

2015

Customer Satisfaction Benchmarking Survey

Report prepared exclusively for:

Florida State University

CONFIDENTIAL

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PURPOSE OF THIS REPORT

This NACUFS *Customer Satisfaction Benchmarking Survey* report is designed to assist your institution's decision-makers in measuring, evaluating and benchmarking the characteristics, needs and opinions of your customers with regard to the food services they receive from your institution. In addition to providing an overall picture of your institution's performance in terms of customer satisfaction, this report is also designed to provide a detailed look at the satisfaction ratings of your individual all you care to eat (dining hall) and retail establishments, as well as the overall aggregated results of the other NACUFS institutions that conducted this survey.

The ultimate goal of the report is to assist you and your institution in providing the best possible service to your customers.

The survey and this subsequent report focus on such key issues as:

- Demographics of the customers, including respondent type (student, faculty, administration/staff and other); student class status (first year, sophomore, junior, senior, graduate or other); gender; and housing arrangements (on campus/university-owned housing or off campus)
- Demographics of the institution, including NACUFS region, institution type (public/private, two-year/four-year), number of students enrolled, and type of operation (self-operated/contracted/both)
- General satisfaction with the overall dining services provided
- Importance of various food service factors, such as food, menu, service, cleanliness, dining environment and environmental stewardship/sustainability
- Satisfaction with these food service factors.

SURVEY METHODOLOGY

For the 16th consecutive year, this study was conducted by Industry Insights, Inc., an independent research firm headquartered in Columbus, Ohio. Although NACUFS was deeply involved in the set-up and design of the questionnaire and study, it is important to note that

no one at NACUFS will ever see your institution's survey results unless you decide to show them.

The confidentiality of your data is 100% guaranteed.

The research instrument used for this survey was designed based on the extensive input of representatives from various NACUFS member institutions to ensure the information gathered would be relevant and useful (a copy of the survey form can be found in this report's Appendix).

Since 2004, members have had the option of choosing to administer their survey online. Of the 99 schools that used the survey in 2015, 79 chose this option, thus avoiding significant printing and shipping costs, as well as "going green."

These online schools distributed unique identifiers (usually via e-mail) to their students, staff and faculty, allowing respondents to access a central survey website. This online system permitted respondents to rate as many locations as they wished and was customized for each participating institution, showing only their school's dining establishments.

This online option provided several advantages, including considerable cost savings over the traditional printed methodology, as well as increased convenience on the part of the respondent. In addition, the open-ended comments provided by online respondents are sent to the schools in an electronic format for easier analysis.

E-mails with a link to the website or paper forms, as appropriate, were distributed by the participating institutions in late October and into November. Completed paper forms were shipped by the schools directly to Industry Insights, where the data from the questionnaires were scanned electronically for processing and checks were run to ensure data validity. Online responses went directly to an Industry Insights server.

The survey asked respondents to rate the importance of, and their satisfaction with, 25 operating characteristics as they applied to that particular dining facility in general, without regard to any specific meal.

The 25 operating characteristics measured were:

Food:

Overall
Taste
Eye appeal
Freshness
Nutritional content
Value

Menu:

Availability of posted menu items
Variety of menu choices
Variety of healthy menu choices
Variety of vegetarian menu choices

Service:

Overall
Speed of service
Hours of operation
Helpfulness of staff
Friendliness of staff

Cleanliness:

Overall
Serving areas
Eating areas (tables, chairs, etc.)

Dining Environment:

Location
Layout of facility
Appearance
Availability of seating
Comfort (seats, temperature, lighting, sound level, etc.)

Environmental Stewardship/Sustainability:

Environmentally friendly practices related to food
Social/ethical practices related to food

All told, 99 institutions took part in this year's survey, and 125,562 useable questionnaires were submitted to Industry Insights for processing. Forms that had less than a minimal number of response fields completed were removed from the sample. Also, unless otherwise noted, responses of "Not Applicable" have been removed from the survey data.

The results displayed in this report for your institution include all reasonably complete and usable forms that were returned, regardless of whether required minimum quantities for a particular location(s) were met.

HOW TO USE THIS DATA

Definition of Rating Scales

Unless otherwise noted, "mean rating" figures throughout this report are based on a 1 to 5 scale, where 1=very dissatisfied/not at all important, 2=somewhat dissatisfied/not very important, 3=mixed, 4=somewhat satisfied/somewhat important, and 5=very satisfied/very important.

Sampling Error

To assist in analysis of the survey results, the "Sampling Error" (also known as the "Standard Error of the Mean") is shown for each mean rating score in the Detailed Survey Results tables.

The Sampling Error is important in that it shows the extent to which the *sample* mean rating (based on those who responded to the survey) is a statistically accurate predictor of the *population* mean rating (that is, all people who use the institution's dining halls and retail units).

About two-thirds (68.2%) of all sample means will be within one Sampling Error (or Standard Error) of the population mean, while 95.4% of all sample means will be within two Sampling Errors of the population mean, and 99.7% of all sample means will be within three Sampling Errors of the population mean.

In other words, if your institution were to repeat this survey 100 times on the same population, 68 of those times, the sample mean would be within one Sampling Error of the population mean, 95 times it would be within two Sampling Errors, and it would almost always be within three Sampling Errors of the population mean.

In the example below, XYZ University had a mean satisfaction rating of 3.99 with regard to "Food: Overall" and a Sampling Error of .09. This means that XYZ can be 95% confident that the population mean satisfaction is between 3.81 and 4.17.

Food: Overall

XYZ Sample Mean	Sampling Error	95% Confidence (2 x Sampling Error)	Range
3.99	.09	.18	3.81 to 4.17

An important, and intuitive, implication is that the more surveys received, the lower the Sampling Error, and thus the more accurate the prediction of the overall population mean.

REPORT ORGANIZATION

To make this report meaningful and informative, yet easy to use, it has been divided into three main sections: “Industry Overview,” “Executive Summary,” and “Detailed Survey Results.”

The “Industry Overview” presents a user-friendly summary of the survey’s overall findings, based on the aggregated data from all participating institutions (“Entire Sample”). This section shows the demographic make-up of the institutions that participated in the study and provides a look at how these institutions fared overall in terms of customer satisfaction.

Members asked for survey improvements, and NACUFS listened...

The “Executive Summary” is an important enhancement to the report that was added **based on extensive feedback from NACUFS members**. This section includes...

- Predictors of Overall Satisfaction
- Priority Matrixes
- Comparative Tables
- Three Year Trend Data
- Location-specific Results

These additions to the report will be described in further detail at the beginning of the Executive Summary.

NACUFS is continually striving to provide its members with the information they need to successfully run their operations, and the Executive Summary is a result of this commitment to member satisfaction.

The “Detailed Survey Results” section, as the name suggests, presents the survey data in greater detail, showing both the frequency distributions and mean results for your institution and the entire sample broken down by various respondent and institutional characteristics.

ABOUT THE STUDY

It is believed the data presented in this report represent a valid cross-section of your customers and is representative of the customers in total, within the statistical limits discussed above. However, the statistical validity of responses for any given question varies somewhat depending on sample sizes and the demographics of response. Industry Insights, therefore, makes no representations or warranties with respect to the results of this study and shall not be liable to NACUFS, your institution or anyone else for any informational inaccuracies, errors, or omissions in content.

At the completion of this project, all paper questionnaires received by Industry Insights will be returned to their institutions so the open-ended comments that respondents gave can be examined. Institutions utilizing the online form will receive their comments electronically.

CONTACT INFORMATION

Participating institutions that wish to have Industry Insights run **special customized reports** based on the survey data should please contact:

Steve Kretzer
e-mail: skretzer@industryinsights.com
(614) 389-2100 ext 106
Industry Insights, Inc.
6235 Emerald Parkway
Dublin, OH 43016

Please address any questions you may have regarding the report or data compilation to either Steve Kretzer or Gretchen Couraud of NACUFS (517) 332-2494 email: gcouraud@nacufs.org.

NACUFS and Industry Insights, Inc., are pleased to provide you with this report and hope you will find it most useful.

The table below shows the names of the dining halls and retail establishments that your institution surveyed. Throughout the Executive Summary and Detailed Survey Results sections of this report, the dining halls and retail establishments are referred to by their corresponding number from this table.

Dining Halls		Retail Establishments	
1	Suwannee Room	1	Chilis
2	Fresh Food Company	2	Chick Fil A
3		3	Union Food Court (Pollo Tropical, Freshens, Miso, Papa Johns)
4		4	Salad Creations
5		5	Subway
6		6	Garnet N Go (Bus Stop)
7		7	P.O.D. - Honors Building
8		8	Trading Post
9		9	Rising Roll
10		10	Einsteins Brothers Bagels
11		11	The Den (Dennys)
12		12	Starbucks - Main
13		13	Starbucks - Dirac
14		14	Starbucks - Strozier
15		15	
16		16	
17		17	
18		18	
19		19	
20		20	

NACUFS Regions:

Continental

Alberta, Colorado, Idaho, Manitoba, Minnesota, Montana, North Dakota, Saskatchewan, South Dakota, Utah, Wyoming

Mid-Atlantic

Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia, West Virginia

Midwest

Illinois, Indiana, Iowa, Kansas, Michigan, Missouri, Nebraska, Ohio, Wisconsin

Northeast

Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont, Nova Scotia, Ontario, Quebec

Pacific

Alaska, Arizona, California, Hawaii, Nevada, Oregon, Washington, British Columbia, Australia, China, Fiji, Mexico, New Zealand

Southern

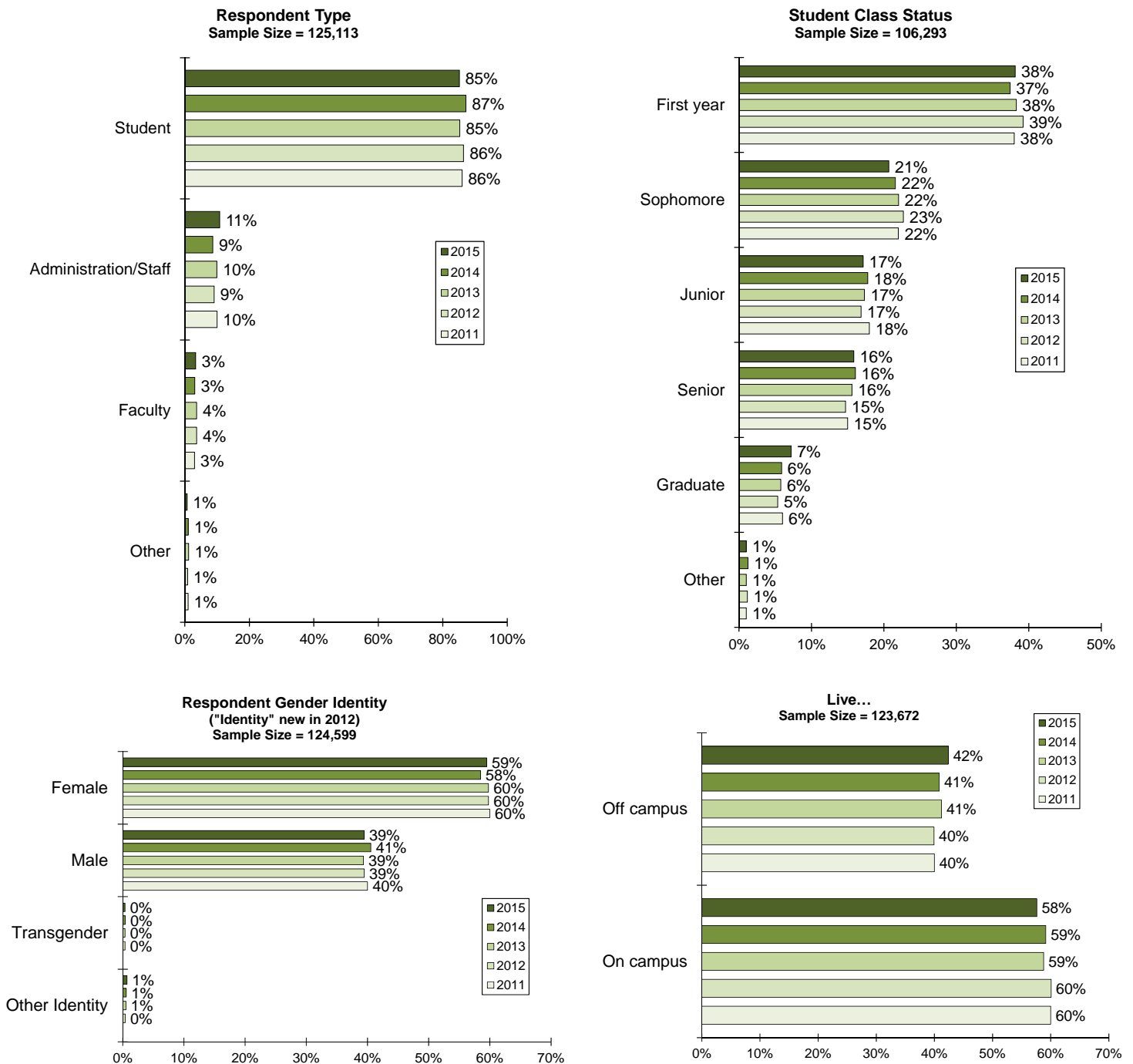
Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Puerto Rico, Virgin Islands

Industry Overview

The overall results of the 2015 NACUFS *Customer Satisfaction Benchmarking Survey* are outlined below. Users of this information should bear in mind that because studies of this type measure perceptions and attitudes in addition to concrete facts, a certain amount of bias may have been introduced based on how individual respondents might have interpreted specific questions. The questions asked in this study were designed and phrased to be as clear and unambiguous as possible; it is therefore believed any such biases are minimal and the data reported are representative of the overall universe.

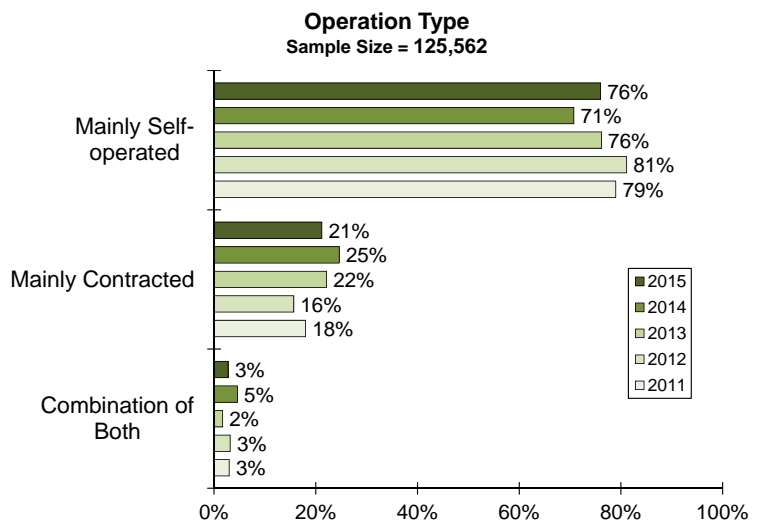
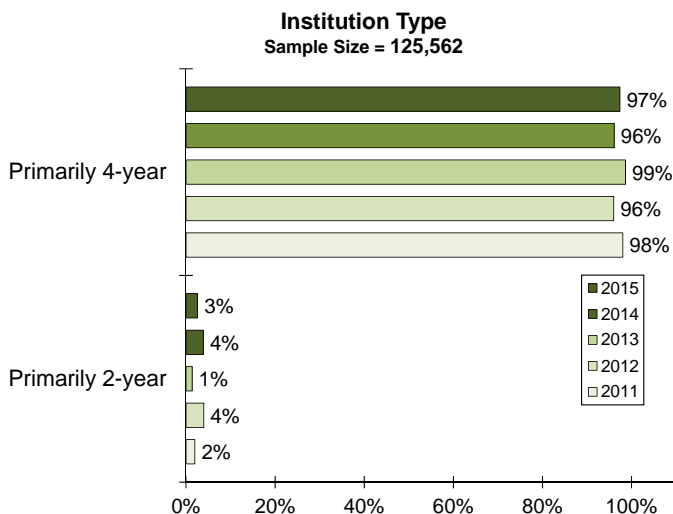
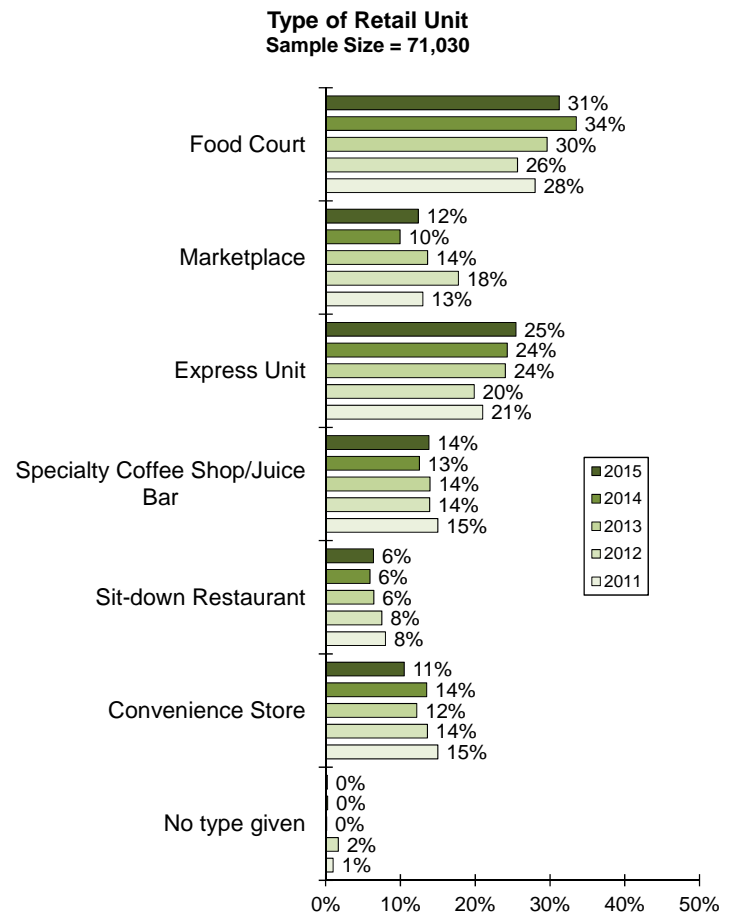
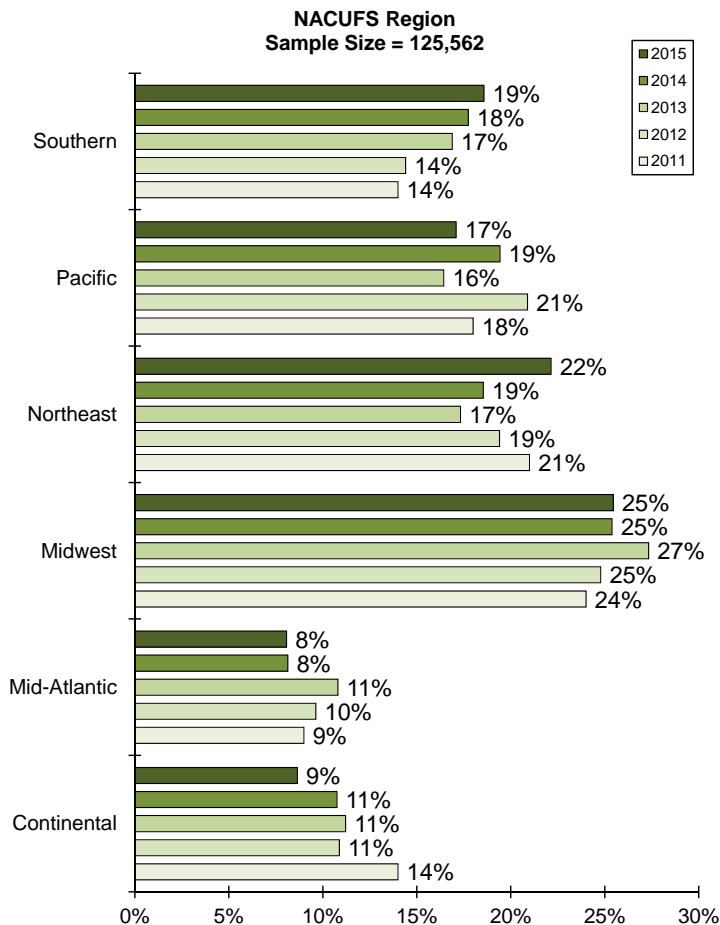
Respondent Demographics - All Schools

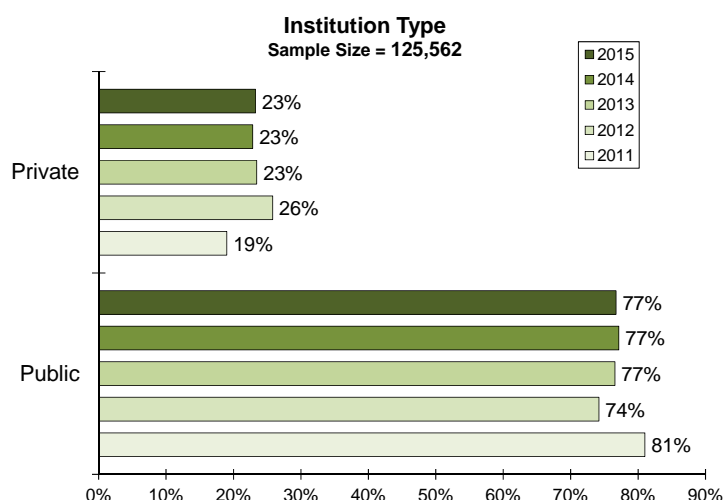
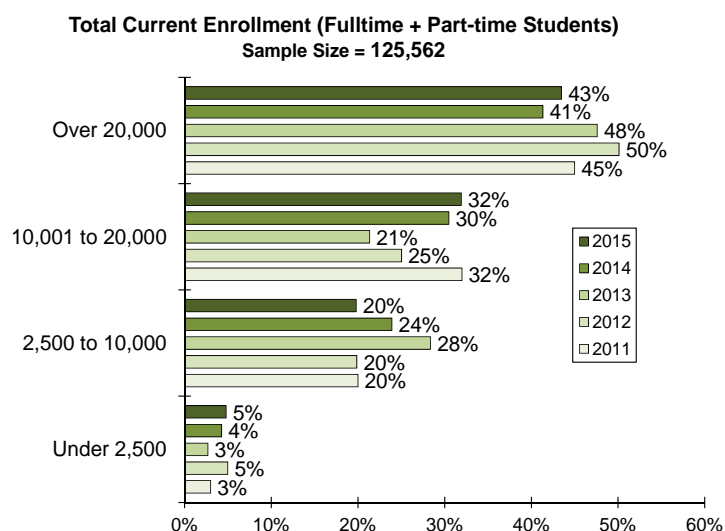
The demographic makeup of the entire survey's respondents for 2011 through 2015 can be seen in the graphs below. As shown, the demographic characteristics of the individual respondents have remained consistent across the past five survey years. (All sample sizes shown are based on the 2015 survey results.)



Institutional Demographics – All Schools (based on total responses received)

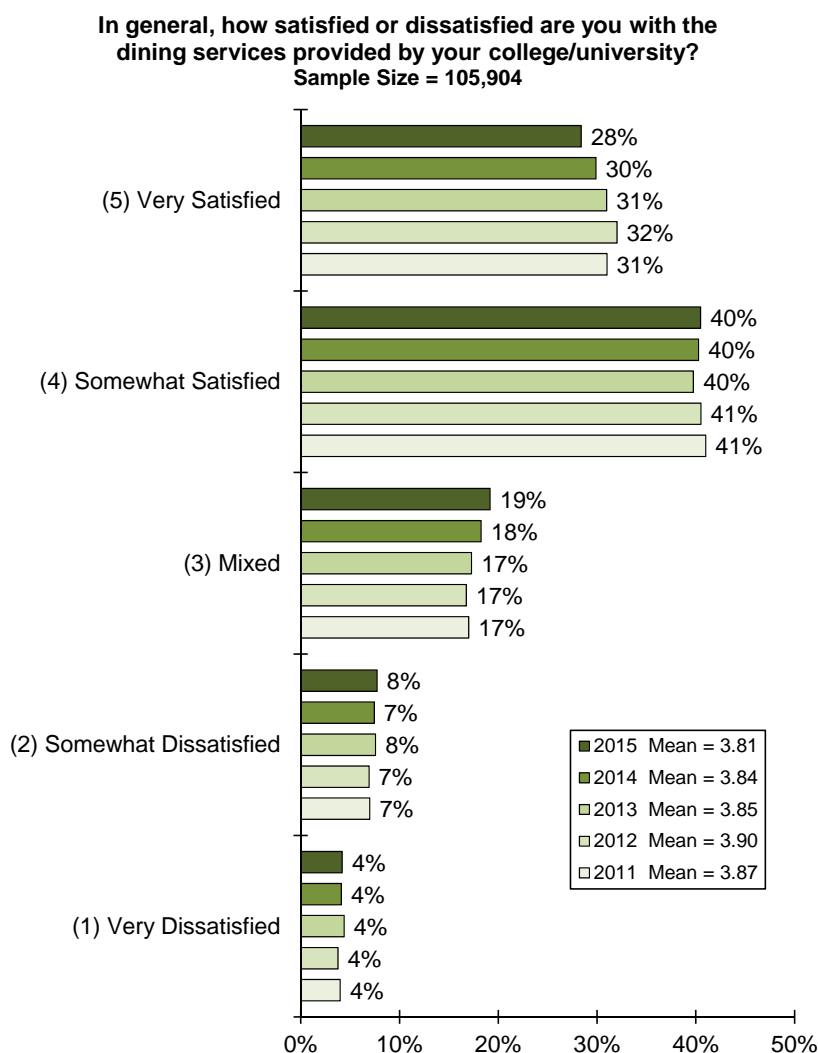
Demographic characteristics of the participating institutions are displayed below. The figures shown are based on the percentage of total responses that came from institutions of that type. For example, 22% of all questionnaires received in 2015 came from institutions in the Northeast Region, while 76% came from mainly self-operated institutions and 97% came from primarily four-year colleges.





Satisfaction Ratings

As shown below, the mean (average) level of satisfaction with the participating institutions' dining services was down slightly in 2015 (3.81 on the five-point scale, where 1 = low and 5 = high satisfaction, versus 3.84 in 2014). Overall, approximately two-thirds of the valid respondents (68%) were very or somewhat satisfied with their institution's dining services in 2015.



