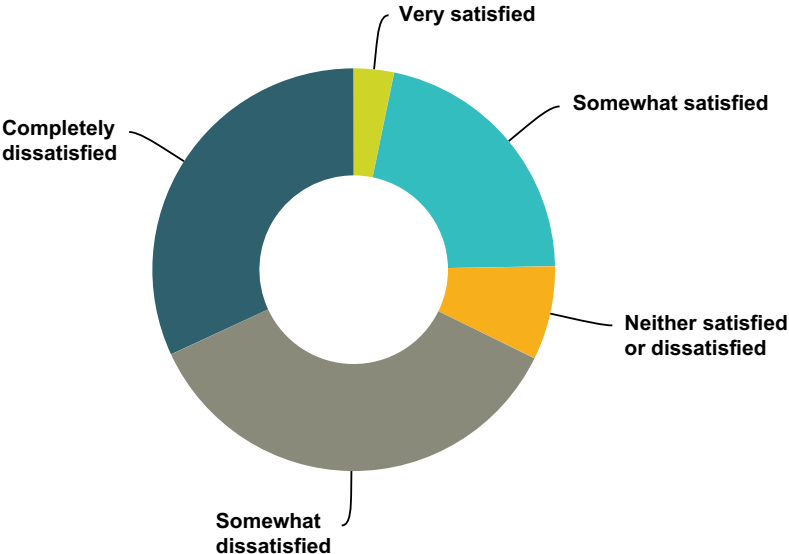
Answered: 278 Skipped: 72



Answer Choices	Responses	
YES	78.06%	217
NO	21.94%	61
Total		278

Q4 What is your level of satisfaction with the washers and dryers on campus?

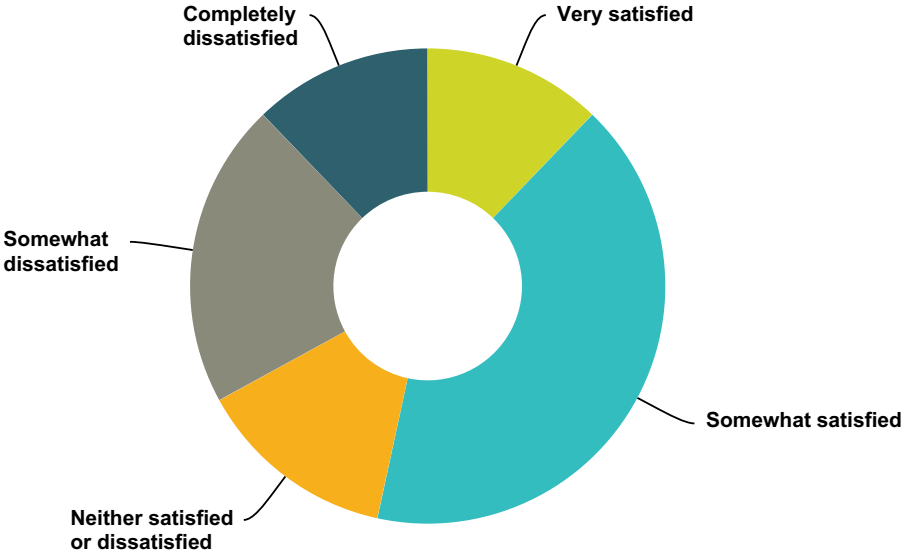
Answered: 279 Skipped: 71



Answer Choices	Responses	
Very satisfied	3.23%	9
Somewhat satisfied	21.51%	60
Neither satisfied or dissatisfied	7.53%	21
Somewhat dissatisfied	35.84%	100
Completely dissatisfied	31.90%	89
Total		279

Q5 What is your level of satisfaction with the campus laundry facilities (buildings)?

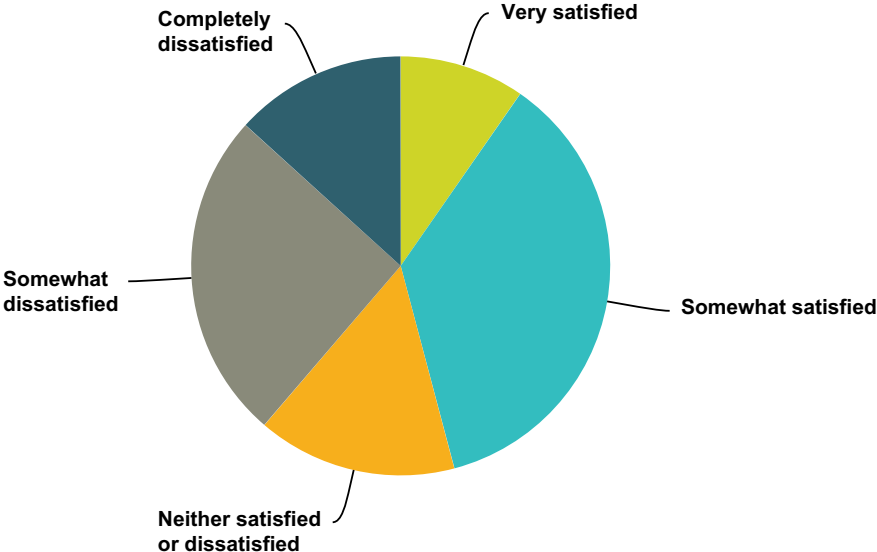
Answered: 279 Skipped: 71



Answer Choices	Responses	
Very satisfied	12.19%	34
Somewhat satisfied	41.22%	115
Neither satisfied or dissatisfied	13.62%	38
Somewhat dissatisfied	20.79%	58
Completely dissatisfied	12.19%	34
Total		279

Q6 How satisfied are you with cleanliness of the laundry facilities?

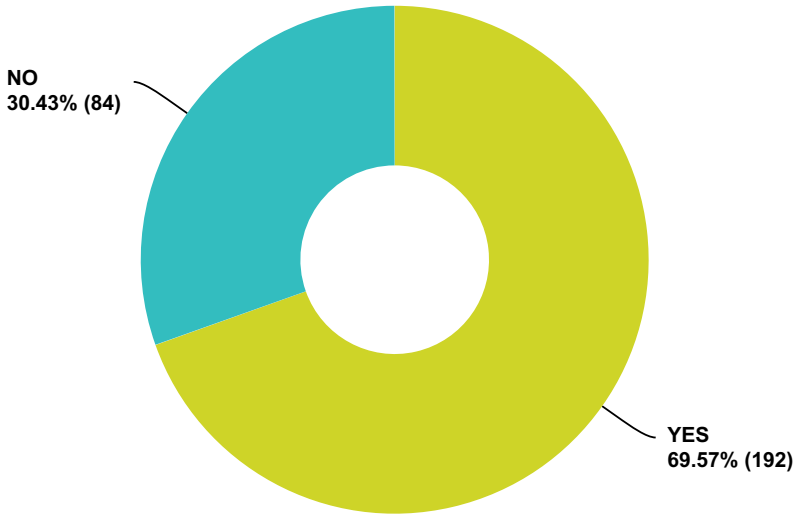
Answered: 279 Skipped: 71



Answer Choices	Responses	
Very satisfied	9.68%	27
Somewhat satisfied	36.20%	101
Neither satisfied or dissatisfied	15.41%	43
Somewhat dissatisfied	25.45%	71
Completely dissatisfied	13.26%	37
Total		279

Q7 When planning to do your laundry, are machines typically available?