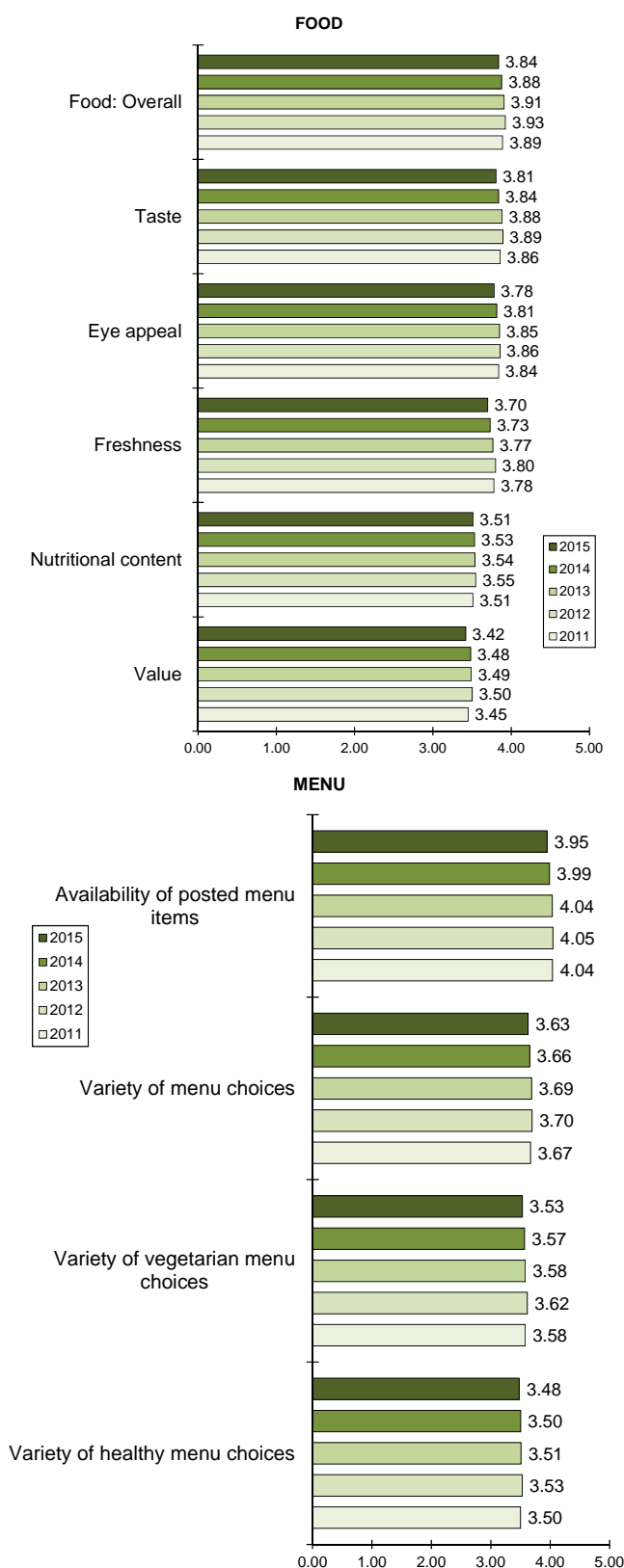
In addition to rating their **overall** satisfaction with their institutions' dining services, the respondents were also asked to rate the importance of **specific dining attributes** and their satisfaction with each attribute. The results are summarized beginning below.

Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean Importance	Number of Responses
FOOD							
Overall	0%	1%	8%	27%	64%	4.53	102,663
Taste	0%	1%	5%	20%	74%	4.67	102,874
Eye appeal	3%	11%	20%	34%	33%	3.83	102,510
Freshness	0%	1%	7%	24%	68%	4.59	102,296
Nutritional content	1%	3%	11%	28%	56%	4.35	102,014
Value	1%	2%	11%	28%	57%	4.40	100,745
MENU							
Availability of posted menu items	1%	4%	13%	35%	48%	4.25	99,696
Variety of menu choices	1%	2%	10%	34%	54%	4.39	100,466
Variety of healthy menu choices	2%	3%	12%	29%	53%	4.29	99,758
Variety of vegetarian menu choices	18%	11%	15%	21%	34%	3.42	85,325
SERVICE							
Overall	0%	1%	9%	31%	59%	4.47	101,047
Speed of service	0%	1%	9%	32%	57%	4.44	101,168
Hours of operation	1%	2%	10%	31%	57%	4.41	100,916
Helpfulness of staff	1%	3%	11%	32%	54%	4.36	100,548
Friendliness of staff	1%	2%	10%	30%	57%	4.41	100,649
CLEANLINESS							
Overall	0%	1%	6%	24%	68%	4.59	100,738
Serving areas	0%	1%	8%	26%	65%	4.53	100,010
Eating areas (tables, chairs, etc.)	1%	2%	8%	27%	63%	4.50	98,386
DINING ENVIRONMENT							
Location	1%	4%	12%	33%	50%	4.27	100,638
Layout of facility	2%	7%	17%	37%	36%	3.98	100,119
Appearance	2%	7%	18%	36%	36%	3.98	99,948
Availability of seating	1%	3%	11%	33%	51%	4.29	98,103
Comfort (seats, temperature, lighting, sound level, etc.)	1%	4%	14%	37%	44%	4.19	97,753
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	5%	6%	17%	29%	44%	4.02	91,020
Social/ethical practices related to food	5%	6%	18%	27%	43%	3.96	89,016

Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean Satisfaction	Number of Responses
FOOD							
Overall	3%	7%	19%	42%	28%	3.84	122,902
Taste	4%	9%	20%	39%	29%	3.81	122,786
Eye appeal	3%	9%	23%	36%	29%	3.78	122,393
Freshness	5%	11%	23%	33%	28%	3.70	122,323
Nutritional content	7%	13%	27%	31%	23%	3.51	121,111
Value	9%	14%	26%	29%	22%	3.42	120,150
MENU							
Availability of posted menu items	4%	8%	17%	33%	38%	3.95	120,030
Variety of menu choices	6%	13%	21%	32%	28%	3.63	121,472
Variety of healthy menu choices	8%	14%	24%	30%	24%	3.48	119,845
Variety of vegetarian menu choices	8%	11%	26%	27%	27%	3.53	92,719
SERVICE							
Overall	3%	4%	13%	35%	45%	4.16	122,009
Speed of service	4%	7%	15%	33%	41%	4.00	121,957
Hours of operation	6%	10%	16%	30%	38%	3.84	121,496
Helpfulness of staff	3%	4%	13%	30%	50%	4.20	121,115
Friendliness of staff	3%	4%	12%	28%	53%	4.24	121,474
CLEANLINESS							
Overall	2%	4%	12%	36%	46%	4.20	121,901
Serving areas	2%	4%	11%	35%	48%	4.24	120,886
Eating areas (tables, chairs, etc.)	3%	7%	17%	35%	38%	3.98	118,648
DINING ENVIRONMENT							
Location	2%	2%	9%	29%	58%	4.39	121,670
Layout of facility	2%	4%	12%	35%	48%	4.23	121,227
Appearance	2%	3%	12%	35%	49%	4.27	121,058
Availability of seating	4%	8%	16%	31%	40%	3.96	118,473
Comfort (seats, temperature, lighting, sound level, etc.)	2%	5%	15%	35%	42%	4.09	118,707
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	3%	5%	20%	35%	37%	3.98	108,539
Social/ethical practices related to food	3%	4%	21%	34%	38%	4.00	105,676

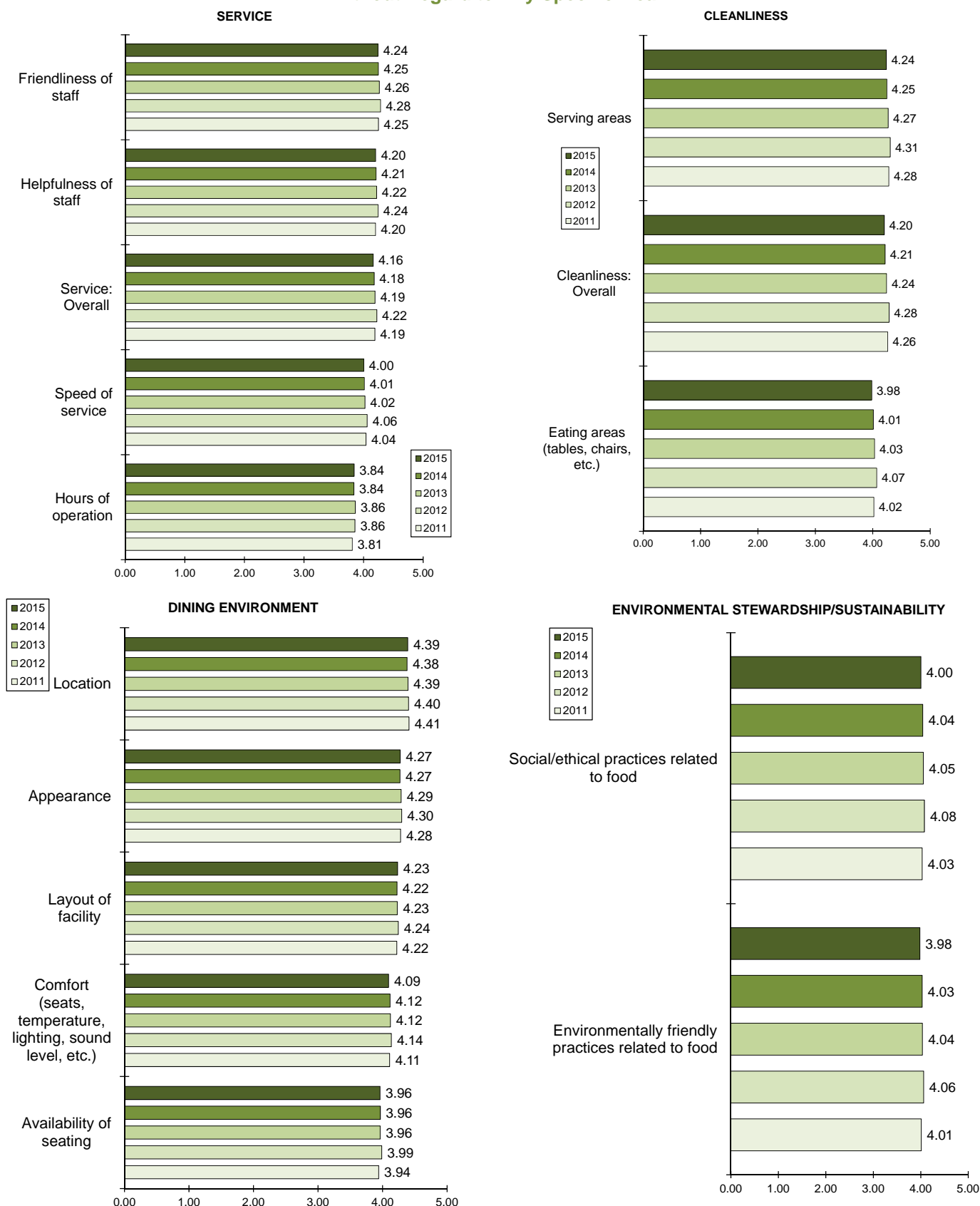
The following series of graphs shows the mean satisfaction ratings for the various dining service attributes over the past five years on the one to five scale. As shown, the mean satisfaction ratings for many of the items decreased slightly in 2015 on top of a slight decrease in 2014.

**Mean* Satisfaction with Various Items as They Apply to the Surveyed Facility in General
without Regard to Any Specific Meal**



* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction ("Not Applicable" Responses Removed)

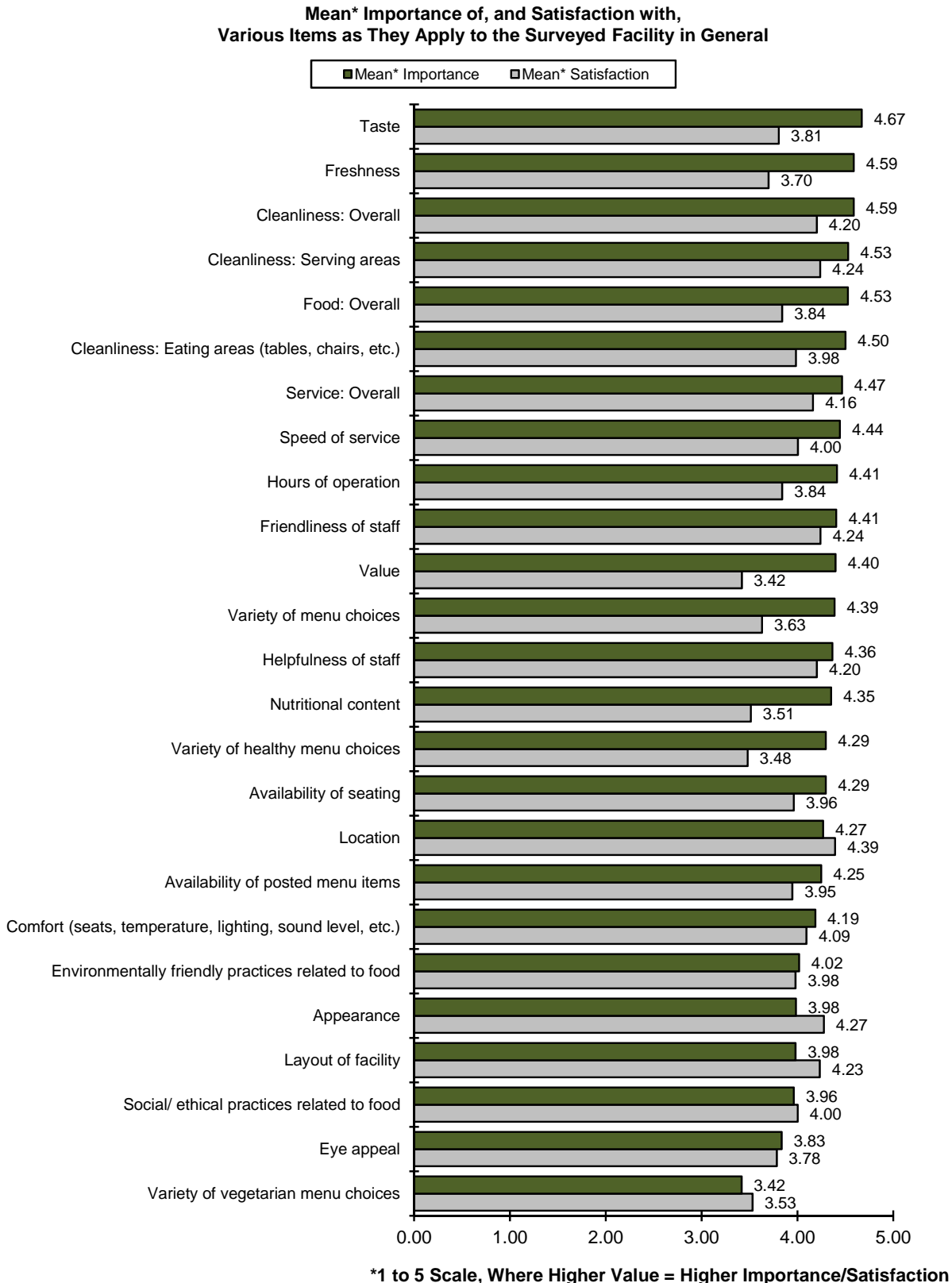
**Mean* Satisfaction with Various Items as They Apply to the Surveyed Facility in General
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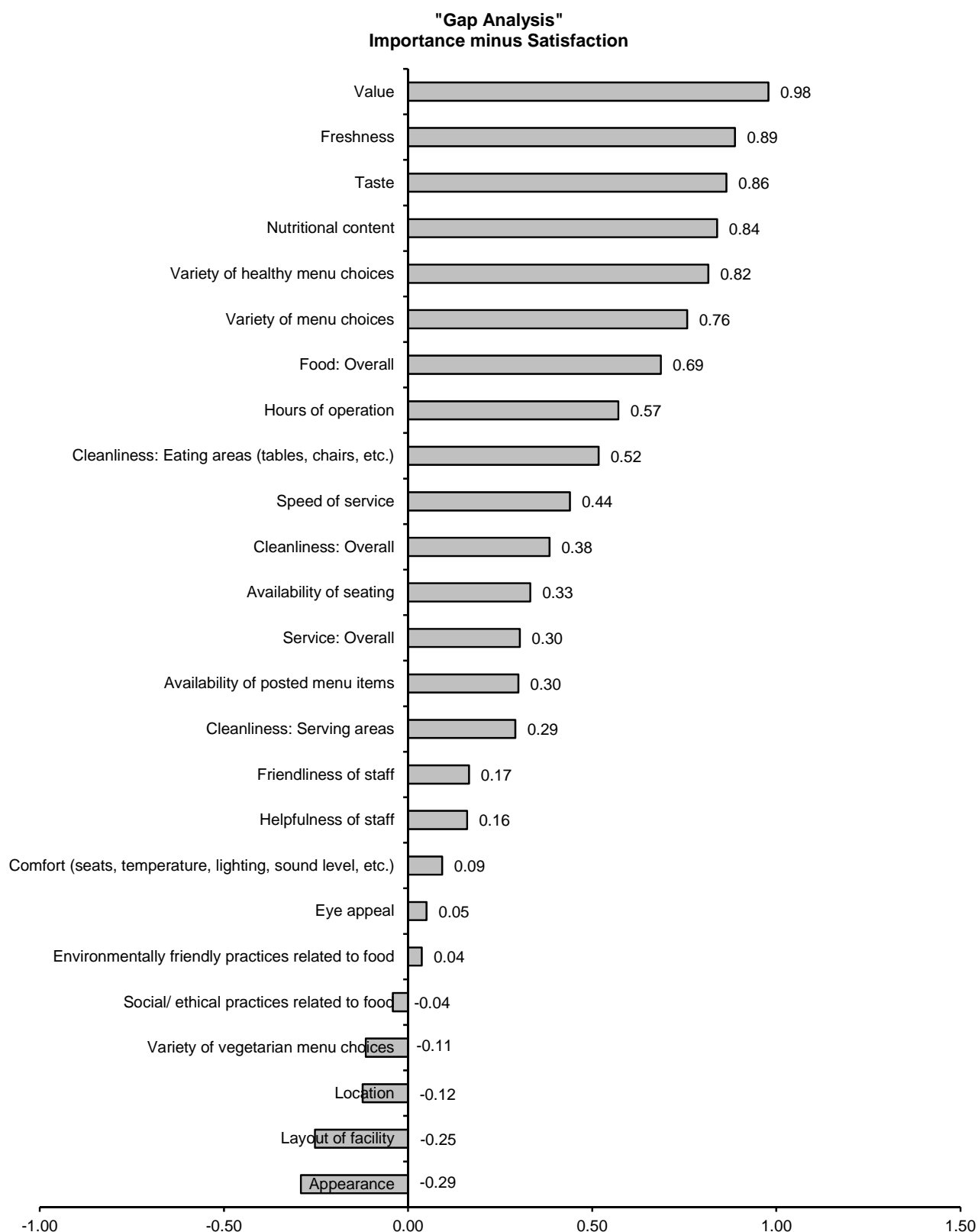
* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("Not Applicable" Responses Removed)

Examining the difference between an item's mean importance and mean satisfaction ratings can yield significant insights. Using this "gap analysis," areas where importance significantly outscores satisfaction should be looked at as possible opportunities for improvement. The graphs below and on the following page illustrate the areas where this gap was the largest for the overall survey sample. This report also includes the gap analysis for your specific institution in the "Executive Summary" section.



As shown below, value, freshness, taste, nutritional content and variety of healthy menu options were the areas where importance outscored satisfaction by the largest margins. This has also been the case over the last several years.



Executive Summary

As part of its ongoing efforts to make this survey as useful and beneficial as possible for the membership, a committee of NACUFS members met at Industry Insights in Columbus, OH, to discuss how the survey could be improved. **The result of this meeting and several subsequent conference calls was this Executive Summary.** This important enhancement to the report contains data specific to your institution and includes...

- **Predictors of Overall Satisfaction**

Multiple regression analysis was used to determine the “Key Drivers” of overall satisfaction for your institution. These Key Drivers are shown alongside the mean satisfaction and gap¹ ratings for both your institution and the overall survey sample benchmarks. This section is described in more detail below.

- **Priority Matrixes**

These graphs illustrate your institution’s mean importance and satisfaction ratings for each of the survey’s operating characteristics over the past three surveyed years, as well as highlighting the Key Drivers as determined by the regression analysis. This section is described in more detail below.

- **Comparative Tables**

These tables present the mean satisfaction and gap ratings for your institution displayed by respondent characteristics and shown alongside the appropriate benchmark comparison groups. The data is also summarized by all you care to eat facilities (dining halls) versus retail units.

- **Three Year Trend Data**

This section shows your institution’s mean satisfaction and gap ratings for each of the past three years in both tabular and graphic form (based on your institution’s past participation in this survey) so that performance trends can be examined over time. The trend graphs also show how the overall industry has performed over the past three years. This section is described in more detail below.

- **Location-specific Results**

These tables show the mean satisfaction and gap ratings for each of your surveyed locations.

PREDICTORS OF OVERALL SATISFACTION

Multiple regression analysis is the most popular statistical method for examining the relationship between an outcome variable (also known as the dependent variable) and several predictor (independent) variables. This “Key Driver” analysis is extremely useful when examining customer satisfaction survey data because it allows one to combine many independent variables into one predictive equation and also determine the unique role each variable plays in influencing the outcome. Multiple regression analysis provides a measure of the total explanatory power of the model and also provides an estimate of whether a given variable is a statistically significant outcome predictor.

In other words, multiple regression analysis is used to determine the relative weight each performance attribute’s ratings have on overall satisfaction. The attributes with the largest regression coefficients can be considered the most important drivers of overall satisfaction.

¹ As discussed in the Industry Overview, gap analysis involves comparing the mean importance rating for an item versus the item’s mean satisfaction rating. Items where the importance is significantly higher than the satisfaction are potential areas for improvement. As an enhancement to the report this year, this gap analysis has been included in many of the tables found in this Executive Summary section.

For purposes of this report, stepwise multiple regression was used. This is among the most commonly used methods of regression analysis for customer satisfaction survey data, as it helps lessen the impact of multi-collinearity², which commonly occurs in these types of surveys.

For this report, the survey question “In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?” was used as the dependent variable that represents overall satisfaction, while each of the 25 performance attributes listed on page ii were the independent variables. **Thus, our regression analysis examines the role each of the 25 performance attributes played in determining overall satisfaction.**

When analyzing regression data, the following items need to be examined:

- The coefficient of determination (“Adjusted R²”)
- Significance of model test (“Sig.” of the model)
- Significance of variable (“Sig.”)
- Regression coefficients for each variable (“Unstandardized Coefficient B”)

The **coefficient of determination** (Adjusted R²) shows the proportion of the variance in overall satisfaction that is explained by the 25 attributes. Put another way, Adjusted R² shows how well our model (overall satisfaction as a function of the 25 performance attributes) works. An Adjusted R² of .456, for example, means that 45.6% of the variance in overall satisfaction responses is explained by the 25 attributes. (For comparison, historically, the Adjusted R² generally ranges from around .3 to .5 for the schools in this survey.)

It is also important to consider if the set of independent variables is statistically significant at predicting overall customer satisfaction, and this is illustrated by “**Sig.**” shown in “**Model Summary**” in Figure 1. Figures less than .05 indicate that the model was significant at the five percent level. This means that there is less than a 5% likelihood that our regression results occurred by chance.

To determine which specific attributes were significant predictors in our model, we check the **significance of each variable (“Sig.”)**. The regression model was set to allow significance of .05 or less, and only those attributes that met this criterion are shown.

Finally, we examine the **regression coefficients** (“Unstandardized Coefficient B”) to assess the effect of each predictor - the higher the number, the greater the effect of the predictor on overall satisfaction. For example, a B of .327 means that for every one unit increase in the response to this question, we could expect overall satisfaction to increase by .327 units on our five point satisfaction scale. In other words, if “Nutritional Content” had a B of .327 and we compared respondents who rated nutritional content a 4 (somewhat satisfied) versus those who rated nutritional content a 5 (very satisfied), according to our model, we would expect that the latter group would have an overall satisfaction rating .327 units higher.

Figures 1 and 2 on the following pages are based on fictitious data and are intended as examples to illustrate how to interpret the tables beginning on page 16 that have been customized for your institution.

² Multi-collinearity arises in customer satisfaction survey data when respondent ratings for different performance attributes are correlated. For example, a respondent’s opinion regarding dining environment layout and dining environment appearance may be closely related.

Summary of Figure 1

- In “Model Summary,” the coefficient of determination (“Adjusted R²”) of .39 means our model explains 39% of the variance in overall satisfaction
- In “Model Summary,” the “Sig.” of 0.00 means it is highly unlikely that our model’s findings are based on random chance
- The significance of the variables (“Sig.” under “Your Institution”) shows that each of the five predictor variables is a significant predictor of overall satisfaction at a 95% confidence level, since all the values are less than .05
- The regression coefficients for each variable (“Unstandardized Coefficient B” under “Your Institution”) show the extent to which that variable predicts overall satisfaction.

Figure 1

Extent to Which Various Factors Predict Overall Satisfaction*							
	Predictor Status**	Your Institution				All Respondents	
		Unstandardized Coefficient B (Extent to which item predicts Overall Satisfaction)	Sig. (Likelihood that this item's predictor status was due to random chance)	Mean Satisfaction	Mean Gap***	Mean Satisfaction	Mean Gap***
Variety of vegetarian menu choices	Top Predictor	0.29	0.00	3.87	0.51	3.52	-0.14
Eye appeal	2nd Predictor	0.19	0.00	3.60	0.71	3.80	0.09
Social/ethical practices related to food	3rd Predictor	0.15	0.00	3.58	0.83	4.00	-0.02
Layout of facility	4th Predictor	0.14	0.01	3.83	0.75	4.21	-0.19
Appearance	5th Predictor	0.08	0.01	4.10	-0.07	4.26	-0.23
Environmentally friendly practices related to food				3.66	0.37	3.97	0.07
Availability of posted menu items				3.58	0.98	4.01	0.20
Comfort (seats, temperature, lighting, sound level, etc.)				3.51	0.77	4.08	0.18
Location				3.93	0.22	4.40	-0.10
Variety of healthy menu choices				3.52	0.68	3.44	0.90
Helpfulness of staff				3.49	-0.20	4.18	0.17
Availability of seating				4.14	0.20	3.95	0.40
Nutritional content				4.06	0.26	3.46	0.93
Friendliness of staff				3.77	0.53	4.22	0.18
Value				4.12	0.12	3.40	1.03
Variety of menu choices				4.22	0.09	3.61	0.82
Hours of operation				4.11	0.42	3.79	0.64
Speed of service				4.11	0.36	4.00	0.45
Service: Overall				4.03	0.46	4.16	0.31
Food: Overall				4.33	-0.09	3.85	0.69
Cleanliness: Eating areas (tables, chairs, etc.)				3.97	0.13	4.01	0.54
Cleanliness: Serving areas				4.11	0.15	4.26	0.31
Cleanliness: Overall				4.00	0.24	4.24	0.38
Freshness				4.11	0.15	3.75	0.89
Taste				4.00	0.24	3.83	0.86

* Items have been sorted by predictor status for your institution. Items that are not predictors are listed in the sequence in which they were presented on the survey form.

** If cell is blank, that item was not a predictor of overall satisfaction.

*** Gap = Mean Importance minus Mean Satisfaction.

Model Summary	
Adjusted R Square	Sig.
Adjusted R ² = 0.39	0.000

PRIORITY MATRIXES

Another important component of this report is comprised of the three Priority Matrix graphs (one for each of the past three survey years). These graphs are intended to help decision makers prioritize their efforts and hone in on the areas where the greatest impact on overall customer satisfaction can be achieved.

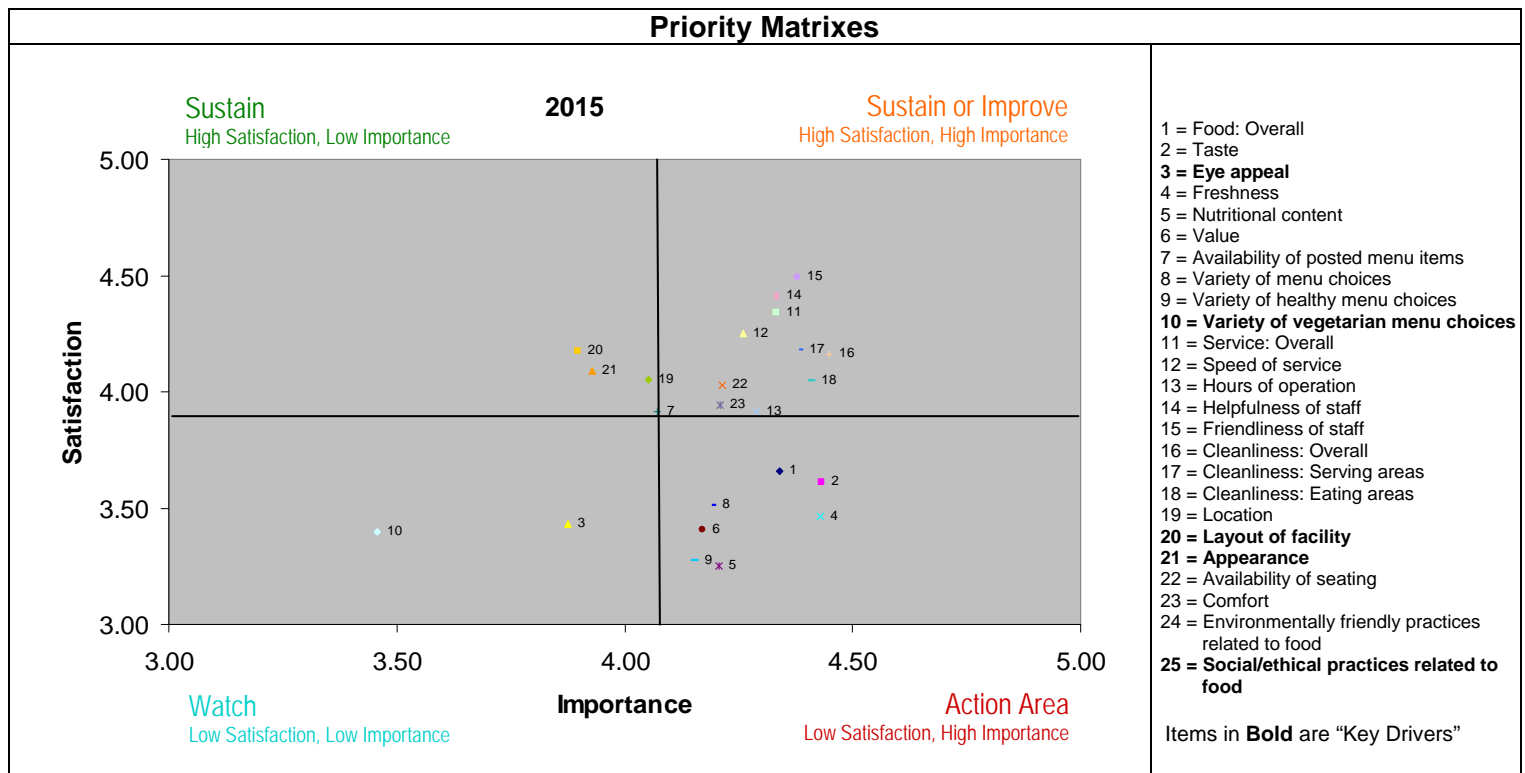
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 25 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's respondents. The vertical line in the graph represents the overall mean importance for all of the attributes combined, as rated by your respondents, and similarly, the horizontal line represents the overall mean satisfaction for all of the attributes combined. The lines divide the graph into four priority quadrants.

Summary of Figure 2

- **Sustain = High Satisfaction, Low Importance** (Institution may be “overachieving” here.)
- **Sustain or Improve = High Satisfaction, High Importance** (In general, institution is doing well here. Monitor to make sure there are no drops in satisfaction for these important items.)
- **Action Area = Low Satisfaction, High Importance** (May want to concentrate efforts here first.)
- **Watch = Low Satisfaction, Low Importance** (In general, no action needed, although monitor to ensure that none of these low satisfaction areas move into the “important” quadrant, where they would become an Action Area.)

Items in **bold** were the “Key Drivers” as determined by the regression analysis.

Figure 2



In the example above, decision-makers might want to concentrate their efforts on improving nutritional content and variety of healthy menu choices, since these two items were key drivers and were in the lower right quadrant, meaning their importance was high but their satisfaction levels were not.

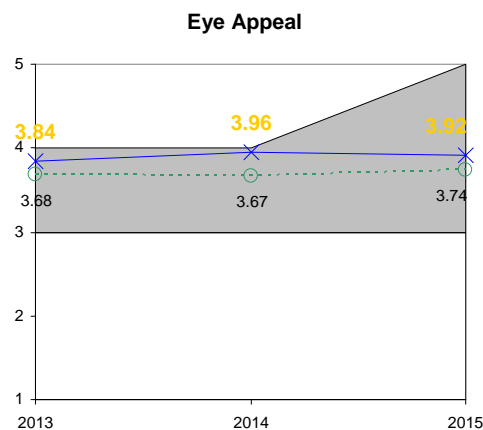
THREE YEAR TREND DATA

This section displays historical data in both tabular and graphic format for the past two survey years alongside this year's results to allow those institutions that have used the NACUFS Customer Satisfaction Survey package in the past to analyze trends. The trend tables are self-explanatory, and the trend graphs are described below.

Trend Graphs

These graphs show your institution's satisfaction ratings for each of the past three survey years, to the extent possible based on your institution's past participation. The graphs also show how the overall survey sample has trended over this period.

Each of the 25 graphs represents one surveyed attribute. For each graph, the X and solid blue line represent your institution's mean satisfaction figure for that attribute, while the O and dashed green line show the mean satisfaction for the overall sample (all institutions). The shaded area shows the "middle range" (the area between the 25th and 75th percentile, or the middle 50% of the respondents) for the overall sample.



The remainder of the tables and graphs in this Executive Summary (Comparative Tables, Three Year Trends and Location-specific Results) are self-explanatory.

Extent to Which Various Factors Predict Overall Satisfaction*

	Your Institution					All Respondents	
	Predictor Status**	Unstandardized Coefficient B (Extent to which item predicts Overall Satisfaction)	Sig. (Likelihood that this item's predictor status was due to random chance)	Mean Satisfaction	Mean Gap***	Mean Satisfaction	Mean Gap***
Food: Overall	Top Predictor	0.31	0.00	4.10	0.49	3.84	0.69
Taste	2nd Predictor	0.14	0.00	4.13	0.62	3.81	0.86
Variety of healthy menu choices	3rd Predictor	0.11	0.00	3.69	0.56	3.48	0.82
Speed of service	4th Predictor	0.11	0.00	3.94	0.65	4.00	0.44
Value	5th Predictor	0.09	0.01	3.68	0.85	3.42	0.98
Nutritional content	6th Predictor	-0.08	0.04	3.68	0.60	3.51	0.84
Eye appeal				4.05	-0.10	3.78	0.05
Freshness				3.99	0.65	3.70	0.89
Availability of posted menu items				4.06	0.34	3.95	0.30
Variety of menu choices				3.92	0.46	3.63	0.76
Variety of vegetarian menu choices				3.64	-0.36	3.53	-0.11
Service: Overall				4.16	0.45	4.16	0.30
Hours of operation				3.95	0.51	3.84	0.57
Helpfulness of staff				4.21	0.30	4.20	0.16
Friendliness of staff				4.29	0.29	4.24	0.17
Cleanliness: Overall				4.21	0.46	4.20	0.38
Cleanliness: Serving areas				4.23	0.37	4.24	0.29
Cleanliness: Eating areas (tables, chairs, etc.)				4.01	0.53	3.98	0.52
Location				4.44	-0.04	4.39	-0.12
Layout of facility				4.30	-0.30	4.23	-0.25
Appearance				4.35	-0.26	4.27	-0.29
Availability of seating				4.00	0.29	3.96	0.33
Comfort (seats, temperature, lighting, sound level, etc.)				4.10	0.10	4.09	0.09
Environmentally friendly practices related to food				4.03	0.01	3.98	0.04
Social/ethical practices related to food				4.08	-0.09	4.00	-0.04

* Items have been sorted by predictor status for your institution. Items that are not predictors are listed in the sequence in which they were presented on the survey form.

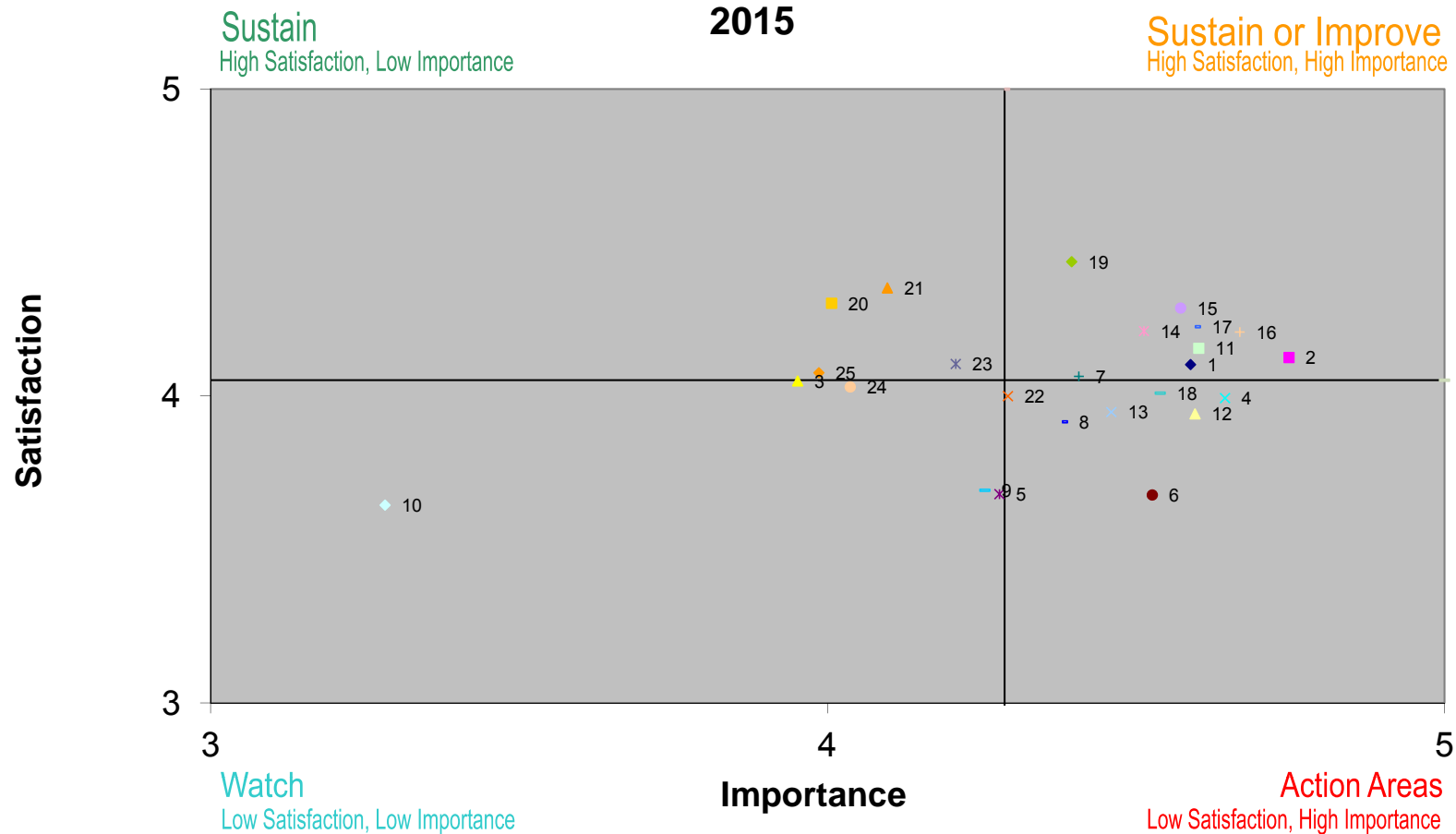
** If cell is blank, that item was not a predictor of overall satisfaction.

*** Gap = Mean Importance minus Mean Satisfaction.

Model Summary	
Adjusted R Square (Amount of variance in Overall Satisfaction explained by our model)	Sig. (Likelihood that our model's findings were due to random chance)
Adjusted R ² = 0.347	0.000

2015 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

2 = Taste

3 = Eye appeal

4 = Freshness

5 = Nutritional content

6 = Value

7 = Availability of posted menu items

8 = Variety of menu choices

9 = Variety of healthy menu choices

10 = Variety of vegetarian menu choices

11 = Service: Overall

12 = Speed of service

13 = Hours of operation

14 = Helpfulness of staff

15 = Friendliness of staff

16 = Cleanliness: Overall

17 = Cleanliness: Serving areas

18 = Cleanliness: Eating areas (tables, chairs, etc.)

19 = Location

20 = Layout of facility

21 = Appearance

22 = Availability of seating

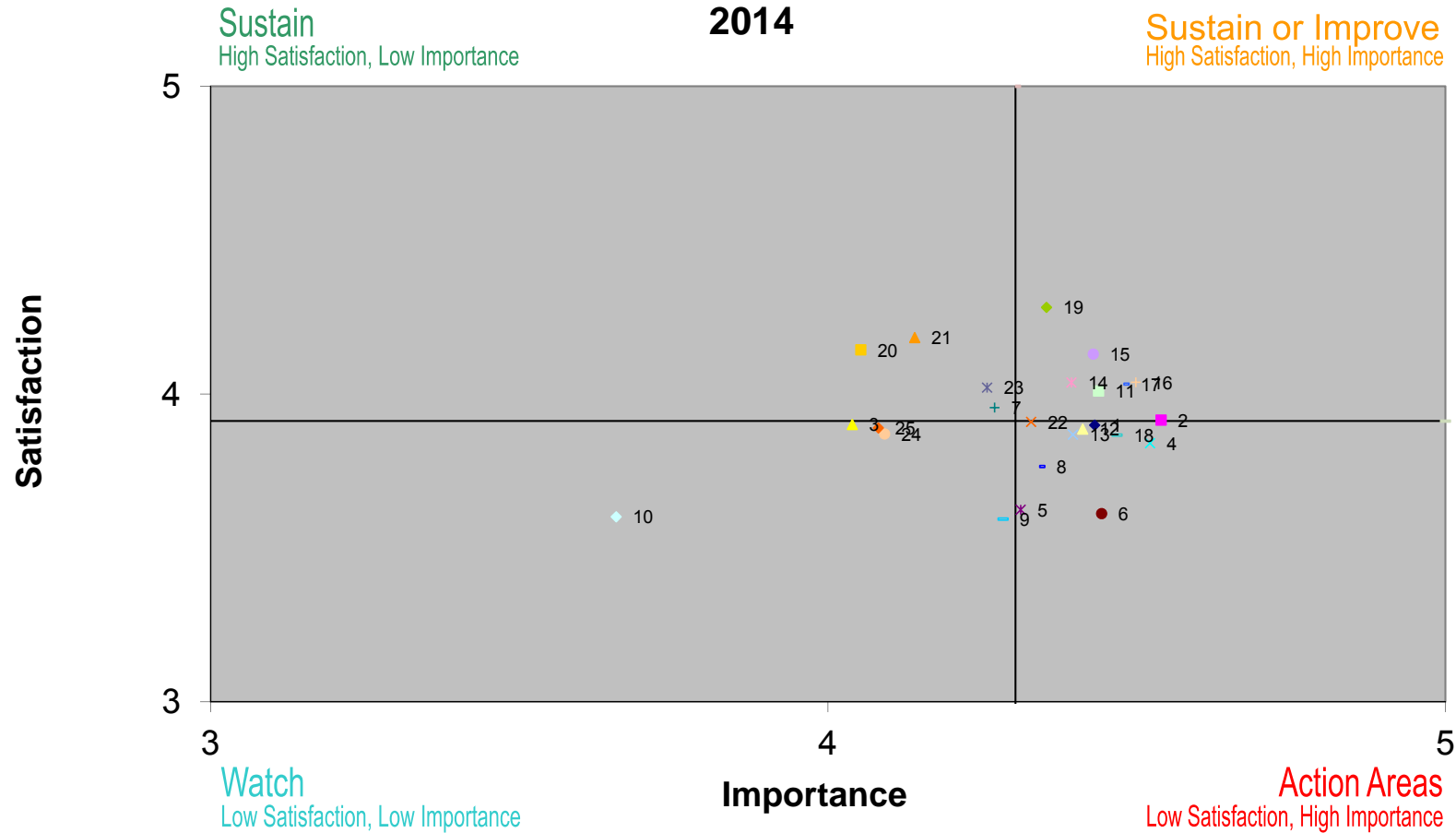
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2015 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

2 = Taste

3 = Eye appeal

4 = Freshness

5 = Nutritional content

6 = Value

7 = Availability of posted menu items

8 = Variety of menu choices

9 = Variety of healthy menu choices

10 = Variety of vegetarian menu choices

11 = Service: Overall

12 = Speed of service

13 = Hours of operation

14 = Helpfulness of staff

15 = Friendliness of staff

16 = Cleanliness: Overall

17 = Cleanliness: Serving areas

18 = Cleanliness: Eating areas (tables, chairs, etc.)

19 = Location

20 = Layout of facility

21 = Appearance

22 = Availability of seating

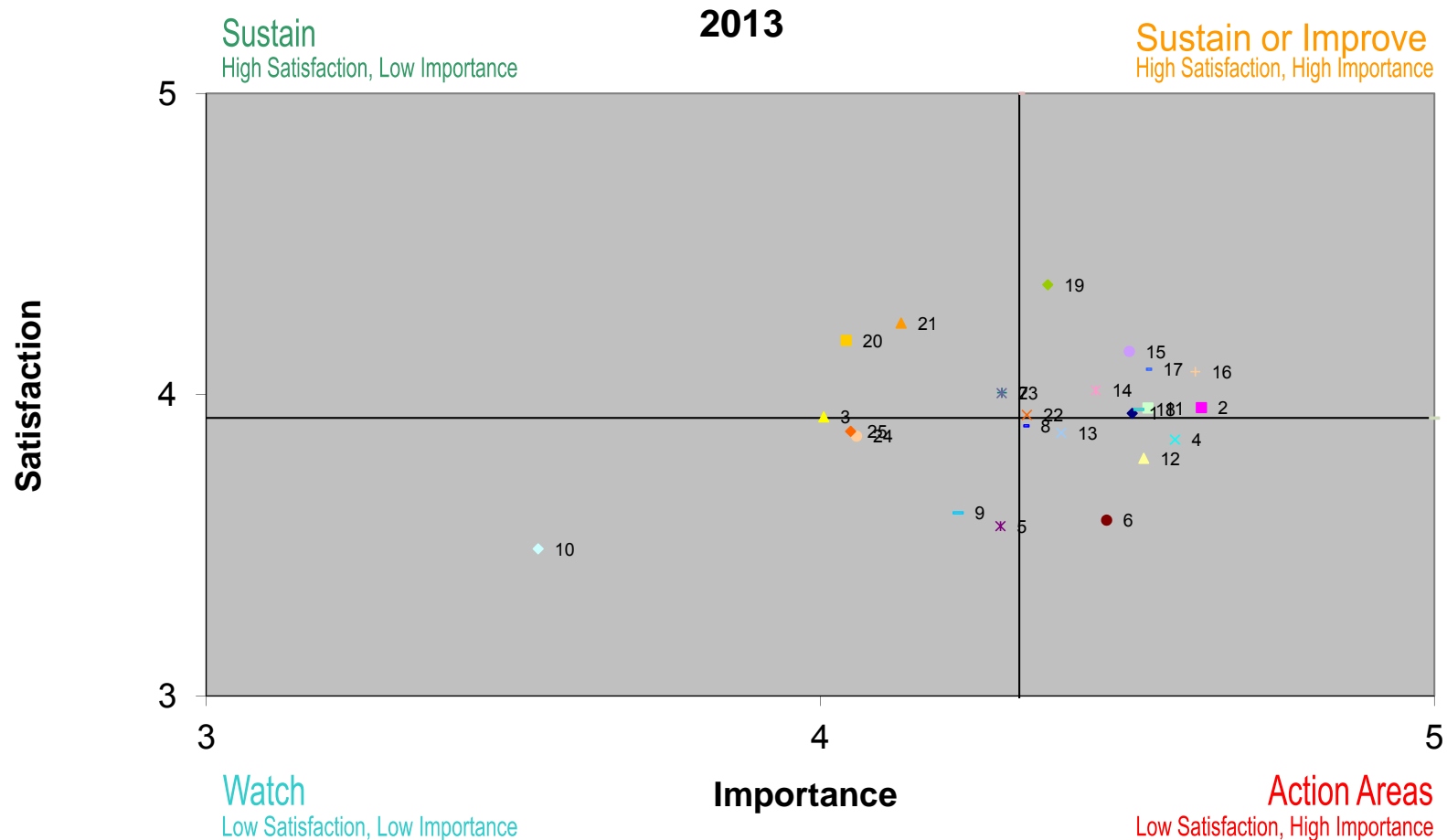
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

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2015 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

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22 = Availability of seating

23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

All Survey Respondents By Respondent Demographics

	YOUR INSTITUTION																																	
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity								Live...						
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus		
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
Food: Overall	4.10	0.49	4.08	0.50	4.13	0.36	4.18	0.46	4.22	0.61	3.96	0.66	4.23	0.32	4.29	0.32	4.24	0.36	4.06	0.37	3.92	0.38	4.13	0.50	4.05	0.47	3.78	0.51	3.94	-0.01	3.92	0.70	4.20	0.37
Taste	4.13	0.62	4.10	0.64	4.11	0.61	4.21	0.56	4.33	0.50	3.96	0.81	4.31	0.49	4.28	0.53	4.26	0.43	4.16	0.40	4.08	0.62	4.15	0.65	4.08	0.57	3.78	0.79	3.94	0.33	3.92	0.87	4.24	0.49
Eye appeal	4.05	-0.10	4.03	-0.15	3.97	-0.02	4.13	0.11	4.11	0.06	3.92	-0.07	4.17	-0.27	4.25	-0.13	4.11	-0.34	4.02	-0.29	4.08	-0.08	4.09	-0.04	3.97	-0.18	3.67	-1.10	3.88	-1.42	3.89	-0.03	4.14	-0.13
Freshness	3.99	0.65	3.93	0.68	4.12	0.55	4.18	0.59	4.33	0.50	3.77	0.86	4.06	0.61	4.18	0.46	4.07	0.45	4.05	0.48	3.92	0.58	4.00	0.72	3.99	0.51	3.22	1.21	3.56	0.29	3.72	0.92	4.14	0.51
Nutritional content	3.68	0.60	3.59	0.68	3.99	0.36	3.97	0.33	4.00	0.33	3.49	0.79	3.61	0.79	3.81	0.40	3.65	0.58	3.63	0.61	3.00	1.50	3.68	0.67	3.69	0.45	2.89	1.25	3.56	0.08	3.45	0.85	3.80	0.46
Value	3.68	0.85	3.58	0.92	3.85	0.72	4.00	0.61	3.67	1.17	3.49	0.98	3.70	0.86	3.79	0.75	3.62	0.94	3.57	0.94	3.45	0.77	3.69	0.90	3.68	0.75	3.44	0.89	3.06	0.81	3.44	1.02	3.80	0.76
Availability of posted menu items	4.06	0.34	4.02	0.38	4.06	0.05	4.24	0.25	4.44	0.22	3.89	0.52	4.00	0.38	4.25	0.23	4.13	0.28	4.08	0.22	4.42	-0.42	4.05	0.40	4.09	0.23	4.22	-0.37	3.81	0.26	3.86	0.53	4.17	0.24
Variety of menu choices	3.92	0.46	3.86	0.50	4.09	0.08	4.08	0.42	4.22	0.44	3.72	0.71	3.97	0.39	4.13	0.25	4.04	0.22	3.85	0.34	3.83	0.17	3.93	0.53	3.89	0.36	3.44	0.56	4.06	-0.21	3.68	0.77	4.04	0.30
Variety of healthy menu choices	3.69	0.56	3.60	0.63	3.95	0.34	3.98	0.38	3.88	-0.21	3.49	0.78	3.62	0.55	3.89	0.37	3.74	0.27	3.58	0.67	3.58	0.72	3.69	0.66	3.71	0.38	3.11	1.46	3.93	-0.67	3.44	0.82	3.83	0.42
Variety of vegetarian menu choices	3.64	-0.36	3.56	-0.33	3.87	-0.58	3.93	-0.42	3.38	-0.71	3.44	-0.31	3.55	-0.57	3.78	-0.34	3.70	-0.52	3.62	-0.14	3.88	-0.30	3.62	-0.26	3.70	-0.58	3.38	0.13	3.86	-0.86	3.42	-0.26	3.77	-0.41
Service: Overall	4.16	0.45	4.15	0.45	4.17	0.30	4.18	0.49	4.56	0.24	4.04	0.55	4.31	0.34	4.35	0.34	4.26	0.39	4.11	0.27	4.00	0.67	4.16	0.51	4.15	0.33	3.89	0.25	3.88	0.26	4.02	0.56	4.23	0.38
Speed of service	3.94	0.65	3.91	0.68	3.97	0.50	4.04	0.60	4.56	-0.16	3.79	0.79	4.04	0.66	4.11	0.52	4.03	0.59	3.93	0.56	3.67	1.00	3.92	0.74	4.00	0.49	3.89	0.11	3.53	0.54	3.78	0.79	4.03	0.58
Hours of operation	3.95	0.51	3.87	0.61	4.12	0.01	4.22	0.23	4.22	0.38	3.71	0.82	4.01	0.65	4.17	0.28	3.94	0.40	3.92	0.41	4.08	0.14	3.95	0.56	3.94	0.42	3.50	0.50	3.88	0.05	3.65	0.87	4.11	0.32
Helpfulness of staff	4.21	0.30	4.19	0.31	4.40	-0.04	4.26	0.36	4.56	-0.16	4.09	0.41	4.36	0.21	4.36	0.25	4.31	0.13	4.13	0.20	4.36	0.14	4.24	0.35	4.16	0.21	3.78	0.08	3.94	0.06	4.07	0.42	4.29	0.24
Friendliness of staff	4.29	0.29	4.26	0.30	4.46	-0.13	4.33	0.32	4.78	-0.18	4.18	0.42	4.42	0.17	4.45	0.24	4.35	0.09	4.18	0.19	4.17	0.33	4.32	0.33	4.23	0.22	3.89	-0.46	4.24	-0.24	4.16	0.42	4.36	0.21
Cleanliness: Overall	4.21	0.46	4.21	0.44	4.22	0.37	4.19	0.58	4.56	0.28	4.17	0.48	4.27	0.39	4.39	0.34	4.25	0.37	4.11	0.44	3.58	1.12	4.22	0.50	4.19	0.38	4.38	-0.04	4.12	0.15	4.15	0.51	4.24	0.44
Cleanliness: Serving areas	4.23	0.37	4.23	0.35	4.25	0.25	4.21	0.50	4.44	-0.28	4.24	0.35	4.31	0.27	4.40	0.28	4.17	0.33	3.98	0.46	3.92	0.78	4.24	0.43	4.20	0.26	4.38	-0.21	4.12	0.02	4.23	0.56	4.23	0.38
Cleanliness: Eating areas (tables, chairs, etc.)	4.01	0.53	4.00	0.53	3.98	0.42	4.05	0.56	4.33	-0.17	3.99	0.56	4.03	0.43	4.13	0.50	4.07	0.45	3.82	0.57	3.75	0.95	4.01	0.59	4.01	0.42	4.00	0.00	4.25	-0.04	3.97	0.56	4.03	0.51
Location	4.44	-0.04	4.44	-0.07	4.54	-0.19	4.39	0.12	4.56	-0.22	4.43	-0.07	4.56	-0.22	4.51	-0.07	4.47	-0.08	4.31	0.03	4.50	-0.30	4.49	-0.04	4.32	-0.04	4.56	-0.13	4.47	-0.47	4.42	-0.06	4.45	-0.03
Layout of facility	4.30	-0.30	4.32	-0.34	4.26	-0.41	4.25	-0.09	4.56	-0.89	4.40	-0.44	4.37	-0.28	4.35	-0.25	4.14	-0.25	4.09	-0.17	4.42	-0.72	4.34	-0.27	4.24	-0.35	4.00	-0.43	3.94	-0.27	4.38	-0.43	4.26	-0.22
Appearance	4.35	-0.26	4.38	-0.32	4.18	-0.21	4.29	0.02	4.44	-0.78	4.43	-0.40	4.39	-0.37	4.45	-0.21	4.28	-0.28	4.18	-0.19	4.25	-0.45	4.40	-0.24	4.25	-0.26	3.67	-0.52	4.29	-1.36	4.41	-0.38	4.32	-0.18
Availability of seating	4.00	0.29	3.99	0.32	4.11	0.03	4.02	0.24	4.22	-0.56	4.09	0.25	3.87	0.44	3.98	0.43	3.80	0.39	3.82	0.35	4.33	-0.13	3.98	0.39	4.06	0.09	3.44	0.70	3.86	0.23	4.09	0.22	3.95	0.33
Comfort (seats, temperature, lighting, sound level, etc.)	4.10	0.10	4.12	0.09	3.96	0.16	4.06	0.17	4.22	-0.56	4.21	0.02	4.17	0.05	4.10	0.21	4.07	0.00	3.87	0.22	4.08	0.12	4.11	0.16	4.11	-0.01	2.78	1.08	3.87	-0.41	4.20	0.55	4.05	0.13
Environmentally friendly practices related to food	4.03	0.01	4.01	0.02	4.01	0.07	4.09	-0.05	4.22	0.11	4.03	-0.02	4.04	0.03	4.13	-0.02	3.98	-0.03	3.83	0.19	3.80	0.70	4.06	0.11	3.99	-0.20	3.25	0.58	3.71	-0.05	4.01	0.00	4.04	0.01
Social/ethical practices related to food	4.08	-0.09	4.07	-0.08	3.97	0.04	4.10	-0.15	4.44	-0.11	4.06	-0.08	4.16	-0.22	4.22	-0.11	4.08	-0.21	3.89	0.07	3.82	0.85	4.10	0.03	4.05	-0.34	3.25	0.42	3.64	0.02	4.02	-0.06	4.11	-0.11