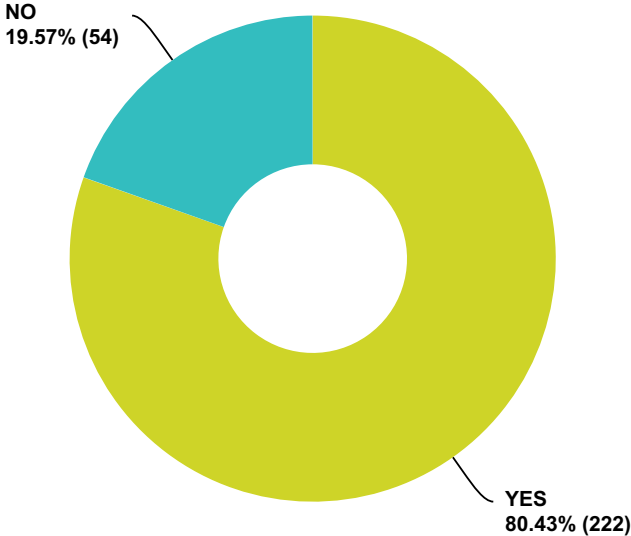
Answered: 276 Skipped: 74



Answer Choices	Responses	
YES	69.57%	192
NO	30.43%	84
Total		276

Q8 Have you experienced an equipment malfunction with a washer or dryer while doing laundry this year?

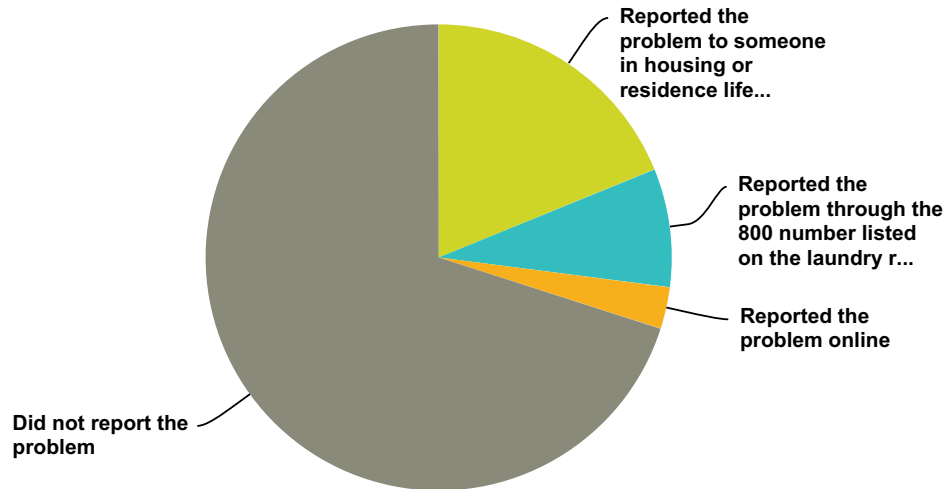
Answered: 276 Skipped: 74



Answer Choices	Responses
YES	80.43% 222
NO	19.57% 54
Total	276

Q9 What did you do when you experienced the problem?

Answered: 207 Skipped: 143



Answer Choices	Responses
Reported the problem to someone in housing or residence life (Resident Assistant, Resident Director, etc)	18.84% 39
Reported the problem through the 800 number listed on the laundry room signage	8.21% 17
Reported the problem online	2.90% 6
Did not report the problem	70.05% 145
Total	207

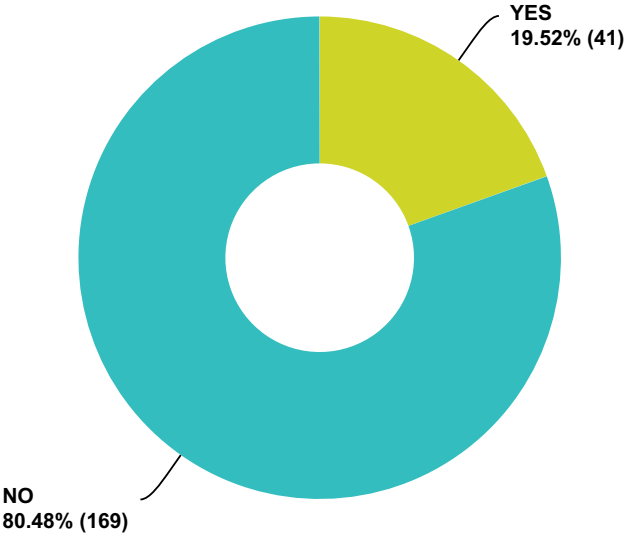
#	Other (please specify)	Date
1	wrote a note on the washer	4/13/2017 10:50 PM
2	I went to one that was working because I'm busy with other activities	4/13/2017 10:11 PM
3	Most of the time the washing mashine fails to spin and it's a wast of money to dry dripping wet clothes. In the past I was not sure who to report this problem to.	4/12/2017 3:54 PM
4	Reported the problem to someone working in the community center	4/12/2017 3:39 PM
5	Moved washer	4/12/2017 12:57 PM
6	also warned other students not to use the one that was not working	4/12/2017 12:47 PM
7	I've experienced a variety of issues with the campus laundry so instead of washing clothes on campus, I go to the local laundromat	4/12/2017 11:44 AM
8	The dyers weren't drying my clothes	4/12/2017 11:37 AM
9	Majority of the dryers do not dry properly... machines have to be ran 5-6 cycles just to dry clothes	4/12/2017 11:33 AM
10	When i see someone who work in there.. Tell them	4/12/2017 10:30 AM
11	Ive reported several incidents and was told it was my job to call about it and not housing, i called about the machines being cleaned several times and they never were even when i called the 800 number and talked to multie people in the housing office.	4/12/2017 10:28 AM
12	It takes forever to dry my clothes. I divide two loads into like six and it still takes an hour	4/12/2017 9:57 AM

FMU Student Laundry Survey

13	Change machines	4/11/2017 7:56 PM
14	Reported to RA desk	4/11/2017 7:37 PM
15	I just picked another one that was working to use	4/11/2017 6:47 PM
16	I have to wait to find another machine and rewash my clothing. More money	4/11/2017 5:32 PM
17	I just would tell the students to not use the washer or dryer that I was having a problem with.	4/11/2017 5:30 PM
18	There was no one to report it to. The staff would leave us with "Out of Order" signs to put up.	4/11/2017 5:10 PM
19	Tried to report problem but did not get anyone on the 800 number.	4/11/2017 4:42 PM
20	ring my drenched clothes over a trash can bc i didnt want to risk wasting my money in another washer.. again ;)	4/11/2017 4:29 PM
21	I switched washers	4/11/2017 3:38 PM
22	Tried to report problem to 800 number posted, didn't work	4/11/2017 11:56 AM

Q10 Are equipment malfunctions addressed quickly?

Answered: 210 Skipped: 140



Answer Choices	Responses	
YES	19.52%	41
NO	80.48%	169
Total		210

Q11 Have you ever experienced a problem using your Laundry card to start the washers and dryers?