	OVERALL SAMPLE																																	
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity								Live...						
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus		
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
Food: Overall	3.84	0.69	3.80	0.71	3.93	0.63	4.08	0.54	4.16	0.37	3.77	0.74	3.72	0.80	3.83	0.69	3.90	0.62	3.91	0.56	3.92	0.58	3.85	0.71	3.83	0.66	3.63	0.73	3.56	0.80	3.71	0.81	4.02	0.51
Taste	3.81	0.86	3.76	0.90	3.97	0.74	4.11	0.68	4.15	0.49	3.69	0.97	3.68	0.97	3.81	0.84	3.88	0.77	3.91	0.71	3.85	0.82	3.82	0.91	3.79	0.81	3.63	0.83	3.58	0.98	3.65	1.02	4.03	0.66
Eye appeal	3.78	0.05	3.74	0.05	3.95	0.03	4.08	0.09	4.13	0.01	3.71	0.05	3.65	0.11	3.75	0.07	3.81	0.04	3.91	-0.12	3.90	0.06	3.81	0.11	3.75	-0.04	3.59	0.11	3.53	0.05	3.65	0.10	3.97	-0.02
Freshness	3.70	0.89	3.63	0.93	4.01	0.68	4.13	0.63	4.13	0.46	3.56	1.01	3.53	1.02	3.66	0.88	3.75	0.82	3.91	0.68	3.82	0.78	3.69	0.99	3.71	0.75	3.52	0.78	3.48	0.91	3.51	1.06	3.96	0.66
Nutritional content	3.51	0.84	3.45	0.89	3.75	0.68	3.89	0.49	3.91	0.44	3.40	0.94	3.39	0.96	3.48	0.85	3.53	0.81	3.67	0.70	3.55	0.83	3.47	0.99	3.58	0.62	3.35	0.84	3.33	0.86	3.36	1.00	3.72	0.62
Value	3.42	0.98	3.38	0.99	3.59	0.90	3.61	0.99	3.87	0.59	3.45	0.83	3.30	1.06	3.34	1.09	3.35	1.11	3.45	1.07	3.50	0.90	3.42	1.02	3.41	0.92	3.20	1.05	3.15	1.15	3.36	0.95	3.50	1.03
Availability of posted menu items	3.95	0.30	3.91	0.32	4.12	0.10	4.20	0.18	4.20	0.12	3.85	0.35	3.86	0.36	3.93	0.33	4.01	0.28	4.06	0.19	3.99	0.26	3.96	0.33	3.94	0.25	3.73	0.49	3.73	0.37	3.83	0.38	4.12	0.19
Variety of menu choices	3.63	0.76	3.59	0.79	3.73	0.63	3.89	0.56	4.04	0.31	3.55	0.86	3.51	0.87	3.62	0.74	3.72	0.66	3.68	0.63	3.71	0.66	3.62	0.83	3.65	0.65	3.41	0.88	3.39	0.83	3.48	0.92	3.84	0.53
Variety of healthy menu choices	3.48	0.82	3.43	0.85	3.63	0.75	3.80	0.56	3.84	0.46	3.39	0.90	3.36	0.92	3.46	0.81	3.52	0.77	3.59	0.71	3.53	0.79	3.43	1.00	3.56	0.54	3.33	0.92	3.28	0.88	3.33	0.96	3.68	0.61
Variety of vegetarian menu choices	3.53	-0.11	3.50	-0.08	3.58	-0.12	3.79	-0.39	3.78	-0.06	3.50	-0.17	3.44	-0.01	3.49	-0.04	3.55	-0.08	3.55	0.02	3.60	-0.11	3.48	0.11	3.61	-0.47	3.18	0.67	3.18	0.53	3.44	-0.05	3.67	-0.22
Service: Overall	4.16	0.30	4.14	0.31	4.25	0.30	4.32	0.31	4.36	0.17	4.16	0.27	4.09	0.33	4.11	0.35	4.15	0.33	4.19	0.25	4.21	0.29	4.19	0.33	4.13	0.27	4.01	0.28	4.01	0.25	4.10	0.32	4.25	0.29
Speed of service	4.00	0.44	3.98	0.44	4.10	0.44	4.16	0.45	4.29	0.20	4.00	0.39	3.93	0.48	3.95	0.50	3.98	0.48	4.06	0.41	4.10	0.39	4.02	0.47	3.98	0.40	3.89	0.38	3.85	0.41	3.95	0.44	4.08	0.44
Hours of operation	3.84	0.57	3.78	0.64	4.08	0.30	4.24	0.16	4.24	0.16	3.67	0.77	3.79	0.61	3.84	0.56	3.91	0.50	3.90	0.49	3.85	0.61	3.86	0.60	3.82	0.53	3.61	0.72	3.65	0.64	3.69	0.74	4.05	0.34
Helpfulness of staff	4.20	0.16	4.17	0.16	4.40	0.11	4.40	0.21	4.41	0.08	4.17	0.14	4.14	0.17	4.15	0.19	4.20	0.18	4.26	0.09	4.22	0.23	4.23	0.21	4.17	0.09	4.06	0.15	4.05	0.20	4.14	0.17	4.30	0.15
Friendliness of staff	4.24	0.17	4.21	0.17	4.45	0.06	4.43	0.20	4.42	0.09	4.20	0.16	4.18	0.17	4.19	0.20	4.23	0.18	4.28	0.09	4.26	0.20	4.25	0.22	4.23	0.08	4.08	0.11	4.09	0.12	4.17	0.18	4.33	0.15
Cleanliness: Overall	4.20	0.38	4.17	0.39	4.34	0.34	4.39	0.38	4.34	0.23	4.15	0.41	4.12	0.41	4.17	0.40	4.22	0.35	4.30	0.28	4.26	0.38	4.21	0.44	4.19	0.30	4.01	0.37	4.03	0.36	4.11	0.44	4.32	0.32
Cleanliness: Serving areas	4.24	0.29	4.21	0.29	4.33	0.29	4.38	0.32	4.36	0.18	4.23	0.28	4.18	0.31	4.19	0.32	4.22	0.28	4.29	0.22	4.26	0.31	4.25	0.35	4.22	0.20	4.05	0.31	4.04	0.31	4.18	0.32	4.32	0.26
Cleanliness: Eating areas (tables, chairs, etc.)	3.98	0.52	3.96	0.53	4.10	0.41	4.15	0.44	4.23	0.26	3.96	0.55	3.91	0.57	3.94	0.56	3.98	0.51	4.08	0.38	4.10	0.46	3.97	0.59	4.01	0.41	3.76	0.56	3.79	0.53	3.92	0.57	4.07	0.45
Location	4.39	-0.12	4.38	-0.13	4.44	-0.07	4.50	-0.10	4.42	-0.13	4.42	-0.17	4.36	-0.14	4.33	-0.09	4.35	-0.10	4.34	-0.02	4.35	-0.08	4.43	-0.09	4.34	-0.18	4.13	0.04	4.12	-0.05	4.39	-0.15	4.40	-0.09
Layout of facility	4.23	-0.25	4.24	-0.28	4.15	-0.10	4.24	-0.11	4.32	-0.19	4.32	-0.38	4.21	-0.26	4.17	-0.19	4.17	-0.18	4.16	-0.18	4.25	-0.22	4.27	-0.23	4.19	-0.30	3.97	-0.06	3.92	-0.11	4.25	-0.31	4.21	-0.17
Appearance	4.27	-0.29	4.27	-0.32	4.21	-0.11	4.32	-0.09	4.34	-0.15	4.32	-0.38	4.24	-0.32	4.23	-0.27	4.25	-0.26	4.23	-0.28	4.28	-0.27	4.31	-0.26	4.22	-0.34	4.05	-0.19	3.96	-0.25	4.28	-0.36	4.28	-0.20
Availablity of seating	3.96	0.33	3.94	0.36	4.03	0.18	4.10	0.18	4.22	0.06	4.07	0.23	3.87	0.43	3.84	0.47	3.82	0.49	3.92	0.31	4.09	0.21	3.96	0.39	3.97	0.25	3.79	0.43	3.68	0.52	3.99	0.29	3.92	0.39
Comfort (seats, temperature, lighting, sound level, etc.)	4.09	0.09	4.10	0.08	4.01	0.16	4.07	0.15	4.25	-0.02	4.20	-0.01	4.07	0.09	4.03	0.17	4.01	0.19	3.99	0.14	4.10	0.14	4.11	0.13	4.08	0.03	3.83	0.28	3.79	0.25	4.14	0.03	4.03	0.18
Environmentally friendly practices related to food	3.98	0.04	3.97	0.03	3.90	0.24	4.11	0.00	4.17	0.02	4.03	-0.09	3.91	0.09	3.92	0.13	3.94	0.13	3.93	0.13	3.98	0.10	3.99	0.16	3.98	-0.16	3.67	0.34	3.55	0.47	3.95	0.02	4.03	0.07
Social/ethical practices related to food	4.00	-0.04	3.99	-0.04	3.92	0.11	4.11	-0.01	4.19	-0.04	4.05	-0.16	3.95	0.00	3.95	0.05	3.97	0.05	3.96	0.08	4.00	0.04	4.01	0.09	4.00	-0.25	3.65	0.38	3.56	0.44	3.97	-0.06	4.05	-0.00

ALL SURVEY RESPONDENTS (BOTH "ALL YOU CARE TO EAT DINING FACILITIES (DINING HALLS)" AND RETAIL UNITS)**By Institutional Demographics**

This table summarizes the survey results for your institution as well as the overall survey sample of all participating institutions.

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.10	0.49	3.84	0.69	3.97	0.57	3.85	0.67	3.84	0.69	3.66	0.89	3.80	0.72
Taste	4.13	0.62	3.81	0.86	3.96	0.74	3.81	0.85	3.80	0.87	3.65	1.03	3.77	0.90
Eye appeal	4.05	-0.10	3.78	0.05	3.90	-0.01	3.79	0.05	3.78	0.05	3.64	0.13	3.76	0.00
Freshness	3.99	0.65	3.70	0.89	3.84	0.78	3.71	0.88	3.70	0.89	3.55	1.04	3.66	0.92
Nutritional content	3.68	0.60	3.51	0.84	3.61	0.73	3.52	0.82	3.51	0.84	3.37	0.97	3.46	0.88
Value	3.68	0.85	3.42	0.98	3.48	1.01	3.42	0.99	3.42	0.97	3.23	1.18	3.35	1.05
Availability of posted menu items	4.06	0.34	3.95	0.30	4.07	0.24	3.95	0.31	3.94	0.30	3.78	0.46	3.93	0.31
Variety of menu choices	3.92	0.46	3.63	0.76	3.77	0.63	3.64	0.75	3.63	0.76	3.44	0.93	3.59	0.78
Variety of healthy menu choices	3.69	0.56	3.48	0.82	3.57	0.72	3.50	0.79	3.48	0.82	3.31	0.97	3.43	0.84
Variety of vegetarian menu choices	3.64	-0.36	3.53	-0.11	3.58	-0.20	3.55	-0.14	3.53	-0.12	3.35	0.08	3.50	-0.19
Service: Overall	4.16	0.45	4.16	0.30	4.21	0.32	4.15	0.31	4.16	0.30	4.00	0.45	4.13	0.31
Speed of service	3.94	0.65	4.00	0.44	4.06	0.45	4.01	0.43	4.00	0.44	3.86	0.57	3.98	0.46
Hours of operation	3.95	0.51	3.84	0.57	3.90	0.54	3.85	0.57	3.84	0.58	3.72	0.69	3.82	0.57
Helpfulness of staff	4.21	0.30	4.20	0.16	4.24	0.20	4.18	0.18	4.20	0.16	4.05	0.29	4.16	0.16
Friendliness of staff	4.29	0.29	4.24	0.17	4.28	0.21	4.22	0.19	4.24	0.17	4.10	0.30	4.19	0.17
Cleanliness: Overall	4.21	0.46	4.20	0.38	4.28	0.35	4.20	0.39	4.20	0.38	4.07	0.49	4.17	0.40
Cleanliness: Serving areas	4.23	0.37	4.24	0.29	4.30	0.28	4.23	0.30	4.24	0.29	4.11	0.39	4.21	0.30
Cleanliness: Eating areas (tables, chairs, etc.)	4.01	0.53	3.98	0.52	4.05	0.47	3.97	0.53	3.98	0.52	3.88	0.58	3.93	0.55
Location	4.44	-0.04	4.39	-0.12	4.42	-0.08	4.39	-0.10	4.39	-0.12	4.30	-0.06	4.38	-0.11
Layout of facility	4.30	-0.30	4.23	-0.25	4.27	-0.27	4.23	-0.24	4.23	-0.25	4.14	-0.25	4.21	-0.29
Appearance	4.35	-0.26	4.27	-0.29	4.34	-0.30	4.27	-0.28	4.28	-0.30	4.18	-0.27	4.25	-0.33
Availability of seating	4.00	0.29	3.96	0.33	3.91	0.38	3.96	0.33	3.96	0.33	3.83	0.41	3.88	0.40
Comfort (seats, temperature, lighting, sound level, etc.)	4.10	0.10	4.09	0.09	4.11	0.07	4.09	0.09	4.09	0.09	3.99	0.13	4.05	0.09
Environmentally friendly practices related to food	4.03	0.01	3.98	0.04	4.03	0.00	3.99	0.03	3.98	0.04	3.80	0.15	3.95	0.00
Social/ethical practices related to food	4.08	-0.09	4.00	-0.04	4.06	-0.07	4.01	-0.04	4.00	-0.04	3.82	0.08	3.97	-0.08

* Gap = Mean Importance minus Mean Satisfaction.

ALL YOU CARE TO EAT DINING FACILITIES (DINING HALLS)**By Institutional Demographics**

This table summarizes the survey results for your institution as well as the overall survey sample of all participating institutions.

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.65	0.93	3.65	0.88	3.67	0.89	3.66	0.86	3.65	0.88	3.48	1.08	3.59	0.94
Taste	3.55	1.21	3.54	1.12	3.55	1.15	3.55	1.11	3.54	1.12	3.38	1.31	3.48	1.20
Eye appeal	3.58	0.23	3.59	0.12	3.59	0.21	3.60	0.11	3.59	0.12	3.45	0.21	3.56	0.06
Freshness	3.51	1.14	3.47	1.10	3.53	1.08	3.49	1.08	3.47	1.10	3.34	1.24	3.41	1.17
Nutritional content	3.37	1.05	3.40	0.99	3.49	0.91	3.40	0.97	3.40	0.99	3.30	1.09	3.30	1.08
Value	3.45	0.97	3.41	0.84	3.44	0.90	3.41	0.84	3.41	0.84	3.19	1.05	3.29	0.94
Availability of posted menu items	3.78	0.42	3.78	0.36	3.83	0.39	3.79	0.38	3.78	0.37	3.62	0.52	3.75	0.39
Variety of menu choices	3.54	0.93	3.43	0.98	3.47	0.98	3.45	0.97	3.43	0.98	3.27	1.15	3.36	1.06
Variety of healthy menu choices	3.35	1.03	3.36	0.96	3.43	0.94	3.37	0.93	3.36	0.96	3.23	1.11	3.27	1.05
Variety of vegetarian menu choices	3.42	-0.09	3.47	-0.11	3.50	-0.02	3.48	-0.14	3.47	-0.12	3.31	0.07	3.40	-0.18
Service: Overall	4.09	0.39	4.13	0.26	4.15	0.34	4.11	0.27	4.13	0.26	4.02	0.38	4.08	0.28
Speed of service	4.12	0.28	4.04	0.31	4.09	0.33	4.04	0.31	4.04	0.30	3.94	0.40	3.99	0.34
Hours of operation	3.83	0.61	3.71	0.71	3.75	0.71	3.73	0.69	3.70	0.72	3.59	0.83	3.68	0.73
Helpfulness of staff	4.12	0.27	4.16	0.12	4.18	0.22	4.13	0.14	4.16	0.12	4.07	0.23	4.10	0.12
Friendliness of staff	4.12	0.38	4.19	0.14	4.21	0.26	4.15	0.17	4.19	0.14	4.11	0.26	4.11	0.16
Cleanliness: Overall	4.00	0.69	4.09	0.47	4.09	0.53	4.07	0.49	4.09	0.47	3.97	0.59	4.06	0.50
Cleanliness: Serving areas	4.16	0.46	4.19	0.33	4.22	0.38	4.18	0.34	4.19	0.33	4.10	0.42	4.19	0.33
Cleanliness: Eating areas (tables, chairs, etc.)	3.94	0.66	3.90	0.62	3.88	0.71	3.87	0.66	3.90	0.62	3.83	0.67	3.87	0.65
Location	4.37	-0.05	4.41	-0.18	4.39	-0.12	4.40	-0.16	4.41	-0.18	4.35	-0.16	4.42	-0.18
Layout of facility	4.41	-0.49	4.26	-0.32	4.28	-0.29	4.25	-0.31	4.26	-0.32	4.21	-0.36	4.26	-0.40
Appearance	4.38	-0.31	4.28	-0.38	4.34	-0.34	4.28	-0.37	4.29	-0.38	4.24	-0.39	4.27	-0.43
Availability of seating	4.36	0.02	4.00	0.35	3.77	0.70	3.97	0.39	4.00	0.36	3.86	0.48	3.97	0.39
Comfort (seats, temperature, lighting, sound level, etc.)	4.23	0.06	4.14	0.05	4.11	0.15	4.14	0.06	4.14	0.05	4.08	0.07	4.14	0.01
Environmentally friendly practices related to food	3.88	0.10	3.96	0.00	4.00	0.01	3.98	-0.01	3.96	0.00	3.83	0.07	3.95	-0.05
Social/ethical practices related to food	3.87	0.03	3.97	-0.08	4.01	-0.05	3.98	-0.09	3.97	-0.08	3.84	0.01	3.95	-0.13

* Gap = Mean Importance minus Mean Satisfaction.

RETAIL UNITS**By Institutional Demographics**

This table summarizes the survey results for your institution as well as the overall survey sample of all participating institutions.

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.24	0.35	3.98	0.54	4.09	0.44	3.99	0.53	3.99	0.54	3.78	0.75	3.98	0.54
Taste	4.31	0.44	4.01	0.66	4.12	0.58	4.02	0.65	4.01	0.66	3.84	0.84	4.01	0.65
Eye appeal	4.20	-0.20	3.94	0.00	4.02	-0.10	3.95	0.00	3.94	-0.01	3.77	0.07	3.93	-0.04
Freshness	4.14	0.50	3.87	0.72	3.96	0.66	3.89	0.71	3.88	0.72	3.69	0.90	3.87	0.71
Nutritional content	3.78	0.46	3.60	0.72	3.65	0.65	3.62	0.70	3.61	0.72	3.42	0.89	3.59	0.71
Value	3.75	0.81	3.43	1.09	3.50	1.05	3.42	1.10	3.43	1.08	3.25	1.26	3.39	1.14
Availability of posted menu items	4.15	0.32	4.08	0.25	4.16	0.19	4.09	0.25	4.07	0.25	3.89	0.42	4.09	0.24
Variety of menu choices	4.03	0.32	3.78	0.59	3.88	0.50	3.80	0.57	3.78	0.58	3.56	0.77	3.79	0.54
Variety of healthy menu choices	3.80	0.41	3.57	0.70	3.62	0.64	3.59	0.67	3.57	0.70	3.37	0.88	3.57	0.66
Variety of vegetarian menu choices	3.71	-0.45	3.58	-0.12	3.62	-0.27	3.60	-0.13	3.59	-0.12	3.38	0.09	3.58	-0.20
Service: Overall	4.18	0.46	4.18	0.34	4.24	0.31	4.18	0.35	4.18	0.34	3.98	0.50	4.16	0.34
Speed of service	3.89	0.77	3.98	0.54	4.05	0.50	3.98	0.53	3.97	0.54	3.81	0.69	3.96	0.55
Hours of operation	3.98	0.48	3.95	0.46	3.96	0.48	3.94	0.47	3.94	0.46	3.80	0.59	3.95	0.43
Helpfulness of staff	4.24	0.31	4.24	0.20	4.26	0.19	4.23	0.21	4.23	0.20	4.04	0.33	4.21	0.19
Friendliness of staff	4.34	0.25	4.28	0.19	4.30	0.20	4.27	0.20	4.28	0.19	4.09	0.32	4.26	0.17
Cleanliness: Overall	4.27	0.39	4.29	0.31	4.36	0.28	4.29	0.32	4.29	0.31	4.13	0.43	4.27	0.31
Cleanliness: Serving areas	4.25	0.34	4.27	0.26	4.33	0.23	4.27	0.27	4.27	0.26	4.13	0.37	4.23	0.27
Cleanliness: Eating areas (tables, chairs, etc.)	4.03	0.49	4.05	0.43	4.11	0.38	4.05	0.42	4.05	0.43	3.92	0.51	3.99	0.46
Location	4.46	-0.04	4.38	-0.08	4.43	-0.07	4.37	-0.06	4.38	-0.07	4.27	0.01	4.34	-0.04
Layout of facility	4.27	-0.24	4.22	-0.20	4.27	-0.26	4.21	-0.19	4.21	-0.20	4.10	-0.17	4.17	-0.20
Appearance	4.34	-0.24	4.27	-0.22	4.34	-0.29	4.27	-0.22	4.27	-0.23	4.14	-0.19	4.23	-0.24
Availability of seating	3.89	0.38	3.93	0.31	3.97	0.25	3.95	0.28	3.93	0.31	3.81	0.36	3.81	0.40
Comfort (seats, temperature, lighting, sound level, etc.)	4.06	0.12	4.05	0.13	4.11	0.04	4.05	0.12	4.05	0.13	3.92	0.17	3.97	0.15
Environmentally friendly practices related to food	4.08	-0.02	3.99	0.07	4.05	0.00	4.00	0.07	3.99	0.07	3.77	0.21	3.95	0.04
Social/ethical practices related to food	4.14	-0.13	4.03	-0.01	4.08	-0.08	4.02	-0.01	4.03	-0.01	3.81	0.13	3.99	-0.04

* Gap = Mean Importance minus Mean Satisfaction.

3 Year Trend For Your Institution

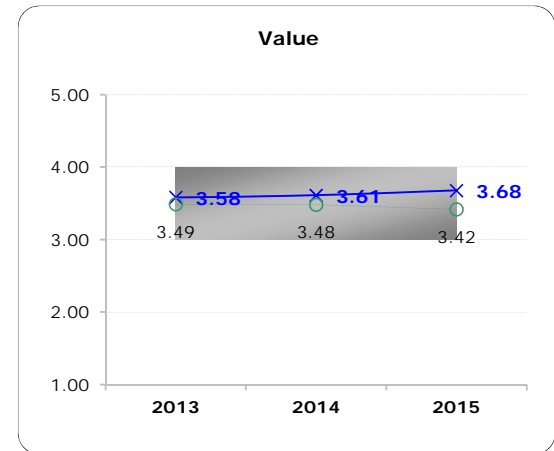
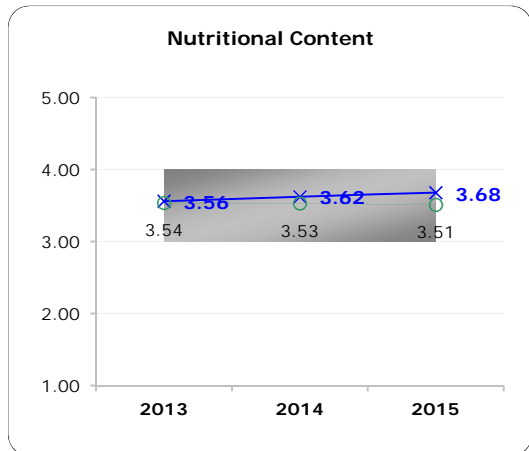
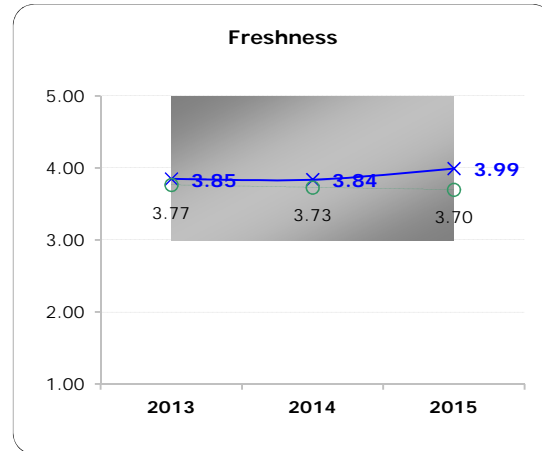
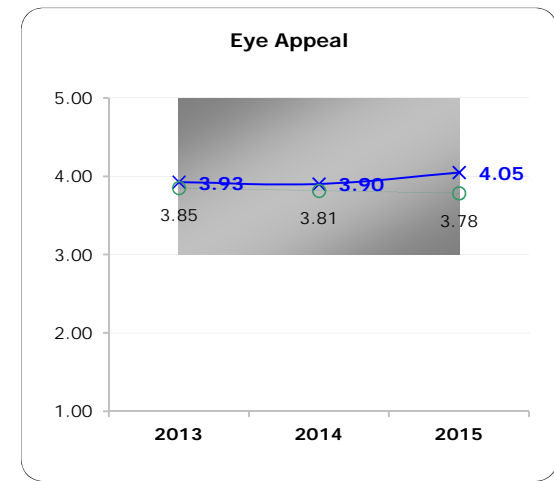
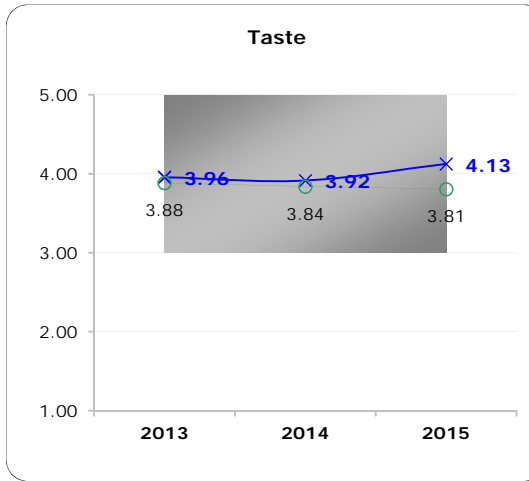
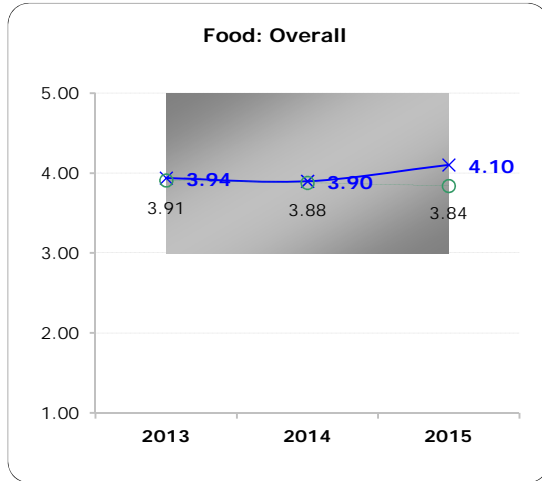
	Your Institution		Your Institution			Your Institution		
	2013		2014			2015		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall	3.94	0.57	3.90	0.53	-0.04	4.10	0.49	0.20
Taste	3.96	0.66	3.92	0.62	-0.04	4.13	0.62	0.21
Eye appeal	3.93	0.08	3.90	0.14	-0.02	4.05	-0.10	0.15
Freshness	3.85	0.73	3.84	0.68	-0.01	3.99	0.65	0.15
Nutritional content	3.56	0.73	3.62	0.69	0.06	3.68	0.60	0.06
Value	3.58	0.88	3.61	0.83	0.03	3.68	0.85	0.07
Availability of posted menu items	4.01	0.29	3.96	0.31	-0.05	4.06	0.34	0.11
Variety of menu choices	3.90	0.44	3.76	0.58	-0.13	3.92	0.46	0.15
Variety of healthy menu choices	3.61	0.62	3.59	0.69	-0.01	3.69	0.56	0.10
Variety of vegetarian menu choices	3.49	0.05	3.60	0.06	0.11	3.64	-0.36	0.04
Service: Overall	3.96	0.58	4.01	0.43	0.05	4.16	0.45	0.15
Speed of service	3.79	0.74	3.89	0.53	0.10	3.94	0.65	0.06
Hours of operation	3.87	0.52	3.87	0.53	0.00	3.95	0.51	0.08
Helpfulness of staff	4.01	0.43	4.04	0.36	0.02	4.21	0.30	0.17
Friendliness of staff	4.14	0.36	4.13	0.30	-0.01	4.29	0.29	0.16
Cleanliness: Overall	4.08	0.53	4.04	0.46	-0.04	4.21	0.46	0.17
Cleanliness: Serving areas	4.08	0.45	4.03	0.45	-0.05	4.23	0.37	0.19
Cleanliness: Eating areas (tables, chairs, etc.)	3.95	0.57	3.87	0.60	-0.08	4.01	0.53	0.14
Location	4.36	0.01	4.28	0.07	-0.08	4.44	-0.04	0.16
Layout of facility	4.18	-0.14	4.14	-0.09	-0.04	4.30	-0.30	0.16
Appearance	4.24	-0.11	4.18	-0.04	-0.05	4.35	-0.26	0.17
Availability of seating	3.93	0.40	3.91	0.42	-0.02	4.00	0.29	0.09
Comfort (seats, temperature, lighting, sound level, etc.)	4.01	0.29	4.02	0.24	0.02	4.10	0.10	0.08
Environmentally friendly practices related to food	3.86	0.20	3.87	0.22	0.01	4.03	0.01	0.16
Social/ethical practices related to food	3.88	0.17	3.89	0.19	0.01	4.08	-0.09	0.19

* Gap = Mean Importance minus Mean Satisfaction.

2015 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

FOOD



X = YOUR RESULTS

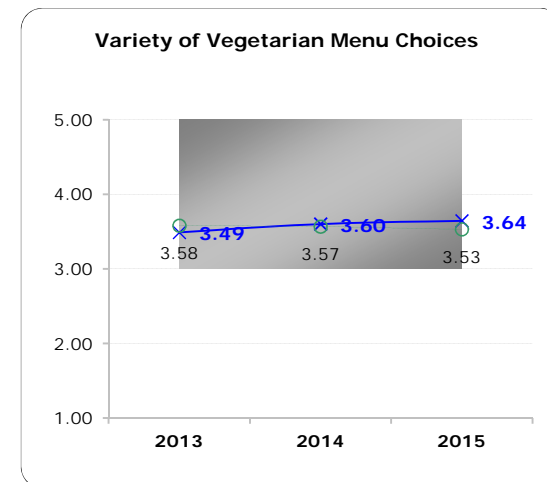
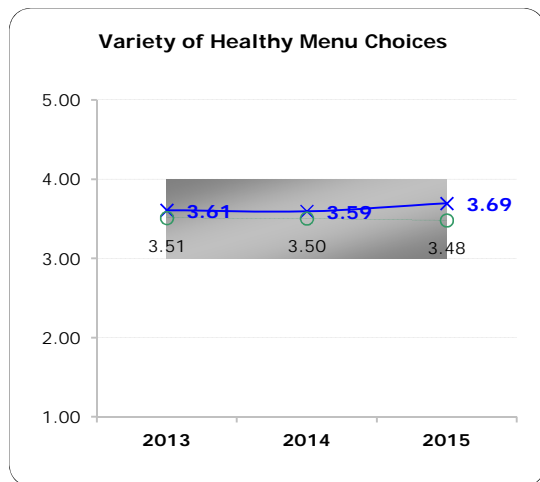
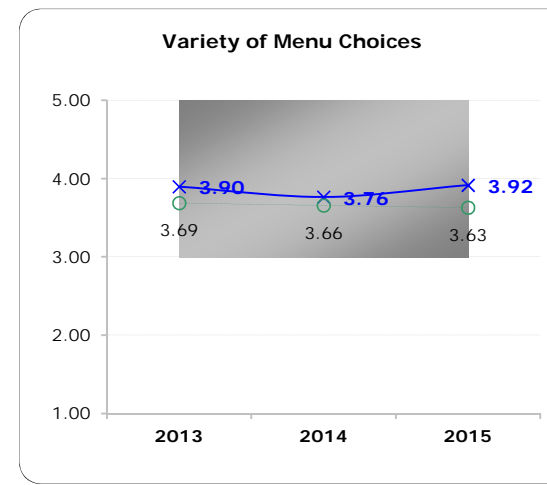
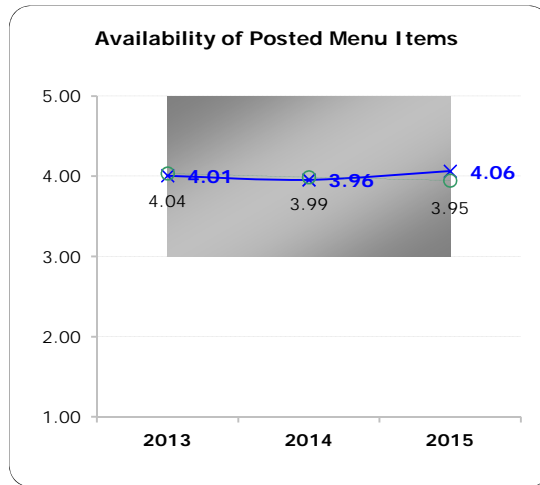
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2015 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

MENU



X = YOUR RESULTS

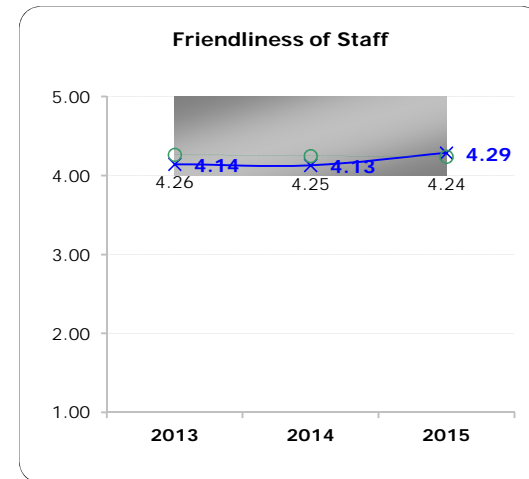
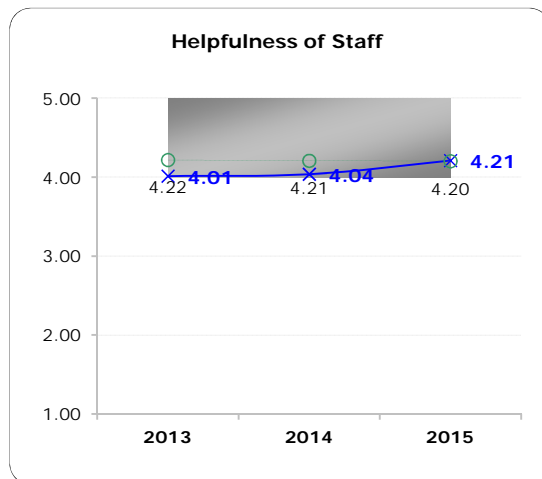
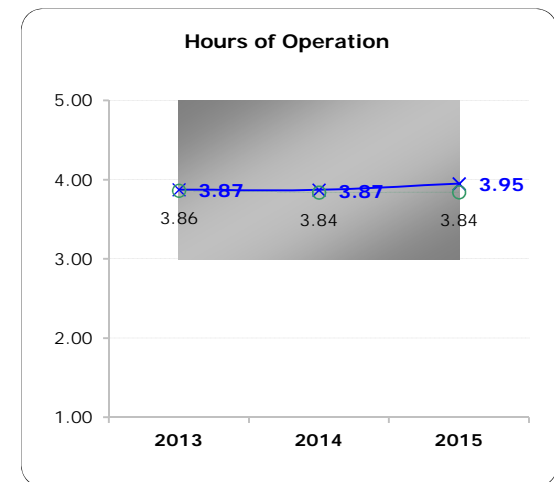
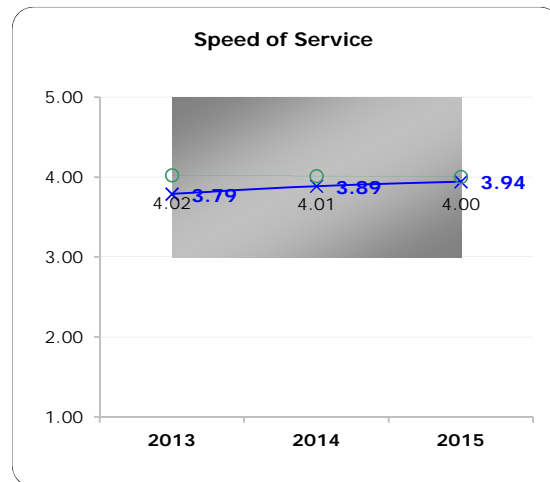
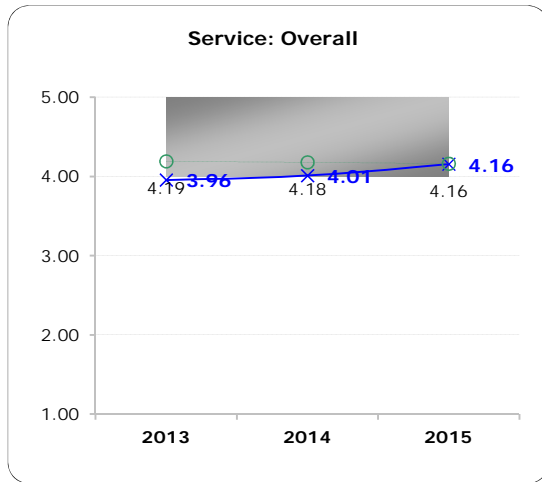
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2015 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

SERVICE



X = YOUR RESULTS

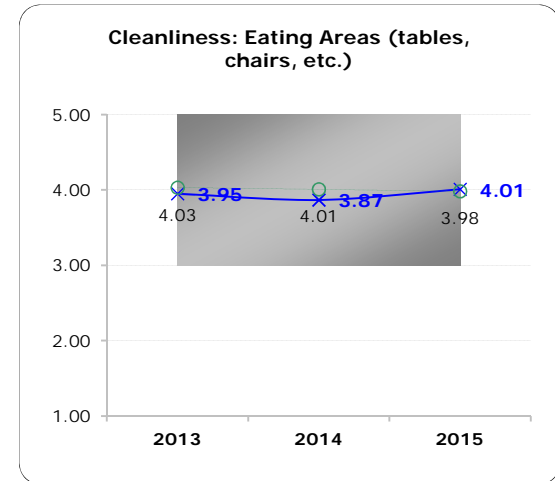
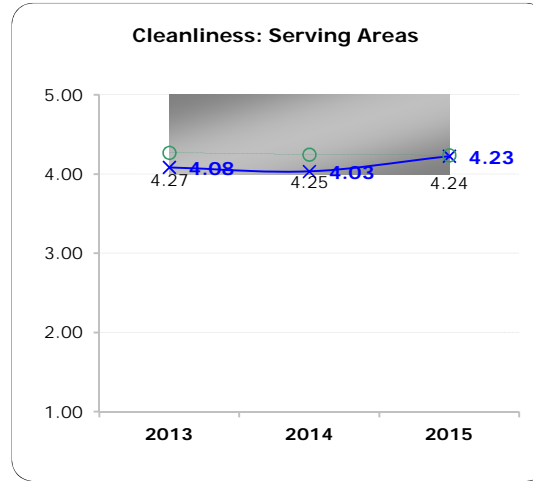
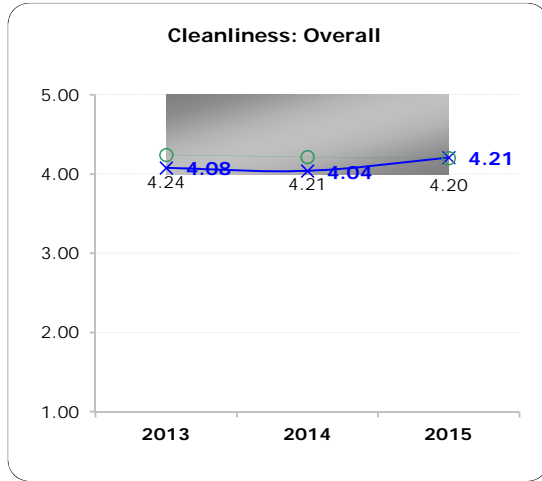
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

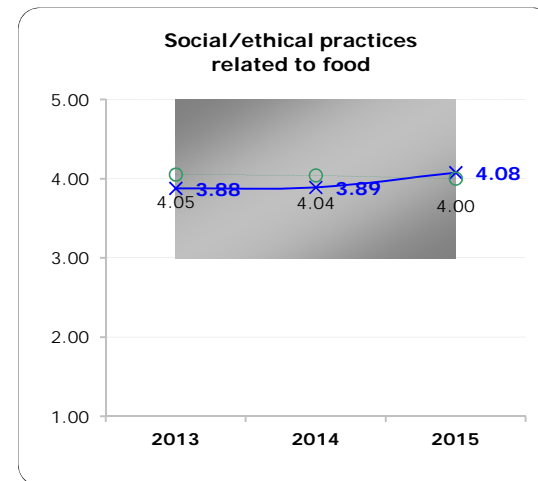
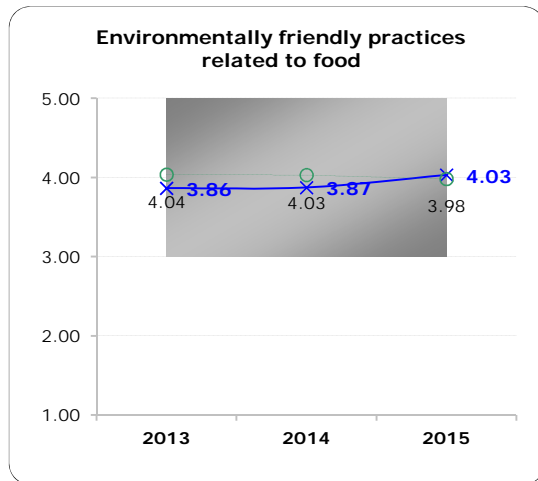
2015 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

CLEANLINESS



ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

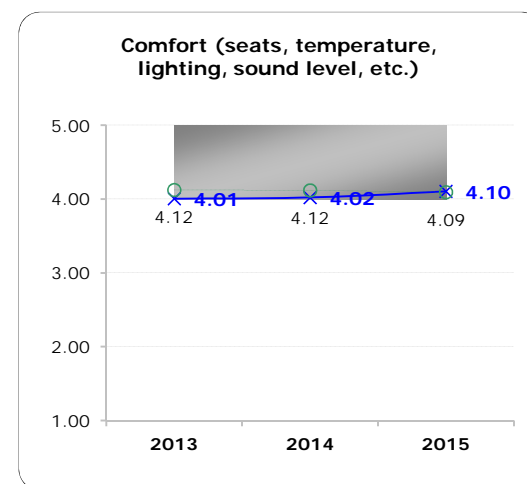
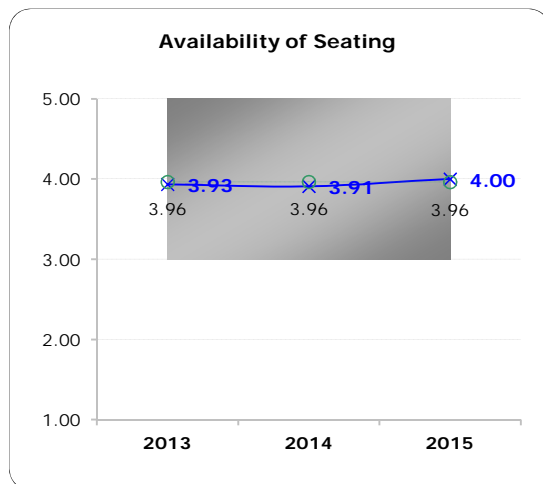
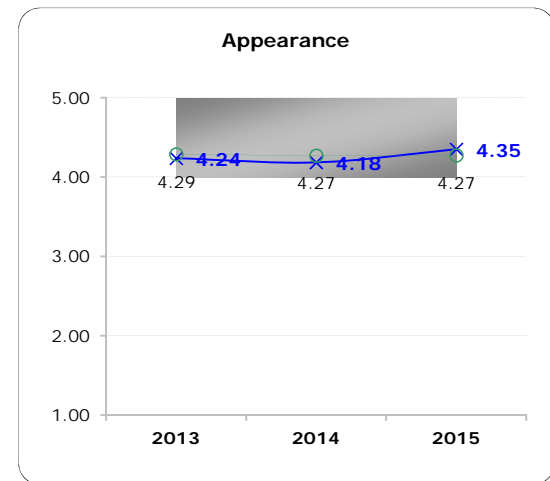
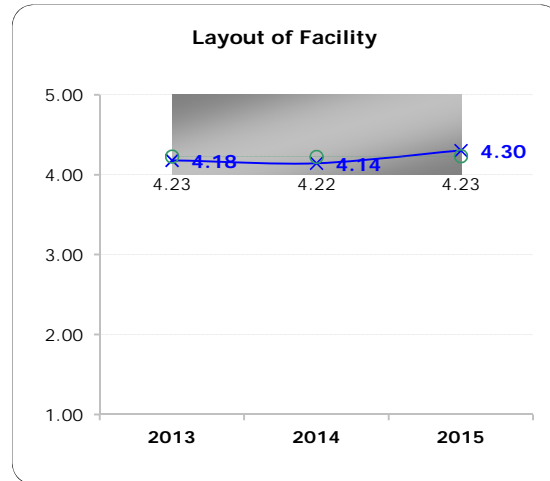
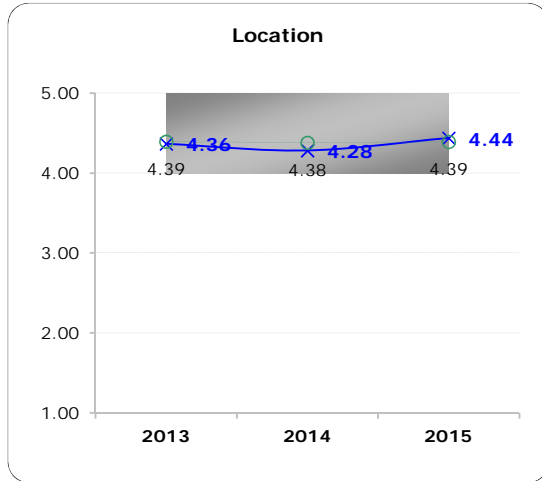
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2015 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

DINING ENVIRONMENT



X = YOUR RESULTS

O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

By All You Care to Eat Dining Facility (Dining Hall) - Your Institution

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	1		2		3		4		5	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.29	1.28	4.01	0.58						
Taste	3.18	1.52	3.91	0.89						
Eye appeal	3.28	0.45	3.89	0.02						
Freshness	3.10	1.52	3.93	0.76						
Nutritional content	3.00	1.42	3.75	0.68						
Value	3.11	1.26	3.79	0.69						
Availability of posted menu items	3.65	0.51	3.91	0.32						
Variety of menu choices	3.28	1.12	3.80	0.74						
Variety of healthy menu choices	3.00	1.42	3.69	0.64						
Variety of vegetarian menu choices	3.20	0.08	3.63	-0.25						
Service: Overall	3.84	0.58	4.34	0.19						
Speed of service	3.89	0.42	4.35	0.13						
Hours of operation	3.63	0.75	4.04	0.47						
Helpfulness of staff	3.86	0.46	4.38	0.07						
Friendliness of staff	3.86	0.59	4.38	0.18						
Cleanliness: Overall	3.79	0.86	4.21	0.52						
Cleanliness: Serving areas	4.00	0.61	4.33	0.32						
Cleanliness: Eating areas (tables, chairs, etc.)	3.81	0.76	4.08	0.56						
Location	4.43	-0.25	4.31	0.15						
Layout of facility	4.38	-0.56	4.44	-0.42						
Appearance	4.37	-0.38	4.39	-0.25						
Availability of seating	4.32	-0.03	4.40	0.07						
Comfort (seats, temperature, lighting, sound level, etc.)	4.24	-0.02	4.22	0.14						
Environmentally friendly practices related to food	3.67	0.26	4.09	-0.06						
Social/ethical practices related to food	3.71	0.15	4.04	-0.08						

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	6		7		8		9		10	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall										
Taste										
Eye appeal										
Freshness										
Nutritional content										
Value										
Availability of posted menu items										
Variety of menu choices										
Variety of healthy menu choices										
Variety of vegetarian menu choices										
Service: Overall										
Speed of service										
Hours of operation										
Helpfulness of staff										
Friendliness of staff										
Cleanliness: Overall										
Cleanliness: Serving areas										
Cleanliness: Eating areas (tables, chairs, etc.)										
Location										
Layout of facility										
Appearance										
Availability of seating										
Comfort (seats, temperature, lighting, sound level, etc.)										
Environmentally friendly practices related to food										
Social/ethical practices related to food										

* Gap = Mean Importance minus Mean Satisfaction.

By All You Care to Eat Dining Facility (Dining Hall) - Your Institution

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	11		12		13		14		15	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall										
Taste										
Eye appeal										
Freshness										
Nutritional content										
Value										
Availability of posted menu items										
Variety of menu choices										
Variety of healthy menu choices										
Variety of vegetarian menu choices										
Service: Overall										
Speed of service										
Hours of operation										
Helpfulness of staff										
Friendliness of staff										
Cleanliness: Overall										
Cleanliness: Serving areas										
Cleanliness: Eating areas (tables, chairs, etc.)										
Location										
Layout of facility										
Appearance										
Availability of seating										
Comfort (seats, temperature, lighting, sound level, etc.)										
Environmentally friendly practices related to food										
Social/ethical practices related to food										

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	16		17		18		19		20	
	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall										
Taste										
Eye appeal										
Freshness										
Nutritional content										
Value										
Availability of posted menu items										
Variety of menu choices										
Variety of healthy menu choices										
Variety of vegetarian menu choices										
Service: Overall										
Speed of service										
Hours of operation										
Helpfulness of staff										
Friendliness of staff										
Cleanliness: Overall										
Cleanliness: Serving areas										
Cleanliness: Eating areas (tables, chairs, etc.)										
Location										
Layout of facility										
Appearance										
Availability of seating										
Comfort (seats, temperature, lighting, sound level, etc.)										
Environmentally friendly practices related to food										
Social/ethical practices related to food										

* Gap = Mean Importance minus Mean Satisfaction.