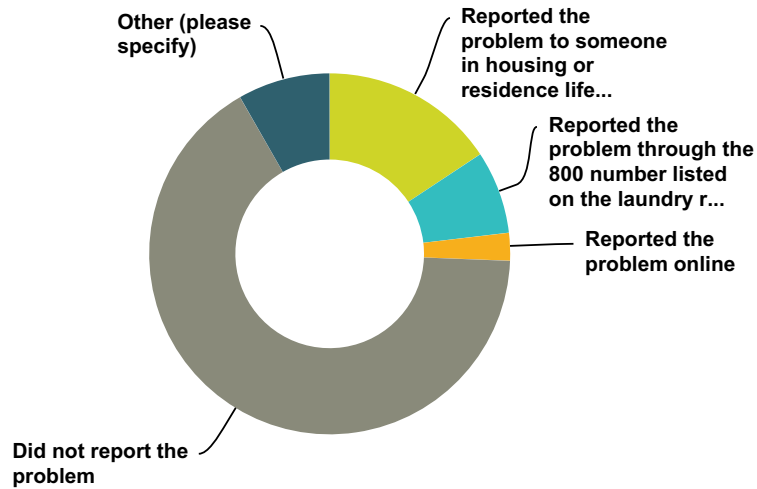
Answered: 268 Skipped: 82



Answer Choices	Responses	
YES	45.52%	122
NO	54.48%	146
Total		268

Q12 What did you do when you experienced a problem with the Laundry card?

Answered: 121 Skipped: 229

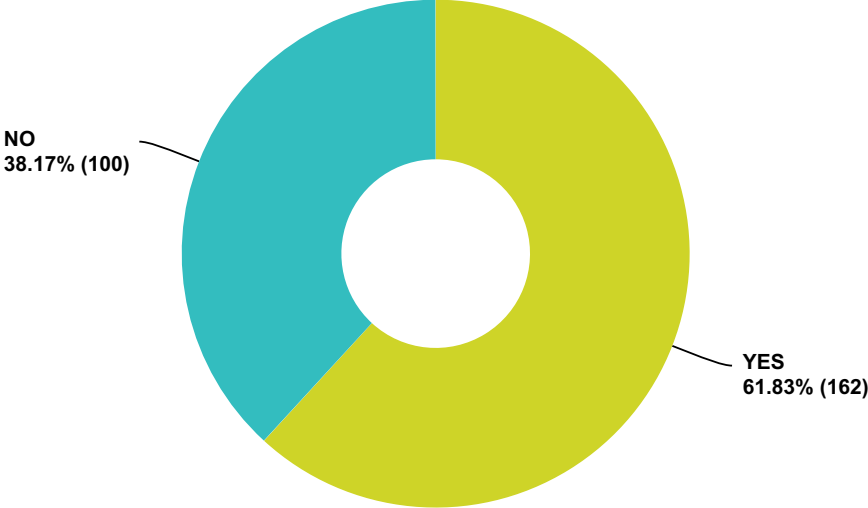


Answer Choices	Responses
Reported the problem to someone in housing or residence life (Resident Assistant, Resident Director, etc.)	15.70% 19
Reported the problem through the 800 number listed on the laundry room signage	7.44% 9
Reported the problem online	2.48% 3
Did not report the problem	66.12% 80
Other (please specify)	8.26% 10
Total	121

#	Other (please specify)	Date
1	I just moved to another washer.	4/14/2017 12:31 AM
2	I had to buy a new laundry card because my money coyld not be refunded	4/13/2017 2:35 AM
3	N	4/12/2017 5:27 PM
4	Didn't wash clothes	4/12/2017 12:58 PM
5	Someone had just reported it before I tried it. Didn't notify my until after I tried.	4/12/2017 11:55 AM
6	Used another washer	4/12/2017 11:38 AM
7	I didn't report the problem because i felt as if my money would not have been reimbursed. They washer DID NOT rinse all of THE WATER out of my clothes. So it took me 5 hours to dry my laundry .	4/12/2017 10:51 AM
8	used a different washer/dryer	4/12/2017 10:31 AM
9	I just kept trying until it worked	4/11/2017 6:47 PM
10	Nothing could be done. I would show an error saying that the washer or dryer was not working.	4/11/2017 5:10 PM

Q13 Would you prefer to pay for your laundry as part of your room and board fee as opposed to a pay-per-use model?

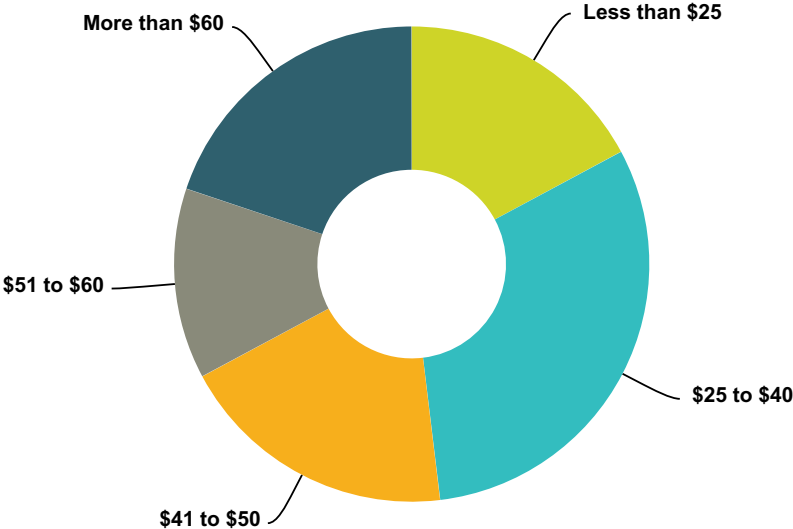
Answered: 262 Skipped: 88



Answer Choices	Responses	
YES	61.83%	162
NO	38.17%	100
Total		262

Q14 About how much do you spend on laundry each semester?

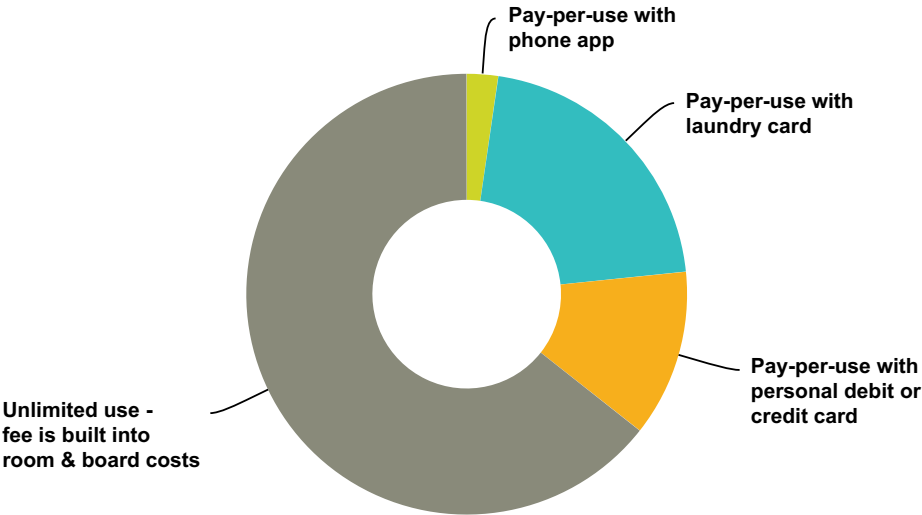
Answered: 262 Skipped: 88



Answer Choices	Responses	
Less than \$25	17.18%	45
\$25 to \$40	30.92%	81
\$41 to \$50	19.08%	50
\$51 to \$60	12.98%	34
More than \$60	19.85%	52
Total		262

Q15 Which method of laundry payment would be most beneficial to you?