By Retail Unit - Your Institution

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	1		2		3		4		5	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.87	0.76	4.49	0.15	3.79	0.79	4.23	0.51	4.37	0.21
Taste	3.97	0.87	4.50	0.24	3.84	0.95	4.33	0.47	4.37	0.32
Eye appeal	4.14	-0.19	4.32	-0.32	3.64	0.34	4.25	0.03	4.11	-0.35
Freshness	3.80	0.82	4.33	0.28	3.75	0.87	4.30	0.55	4.14	0.50
Nutritional content	3.42	0.80	3.80	0.29	3.33	1.00	4.45	0.26	4.14	0.20
Value	3.58	1.07	4.04	0.48	3.32	1.17	3.51	1.15	3.94	0.69
Availability of posted menu items	4.16	0.43	4.18	0.32	4.10	0.25	4.50	-0.08	4.43	0.10
Variety of menu choices	4.22	0.29	3.90	0.43	3.66	0.72	4.33	0.21	4.30	-0.03
Variety of healthy menu choices	3.76	0.51	3.72	0.35	3.39	1.00	4.51	0.18	4.25	0.03
Variety of vegetarian menu choices	3.63	-0.41	3.54	-0.44	3.39	-0.18	4.62	-0.68	4.00	-0.57
Service: Overall	3.35	1.32	4.48	0.18	3.98	0.62	4.33	0.31	4.14	0.37
Speed of service	2.90	1.79	4.35	0.32	3.71	0.95	3.92	0.73	3.55	1.02
Hours of operation	3.98	0.34	4.04	0.45	3.57	0.87	3.72	0.65	4.26	0.11
Helpfulness of staff	3.52	1.12	4.46	0.09	4.04	0.43	4.51	-0.03	4.27	0.12
Friendliness of staff	3.77	0.98	4.53	0.07	4.09	0.37	4.45	0.11	4.35	0.03
Cleanliness: Overall	3.95	0.78	4.34	0.30	3.75	0.88	4.58	0.12	4.40	0.19
Cleanliness: Serving areas	4.01	0.66	4.35	0.22	3.81	0.72	4.48	0.11	4.28	0.27
Cleanliness: Eating areas (tables, chairs, etc.)	4.04	0.69	4.07	0.46	3.47	1.04	4.05	0.26	4.30	0.17
Location	4.41	0.00	4.42	-0.08	4.42	0.01	4.41	-0.08	4.43	-0.04
Layout of facility	4.28	-0.32	4.32	-0.34	4.16	-0.09	4.09	-0.03	4.24	-0.27
Appearance	4.22	-0.04	4.42	-0.34	3.77	0.35	4.43	-0.37	4.47	-0.42
Availability of seating	4.13	0.37	3.91	0.40	3.98	0.48	3.30	0.74	4.37	-0.18
Comfort (seats, temperature, lighting, sound level, etc.)	4.11	0.30	4.18	0.02	3.75	0.45	3.56	0.46	4.31	-0.10
Environmentally friendly practices related to food	3.84	0.13	4.20	-0.13	3.72	0.20	4.28	-0.02	4.12	0.02
Social/ethical practices related to food	3.81	0.14	4.29	-0.24	3.78	0.08	4.34	-0.16	4.24	-0.27

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	6		7		8		9		10	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.25	0.34	4.24	0.23	4.24	0.01	4.33	0.34	4.55	0.11
Taste	4.32	0.56	4.24	0.23	4.06	0.38	4.43	0.38	4.68	0.14
Eye appeal	4.15	-0.03	4.18	-0.04	4.00	-0.06	4.22	-0.35	4.39	-0.50
Freshness	4.23	0.59	4.18	0.36	4.00	0.44	4.24	0.43	4.48	0.28
Nutritional content	3.97	0.25	3.88	0.65	3.75	0.69	4.04	0.42	3.98	0.25
Value	3.69	0.99	3.82	0.64	3.25	1.44	3.69	0.88	3.98	0.75
Availability of posted menu items	4.20	0.24	4.07	0.14	4.23	0.44	4.46	0.02	4.42	0.00
Variety of menu choices	3.92	0.51	4.20	0.16	3.80	0.77	4.40	0.07	4.34	-0.09
Variety of healthy menu choices	3.82	0.34	3.93	0.64	3.86	0.68	4.21	0.31	4.11	0.03
Variety of vegetarian menu choices	3.26	0.02	4.14	-0.30	3.55	0.12	3.86	-0.74	4.15	-0.82
Service: Overall	4.62	0.16	4.29	0.11	4.41	0.15	4.08	0.59	4.32	0.31
Speed of service	4.63	0.10	4.29	0.04	4.24	0.26	3.50	1.18	3.80	0.88
Hours of operation	4.30	0.24	4.25	0.08	3.94	0.43	3.38	1.01	3.53	1.00
Helpfulness of staff	4.63	0.19	4.06	0.41	4.44	0.03	4.18	0.32	4.33	0.25
Friendliness of staff	4.70	0.12	4.18	0.29	4.59	-0.03	4.30	0.28	4.49	0.08
Cleanliness: Overall	4.66	0.20	4.29	0.24	4.38	0.23	4.33	0.38	4.53	0.12
Cleanliness: Serving areas	4.53	0.29	4.33	0.17	4.43	0.11	4.25	0.39	4.31	0.16
Cleanliness: Eating areas (tables, chairs, etc.)	4.38	0.00	4.07	0.08	4.47	0.10	3.96	0.69	4.00	0.43
Location	4.50	0.14	4.41	0.05	4.25	0.39	4.34	0.04	4.48	-0.08
Layout of facility	4.24	-0.02	4.35	-0.15	4.19	0.24	4.21	-0.29	4.08	-0.16
Appearance	4.37	-0.01	4.47	-0.27	4.44	-0.30	4.40	-0.42	4.35	-0.36
Availability of seating	4.00	-0.34	3.86	0.07	3.80	0.60	3.78	0.36	3.23	0.79
Comfort (seats, temperature, lighting, sound level, etc.)	3.94	-0.23	4.07	-0.21	4.31	-0.39	3.93	0.20	3.72	0.22
Environmentally friendly practices related to food	4.20	-0.08	4.12	-0.38	4.09	-0.59	3.91	0.22	4.17	-0.21
Social/ethical practices related to food	4.19	-0.14	4.13	-0.46	4.27	-0.61	3.96	0.11	4.20	-0.29

* Gap = Mean Importance minus Mean Satisfaction.

By Retail Unit - Your Institution

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	11		12		13		14		15	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.91	0.59	4.39	0.04	4.14	0.33	4.11	0.41		
Taste	3.99	0.58	4.48	0.15	4.20	0.44	4.33	0.48		
Eye appeal	3.88	0.12	4.39	-0.26	4.42	-0.31	4.25	-0.24		
Freshness	3.71	0.79	4.31	0.40	4.14	0.47	4.07	0.52		
Nutritional content	3.26	0.63	4.00	0.33	3.79	0.43	3.77	0.49		
Value	3.51	0.99	3.93	0.50	3.50	0.89	3.53	1.08		
Availability of posted menu items	4.15	0.25	4.11	0.33	3.97	0.48	3.43	1.09		
Variety of menu choices	3.51	0.83	4.23	0.04	4.12	0.13	4.04	0.29		
Variety of healthy menu choices	3.21	0.65	3.76	0.59	3.84	0.29	3.72	0.50		
Variety of vegetarian menu choices	3.28	-0.21	3.80	-0.32	3.85	-0.31	3.74	-0.56		
Service: Overall	3.69	0.74	4.35	0.26	4.28	0.39	4.10	0.65		
Speed of service	3.47	1.13	4.11	0.53	4.16	0.44	3.78	0.95		
Hours of operation	4.45	0.11	3.85	0.61	4.14	0.34	4.48	0.17		
Helpfulness of staff	3.81	0.70	4.43	0.10	4.32	0.21	4.32	0.35		
Friendliness of staff	3.88	0.78	4.57	0.04	4.38	0.17	4.47	0.27		
Cleanliness: Overall	3.96	0.63	4.53	0.12	4.44	0.19	4.26	0.47		
Cleanliness: Serving areas	4.10	0.49	4.47	0.14	4.32	0.26	4.22	0.41		
Cleanliness: Eating areas (tables, chairs, etc.)	3.75	0.87	4.32	0.22	4.23	0.22	4.02	0.44		
Location	4.44	-0.06	4.61	-0.17	4.56	-0.15	4.68	0.01		
Layout of facility	4.30	-0.22	4.31	-0.25	4.36	-0.22	4.39	-0.18		
Appearance	4.34	-0.19	4.55	-0.41	4.45	-0.30	4.49	-0.31		
Availability of seating	4.22	0.24	3.80	0.49	3.91	0.31	3.64	0.59		
Comfort (seats, temperature, lighting, sound level, etc.)	4.20	0.22	4.11	0.03	4.23	-0.02	4.13	0.13		
Environmentally friendly practices related to food	3.88	0.03	4.18	0.09	4.08	-0.05	4.19	-0.01		
Social/ethical practices related to food	4.08	-0.19	4.23	-0.07	4.08	-0.06	4.23	-0.09		

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	16		17		18		19		20	
	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall										
Taste										
Eye appeal										
Freshness										
Nutritional content										
Value										
Availability of posted menu items										
Variety of menu choices										
Variety of healthy menu choices										
Variety of vegetarian menu choices										
Service: Overall										
Speed of service										
Hours of operation										
Helpfulness of staff										
Friendliness of staff										
Cleanliness: Overall										
Cleanliness: Serving areas										
Cleanliness: Eating areas (tables, chairs, etc.)										
Location										
Layout of facility										
Appearance										
Availability of seating										
Comfort (seats, temperature, lighting, sound level, etc.)										
Environmentally friendly practices related to food										
Social/ethical practices related to food										

* Gap = Mean Importance minus Mean Satisfaction.

Detailed Survey Results for Florida State University

This section shows the detailed survey results for both the overall industry and for your institution by various data aggregations to allow comparisons between differing respondent groups.

DEMOGRAPHICS

YOUR INSTITUTION

		Florida State University
Respondent Type	Student	75%
	Faculty	4%
	Administration/ Staff	20%
	Other	0%
	Total Resp	2,395
Student Class Status	First year	49%
	Sophomore	9%
	Junior	17%
	Senior	10%
	Graduate	14%
	Other	1%
	Total Resp	1,800
Gender Identity	Female	67%
	Male	32%
	Transgender	0%
	Other Identity	1%
	Total Resp	2,395
Live...	On campus	35%
	Off campus	65%
	Total Resp	2,395

TABLE 1a

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	6%	15%	41%	34%	3.95	.02	1,939
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	19%	40%	28%	3.81	.00	105,904
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	13%	41%	37%	4.03	.03	1,492
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	17%	40%	32%	3.90	.00	59,737
Aggregated Dining Halls	YOUR INSTITUTION	4%	10%	22%	42%	23%	3.69	.05	447
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	22%	41%	23%	3.70	.00	46,167
Respondent Type - YOUR INSTITUTION	Student	4%	6%	15%	41%	34%	3.94	.03	1,490
	Faculty	4%	9%	4%	55%	28%	3.93	.12	75
	Administration/ Staff	3%	5%	15%	41%	36%	4.02	.05	366
	Other			25%	63%	13%	3.88	.23	8
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	20%	41%	27%	3.78	.00	91,572
	Faculty	5%	7%	16%	36%	35%	3.88	.02	3,167
	Administration/Staff	4%	6%	15%	38%	38%	4.01	.01	10,349
	Other	4%	3%	13%	32%	48%	4.16	.04	690
Student Class Status - YOUR INSTITUTION	First year	5%	7%	18%	40%	31%	3.84	.04	729
	Sophomore	2%	3%	16%	38%	40%	4.11	.08	129
	Junior	3%	4%	7%	47%	39%	4.15	.06	256
	Senior	5%	6%	16%	38%	35%	3.92	.09	146
	Graduate	3%	8%	14%	40%	34%	3.94	.07	220
	Other			40%	40%	20%	3.80	.25	10
Student Class Status - ENTIRE SAMPLE	First year	4%	8%	20%	41%	27%	3.78	.01	35,028
	Sophomore	5%	9%	21%	40%	24%	3.70	.01	18,877
	Junior	4%	8%	19%	41%	27%	3.79	.01	15,629
	Senior	4%	7%	18%	42%	29%	3.84	.01	14,433
	Graduate	4%	7%	17%	42%	30%	3.87	.01	6,565
	Other	3%	7%	21%	37%	31%	3.84	.04	896
Gender - YOUR INSTITUTION	Female	4%	6%	14%	42%	33%	3.93	.03	1,290
	Male	3%	5%	15%	41%	35%	4.00	.04	628
	Transgender		11%	11%	22%	56%	4.22	.36	9
	Other Identity		17%	58%	8%	17%	3.25	.28	12
Gender - ENTIRE SAMPLE	Female	4%	8%	20%	40%	28%	3.81	.00	62,764
	Male	4%	8%	18%	41%	29%	3.82	.01	41,520
	Transgender	10%	9%	21%	39%	21%	3.52	.06	383
	Other Identity	7%	10%	26%	35%	22%	3.56	.04	730
Live... - YOUR INSTITUTION	On campus	5%	8%	20%	38%	29%	3.77	.04	672
	Off campus	3%	5%	12%	43%	37%	4.05	.03	1,267
Live... - ENTIRE SAMPLE	On campus	5%	9%	22%	41%	24%	3.71	.00	61,784
	Off campus	4%	6%	16%	40%	35%	3.97	.00	42,854
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	15%	41%	34%	3.95	.02	1,939
NACUFS Region - ENTIRE SAMPLE	Continental	3%	6%	15%	42%	33%	3.96	.01	8,984
	Mid-Atlantic	7%	13%	23%	38%	19%	3.50	.01	8,636
	Midwest	3%	7%	19%	42%	28%	3.85	.01	27,050
	Northeast	5%	8%	21%	38%	28%	3.76	.01	23,708
	Pacific	5%	8%	21%	40%	26%	3.76	.01	18,433
	Southern	3%	6%	17%	42%	32%	3.94	.01	19,093
Institution Type - YOUR INSTITUTION	Public	4%	6%	15%	41%	34%	3.95	.02	1,939
Institution Type - ENTIRE SAMPLE	Public	4%	8%	19%	40%	29%	3.81	.00	80,454
	Private	4%	8%	19%	40%	28%	3.80	.01	25,450
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	15%	41%	34%	3.95	.02	1,939
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	18%	37%	34%	3.89	.02	2,564
	Primarily 4-year	4%	8%	19%	41%	28%	3.81	.00	103,340
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	15%	41%	34%	3.95	.02	1,939
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	7%	18%	41%	30%	3.87	.00	80,219
	Mainly Contracted	6%	11%	22%	38%	23%	3.59	.01	22,595
	Combination of Both	6%	7%	17%	37%	33%	3.85	.02	3,090
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	6%	15%	41%	34%	3.95	.02	1,939
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	19%	42%	29%	3.87	.01	5,035
	2,500 to 10,000	4%	8%	19%	40%	29%	3.80	.01	20,909
	10,001 to 20,000	4%	7%	19%	41%	30%	3.86	.01	34,204
	Over 20,000	5%	8%	19%	41%	27%	3.77	.01	45,756
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	6%	21%	43%	25%	3.79	.09	126
	Express Unit	4%	4%	9%	37%	46%	4.18	.04	663
	Specialty Coffee Shop/ Juice Bar	3%	5%	12%	46%	35%	4.06	.05	396
	Sit-down Restaurant	7%	9%	20%	40%	25%	3.68	.08	225
	Convenience Store	1%	4%	13%	49%	33%	4.09	.09	82
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	19%	38%	29%	3.77	.01	18,765
	Marketplace	4%	8%	21%	42%	25%	3.75	.01	7,386
	Express Unit	3%	5%	15%	39%	38%	4.02	.01	15,189
	Specialty Coffee Shop/ Juice Bar	3%	6%	16%	40%	35%	3.98	.01	8,278
	Sit-down Restaurant	4%	5%	15%	41%	36%	4.00	.02	3,673
	Convenience Store	3%	5%	16%	42%	34%	3.99	.01	6,320
	No type given	3%	6%	15%	36%	40%	4.05	.09	126

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 1b
Mean* Importance of Various Items and Satisfaction with Each Item
(as They Apply to the Surveyed Facility in General
without regard to any specific meal)

Aggregated Dining Halls & Retail Units

	Florida State University
Food: Overall - IMPORTANCE	4.59
Food: Overall - SATISFACTION	4.10
Taste - IMPORTANCE	4.75
Taste - SATISFACTION	4.13
Eye appeal - IMPORTANCE	3.95
Eye appeal - SATISFACTION	4.05
Freshness - IMPORTANCE	4.64
Freshness - SATISFACTION	3.99
Nutritional content - IMPORTANCE	4.28
Nutritional content - SATISFACTION	3.68
Value - IMPORTANCE	4.53
Value - SATISFACTION	3.68
Availability of posted menu items - IMPORTANCE	4.41
Availability of posted menu items - SATISFACTION	4.06
Variety of menu choices - IMPORTANCE	4.38
Variety of menu choices - SATISFACTION	3.92
Variety of healthy menu choices - IMPORTANCE	4.25
Variety of healthy menu choices - SATISFACTION	3.69
Variety of vegetarian menu choices - IMPORTANCE	3.28
Variety of vegetarian menu choices - SATISFACTION	3.64
Service: Overall - IMPORTANCE	4.60
Service: Overall - SATISFACTION	4.16
Speed of service - IMPORTANCE	4.60
Speed of service - SATISFACTION	3.94
Hours of operation - IMPORTANCE	4.46
Hours of operation - SATISFACTION	3.95
Helpfulness of staff - IMPORTANCE	4.51
Helpfulness of staff - SATISFACTION	4.21
Friendliness of staff - IMPORTANCE	4.57
Friendliness of staff - SATISFACTION	4.29
Cleanliness: Overall - IMPORTANCE	4.67
Cleanliness: Overall - SATISFACTION	4.21
Cleanliness: Serving areas - IMPORTANCE	4.60
Cleanliness: Serving areas - SATISFACTION	4.23
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.54
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	4.01
Location - IMPORTANCE	4.40
Location - SATISFACTION	4.44
Layout of facility - IMPORTANCE	4.01
Layout of facility - SATISFACTION	4.30
Appearance - IMPORTANCE	4.10
Appearance - SATISFACTION	4.35
Availability of seating - IMPORTANCE	4.29
Availability of seating - SATISFACTION	4.00
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	4.21
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.10
Environmentally friendly practices related to food - IMPORTANCE	4.04
Environmentally friendly practices related to food - SATISFACTION	4.03
Social/ ethical practices related to food - IMPORTANCE	3.99
Social/ ethical practices related to food - SATISFACTION	4.08

*1 to 5 Scale, Where Higher Mean = Higher Importance/Satisfaction

TABLE 2a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
FOOD: Overall

		Food: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	6%	25%	68%	4.59	.02	1,885
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	102,663
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	6%	26%	67%	4.59	.02	1,440
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.52	.00	57,560
Aggregated Dining Halls	YOUR INSTITUTION		1%	7%	23%	68%	4.59	.03	445
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	45,103
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	24%	68%	4.58	.02	1,452
	Faculty			8%	35%	57%	4.49	.08	74
	Administration/ Staff		1%	5%	26%	69%	4.63	.03	353
	Other				17%	83%	4.83	.17	6
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	9%	27%	63%	4.51	.00	88,259
	Faculty	0%	1%	6%	28%	65%	4.56	.01	3,177
	Administration/Staff	0%	0%	5%	27%	68%	4.62	.01	10,271
	Other	1%	2%	7%	23%	67%	4.53	.03	664
Student Class Status - YOUR INSTITUTION	First year	0%	1%	6%	23%	70%	4.62	.02	729
	Sophomore		2%	10%	18%	70%	4.56	.07	124
	Junior	0%	2%	5%	23%	70%	4.61	.04	251
	Senior			6%	29%	65%	4.60	.05	139
	Graduate	1%	2%	10%	32%	56%	4.42	.05	199
	Other	10%			30%	60%	4.30	.40	10
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	9%	27%	63%	4.51	.00	34,010
	Sophomore	0%	1%	9%	27%	63%	4.52	.01	18,077
	Junior	0%	1%	8%	26%	64%	4.52	.01	15,043
	Senior	0%	1%	8%	26%	64%	4.52	.01	14,002
	Graduate	0%	1%	9%	32%	59%	4.47	.01	6,155
	Other	1%	1%	9%	28%	61%	4.49	.03	836
Gender - YOUR INSTITUTION	Female	0%	1%	6%	23%	70%	4.63	.02	1,249
	Male	0%	1%	7%	28%	63%	4.53	.03	614
	Transgender			14%	43%	43%	4.29	.29	7
	Other Identity	7%		13%	53%	27%	3.93	.27	15
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	26%	65%	4.56	.00	59,611
	Male	0%	1%	9%	28%	61%	4.48	.00	41,269
	Transgender	1%	3%	13%	26%	57%	4.37	.04	374
	Other Identity	2%	2%	13%	25%	58%	4.36	.03	719
Live... - YOUR INSTITUTION	On campus	0%	1%	6%	23%	70%	4.62	.03	673
	Off campus	0%	1%	6%	26%	67%	4.57	.02	1,212
Live... - ENTIRE SAMPLE	On campus	0%	1%	9%	27%	64%	4.52	.00	59,592
	Off campus	0%	1%	8%	27%	64%	4.54	.00	41,610
NACUFS Region - YOUR	Southern	0%	1%	6%	25%	68%	4.59	.02	1,885
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	29%	62%	4.51	.01	9,090
	Mid-Atlantic	0%	1%	8%	29%	62%	4.53	.01	8,255
	Midwest	0%	1%	8%	28%	62%	4.50	.00	26,668
	Northeast	0%	1%	8%	25%	66%	4.55	.00	23,063
	Pacific	0%	1%	9%	26%	64%	4.52	.01	17,225
	Southern	0%	1%	8%	27%	65%	4.54	.01	18,362
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	25%	68%	4.59	.02	1,885
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	27%	63%	4.52	.00	78,260
	Private	0%	1%	7%	26%	65%	4.55	.00	24,403
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	25%	68%	4.59	.02	1,885
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	7%	28%	63%	4.52	.01	2,529
	Primarily 4-year	0%	1%	8%	27%	64%	4.53	.00	100,134
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	25%	68%	4.59	.02	1,885
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	27%	63%	4.52	.00	78,501
	Mainly Contracted	0%	1%	7%	27%	65%	4.54	.00	21,258
	Combination of Both	1%	1%	8%	25%	65%	4.52	.01	2,904
Total Current Enrollment - YOUR	Over 20,000	0%	1%	6%	25%	68%	4.59	.02	1,885
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	27%	66%	4.58	.01	4,996
	2,500 to 10,000	0%	1%	8%	26%	65%	4.54	.01	20,220
	10,001 to 20,000	0%	1%	9%	27%	63%	4.51	.00	32,597
	Over 20,000	0%	1%	8%	27%	63%	4.52	.00	44,850
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%		5%	29%	65%	4.58	.06	137
	Express Unit	0%	1%	5%	22%	71%	4.64	.03	645
	Specialty Coffee Shop/ Juice Bar	1%	2%	6%	29%	63%	4.53	.04	376
	Sit-down Restaurant		1%	8%	23%	69%	4.59	.05	200
	Convenience Store			7%	35%	57%	4.50	.07	82
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	9%	27%	62%	4.50	.01	18,288
	Marketplace	0%	1%	8%	29%	62%	4.52	.01	7,227
	Express Unit	0%	1%	7%	25%	66%	4.56	.01	14,659
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	28%	62%	4.50	.01	7,729
	Sit-down Restaurant	0%	1%	6%	24%	70%	4.62	.01	3,605
	Convenience Store	0%	1%	9%	29%	61%	4.48	.01	5,934
	No type given	1%	1%	8%	22%	69%	4.57	.07	118

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 2b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Overall

		Food: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	13%	37%	42%	4.10	.02	2,329
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	19%	42%	28%	3.84	.00	122,902
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	10%	37%	48%	4.24	.02	1,776
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	15%	41%	35%	3.98	.00	69,083
Aggregated Dining Halls	YOUR INSTITUTION	4%	10%	24%	39%	22%	3.65	.05	553
Aggregated Dining Halls	ENTIRE SAMPLE	4%	10%	24%	43%	20%	3.65	.00	53,819
Respondent Type - YOUR INSTITUTION	Student	3%	6%	14%	36%	41%	4.08	.02	1,757
	Faculty	3%	6%	4%	48%	39%	4.13	.10	96
	Administration/ Staff	3%	3%	11%	39%	44%	4.18	.04	467
	Other			11%	56%	33%	4.22	.22	9
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	20%	42%	26%	3.80	.00	104,674
	Faculty	4%	8%	14%	39%	35%	3.93	.02	4,053
	Administration/Staff	3%	5%	13%	38%	40%	4.08	.01	12,992
	Other	3%	4%	14%	33%	47%	4.16	.03	822
Student Class Status - YOUR INSTITUTION	First year	3%	8%	17%	35%	38%	3.96	.04	874
	Sophomore	1%	5%	10%	37%	47%	4.23	.07	154
	Junior	2%	4%	8%	36%	50%	4.29	.05	295
	Senior	1%	2%	15%	37%	45%	4.24	.06	174
	Graduate	4%	4%	12%	42%	38%	4.06	.07	248
	Other			42%	25%	33%	3.92	.26	12
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	22%	42%	25%	3.77	.01	40,009
	Sophomore	4%	9%	22%	41%	24%	3.72	.01	21,665
	Junior	4%	8%	19%	42%	28%	3.83	.01	17,864
	Senior	3%	7%	17%	43%	30%	3.90	.01	16,466
	Graduate	3%	6%	16%	44%	30%	3.91	.01	7,438
	Other	3%	6%	21%	36%	34%	3.92	.03	1,050
Gender - YOUR INSTITUTION	Female	3%	5%	13%	35%	44%	4.13	.03	1,555
	Male	3%	5%	13%	43%	37%	4.05	.04	748
	Transgender		11%	33%	22%	33%	3.78	.36	9
	Other Identity		6%	18%	53%	24%	3.94	.20	17
Gender - ENTIRE SAMPLE	Female	3%	8%	19%	41%	29%	3.85	.00	72,533
	Male	4%	7%	19%	43%	27%	3.83	.00	48,254
	Transgender	8%	9%	20%	39%	25%	3.63	.06	438
	Other Identity	7%	10%	26%	35%	22%	3.56	.04	843
Live... - YOUR INSTITUTION	On campus	3%	8%	18%	35%	36%	3.92	.04	814
	Off campus	3%	3%	10%	39%	45%	4.20	.02	1,515
Live... - ENTIRE SAMPLE	On campus	4%	9%	23%	42%	23%	3.71	.00	70,299
	Off campus	3%	5%	14%	42%	36%	4.02	.00	50,876
NACUFS Region - YOUR	Southern	3%	5%	13%	37%	42%	4.10	.02	2,329
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	16%	44%	32%	3.98	.01	10,551
	Mid-Atlantic	5%	12%	23%	40%	20%	3.56	.01	9,993
	Midwest	3%	7%	19%	45%	27%	3.86	.01	31,271
	Northeast	4%	8%	21%	39%	28%	3.79	.01	27,286
	Pacific	4%	8%	21%	41%	27%	3.79	.01	21,021
	Southern	3%	6%	16%	42%	33%	3.97	.01	22,780
Institution Type - YOUR INSTITUTION	Public	3%	5%	13%	37%	42%	4.10	.02	2,329
Institution Type - ENTIRE SAMPLE	Public	3%	7%	19%	42%	29%	3.85	.00	94,282
	Private	3%	8%	20%	42%	27%	3.81	.01	28,620
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	13%	37%	42%	4.10	.02	2,329
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	17%	39%	33%	3.91	.02	3,157
	Primarily 4-year	3%	8%	19%	42%	28%	3.84	.00	119,745
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	13%	37%	42%	4.10	.02	2,329
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	19%	43%	29%	3.89	.00	93,449
	Mainly Contracted	5%	10%	21%	39%	24%	3.66	.01	26,019
	Combination of Both	4%	7%	16%	38%	34%	3.91	.02	3,434
Total Current Enrollment - YOUR	Over 20,000	3%	5%	13%	37%	42%	4.10	.02	2,329
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	20%	44%	28%	3.90	.01	5,908
	2,500 to 10,000	4%	7%	19%	41%	30%	3.85	.01	24,335
	10,001 to 20,000	3%	7%	20%	42%	29%	3.87	.01	39,204
	Over 20,000	4%	8%	19%	42%	27%	3.80	.00	53,455
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	5%	20%	51%	20%	3.79	.07	162
	Express Unit	2%	2%	4%	32%	59%	4.43	.03	803
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	40%	46%	4.28	.04	450
	Sit-down Restaurant		8%	20%	35%	34%	3.88	.07	266
	Convenience Store	2%	1%	11%	43%	43%	4.24	.09	95
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	18%	41%	29%	3.83	.01	21,652
	Marketplace	3%	7%	19%	44%	27%	3.85	.01	8,644
	Express Unit	3%	4%	12%	39%	42%	4.13	.01	17,639
	Specialty Coffee Shop/ Juice Bar	2%	5%	14%	40%	39%	4.08	.01	9,314
	Sit-down Restaurant	2%	4%	12%	39%	42%	4.15	.01	4,439
	Convenience Store	2%	5%	16%	44%	33%	4.02	.01	7,247
	No type given	3%	9%	14%	35%	40%	4.01	.09	148

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 3a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Taste