Answered: 261 Skipped: 89



Answer Choices	Responses
Pay-per-use with phone app	2.30% 6
Pay-per-use with laundry card	21.07% 55
Pay-per-use with personal debit or credit card	12.26% 32
Unlimited use - fee is built into room & board costs	64.37% 168
Total	261

FMU Student Laundry Survey

Q16 What improvements would you like to see that would increase the likelihood of you using the on-campus washers and dryers more?

Answered: 215 Skipped: 135

#	Responses	Date
1	Get new washers and dryers. My clothes do not properly wash the first time and I have to dry it 3-4 times and my clothes still do not be dry. If I am paying money to wash my clothes, I expect the machines to wash them properly. Also, I prefer the cost of washing and drying be with the housing fee. That way, people that do not have any cash or their card with them can still wash their clothes.	4/14/2017 2:13 PM
2	Location is a little distant from the Village apartments where I live, but other than that, no complaints here.	4/14/2017 10:11 AM
3	There should be coin slots or something to use machines, and not just a pre-paid card that has to keep having money added to it, with a minimum of ten dollars.	4/14/2017 12:34 AM
4	Get the machine that puts money on the card working.	4/13/2017 11:52 PM
5	I would like to see an improvement of the quality of dryers.	4/13/2017 10:14 PM
6	I would like to see better machines in both facilities. Better dryers specifically in the cafe laundry room and better washing machines in the CC laundry room. Also a laundry facility in the old apartments would be beneficial to us because we don't have anything on our side beyond mailboxes and the ER shed. That building and the mailboxes could be torn down and put into one building as the mailboxes, the ER rooms that's separate from the other side and add a small laundry room like the CC laundry room. The machines in the cafe laundry room need to be fixed. They take your money and take your time from 16 minutes to 80 minutes and some of the dryers just don't dry your clothes. The washing machines in the CC laundry room leave your clothes soaking wet.	4/13/2017 7:22 PM
7	That they work correctly. There is more of them. A policy for people not letting their clothes stay overnight in them.	4/13/2017 5:52 PM
8	Building a Laundry room closer to the village apartments	4/13/2017 3:00 PM
9	I would use the washers and dryers more if they were kept clean and were quickly fixed. There are washing machines in the laundry room next to the cafeteria that have been broken or filled with old detergent for months. Also some of the card readers are glitched or do not work at all, the machine for adding funds does not print out receipts, and the change machine does not work. All in all nearly everything in that laundry room is neglected and should be looked at or worked on to increase usage of on campus laundry services.	4/13/2017 2:34 PM
10	I wish we would be able to add dollar bills to our laundry card instead of big bills.	4/13/2017 1:58 PM
11	If the fee was included in room and board. If it was cleaner. If the machines worked properly. If they checked it at least once a week for maintenance purposes.	4/13/2017 12:22 PM
12	I feel as if laundry should be free especially with the cost of tuition or at least added in the tuition. I think it would also be better if we didn't have a set amount to put on our card. You automatically have to put 5 dollars on the card. Being there, with my friend. She only needed a quarter added because her clothes were not completely dry because she had to put all that money on a card just for one quarter. The dryer are also a waste of money. You have to pay at least a \$1.25 just to get it to dry and sometimes you spend that and it doesn't work.	4/13/2017 12:21 PM
13	Don't have to use a card	4/13/2017 10:28 AM
14	None	4/13/2017 10:16 AM
15	A price change.	4/13/2017 8:36 AM
16	If washing clothes were included in the room and board, paying out of pocket is expensive.	4/13/2017 8:24 AM
17	There needs to be more machines.	4/13/2017 7:14 AM
18	A machine that allowed you to use quarters and one dollar bills to put money on your card and a card that doesn't stop working every semester OR Having laundry be free for on campus students by having it included in our tuition fees for a reasonable and affordable price	4/13/2017 2:39 AM
19	That the dryers dry the clothes in one setting instead of it taking multiple times. & not having to ring water out of my clothes after they get done washing.	4/13/2017 2:31 AM

FMU Student Laundry Survey

20	That they are available when needed. Also the biggest issue for me is that several washers do not ring out my clothes and i have to physically ring them out over the drains or trashcans. Following this I have to use more money to dry them because they were not properly washed to begin with. So I go to a local laundry mat or just take my clothes home if I am able.	4/13/2017 1:10 AM
21	I would like for the dryers to actually dry my clothes. Even after 2 or 3 cycles, my clothes are still damp and that takes a good bit of my money after a while.	4/13/2017 12:10 AM
22	Better maintenance of the washers and dryers.	4/12/2017 10:54 PM
23	that the washers and dryers actually work when using them and i do not have to ring out my clothes every other use of a washing machine	4/12/2017 10:44 PM
24	more washers and dryers near the community center	4/12/2017 10:41 PM
25	The washers don't spin all the water out. I have 2 rewash my clothes. Dryers take forever to dry your clothes.	4/12/2017 10:26 PM
26	Air conditioned buildings attached to study in while it runs, similar to Heyward. I would use the laundry room in Heyward but it is too far from my apartment and usually full. Maybe even another laundry facility would be a good idea, somewhere within the village apartments.	4/12/2017 10:20 PM
27	The dryer could use some improvement. I have to put my clothes on at least 3 to 4 runs in order for it to be fully dried.	4/12/2017 9:27 PM
28	I would like for there to be a laundry room near the old apartments; to be more convenient and accessible.	4/12/2017 9:23 PM
29	Making sure that the water is wringed out during the spin cycle so that clothes won't be soaking wet. Also, dryer that don't require being run 3 times in order to completely dry clothes would help tremendously.	4/12/2017 9:12 PM
30	my opinion washers and dryers should of been in the apartments and leave some in the laundry room. there is not enough washers and dryers. maybe build another facility	4/12/2017 8:34 PM
31	For the washers to wash correctly instead of completely soaking my clothes randomly and for the dryers to dry better, so I don't have to keep using my card to dry something for 3+ cycles.	4/12/2017 7:53 PM
32	Need to clean the laundry machines because they stink	4/12/2017 6:32 PM
33	More working washers and dryers	4/12/2017 5:53 PM
34	I think if the school had control over the laundry facilities instead of a third party, the school could fix them and have a system to address other issues or money return.	4/12/2017 5:38 PM
35	washers and dryers in the village apartments	4/12/2017 5:32 PM
36	If they weren't so expensive!	4/12/2017 5:28 PM
37	There are no laundry facilities within the old apartment complex. I would be more inclined to use on campus laundry facilities if one was within the old apartments complex.	4/12/2017 5:26 PM
38	Instead of spin washers, get some regular washers.	4/12/2017 5:23 PM
39	Better dryers to reduce the amount of times we have to dry the load . Unless unlimited (included in room n board)	4/12/2017 5:19 PM
40	Washers that do not leave your clothes soaking wet and dryers that are more powerful or cheaper since you have to put clothes in multiple runs to dry.	4/12/2017 4:34 PM
41	New washers and dryers that actually work.	4/12/2017 4:10 PM
42	Better dryers that actually work	4/12/2017 4:08 PM
43	The washing machine feels like it doesn't even wash your clothes like they don't smell or feel clean. The dryer you have to put your load on twice because it doesn't dry it the first time even if you don't have a lot of clothes in it.	4/12/2017 3:58 PM
44	Equipment that works better, free services, my clothes not to smell Worse when I take them out than when I originally put them in	4/12/2017 3:58 PM
45	I use the on-campus washers and dryers every week because I have no other choice but I do feel as though maintenance on the machines should be kept regularly. They are consistently dryers and washers that are malfunctioning.	4/12/2017 3:42 PM
46	More durable and reliable washer and dryer machines.	4/12/2017 2:42 PM

FMU Student Laundry Survey

47	The washing machine and dryers absolutely must be fixed in the HCC laundry room. Nearly every single time I wash clothes this semester my clothes are soaking wet after being washed. It is perfectly normal to see students gathered in a group over a trashcan wringing out their clothes. It is ridiculous. Also- the card reader machine malfunctions too much. One time I had all of my clothes washed, went to put money on my card and BOTH card machines were broken. I had to load up all of my clothes and take them to dry at the laundry matt next to food lion. I would say REPLACE them- not just replace the parts. Also, there needs to be someone come in and clean twice a day, especially on Saturdays!	4/12/2017 2:31 PM
48	New washing machines that don't leave clothes soaked. Unlimited use. Better dryer quality.	4/12/2017 2:26 PM
49	Every dryer and washer working. The laundry room being clean. More assistance from housing or the laundry company when I have an issue with the machines. A closer laundry room to the village apartments.The machines working. The machines working. And the. Machines. Working.	4/12/2017 2:15 PM
50	Make Laundry Cards More Available	4/12/2017 1:54 PM
51	The card machine fixed in the laundry room near the cafe. The machines to stop taking so much money off my card. The machine sometimes don't ring out all the water in my clothes. The dryer take so many uses to dry a load of clothes. Sometimes the dryers will take more than the cost on the machine off my card.	4/12/2017 1:46 PM
52	We need bigger washers and dryers that actually. There's always something wrong with the card machine. The laundry room in the community center needs more space	4/12/2017 1:33 PM
53	There are a lot of faulty washers that do not work and take your money. The dryers do not dry your clothes at all unless you keep adding money to it. That is the main reason why I do not do laundry on campus. Also, we should be able to choose how much money goes onto our card because the lowest amount is \$10 which I think is unfair.	4/12/2017 1:32 PM
54	One free card per semester	4/12/2017 1:29 PM
55	I would like to see the dryers and washers work effectively. Many times I've had my clothes still soaked or the dryers don't dry well enough.	4/12/2017 1:27 PM
56	Efficiency of use	4/12/2017 1:26 PM
57	Free washing. There are some people, including myself, who can't afford to pay to get their clothes washed sometimes. It is stressful using someone else's card, next thing you know they can't pay for their clothes. If we continue to have laundry we have to pay for, at least have the machine accept dollar bills.	4/12/2017 1:14 PM
58	Dryer don't dry and washer have clothes to wet	4/12/2017 1:00 PM
59	Better quality	4/12/2017 1:00 PM
60	I would suggest that there be a regular check-in to make sure that all machines are working effectively and efficiently (ex: dryers should not produce cold air when it is on the highest temperature setting:washers should spin majority of the water out/should not have to wring out the clothes)	4/12/2017 12:54 PM
61	Dryers should run longer than 16 minutes	4/12/2017 12:52 PM
62	Bigger loads. Quicker drying. Better washers where I don't have to ring out my clothing before drying them.	4/12/2017 12:43 PM
63	Better washers and dryers	4/12/2017 12:38 PM
64	The washers and dryers actually work. A closer laundromat to the Village Apartments.	4/12/2017 12:37 PM
65	Have a restroom and not as expensive	4/12/2017 12:35 PM
66	I honestly think we shouldn't pay to wash our laundry but if we do it should be combined with room and board! I believe we also need more washers and dryers	4/12/2017 12:30 PM
67	Making sure the dryers dry the clothes completely with having to use multiple cycles. Also make sure the washers don't leave your clothes soaking wet at the end	4/12/2017 12:27 PM
68	More efficient with washing and drying instead of constantly adding more money to both machines. Have students clean after themselves after each use to prevent clog ups.	4/12/2017 12:26 PM
69	Putting a washer and dryer near the village apartment	4/12/2017 12:26 PM
70	More washer and dryers would be nice as well as the machines taking dollar bills reverse having to put \$10 in.	4/12/2017 12:18 PM
71	Weekly or monthly inspections of the equipment from the company who owns the machines, since Francis Marion is not responsible for when they randomly over-soak our clothes.	4/12/2017 12:07 PM
72	New washers and dryers, more if possible. There are only two facilities to wash clothes in and they do not accommodate the amount of students needing to wash clothes.	4/12/2017 12:00 PM

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73	Bigger washers and dryers	4/12/2017 11:58 AM
74	I want to see: 1. all of the machines working properly. 2. the pay per use machine taking less than five dollars. 3. Routine maintenance checks on ALL WASHERS AND DRYERS. 4. BUILT IN RESTROOMS!! or portable potty.	4/12/2017 11:50 AM
75	New washer and dryer... the washers and dryers here do the minimal amount of work than the ones at the local laundromat or at home.	4/12/2017 11:48 AM
76	Very frustrating to use. Fifty percent of the time they never work.	4/12/2017 11:47 AM
77	Brand new washers and dryers	4/12/2017 11:46 AM
78	N/A	4/12/2017 11:46 AM
79	If you do not have washers/dryers in rooms, at least have more places to be able to do it. The facility by the new apartments is always packed, and people leave their laundry in the machines longer than their timer has. Facilities need to be added near the old apartments so that students do not have to lug their heavy laundry bags across campus to the facilities offered. Some students do not have a car, and do this to get their laundry done. Also, it is a weekly cost that adds up. It would be more beneficial for the cost to be included in the tuition payments.	4/12/2017 11:45 AM
80	Cleaner environment, and cost less to wash clothes because the dryers do not dry clothes with one cycle and it gets to be very costly to wash clothes even just once a week koo	4/12/2017 11:44 AM
81	Do not have to put a certain amount on the card.	4/12/2017 11:41 AM
82	Dryers should have longer increments. 16 min isn't long enough to dry clothes. Also, it cost around \$2 to do a single load of laundry. That's too much	4/12/2017 11:39 AM
83	Fix the washers that don't spin the clothes as they should. This leaves clothes soaked and wet causing us to have to change washers and wash the clothing all over again. This making us have to pay more money to rewash the clothes.	4/12/2017 11:39 AM
84	New equipment. Most of the equipment is run down or needs to be fixed. They also need to sale more detergent and other things in the laundry area!	4/12/2017 11:36 AM
85	That the dryers would actually dry the clothes.	4/12/2017 11:35 AM
86	Making sure all washer and dryers are fixed !!! And if they are all not fixed then we shouldn't be charged . And if a washer or dryer is not working it should be a sign that says not working. Using a washer or dryer that is not working is wasting our money	4/12/2017 11:35 AM
87	Less expensive & bigger sized washer & dryers .	4/12/2017 11:34 AM
88	Better machinery. Driers that do not take five loads to get dry.	4/12/2017 11:34 AM
89	Free, working washers and dryers	4/12/2017 11:32 AM
90	Better quality washers and dryers that aren't always messing up	4/12/2017 11:24 AM
91	Getting rid of those laundry cards. Making laundry free or included in tutitution. Make a laundry room in the Village Apartments as well.	4/12/2017 11:21 AM
92	Newer dryers that do not cost money that won't shrink my clothes	4/12/2017 11:19 AM
93	Lower prices	4/12/2017 11:19 AM
94	Better functioning, less expensive	4/12/2017 11:19 AM
95	Put a restroom in the laundry room. Also make it to where those vending machines accept cards.	4/12/2017 11:17 AM
96	Better dryers and washers that are bigger. I dont like having to keep putting time into the dryer . it takes forever for the clothes to dry.	4/12/2017 11:07 AM
97	It takes multiple cycles for the dryers to dry my clothes and bedding	4/12/2017 11:06 AM
98	The dryers need some improvement. It shouldn't take 2 times to dry your clothes; Usually once.	4/12/2017 11:05 AM
99	Free	4/12/2017 10:55 AM
100	Make the dryers hotter and the washer efficiency when spinning the laundry to get all the water out.	4/12/2017 10:55 AM
101	The washers and dryers actually work. Some washers don't ring the clothes out good. Some dryers would take money off my car if I didn't press the button really fast.	4/12/2017 10:39 AM
102	Overall improvements in the reliability of machines. Make sure the washers and dryers actually wash and dry clothes. I usually have to purchase at least three dry cycles per washload.	4/12/2017 10:37 AM