		Taste					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	0%	4%	16%	80%	4.75	.01	1,880
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	102,874
Aggregated Retail Units	YOUR INSTITUTION	0%	0%	4%	16%	80%	4.75	.01	1,437
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	5%	19%	75%	4.67	.00	57,685
Aggregated Dining Halls	YOUR INSTITUTION		0%	3%	16%	80%	4.75	.03	443
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	45,189
Respondent Type - YOUR INSTITUTION	Student	0%	1%	4%	15%	80%	4.74	.02	1,449
	Faculty			4%	19%	76%	4.72	.06	72
	Administration/ Staff		0%	2%	17%	80%	4.77	.03	353
	Other				17%	83%	4.83	.17	6
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	6%	20%	73%	4.66	.00	88,376
	Faculty	0%	0%	3%	20%	76%	4.71	.01	3,220
	Administration/Staff	0%	0%	2%	15%	82%	4.79	.00	10,305
	Other	1%	1%	6%	18%	74%	4.64	.03	665
Student Class Status - YOUR INSTITUTION	First year	0%	1%	4%	14%	82%	4.77	.02	725
	Sophomore			2%	15%	82%	4.80	.04	123
	Junior		0%	3%	12%	84%	4.81	.03	251
	Senior	1%	1%	2%	19%	76%	4.69	.06	136
	Graduate	0%	0%	9%	23%	68%	4.56	.05	204
	Other				30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	5%	19%	74%	4.67	.00	34,082
	Sophomore	0%	1%	6%	20%	73%	4.65	.00	18,102
	Junior	0%	1%	5%	20%	73%	4.65	.01	15,057
	Senior	0%	1%	5%	20%	74%	4.66	.01	14,000
	Graduate	0%	1%	6%	23%	70%	4.62	.01	6,161
	Other		0%	5%	21%	74%	4.67	.02	838
Gender - YOUR INSTITUTION	Female		0%	3%	13%	84%	4.80	.01	1,248
	Male	0%	1%	5%	22%	72%	4.65	.03	610
	Transgender			14%	14%	71%	4.57	.30	7
	Other Identity		7%	7%	40%	47%	4.27	.23	15
Gender - ENTIRE SAMPLE	Female	0%	0%	4%	18%	78%	4.72	.00	59,761
	Male	0%	1%	6%	23%	70%	4.60	.00	41,294
	Transgender	2%	2%	12%	20%	66%	4.46	.04	386
	Other Identity	1%	1%	9%	19%	70%	4.56	.03	723
Live... - YOUR INSTITUTION	On campus		0%	3%	14%	83%	4.79	.02	669
	Off campus	0%	0%	4%	17%	78%	4.73	.02	1,211
Live... - ENTIRE SAMPLE	On campus	0%	1%	5%	20%	74%	4.66	.00	59,720
	Off campus	0%	1%	5%	19%	76%	4.69	.00	41,671
NACUFS Region - YOUR	Southern	0%	0%	4%	16%	80%	4.75	.01	1,880
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	5%	20%	74%	4.67	.01	9,138
	Mid-Atlantic	0%	1%	5%	22%	73%	4.66	.01	8,265
	Midwest	0%	1%	5%	21%	73%	4.66	.00	26,729
	Northeast	0%	1%	5%	19%	75%	4.67	.00	23,108
	Pacific	0%	1%	5%	20%	74%	4.66	.00	17,261
	Southern	0%	1%	5%	18%	76%	4.70	.00	18,373
Institution Type - YOUR INSTITUTION	Public	0%	0%	4%	16%	80%	4.75	.01	1,880
Institution Type - ENTIRE SAMPLE	Public	0%	1%	5%	20%	74%	4.67	.00	78,362
	Private	0%	1%	5%	19%	75%	4.68	.00	24,512
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	0%	4%	16%	80%	4.75	.01	1,880
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	5%	18%	76%	4.69	.01	2,538
	Primarily 4-year	0%	1%	5%	20%	74%	4.67	.00	100,336
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	0%	4%	16%	80%	4.75	.01	1,880
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	5%	20%	74%	4.67	.00	78,642
	Mainly Contracted	0%	1%	5%	19%	75%	4.68	.00	21,331
	Combination of Both	0%	1%	4%	15%	80%	4.73	.01	2,901
Total Current Enrollment - YOUR	Over 20,000	0%	0%	4%	16%	80%	4.75	.01	1,880
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	0%	4%	19%	76%	4.71	.01	5,033
	2,500 to 10,000	0%	1%	5%	19%	74%	4.67	.00	20,265
	10,001 to 20,000	0%	1%	5%	20%	74%	4.66	.00	32,688
	Over 20,000	0%	1%	5%	20%	74%	4.67	.00	44,888
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	1%	16%	82%	4.79	.04	138
	Express Unit	0%	1%	4%	14%	81%	4.75	.02	639
	Specialty Coffee Shop/ Juice Bar	0%	0%	4%	17%	79%	4.74	.03	382
	Sit-down Restaurant	1%	1%	4%	15%	80%	4.74	.04	198
	Convenience Store			3%	24%	74%	4.71	.06	80
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	20%	73%	4.65	.00	18,401
	Marketplace	0%	1%	5%	21%	74%	4.67	.01	7,254
	Express Unit	0%	1%	4%	18%	77%	4.70	.01	14,640
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	20%	75%	4.67	.01	7,748
	Sit-down Restaurant	0%	0%	3%	15%	81%	4.76	.01	3,612
	Convenience Store	0%	1%	6%	23%	70%	4.61	.01	5,911
	No type given	1%	1%	5%	14%	79%	4.70	.06	119

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 3b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Taste

		Taste					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	6%	12%	33%	46%	4.13	.02	2,333
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	9%	20%	39%	29%	3.81	.00	122,786
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	8%	32%	53%	4.31	.02	1,777
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	15%	39%	37%	4.01	.00	69,005
Aggregated Dining Halls	YOUR INSTITUTION	6%	13%	24%	35%	22%	3.55	.05	556
Aggregated Dining Halls	ENTIRE SAMPLE	4%	12%	27%	39%	18%	3.54	.00	53,781
Respondent Type - YOUR INSTITUTION	Student	3%	7%	12%	31%	46%	4.10	.03	1,759
	Faculty	2%	1%	18%	41%	37%	4.11	.09	99
	Administration/ Staff	2%	3%	11%	38%	45%	4.21	.04	466
	Other			11%	44%	44%	4.33	.24	9
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	22%	39%	27%	3.76	.00	104,569
	Faculty	4%	6%	15%	39%	36%	3.97	.02	4,059
	Administration/Staff	3%	5%	13%	38%	42%	4.11	.01	12,966
	Other	3%	4%	14%	32%	46%	4.15	.04	823
Student Class Status - YOUR INSTITUTION	First year	4%	10%	15%	29%	43%	3.96	.04	873
	Sophomore	1%	5%	8%	32%	53%	4.31	.07	157
	Junior	2%	5%	7%	36%	51%	4.28	.05	292
	Senior	1%	3%	14%	30%	51%	4.26	.07	174
	Graduate	4%	5%	10%	35%	47%	4.16	.07	251
	Other			25%	42%	33%	4.08	.23	12
Student Class Status - ENTIRE SAMPLE	First year	4%	10%	23%	38%	24%	3.69	.01	39,992
	Sophomore	4%	10%	23%	38%	25%	3.68	.01	21,631
	Junior	4%	8%	20%	40%	28%	3.81	.01	17,849
	Senior	3%	7%	19%	40%	31%	3.88	.01	16,438
	Graduate	3%	7%	17%	41%	31%	3.91	.01	7,428
	Other	3%	8%	20%	35%	33%	3.85	.03	1,049
Gender - YOUR INSTITUTION	Female	4%	6%	11%	32%	48%	4.15	.03	1,560
	Male	2%	7%	14%	36%	41%	4.08	.04	747
	Transgender		22%	22%	11%	44%	3.78	.43	9
	Other Identity		6%	29%	29%	35%	3.94	.23	17
Gender - ENTIRE SAMPLE	Female	3%	9%	20%	38%	29%	3.82	.00	72,469
	Male	4%	8%	21%	40%	28%	3.79	.00	48,190
	Transgender	7%	10%	22%	34%	27%	3.63	.06	441
	Other Identity	8%	9%	26%	33%	25%	3.58	.04	841
Live... - YOUR INSTITUTION	On campus	4%	10%	15%	30%	41%	3.92	.04	812
	Off campus	2%	4%	11%	35%	49%	4.24	.02	1,521
Live... - ENTIRE SAMPLE	On campus	4%	11%	24%	39%	23%	3.65	.00	70,250
	Off campus	3%	6%	15%	39%	37%	4.03	.00	50,786
NACUFS Region - YOUR	Southern	3%	6%	12%	33%	46%	4.13	.02	2,333
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	18%	41%	33%	3.95	.01	10,546
	Mid-Atlantic	6%	13%	24%	38%	20%	3.54	.01	9,990
	Midwest	3%	8%	20%	42%	28%	3.83	.01	31,226
	Northeast	4%	9%	21%	37%	28%	3.75	.01	27,261
	Pacific	4%	10%	23%	37%	27%	3.72	.01	21,037
	Southern	3%	7%	17%	39%	35%	3.96	.01	22,726
Institution Type - YOUR INSTITUTION	Public	3%	6%	12%	33%	46%	4.13	.02	2,333
Institution Type - ENTIRE SAMPLE	Public	4%	9%	20%	39%	29%	3.81	.00	94,199
	Private	4%	9%	21%	39%	27%	3.78	.01	28,587
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	12%	33%	46%	4.13	.02	2,333
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	8%	17%	38%	34%	3.91	.02	3,158
	Primarily 4-year	4%	9%	20%	39%	29%	3.80	.00	119,628
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	12%	33%	46%	4.13	.02	2,333
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	20%	40%	29%	3.85	.00	93,325
	Mainly Contracted	6%	11%	21%	36%	26%	3.65	.01	26,020
	Combination of Both	5%	8%	19%	35%	34%	3.84	.02	3,441
Total Current Enrollment - YOUR	Over 20,000	3%	6%	12%	33%	46%	4.13	.02	2,333
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	8%	21%	41%	27%	3.84	.01	5,893
	2,500 to 10,000	4%	8%	20%	39%	30%	3.83	.01	24,309
	10,001 to 20,000	3%	8%	21%	39%	29%	3.83	.01	39,194
	Over 20,000	4%	9%	20%	38%	28%	3.77	.00	53,390
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	19%	47%	24%	3.84	.07	165
	Express Unit	2%	2%	6%	26%	63%	4.46	.03	801
	Specialty Coffee Shop/ Juice Bar	1%	3%	7%	33%	56%	4.41	.04	452
	Sit-down Restaurant	5%	8%	12%	37%	39%	3.97	.07	265
	Convenience Store	2%	1%	7%	48%	41%	4.26	.08	94
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	18%	39%	31%	3.85	.01	21,643
	Marketplace	3%	8%	18%	42%	30%	3.89	.01	8,641
	Express Unit	2%	5%	12%	36%	45%	4.16	.01	17,631
	Specialty Coffee Shop/ Juice Bar	3%	5%	14%	37%	42%	4.11	.01	9,311
	Sit-down Restaurant	2%	5%	12%	37%	45%	4.18	.01	4,424
	Convenience Store	2%	5%	16%	42%	35%	4.03	.01	7,207
	No type given	3%	7%	16%	36%	38%	4.00	.08	148

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 4a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
FOOD: Eye appeal

		Eye appeal					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	10%	18%	34%	37%	3.95	.02	1,875
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	11%	20%	34%	33%	3.83	.00	102,510
Aggregated Retail Units	YOUR INSTITUTION	1%	9%	17%	34%	39%	3.99	.03	1,432
Aggregated Retail Units	ENTIRE SAMPLE	2%	9%	18%	34%	37%	3.93	.00	57,495
Aggregated Dining Halls	YOUR INSTITUTION	2%	11%	21%	35%	31%	3.82	.05	443
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	22%	34%	28%	3.71	.01	45,015
Respondent Type - YOUR INSTITUTION	Student	2%	11%	19%	32%	36%	3.88	.03	1,442
	Faculty	1%	4%	21%	47%	27%	3.95	.10	73
	Administration/ Staff	0%	4%	12%	39%	45%	4.25	.04	354
	Other			17%	50%	33%	4.17	.31	6
Respondent Type - ENTIRE SAMPLE	Student	3%	12%	21%	33%	31%	3.79	.00	88,050
	Faculty	2%	7%	17%	39%	35%	3.98	.02	3,208
	Administration/Staff	1%	5%	13%	39%	42%	4.17	.01	10,294
	Other	2%	5%	17%	29%	47%	4.14	.04	670
Student Class Status - YOUR INSTITUTION	First year	2%	11%	20%	33%	34%	3.85	.04	719
	Sophomore	2%	13%	19%	28%	39%	3.90	.10	120
	Junior	1%	8%	15%	30%	46%	4.12	.06	252
	Senior	2%	22%	12%	25%	39%	3.78	.11	138
	Graduate	2%	10%	26%	38%	24%	3.73	.07	203
	Other	10%			60%	30%	4.00	.37	10
Student Class Status - ENTIRE SAMPLE	First year	3%	12%	21%	33%	30%	3.75	.01	33,934
	Sophomore	3%	13%	21%	33%	31%	3.76	.01	18,030
	Junior	3%	12%	20%	33%	33%	3.82	.01	15,024
	Senior	3%	11%	20%	33%	34%	3.85	.01	13,944
	Graduate	2%	12%	20%	36%	30%	3.79	.01	6,148
	Other	2%	9%	18%	34%	37%	3.96	.04	833
Gender - YOUR INSTITUTION	Female	1%	8%	16%	34%	41%	4.06	.03	1,244
	Male	2%	11%	22%	35%	30%	3.79	.04	609
	Transgender	14%	29%	43%	14%		2.57	.37	7
	Other Identity	7%	53%	27%	13%		2.47	.22	15
Gender - ENTIRE SAMPLE	Female	2%	10%	18%	35%	35%	3.92	.00	59,626
	Male	3%	13%	22%	33%	29%	3.71	.01	41,091
	Transgender	4%	15%	24%	21%	36%	3.70	.06	375
	Other Identity	5%	16%	23%	30%	27%	3.58	.04	727
Live... - YOUR INSTITUTION	On campus	2%	11%	21%	32%	34%	3.86	.04	663
	Off campus	2%	9%	16%	35%	38%	4.00	.03	1,212
Live... - ENTIRE SAMPLE	On campus	3%	13%	21%	33%	30%	3.74	.00	59,475
	Off campus	2%	9%	18%	35%	37%	3.96	.01	41,566
NACUFS Region - YOUR	Southern	2%	10%	18%	34%	37%	3.95	.02	1,875
NACUFS Region - ENTIRE SAMPLE	Continental	3%	12%	21%	37%	28%	3.74	.01	9,098
	Mid-Atlantic	3%	13%	23%	34%	27%	3.68	.01	8,245
	Midwest	3%	12%	21%	35%	30%	3.77	.01	26,647
	Northeast	2%	9%	18%	33%	37%	3.93	.01	23,021
	Pacific	3%	11%	19%	32%	35%	3.87	.01	17,176
	Southern	2%	10%	19%	33%	35%	3.88	.01	18,323
Institution Type - YOUR INSTITUTION	Public	2%	10%	18%	34%	37%	3.95	.02	1,875
Institution Type - ENTIRE SAMPLE	Public	2%	11%	20%	34%	33%	3.84	.00	78,093
	Private	3%	12%	20%	34%	32%	3.80	.01	24,417
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	10%	18%	34%	37%	3.95	.02	1,875
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	7%	17%	35%	39%	4.00	.02	2,528
	Primarily 4-year	3%	11%	20%	34%	33%	3.83	.00	99,982
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	10%	18%	34%	37%	3.95	.02	1,875
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	11%	20%	34%	32%	3.83	.00	78,345
	Mainly Contracted	3%	13%	20%	33%	31%	3.77	.01	21,266
	Combination of Both	1%	4%	11%	32%	53%	4.31	.02	2,899
Total Current Enrollment - YOUR	Over 20,000	2%	10%	18%	34%	37%	3.95	.02	1,875
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	12%	20%	35%	31%	3.78	.02	5,019
	2,500 to 10,000	2%	9%	18%	34%	36%	3.93	.01	20,209
	10,001 to 20,000	2%	10%	19%	34%	34%	3.87	.01	32,530
	Over 20,000	3%	12%	21%	34%	30%	3.77	.01	44,752
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	20%	32%	39%	3.99	.09	137
	Express Unit	1%	10%	18%	32%	39%	3.97	.04	634
	Specialty Coffee Shop/ Juice Bar	1%	8%	16%	37%	38%	4.02	.05	381
	Sit-down Restaurant	2%	11%	15%	33%	39%	3.97	.08	198
	Convenience Store		10%	11%	40%	39%	4.09	.10	82
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	9%	18%	34%	37%	3.95	.01	18,308
	Marketplace	3%	13%	21%	34%	29%	3.75	.01	7,232
	Express Unit	2%	8%	17%	33%	39%	4.00	.01	14,594
	Specialty Coffee Shop/ Juice Bar	2%	9%	17%	35%	37%	3.97	.01	7,730
	Sit-down Restaurant	2%	9%	16%	35%	38%	3.99	.02	3,605
	Convenience Store	2%	10%	20%	35%	34%	3.88	.01	5,906
	No type given	1%	6%	13%	28%	53%	4.26	.09	120

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 4b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Eye appeal

		Eye appeal								
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp	
Aggregated Dining Halls & Retail Units	Florida State University	3%	6%	15%	35%	41%	4.05	.02	2,318	
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	9%	23%	36%	29%	3.78	.00	122,393	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	13%	34%	47%	4.20	.02	1,762	
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	20%	36%	35%	3.94	.00	68,817	
Aggregated Dining Halls	YOUR INSTITUTION	5%	13%	23%	36%	23%	3.58	.05	556	
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	28%	36%	21%	3.59	.00	53,576	
Respondent Type - YOUR INSTITUTION	Student	3%	6%	16%	33%	41%	4.03	.03	1,750	
	Faculty	1%	8%	18%	39%	34%	3.97	.10	97	
	Administration/ Staff	3%	5%	11%	40%	42%	4.13	.05	462	
	Other			22%	44%	33%	4.11	.26	9	
Respondent Type - ENTIRE SAMPLE	Student	3%	9%	25%	36%	27%	3.74	.00	104,232	
	Faculty	3%	6%	18%	38%	35%	3.95	.02	4,043	
	Administration/Staff	2%	5%	15%	38%	40%	4.08	.01	12,914	
	Other	3%	5%	15%	32%	45%	4.13	.04	825	
Student Class Status - YOUR INSTITUTION	First year	4%	8%	18%	32%	38%	3.92	.04	868	
	Sophomore	3%	5%	12%	34%	46%	4.17	.08	155	
	Junior	2%	2%	13%	35%	48%	4.25	.05	295	
	Senior	2%	5%	19%	29%	45%	4.11	.08	172	
	Graduate	3%	7%	15%	35%	40%	4.02	.07	248	
	Other			25%	42%	33%	4.08	.23	12	
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	26%	36%	26%	3.71	.01	39,870	
	Sophomore	4%	11%	26%	34%	24%	3.65	.01	21,554	
	Junior	4%	9%	23%	36%	28%	3.75	.01	17,772	
	Senior	3%	8%	23%	37%	29%	3.81	.01	16,387	
	Graduate	3%	6%	20%	40%	31%	3.91	.01	7,415	
	Other	3%	7%	20%	35%	34%	3.90	.03	1,049	
Gender - YOUR INSTITUTION	Female	3%	6%	14%	32%	44%	4.09	.03	1,551	
	Male	3%	7%	17%	39%	35%	3.97	.04	741	
	Transgender	11%	11%		56%	22%	3.67	.44	9	
	Other Identity		6%	24%	47%	24%	3.88	.21	17	
Gender - ENTIRE SAMPLE	Female	3%	9%	22%	36%	30%	3.81	.00	72,306	
	Male	4%	8%	25%	36%	27%	3.75	.00	47,966	
	Transgender	8%	9%	23%	36%	24%	3.59	.06	439	
	Other Identity	6%	11%	31%	29%	24%	3.53	.04	838	
Live... - YOUR INSTITUTION	On campus	4%	8%	18%	33%	36%	3.89	.04	806	
	Off campus	2%	5%	13%	35%	44%	4.14	.03	1,512	
Live... - ENTIRE SAMPLE	On campus	4%	10%	27%	35%	24%	3.65	.00	70,019	
	Off campus	3%	6%	19%	37%	36%	3.97	.00	50,629	
NACUFS Region - YOUR	Southern	3%	6%	15%	35%	41%	4.05	.02	2,318	
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	23%	38%	31%	3.88	.01	10,528	
	Mid-Atlantic	5%	12%	28%	35%	20%	3.53	.01	9,941	
	Midwest	3%	8%	23%	38%	28%	3.80	.01	31,132	
	Northeast	4%	9%	24%	34%	29%	3.75	.01	27,197	
	Pacific	4%	9%	24%	35%	28%	3.75	.01	20,935	
	Southern	3%	7%	21%	36%	33%	3.90	.01	22,660	
Institution Type - YOUR INSTITUTION	Public	3%	6%	15%	35%	41%	4.05	.02	2,318	
Institution Type - ENTIRE SAMPLE	Public	3%	8%	23%	36%	29%	3.79	.00	93,896	
	Private	3%	9%	24%	36%	27%	3.75	.01	28,497	
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	15%	35%	41%	4.05	.02	2,318	
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	21%	34%	33%	3.83	.02	3,153	
	Primarily 4-year	3%	9%	23%	36%	29%	3.78	.00	119,240	
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	15%	35%	41%	4.05	.02	2,318	
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	23%	37%	29%	3.82	.00	93,012	
	Mainly Contracted	5%	11%	24%	34%	25%	3.64	.01	25,954	
	Combination of Both	5%	9%	19%	33%	34%	3.81	.02	3,427	
Total Current Enrollment - YOUR	Over 20,000	3%	6%	15%	35%	41%	4.05	.02	2,318	
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	8%	24%	38%	27%	3.81	.01	5,879	
	2,500 to 10,000	4%	8%	23%	35%	30%	3.79	.01	24,250	
	10,001 to 20,000	3%	8%	24%	36%	29%	3.80	.01	39,049	
	Over 20,000	4%	9%	23%	36%	28%	3.76	.00	53,215	
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	9%	29%	42%	18%	3.64	.08	162	
	Express Unit	3%	4%	10%	30%	53%	4.27	.03	793	
	Specialty Coffee Shop/ Juice Bar	0%	2%	11%	36%	51%	4.36	.04	450	
	Sit-down Restaurant	3%	5%	15%	37%	40%	4.06	.06	262	
	Convenience Store	2%	4%	12%	43%	39%	4.13	.09	95	
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	22%	36%	29%	3.77	.01	21,564	
	Marketplace	3%	8%	24%	39%	27%	3.80	.01	8,605	
	Express Unit	2%	5%	17%	35%	41%	4.06	.01	17,584	
	Specialty Coffee Shop/ Juice Bar	2%	5%	16%	34%	43%	4.12	.01	9,309	
	Sit-down Restaurant	1%	5%	16%	36%	42%	4.12	.01	4,414	
	Convenience Store	2%	6%	21%	38%	33%	3.95	.01	7,193	
	No type given	2%	3%	14%	37%	44%	4.18	.08	148	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 5a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Freshness

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	5%	21%	72%	4.64	.01	1,866
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	7%	24%	68%	4.59	.00	102,296
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	5%	21%	72%	4.64	.02	1,424
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	23%	69%	4.59	.00	57,355
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	5%	20%	73%	4.66	.03	442
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.58	.00	44,941
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	22%	70%	4.61	.02	1,435
	Faculty			4%	24%	72%	4.68	.06	74
	Administration/ Staff			2%	18%	80%	4.77	.03	351
	Other				17%	83%	4.83	.17	6
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	25%	67%	4.56	.00	87,862
	Faculty	1%	0%	4%	20%	75%	4.69	.01	3,205
	Administration/Staff	0%	0%	3%	17%	79%	4.75	.01	10,262
	Other	1%	1%	8%	19%	71%	4.59	.03	664
Student Class Status - YOUR INSTITUTION	First year		1%	6%	22%	71%	4.63	.02	719
	Sophomore	1%		3%	25%	72%	4.67	.06	120
	Junior	0%	2%	6%	15%	76%	4.64	.05	247
	Senior	1%	2%	6%	27%	64%	4.52	.07	138
	Graduate	0%	1%	9%	23%	66%	4.53	.05	201
	Other			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	24%	67%	4.57	.00	33,830
	Sophomore	0%	1%	8%	25%	66%	4.56	.01	17,974
	Junior	0%	1%	7%	25%	66%	4.55	.01	15,004
	Senior	0%	1%	7%	24%	67%	4.57	.01	13,930
	Graduate	0%	1%	6%	25%	67%	4.58	.01	6,144
	Other	0%	0%	7%	23%	69%	4.60	.02	837
Gender - YOUR INSTITUTION	Female	0%	1%	4%	18%	78%	4.72	.02	1,234
	Male	0%	1%	9%	27%	63%	4.51	.03	611
	Transgender				57%	43%	4.43	.20	7
	Other Identity		14%	7%	57%	21%	3.86	.25	14
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	20%	75%	4.68	.00	59,512
	Male	1%	1%	9%	30%	59%	4.46	.00	40,982
	Transgender	2%	4%	13%	27%	55%	4.30	.05	379
	Other Identity	1%	2%	12%	27%	58%	4.39	.03	722
Live... - YOUR INSTITUTION	On campus		1%	5%	22%	72%	4.64	.02	663
	Off campus	0%	1%	5%	21%	73%	4.65	.02	1,203
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	25%	67%	4.57	.00	59,372
	Off campus	0%	1%	6%	22%	71%	4.62	.00	41,459
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	5%	21%	72%	4.64	.01	1,866
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	26%	66%	4.57	.01	9,090
	Mid-Atlantic	0%	1%	7%	25%	67%	4.58	.01	8,224
	Midwest	0%	1%	7%	25%	67%	4.57	.00	26,584
	Northeast	0%	1%	7%	22%	70%	4.60	.00	22,971
	Pacific	0%	1%	7%	23%	68%	4.58	.01	17,149
	Southern	0%	1%	6%	22%	70%	4.62	.00	18,278
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	21%	72%	4.64	.01	1,866
Institution Type - ENTIRE SAMPLE	Public	0%	1%	7%	23%	68%	4.59	.00	77,933
	Private	0%	1%	7%	25%	68%	4.58	.00	24,363
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	21%	72%	4.64	.01	1,866
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	6%	21%	72%	4.63	.01	2,523
	Primarily 4-year	0%	1%	7%	24%	68%	4.59	.00	99,773
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	21%	72%	4.64	.01	1,866
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	24%	68%	4.59	.00	78,222
	Mainly Contracted	0%	1%	7%	24%	68%	4.58	.00	21,182
	Combination of Both	0%	1%	5%	21%	72%	4.64	.01	2,892
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	5%	21%	72%	4.64	.01	1,866
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	23%	71%	4.63	.01	4,998
	2,500 to 10,000	0%	1%	7%	22%	70%	4.61	.00	20,160
	10,001 to 20,000	0%	1%	7%	24%	68%	4.58	.00	32,479
	Over 20,000	0%	1%	7%	25%	67%	4.58	.00	44,659
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	5%	24%	70%	4.62	.06	136
	Express Unit	0%	1%	6%	20%	73%	4.64	.03	633
	Specialty Coffee Shop/ Juice Bar	1%	1%	4%	22%	73%	4.66	.03	376
	Sit-down Restaurant		1%	8%	23%	69%	4.59	.05	197
	Convenience Store			4%	23%	73%	4.70	.06	82
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	23%	68%	4.57	.01	18,255
	Marketplace	0%	1%	7%	26%	66%	4.57	.01	7,225
	Express Unit	0%	1%	6%	22%	71%	4.62	.01	14,561
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	23%	70%	4.61	.01	7,702
	Sit-down Restaurant	1%	1%	5%	22%	73%	4.65	.01	3,589
	Convenience Store	0%	1%	8%	24%	67%	4.56	.01	5,902
	No type given	1%	2%	7%	17%	74%	4.62	.07	121

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 5b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Freshness