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103	How clean they are. There is always detergent build up which i have to clean, and there is frequently a smell to the washers. Also, especially at the laundry mat near erving, the rubber trap to catch things is always filthy and i have had to hold off on doing laundry multiple times to wait on a clean machine. I feel that housing puts too much on the student to get the machines fixed and cleaned. I feel that housing should do regular checks and have maintenance do regular cleanings of the washers.	4/12/2017 10:36 AM
104	Put a laundry area closer to the oldies	4/12/2017 10:35 AM
105	If all the washers were working and if the place was more clean.	4/12/2017 10:34 AM
106	Dryers that actually dry your clothes. A laundry room in the old apartments would be more convenient.	4/12/2017 10:33 AM
107	Having more washers and dryers as well as lowering the payment of use or including it with room and board.	4/12/2017 10:33 AM
108	Allowing to insert coins and choose how much we want to spend when using debit card and not a set given amount	4/12/2017 10:32 AM
109	More washer and dryers	4/12/2017 10:32 AM
110	More update and easier to use machines.	4/12/2017 10:31 AM
111	More available machines.	4/12/2017 10:30 AM
112	The washing machines need to be able to get all of the water out of clothes during the spin cycle. And dryers should dry clothes after one dry cycle not after 3 or 4 cycles	4/12/2017 10:30 AM
113	Better machines	4/12/2017 10:27 AM
114	The dryers take too long and that, is if they even dry your clothes. Everyone has at least a problem with the dryers.	4/12/2017 9:59 AM
115	None	4/12/2017 9:58 AM
116	Dry faster	4/12/2017 9:58 AM
117	More comfortable lounge area. It is usually very warm and loud so I walk back to my apartment instead of waiting	4/12/2017 9:57 AM
118	I'm basically forced to but a bathroom or a new facility near the old apartments would be very helpful and nice	4/12/2017 9:55 AM
119	I would like to see more quality. Washers that won't flood with water when they are done and dryers that will dry in the amount of time that they say they will. Maybe a better system for coordinators to know about broken washers and dryers. Lastly, keep from insects from getting into washers and dryers.	4/12/2017 9:52 AM
120	The dryers don't dry good and washers barely get my clothes clean.	4/12/2017 9:46 AM
121	New and improved washers and dryers	4/12/2017 8:22 AM
122	Being able to put \$5 on my laundry card. And dryers that actually work.	4/12/2017 2:00 AM
123	24/7 washing	4/12/2017 1:10 AM
124	better card system!!!	4/12/2017 12:49 AM
125	Dryers that actually work instead of wasting money on a dryer for an hour just for them to be soaked	4/12/2017 12:26 AM
126	As far as washers I have had the issue of the skin cycle not working and it leaves the clothes drenched after washing. In turn, I have to wash them again or hand wring them out or take forever to dry. Dryers on do not dry the clothes, it takes so much money to dry one load. Oftentimes a lot of the washers and dryers do not work. As students we find out when fellow peers put notes on the broken machines.	4/12/2017 12:12 AM
127	More efficient dryers would be a good incentive. The current dryers don't work too well.	4/11/2017 11:54 PM
128	We should not have to pay for laundry.	4/11/2017 11:06 PM
129	Get a new Laundry room	4/11/2017 10:34 PM
130	They smell so they should be clean regularly and the dryers need more power!	4/11/2017 10:18 PM
131	Be sure they are working properly at all times , if not alert us on which ones do not so my clothes won't be drenched.	4/11/2017 10:07 PM
132	if it was closer to my apartment or if it was free	4/11/2017 10:06 PM
133	I either take my clothes home or i use a local laundry mat because it is too expensive to wash clothes here. It will also be VERY convenient to wash and dry clothes in the comfort of our own apartments with the expense of housing its unfortunate that we have to not only walk to the laundry facility, but have to pay for it, and buy a \$10 card and the max to refill is \$5. btw the refill machine has been down since my freshman year of 2015. I'm sure its too late to do renovations at least make it more affordable for students and at least make the laundry rooms more appealing. Lesser cost of housing is also a great option as well. I hope you all really take these surveys into consideration.	4/11/2017 9:44 PM

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134	Needs to be more clean.	4/11/2017 9:42 PM
135	We need more washers and dryers. Also lower the cost of washing clothes.	4/11/2017 9:41 PM
136	It's a lot of money every week if I were to wash and dry my clothes on campus. I don't even know where to get a laundry card.	4/11/2017 9:09 PM
137	Better dryers	4/11/2017 8:34 PM
138	The laundry room is full a lot of the time and people leave their clothes in there unattended for too long. Also I think that the washers are broken way too often. They always have your clothes soaked and I don't think they wash as clean. I think those improvements should be fixed to make it better for most students.	4/11/2017 8:28 PM
139	The dryers need to be able to actually dry the clothes.	4/11/2017 8:17 PM
140	The washers and dryers should be fixed, a lot of them do not work, the buttons does not work, the door does not close, and the laundry room is really dirty and the dryer take up to much money to dry, the dryer temperature needs to be set higher, and the detergent that is put ne washer leaks out and most of it does not get to the clothes and a laundry room should be closer to the village apartments	4/11/2017 8:14 PM
141	If we were able to use them for free like other universities.	4/11/2017 8:08 PM
142	Lower cost or even free like I've seen at other colleges (of course these are private and that may make a big difference)	4/11/2017 8:04 PM
143	Washing machines in the apartments.	4/11/2017 8:02 PM
144	YALL NEED NEW MACHINE AND THEY NEED TO BE FREE! Those machines ARE GARBAGE. I PAY 1.25 to get my clothes soaked!! !ALSO BRING THE COUCH BACK! NOBODY LIKES THOSE HARD UGLY CHAIRS.	4/11/2017 7:53 PM
145	Less out of order signs	4/11/2017 7:51 PM
146	i don't use the mm at all	4/11/2017 7:38 PM
147	Better dryers and less expensive	4/11/2017 7:04 PM
148	I would like it to be like a regular laundromat, where a person is able to pay in coins/quarters instead of having to put semi-large amounts on a card that you have to pay 5 dollars to get and only comes preloaded with \$1.75 even though you paid \$5.00 for the card.	4/11/2017 7:00 PM
149	Better dryer machines, it takes too long to dry.	4/11/2017 6:57 PM
150	Unlimited washer and dryer, and better dryers! Because they do not dry when you put in for one cycle you have to keep putting money in to dry the clothes because it takes forever!	4/11/2017 6:53 PM
151	It's my last semester so I don't care	4/11/2017 6:50 PM
152	Washers and dryers should be checked regularly because I'm tired of my clothes not being rinse thoroughly. I have started only washing clothes when I go home.	4/11/2017 6:33 PM
153	New machines.	4/11/2017 6:14 PM
154	updated washers and dryers that dry fast enough for uses not have to spend all their money on re-drying one load. also daily cleaning of the washer and dyers by maintenance because they are nasty	4/11/2017 6:12 PM
155	The loading machine should take \$1s and \$5s. Please.	4/11/2017 6:02 PM
156	The dryers drying clothes more properly.	4/11/2017 5:55 PM
157	Fix the machines. They don't dry the clothes completely. And expand.	4/11/2017 5:54 PM
158	The dryers in the new apartment sucks! The ones in the tri are much much better. I just wish I didn't have to spend 10 dollars to wash my clothes each time. We really shouldn't have to pay for it each time we decide to wash clothes.	4/11/2017 5:51 PM
159	I would like for it to feel more homey.	4/11/2017 5:47 PM
160	Making washing apart of room and bowdrbwould be beneficial to students of campus	4/11/2017 5:47 PM
161	Turn up the heat on the dryer. Why does it take \$2-\$3 to dry one load of clothes? Being able to put \$5 from a debit card to the laundry. Cleaner. Bring 25 cent days back.	4/11/2017 5:43 PM
162	Have someone check out the washers and dryers at least one of week.	4/11/2017 5:42 PM
163	Have dryers that work, set up something to where students had to remove their clothes once they were done, build another facility near the old apartments so we could do laundry near us.	4/11/2017 5:40 PM
164	Fix washers so that they spin clothes. So that at the end clothes are not soak and wet.	4/11/2017 5:35 PM

FMU Student Laundry Survey

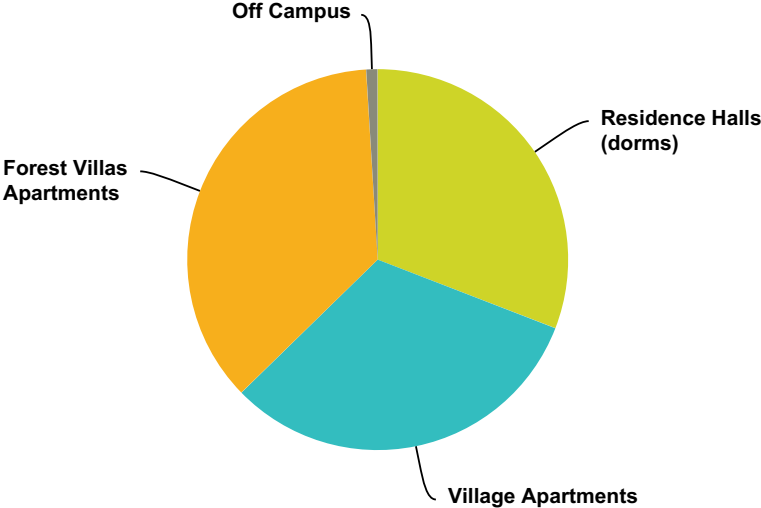
165	-I would like for the washers and dryers to be fixed quickly whenever there is a reported problem. -Also I think that if we would have to continue adding money to our laundry card which I don't recommend, we should be able to at least have the option to add \$5 on our laundry card instead of it starting with \$10.	4/11/2017 5:34 PM
166	I do my laundry about every two weeks and I go through more then \$10 each laundry session. Whenever I wash my clothes the spin action does not completely wring out most of the water which means I have to constantly use the dryer over and over and the dryers SUCK!!!! I leave my clothes in there for a good hour to hour and a half and they still come out wet.	4/11/2017 5:25 PM
167	I would like to see more washers and dryers available. I would like for the laundry room to be more clean. I would also like if washing clothes were free or put into the tuition already. It is too much money coming out of pocket and it's bad enough we have to pay for printing now.	4/11/2017 5:24 PM
168	Clean washers and driers	4/11/2017 5:21 PM
169	Washers be fixed in a timely manner and be cleaned out in some way because sometimes the washers leave a stench on your clothes after washing them.	4/11/2017 5:20 PM
170	Not having to pay for washing and drying	4/11/2017 5:19 PM
171	I would like to see a new pay method to use the laundry room. we should be able to pay with a debit card or change. I pay with a debit card so it does not make sense to put a while \$10 on my card just for the rest to sit on my laundry card because I go home often so there is rarely a need for me to have money on my laundry card to wash clothes on campus	4/11/2017 5:19 PM
172	Better locations. For those of us living in the older Village Apartments, it is a long walk for us to wash our clothes or watch them. Not everyone on-campus is able to go home every weekend to wash their clothes, and people should not assume that students without cars are able to do so all the time. Also, the washers and dryers could be looked after better. Some of these machines are overused, battered and bruised up to the point where some of them never want to work again.	4/11/2017 5:15 PM
173	Closer to actual housing areas. Doing laundry in bad weather is nearly impossible. As well as doing laundry during the week	4/11/2017 5:13 PM
174	The driers take extremely long to completey dry clothes.	4/11/2017 5:06 PM
175	Cleanliness and the dryers take multiple times to make clothes dry.	4/11/2017 5:01 PM
176	If they were inside the apartments.	4/11/2017 4:59 PM
177	Better dryers	4/11/2017 4:59 PM
178	The dryers typically take 2 hours to dry a typical-sized load of laundry, if they actually dry them at all.	4/11/2017 4:59 PM
179	I would change the washers because they never work and take forever to get fixed. I would let them be free and you can wash as you go	4/11/2017 4:55 PM
180	Fix the card readers on the machines	4/11/2017 4:53 PM
181	Knowing they would work and it be dirty.	4/11/2017 4:53 PM
182	More of them.	4/11/2017 4:49 PM
183	Half of them are broken and don't have signs on them, so I put my card in there and end up wasting my money because the dryers don't heat up but I didn't know because no one wanted to give a sign.	4/11/2017 4:48 PM
184	More washer and dryers. In the new apartments they only have a few washers and dryers .	4/11/2017 4:47 PM
185	A closer laundry facility to the apartments I'm in, cleaner facilities and machines	4/11/2017 4:46 PM
186	Dryers that work and washers that don't leave my clothes and sheets wet.	4/11/2017 4:46 PM
187	I dont understand why we have to pay anyway.. we already pay for everything else.	4/11/2017 4:45 PM
188	Better dryers	4/11/2017 4:44 PM
189	cleanliness improvements	4/11/2017 4:40 PM
190	Simply less expensive.	4/11/2017 4:39 PM
191	better dryers and washers	4/11/2017 4:37 PM
192	instead of just posting 'out of order' signs on the washers and dryers, actually do something about it	4/11/2017 4:31 PM
193	Increase the amount of available washers. Expand the size of laundry facilities.	4/11/2017 4:26 PM

FMU Student Laundry Survey

194	Better dryers in the time duration we do get, better washers that actually wring out the water from the clothes,	4/11/2017 4:26 PM
195	The price of laundry, I have to use my debit card when I do not have cash and is forced to put \$10 on my card weekly or bi-weekly. It cost around \$150-160 a semester just to wash clothes on campus. The washing machine malfunction and will not rinse your clothes out.	4/11/2017 4:26 PM
196	Have a facility closer to the old apartments.	4/11/2017 4:24 PM
197	Just regular maintenance .	4/11/2017 4:24 PM
198	That the dryers actually completely dry my tshirts, towels, and shorts.	4/11/2017 4:22 PM
199	Make sure they work, washer never rinse my clothes out	4/11/2017 4:22 PM
200	Maybe more washers & dryers installed.	4/11/2017 4:18 PM
201	Dryers that dry clothes faster. Washing machines that ring out clothes better. Sometimes clothes come out to eat. Add a washing machines closer old apartments. The don't have machines by them.	4/11/2017 4:04 PM
202	Free of use. And better dryers that dry faster	4/11/2017 4:02 PM
203	Mak it were we don't have to pay to wash and dry	4/11/2017 3:58 PM
204	If laundry was free and unlimited with the card .	4/11/2017 3:50 PM
205	The washers are the least dependable because they'll leave your clothes soaked.	4/11/2017 3:47 PM
206	They need to get new ones. The washing machines don't wash good and the dryers don't dry at all.	4/11/2017 3:43 PM
207	Im hesitant to use the washers and dryers because they don't always work how they're supposed to and its a waste of money to rewash and re-dry things. So, upgrading the washers and dryers and making them more effecient will make more people want to use them.Adding the cost of laundry into tuition would increase the likelihood of my using the washers also	4/11/2017 3:43 PM
208	The dryers should be longer than 16 minutes and the washers need to be renovated.	4/11/2017 3:40 PM
209	Be able to choose short cycles during wash & dry for small loads N	4/11/2017 3:40 PM
210	I would like my clothes to be completely dry. You always have to put clothes on more than 3 cycles for them to be completely dry.	4/11/2017 3:39 PM
211	The dryers not take like 3 times to dry something when thete is barley anything in it. The washing machines to not leave clothes ringing wet where we have to hand squeeze them in the sink. Bring back comfortable chairs and not those new hard plastic cold ones. Make it not be so humid in there like it is for at least a semester.	4/11/2017 3:38 PM
212	The maintenance of the machines could be improved (timeliness and effectiveness). The dryers could have more settings, as the only option now is to dry clothes in extreme heat in already-humid dryers. Also, the amount required to load a prepaid card far exceeds most students' laundry needs.	4/11/2017 3:37 PM
213	More working washers and powerful dryers near the new apartments	4/11/2017 3:37 PM
214	If the dryer actually dried my clithes. It took me 6 times to dry my clithes and it was a relatively small load	4/11/2017 3:36 PM
215	Free washer and dryer Also need to improve drying heat to make drying faster	4/11/2017 3:20 PM

Q17 Where do you currently reside?

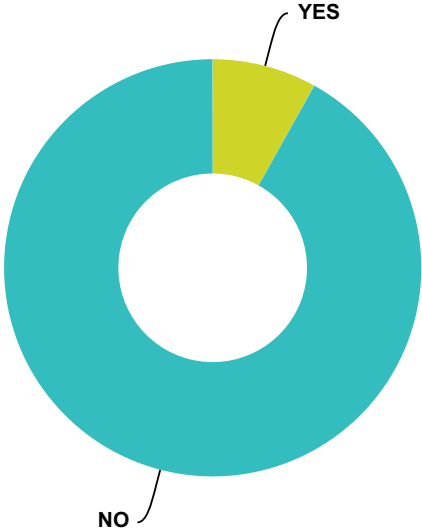
Answered: 311 Skipped: 39



Answer Choices	Responses	
Residence Halls (dorms)	30.87%	96
Village Apartments	31.83%	99
Forest Villas Apartments	36.33%	113
Off Campus	0.96%	3
Total		311

Q18 Do you have any closing comments?

Answered: 309 Skipped: 41



Answer Choices	Responses
YES	8.09% 25
NO	91.91% 284
Total	309

FMU Student Laundry Survey

Q19 If you have any closing comments, please use the space below.

Answered: 24 Skipped: 326

#	Responses	Date
1	Please do a better job.	4/13/2017 5:52 PM
2	The dry will sometimes take too much money instead of it taking a \$0.50 it will take \$1.50	4/13/2017 2:10 PM
3	Dear FMU The washing machines should be bigger for the price they are, why have regular sized dryers and very small washers it doesn't make any sense also malfunctions very from machines leaving to much water in your cloths to more money than planned being taken from your card. We are broke college students stop robbing. Sincerely, a very concerned broke college student	4/13/2017 2:43 AM
4	I hope that you all take this survey seriously and get the washers fixed instead of just saying that they will be fixed.	4/13/2017 1:11 AM
5	It would be nice if the village had its own laundry room, even if it is small	4/12/2017 6:33 PM
6	Stop having us use these horrible washers and dryers. KEEP THEM WORKING AT ALL TIMES!!!!	4/12/2017 5:54 PM
7	Overall the cleanliness of the laundry rooms are exceptional, despite minor trash that students may leave but the university should focus more on keeping machines up and running properly. I also think they should be options for dryer sheets and detergent in the laundry rooms so that students can purchase if need be.	4/12/2017 3:44 PM
8	Please fix the laundry machines asap	4/12/2017 12:27 PM
9	Please find a way to make it accomadating for everyone financially and time wise.	4/12/2017 12:02 PM
10	It should be housings job to call the company to get the machines fixed, not the students.	4/12/2017 10:37 AM
11	This has nothing to do with laundry but the old apartments need more parking spaces	4/12/2017 10:14 AM
12	The wifi needs to be improve due to the fact that we have to do homework in our rooms and the wifi doesn't pick up well	4/12/2017 9:45 AM
13	Dryers are a big issue you never know which one works which one will read your card or actually dry your clothing	4/12/2017 12:26 AM
14	Read improvements.. Also there should be a survey for on campus housing the dorms and the old apartments need lots of renovations.	4/11/2017 9:45 PM
15	I rather drive 2hrs than use those faulty machines. :)	4/11/2017 7:53 PM
16	I believe we should have the money added to the tuition but I'm not saying make the tuition go up another thousand dollars. No more than a hundred or two. It should be unlimited access without using a card because sometimes it doesn't work then I have to buy another card which is another 5 dollar !	4/11/2017 6:54 PM
17	Why isn't our washing fee built into our tuition already, like other schools?	4/11/2017 4:48 PM
18	work on fixing the wi-fi and new carpet needed in old apartments as well. as much money put in tuition, we should have no complaints	4/11/2017 4:32 PM
19	If	4/11/2017 4:23 PM
20	Housing sucks. Everything is always broken in my apartment. I can hear the animals that live in the roof. It's disgusting. You have to pay an arm and a leg for something decent and that's just not right considering I pay\$21,000 to go to school here.	4/11/2017 4:11 PM
21	If they would but a laundry room by the old apartments that would be great.	4/11/2017 3:50 PM
22	It would be so much more convenient if the machines were unlimited use.	4/11/2017 3:49 PM
23	Using Patriot Bucks on laundry would be a great option, especially for FMU's large demographic of students whose family income is close to the poverty line. My less wealthy friends often have to choose between laundry and other necessities.	4/11/2017 3:39 PM
24	I've been extremely disappointed in our laundry here at FMU. I know several students at big Universities who don't have to pay for laundry or wait as long to dry. Please fix!	4/11/2017 3:21 PM