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	8%	15%	32%	41%	3.99	.02	2,316
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	11%	23%	33%	28%	3.70	.00	122,323
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	14%	32%	46%	4.14	.02	1,764
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	20%	33%	35%	3.87	.00	68,712
Aggregated Dining Halls	YOUR INSTITUTION	7%	16%	21%	30%	26%	3.51	.05	552
Aggregated Dining Halls	ENTIRE SAMPLE	6%	14%	27%	33%	20%	3.47	.00	53,611
Respondent Type - YOUR INSTITUTION	Student	4%	9%	17%	31%	40%	3.93	.03	1,747
	Faculty	2%	4%	13%	40%	40%	4.12	.10	97
	Administration/ Staff	3%	5%	11%	33%	48%	4.18	.05	463
	Other			22%	22%	56%	4.33	.29	9
Respondent Type - ENTIRE SAMPLE	Student	5%	12%	24%	33%	26%	3.63	.00	104,202
	Faculty	3%	7%	16%	34%	40%	4.01	.02	4,031
	Administration/Staff	2%	6%	13%	34%	45%	4.13	.01	12,905
	Other	3%	5%	17%	27%	48%	4.13	.04	814
Student Class Status - YOUR INSTITUTION	First year	5%	12%	18%	30%	35%	3.77	.04	870
	Sophomore	4%	7%	15%	28%	46%	4.06	.09	155
	Junior	3%	3%	16%	31%	47%	4.18	.06	290
	Senior	1%	9%	16%	27%	46%	4.07	.08	171
	Graduate	3%	6%	15%	36%	40%	4.05	.06	249
	Other		8%	8%	67%	17%	3.92	.23	12
Student Class Status - ENTIRE SAMPLE	First year	5%	13%	26%	32%	24%	3.56	.01	39,864
	Sophomore	6%	13%	25%	32%	23%	3.53	.01	21,532
	Junior	5%	11%	23%	34%	27%	3.66	.01	17,785
	Senior	4%	10%	22%	34%	29%	3.75	.01	16,394
	Graduate	3%	8%	18%	37%	34%	3.91	.01	7,406
	Other	4%	9%	21%	32%	34%	3.82	.03	1,038
Gender - YOUR INSTITUTION	Female	4%	8%	16%	29%	43%	4.00	.03	1,548
	Male	3%	8%	15%	36%	38%	3.99	.04	743
	Transgender	22%	11%		56%	11%	3.22	.49	9
	Other Identity		25%	19%	31%	25%	3.56	.29	16
Gender - ENTIRE SAMPLE	Female	5%	12%	22%	32%	29%	3.69	.00	72,211
	Male	4%	10%	23%	35%	28%	3.71	.01	47,982
	Transgender	10%	11%	23%	31%	26%	3.52	.06	441
	Other Identity	6%	15%	24%	33%	22%	3.48	.04	836
Live... - YOUR INSTITUTION	On campus	6%	13%	19%	28%	34%	3.72	.04	810
	Off campus	3%	5%	13%	33%	45%	4.14	.03	1,506
Live... - ENTIRE SAMPLE	On campus	6%	14%	26%	33%	22%	3.51	.00	70,051
	Off campus	3%	7%	18%	34%	38%	3.96	.00	50,540
NACUFS Region - YOUR	Southern	4%	8%	15%	32%	41%	3.99	.02	2,316
NACUFS Region - ENTIRE SAMPLE	Continental	3%	9%	22%	35%	30%	3.80	.01	10,496
	Mid-Atlantic	8%	16%	26%	30%	20%	3.40	.01	9,947
	Midwest	4%	11%	23%	35%	27%	3.70	.01	31,115
	Northeast	5%	12%	23%	32%	28%	3.65	.01	27,167
	Pacific	5%	11%	23%	33%	29%	3.70	.01	20,938
	Southern	4%	9%	20%	34%	34%	3.84	.01	22,660
Institution Type - YOUR INSTITUTION	Public	4%	8%	15%	32%	41%	3.99	.02	2,316
Institution Type - ENTIRE SAMPLE	Public	5%	11%	22%	33%	29%	3.71	.00	93,867
	Private	5%	12%	24%	33%	27%	3.65	.01	28,456
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	15%	32%	41%	3.99	.02	2,316
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	10%	20%	32%	33%	3.79	.02	3,146
	Primarily 4-year	5%	11%	23%	33%	28%	3.70	.00	119,177
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	15%	32%	41%	3.99	.02	2,316
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	10%	23%	34%	29%	3.74	.00	93,007
	Mainly Contracted	7%	13%	23%	31%	26%	3.55	.01	25,903
	Combination of Both	5%	10%	18%	31%	36%	3.84	.02	3,413
Total Current Enrollment - YOUR	Over 20,000	4%	8%	15%	32%	41%	3.99	.02	2,316
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	10%	23%	36%	27%	3.74	.01	5,877
	2,500 to 10,000	5%	11%	23%	32%	29%	3.70	.01	24,206
	10,001 to 20,000	4%	11%	22%	33%	30%	3.74	.01	39,046
	Over 20,000	5%	11%	23%	33%	27%	3.66	.00	53,194
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	24%	40%	24%	3.75	.08	165
	Express Unit	2%	4%	11%	28%	55%	4.29	.03	797
	Specialty Coffee Shop/ Juice Bar	1%	3%	15%	35%	47%	4.24	.04	446
	Sit-down Restaurant	7%	11%	16%	30%	36%	3.78	.08	263
	Convenience Store	1%	4%	10%	45%	40%	4.18	.09	93
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	22%	33%	30%	3.71	.01	21,544
	Marketplace	4%	10%	23%	35%	28%	3.75	.01	8,608
	Express Unit	3%	6%	17%	32%	41%	4.02	.01	17,559
	Specialty Coffee Shop/ Juice Bar	2%	7%	17%	33%	41%	4.03	.01	9,270
	Sit-down Restaurant	3%	6%	15%	34%	42%	4.07	.02	4,400
	Convenience Store	3%	9%	21%	35%	32%	3.85	.01	7,182
	No type given	3%	5%	16%	33%	44%	4.10	.08	149

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 6a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
FOOD: Nutritional content

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	5%	13%	28%	54%	4.28	.02	1,878
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	28%	56%	4.35	.00	102,014
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	13%	28%	52%	4.23	.03	1,437
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	28%	55%	4.32	.00	57,174
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	10%	26%	60%	4.43	.04	441
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	58%	4.39	.00	44,840
Respondent Type - YOUR INSTITUTION	Student	1%	5%	13%	26%	55%	4.27	.03	1,443
	Faculty		3%	11%	34%	52%	4.35	.09	71
	Administration/ Staff	2%	2%	11%	34%	51%	4.30	.05	358
	Other			17%	33%	50%	4.33	.33	6
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	28%	56%	4.35	.00	87,657
	Faculty	2%	2%	9%	28%	60%	4.43	.02	3,179
	Administration/Staff	1%	3%	10%	31%	56%	4.37	.01	10,232
	Other	2%	2%	11%	26%	58%	4.35	.04	654
Student Class Status - YOUR INSTITUTION	First year	1%	6%	12%	26%	55%	4.28	.04	725
	Sophomore		3%	12%	26%	59%	4.40	.08	121
	Junior	2%	8%	13%	21%	56%	4.21	.07	252
	Senior	1%	5%	14%	29%	51%	4.22	.08	136
	Graduate	1%	4%	16%	29%	51%	4.25	.07	199
	Other			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	27%	57%	4.35	.00	33,777
	Sophomore	1%	3%	12%	28%	56%	4.35	.01	17,940
	Junior	1%	4%	12%	28%	55%	4.33	.01	14,958
	Senior	1%	3%	12%	28%	56%	4.34	.01	13,887
	Graduate	1%	3%	11%	30%	55%	4.37	.01	6,128
	Other	1%	3%	11%	26%	59%	4.38	.03	830
Gender - YOUR INSTITUTION	Female	1%	4%	11%	26%	58%	4.35	.03	1,246
	Male	2%	6%	15%	30%	47%	4.14	.04	611
	Transgender		14%		43%	43%	4.14	.40	7
	Other Identity		14%	21%	50%	14%	3.64	.25	14
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	26%	62%	4.46	.00	59,360
	Male	2%	4%	15%	31%	48%	4.20	.00	40,892
	Transgender	3%	5%	16%	24%	52%	4.18	.05	380
	Other Identity	2%	4%	17%	26%	51%	4.19	.04	704
Live... - YOUR INSTITUTION	On campus	1%	5%	12%	26%	56%	4.30	.04	669
	Off campus	1%	4%	13%	28%	53%	4.27	.03	1,209
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	28%	57%	4.36	.00	59,208
	Off campus	1%	3%	11%	29%	56%	4.34	.00	41,372
NACUFS Region - YOUR	Southern	1%	5%	13%	28%	54%	4.28	.02	1,878
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	30%	54%	4.31	.01	9,037
	Mid-Atlantic	1%	3%	11%	29%	57%	4.37	.01	8,196
	Midwest	1%	3%	12%	30%	54%	4.32	.01	26,501
	Northeast	1%	3%	11%	27%	58%	4.39	.01	22,893
	Pacific	1%	3%	11%	26%	59%	4.39	.01	17,125
	Southern	1%	4%	12%	27%	56%	4.33	.01	18,262
Institution Type - YOUR INSTITUTION	Public	1%	5%	13%	28%	54%	4.28	.02	1,878
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	28%	56%	4.34	.00	77,736
	Private	1%	3%	10%	28%	58%	4.39	.01	24,278
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	5%	13%	28%	54%	4.28	.02	1,878
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	11%	28%	55%	4.32	.02	2,512
	Primarily 4-year	1%	3%	11%	28%	56%	4.35	.00	99,502
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	5%	13%	28%	54%	4.28	.02	1,878
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	12%	28%	56%	4.35	.00	78,000
	Mainly Contracted	1%	3%	11%	29%	55%	4.34	.01	21,127
	Combination of Both	1%	2%	7%	23%	67%	4.53	.01	2,887
Total Current Enrollment - YOUR	Over 20,000	1%	5%	13%	28%	54%	4.28	.02	1,878
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	10%	27%	59%	4.42	.01	4,982
	2,500 to 10,000	1%	3%	11%	28%	57%	4.36	.01	20,068
	10,001 to 20,000	1%	3%	12%	28%	57%	4.36	.00	32,378
	Over 20,000	1%	3%	12%	29%	55%	4.34	.00	44,586
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	12%	27%	56%	4.33	.08	138
	Express Unit	2%	5%	13%	28%	52%	4.23	.04	641
	Specialty Coffee Shop/ Juice Bar	1%	6%	13%	28%	52%	4.25	.05	376
	Sit-down Restaurant	3%	7%	17%	25%	49%	4.11	.08	199
	Convenience Store	1%	2%	8%	40%	48%	4.31	.09	83
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	27%	57%	4.36	.01	18,212
	Marketplace	1%	3%	12%	31%	54%	4.33	.01	7,204
	Express Unit	1%	4%	12%	29%	54%	4.31	.01	14,517
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	29%	54%	4.29	.01	7,676
	Sit-down Restaurant	2%	4%	11%	28%	55%	4.31	.02	3,569
	Convenience Store	1%	3%	13%	29%	53%	4.29	.01	5,884
	No type given	3%	4%	14%	26%	53%	4.21	.10	112

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 6b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Nutritional content

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	11%	25%	30%	29%	3.68	.02	2,297
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	27%	31%	23%	3.51	.00	121,111
Aggregated Retail Units	YOUR INSTITUTION	4%	10%	24%	31%	32%	3.78	.03	1,750
Aggregated Retail Units	ENTIRE SAMPLE	6%	11%	26%	31%	26%	3.60	.00	67,948
Aggregated Dining Halls	YOUR INSTITUTION	9%	15%	27%	28%	21%	3.37	.05	547
Aggregated Dining Halls	ENTIRE SAMPLE	8%	14%	28%	32%	19%	3.40	.01	53,163
Respondent Type - YOUR INSTITUTION	Student	6%	12%	27%	28%	27%	3.59	.03	1,738
	Faculty	2%	4%	22%	36%	36%	3.99	.10	95
	Administration/ Staff	3%	7%	18%	37%	36%	3.97	.05	455
	Other		11%	11%	44%	33%	4.00	.33	9
Respondent Type - ENTIRE SAMPLE	Student	7%	13%	28%	31%	21%	3.45	.00	103,340
	Faculty	6%	9%	21%	35%	30%	3.75	.02	3,960
	Administration/Staff	3%	7%	21%	35%	34%	3.89	.01	12,645
	Other	4%	6%	23%	29%	38%	3.91	.04	793
Student Class Status - YOUR INSTITUTION	First year	7%	14%	27%	27%	25%	3.49	.04	866
	Sophomore	6%	11%	28%	27%	29%	3.61	.09	154
	Junior	4%	8%	24%	32%	32%	3.81	.06	290
	Senior	4%	13%	27%	26%	30%	3.65	.09	172
	Graduate	4%	11%	30%	31%	25%	3.63	.07	245
	Other	9%	27%	27%	27%	9%	3.00	.36	11
Student Class Status - ENTIRE SAMPLE	First year	7%	14%	29%	30%	20%	3.40	.01	39,506
	Sophomore	8%	15%	28%	30%	19%	3.39	.01	21,372
	Junior	7%	13%	28%	31%	22%	3.48	.01	17,627
	Senior	6%	12%	27%	31%	23%	3.53	.01	16,265
	Graduate	5%	10%	24%	35%	26%	3.67	.01	7,363
	Other	6%	13%	26%	28%	26%	3.55	.04	1,024
Gender - YOUR INSTITUTION	Female	5%	11%	25%	29%	30%	3.68	.03	1,536
	Male	4%	11%	25%	33%	27%	3.69	.04	736
	Transgender	22%	22%	22%	11%	22%	2.89	.51	9
	Other Identity		19%	31%	25%	25%	3.56	.27	16
Gender - ENTIRE SAMPLE	Female	7%	13%	27%	30%	22%	3.47	.00	71,567
	Male	5%	11%	27%	33%	23%	3.58	.01	47,452
	Transgender	12%	12%	28%	27%	22%	3.35	.06	433
	Other Identity	9%	15%	29%	29%	18%	3.33	.04	817
Live... - YOUR INSTITUTION	On campus	8%	14%	28%	27%	24%	3.45	.04	804
	Off campus	3%	9%	23%	32%	32%	3.80	.03	1,493
Live... - ENTIRE SAMPLE	On campus	8%	15%	29%	30%	18%	3.36	.00	69,421
	Off campus	4%	9%	25%	33%	29%	3.72	.00	49,978
NACUFS Region - YOUR	Southern	5%	11%	25%	30%	29%	3.68	.02	2,297
NACUFS Region - ENTIRE SAMPLE	Continental	4%	12%	27%	34%	23%	3.58	.01	10,402
	Mid-Atlantic	12%	18%	28%	27%	15%	3.17	.01	9,878
	Midwest	6%	12%	28%	33%	21%	3.53	.01	30,781
	Northeast	7%	13%	26%	30%	24%	3.50	.01	26,860
	Pacific	6%	12%	27%	31%	24%	3.53	.01	20,751
	Southern	6%	11%	26%	31%	26%	3.61	.01	22,439
Institution Type - YOUR INSTITUTION	Public	5%	11%	25%	30%	29%	3.68	.02	2,297
Institution Type - ENTIRE SAMPLE	Public	6%	12%	27%	31%	23%	3.52	.00	92,844
	Private	7%	13%	27%	32%	21%	3.48	.01	28,267
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	11%	25%	30%	29%	3.68	.02	2,297
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	12%	27%	29%	24%	3.50	.02	3,072
	Primarily 4-year	6%	13%	27%	31%	23%	3.51	.00	118,039
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	11%	25%	30%	29%	3.68	.02	2,297
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	12%	27%	32%	23%	3.54	.00	92,087
	Mainly Contracted	9%	14%	27%	29%	20%	3.37	.01	25,610
	Combination of Both	6%	10%	22%	30%	32%	3.70	.02	3,414
Total Current Enrollment - YOUR	Over 20,000	5%	11%	25%	30%	29%	3.68	.02	2,297
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	12%	28%	33%	22%	3.54	.01	5,817
	2,500 to 10,000	7%	12%	27%	31%	23%	3.52	.01	23,910
	10,001 to 20,000	6%	12%	27%	32%	24%	3.58	.01	38,656
	Over 20,000	7%	13%	27%	31%	21%	3.46	.01	52,728
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	13%	35%	28%	17%	3.33	.09	163
	Express Unit	2%	8%	22%	29%	38%	3.93	.04	794
	Specialty Coffee Shop/ Juice Bar	1%	8%	24%	36%	31%	3.87	.05	444
	Sit-down Restaurant	9%	16%	26%	26%	22%	3.37	.08	257
	Convenience Store	2%	7%	18%	43%	29%	3.91	.10	92
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	14%	28%	29%	22%	3.44	.01	21,323
	Marketplace	6%	13%	27%	33%	21%	3.49	.01	8,519
	Express Unit	4%	9%	25%	31%	31%	3.74	.01	17,355
	Specialty Coffee Shop/ Juice Bar	4%	9%	26%	31%	30%	3.74	.01	9,146
	Sit-down Restaurant	4%	9%	24%	32%	31%	3.78	.02	4,332
	Convenience Store	6%	11%	26%	33%	25%	3.60	.01	7,133
	No type given	2%	6%	24%	35%	33%	3.90	.09	140

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 7a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
FOOD: Value

		(1) Not at All Important	(2) Not Very Important	Value (3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	8%	25%	65%	4.53	.02	1,849
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	11%	28%	57%	4.40	.00	100,745
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	7%	25%	67%	4.56	.02	1,418
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	26%	64%	4.51	.00	57,020
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	11%	27%	59%	4.42	.04	431
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	15%	32%	49%	4.25	.00	43,725
Respondent Type - YOUR INSTITUTION	Student	0%	2%	9%	25%	64%	4.50	.02	1,423
	Faculty		1%	4%	31%	64%	4.57	.08	72
	Administration/ Staff	1%	0%	4%	27%	68%	4.61	.04	348
	Other				17%	83%	4.83	.17	6
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	12%	29%	56%	4.37	.00	86,486
	Faculty	0%	1%	8%	30%	61%	4.49	.01	3,160
	Administration/Staff	0%	1%	5%	26%	68%	4.60	.01	10,156
	Other	1%	1%	11%	25%	62%	4.46	.03	650
Student Class Status - YOUR INSTITUTION	First year	1%	2%	11%	24%	63%	4.47	.03	709
	Sophomore		2%	9%	21%	68%	4.56	.07	120
	Junior		2%	8%	24%	66%	4.54	.05	248
	Senior		1%	7%	28%	64%	4.56	.06	135
	Graduate	0%	1%	9%	25%	64%	4.51	.05	202
	Other	11%			33%	56%	4.22	.43	9
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	14%	30%	51%	4.28	.00	33,106
	Sophomore	1%	2%	13%	29%	55%	4.36	.01	17,711
	Junior	1%	2%	11%	27%	60%	4.43	.01	14,823
	Senior	1%	2%	10%	26%	62%	4.46	.01	13,820
	Graduate	0%	1%	8%	28%	63%	4.52	.01	6,083
	Other	1%	2%	11%	29%	57%	4.40	.03	819
Gender - YOUR INSTITUTION	Female	0%	1%	7%	23%	68%	4.58	.02	1,228
	Male	0%	2%	10%	29%	59%	4.43	.03	600
	Transgender			17%	33%	50%	4.33	.33	6
	Other Identity	7%	7%	7%	53%	27%	3.87	.29	15
Gender - ENTIRE SAMPLE	Female	1%	2%	10%	28%	60%	4.44	.00	58,495
	Male	1%	2%	13%	30%	54%	4.33	.00	40,497
	Transgender	2%	3%	17%	23%	55%	4.26	.05	373
	Other Identity	2%	3%	15%	24%	56%	4.31	.04	693
Live... - YOUR INSTITUTION	On campus	1%	2%	10%	25%	62%	4.46	.03	651
	Off campus	0%	1%	7%	26%	66%	4.56	.02	1,198
Live... - ENTIRE SAMPLE	On campus	1%	3%	14%	30%	52%	4.30	.00	58,147
	Off campus	0%	1%	8%	26%	65%	4.53	.00	41,170
NACUFS Region - YOUR	Southern	0%	1%	8%	25%	65%	4.53	.02	1,849
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	29%	58%	4.42	.01	8,967
	Mid-Atlantic	1%	3%	13%	31%	52%	4.31	.01	8,094
	Midwest	1%	2%	13%	31%	53%	4.33	.01	26,078
	Northeast	1%	2%	11%	27%	59%	4.42	.01	22,628
	Pacific	1%	2%	12%	27%	58%	4.40	.01	16,881
	Southern	1%	1%	9%	26%	63%	4.49	.01	18,097
Institution Type - YOUR INSTITUTION	Public	0%	1%	8%	25%	65%	4.53	.02	1,849
Institution Type - ENTIRE SAMPLE	Public	1%	2%	11%	28%	58%	4.41	.00	76,896
	Private	1%	2%	12%	29%	56%	4.37	.01	23,849
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	8%	25%	65%	4.53	.02	1,849
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	26%	64%	4.52	.02	2,519
	Primarily 4-year	1%	2%	11%	28%	57%	4.39	.00	98,226
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	8%	25%	65%	4.53	.02	1,849
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	12%	29%	57%	4.39	.00	77,065
	Mainly Contracted	1%	2%	11%	28%	58%	4.41	.01	20,837
	Combination of Both	1%	1%	7%	23%	67%	4.55	.01	2,843
Total Current Enrollment - YOUR	Over 20,000	0%	1%	8%	25%	65%	4.53	.02	1,849
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	12%	30%	56%	4.37	.01	4,863
	2,500 to 10,000	1%	2%	12%	28%	58%	4.41	.01	19,859
	10,001 to 20,000	1%	2%	12%	28%	57%	4.39	.00	31,974
	Over 20,000	1%	2%	11%	28%	58%	4.40	.00	44,049
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	11%	24%	64%	4.49	.07	135
	Express Unit	0%	1%	8%	24%	67%	4.55	.03	629
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	29%	64%	4.55	.04	378
	Sit-down Restaurant		2%	8%	20%	71%	4.60	.05	195
	Convenience Store	1%		1%	28%	69%	4.64	.07	81
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	25%	65%	4.53	.01	18,134
	Marketplace	0%	2%	9%	29%	59%	4.45	.01	7,165
	Express Unit	1%	1%	8%	25%	65%	4.53	.01	14,475
	Specialty Coffee Shop/ Juice Bar	1%	1%	9%	26%	64%	4.50	.01	7,692
	Sit-down Restaurant	0%	1%	7%	26%	65%	4.55	.01	3,556
	Convenience Store	1%	1%	8%	27%	63%	4.50	.01	5,880
	No type given	3%	2%	5%	24%	67%	4.51	.08	118

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 7b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
FOOD: Value

		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	Value (3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	6%	12%	21%	30%	31%	3.68	.03	2,287
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	14%	26%	29%	22%	3.42	.00	120,150
Aggregated Retail Units	YOUR INSTITUTION	5%	11%	20%	32%	32%	3.75	.03	1,751
Aggregated Retail Units	ENTIRE SAMPLE	9%	14%	24%	28%	24%	3.43	.00	68,200
Aggregated Dining Halls	YOUR INSTITUTION	10%	15%	23%	26%	27%	3.45	.06	536
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	28%	30%	20%	3.41	.01	51,950
Respondent Type - YOUR INSTITUTION	Student	7%	13%	23%	29%	28%	3.58	.03	1,732
	Faculty	5%	11%	15%	30%	39%	3.85	.12	96
	Administration/ Staff	4%	7%	14%	34%	41%	4.00	.05	450
	Other		22%	11%	44%	22%	3.67	.37	9
Respondent Type - ENTIRE SAMPLE	Student	9%	14%	27%	29%	21%	3.38	.00	102,267
	Faculty	9%	12%	20%	30%	29%	3.59	.02	3,997
	Administration/Staff	7%	12%	22%	29%	29%	3.61	.01	12,714
	Other	6%	10%	16%	28%	40%	3.87	.04	796
Student Class Status - YOUR INSTITUTION	First year	8%	13%	25%	29%	25%	3.49	.04	854
	Sophomore	6%	14%	18%	29%	33%	3.70	.10	154
	Junior	3%	11%	22%	30%	34%	3.79	.07	291
	Senior	5%	16%	20%	29%	30%	3.62	.09	173
	Graduate	7%	12%	24%	31%	27%	3.57	.08	249
	Other		27%	18%	36%	18%	3.45	.34	11
Student Class Status - ENTIRE SAMPLE	First year	7%	13%	28%	31%	21%	3.45	.01	38,870
	Sophomore	10%	15%	27%	28%	19%	3.30	.01	21,130
	Junior	10%	15%	26%	28%	20%	3.34	.01	17,518
	Senior	10%	15%	25%	29%	21%	3.35	.01	16,212
	Graduate	9%	14%	24%	31%	23%	3.45	.01	7,350
	Other	9%	12%	25%	28%	26%	3.50	.04	1,014
Gender - YOUR INSTITUTION	Female	6%	12%	20%	30%	31%	3.69	.03	1,524
	Male	7%	11%	21%	31%	31%	3.68	.04	737
	Transgender		11%	33%	56%		3.44	.24	9
	Other Identity		35%	35%	18%	12%	3.06	.25	17
Gender - ENTIRE SAMPLE	Female	8%	14%	26%	30%	22%	3.42	.00	70,827
	Male	9%	14%	25%	29%	23%	3.41	.01	47,238
	Transgender	15%	13%	27%	25%	20%	3.20	.06	430
	Other Identity	13%	18%	27%	24%	18%	3.15	.04	809
Live... - YOUR INSTITUTION	On campus	9%	14%	25%	28%	24%	3.44	.04	792
	Off campus	4%	11%	19%	32%	34%	3.80	.03	1,495
Live... - ENTIRE SAMPLE	On campus	9%	14%	28%	29%	19%	3.36	.00	68,309
	Off campus	8%	14%	23%	29%	26%	3.50	.01	50,134
NACUFS Region - YOUR	Southern	6%	12%	21%	30%	31%	3.68	.03	2,287
NACUFS Region - ENTIRE SAMPLE	Continental	7%	14%	26%	31%	22%	3.48	.01	10,347
	Mid-Atlantic	13%	18%	26%	27%	16%	3.15	.01	9,783
	Midwest	8%	14%	27%	31%	21%	3.43	.01	30,429
	Northeast	11%	13%	25%	28%	23%	3.40	.01	26,678
	Pacific	8%	13%	27%	30%	22%	3.44	.01	20,550
	Southern	8%	14%	25%	29%	24%	3.48	.01	22,363
Institution Type - YOUR INSTITUTION	Public	6%	12%	21%	30%	31%	3.68	.03	2,287
Institution Type - ENTIRE SAMPLE	Public	9%	14%	26%	29%	22%	3.42	.00	92,331
	Private	8%	14%	27%	30%	21%	3.42	.01	27,819
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	12%	21%	30%	31%	3.68	.03	2,287
Institution Type - ENTIRE SAMPLE	Primarily 2-year	12%	13%	23%	26%	25%	3.40	.02	3,106
	Primarily 4-year	9%	14%	26%	29%	22%	3.42	.00	117,044
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	12%	21%	30%	31%	3.68	.03	2,287
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	13%	26%	30%	23%	3.47	.00	91,390
	Mainly Contracted	13%	17%	25%	26%	19%	3.23	.01	25,406
	Combination of Both	8%	12%	22%	29%	29%	3.57	.02	3,354
Total Current Enrollment - YOUR	Over 20,000	6%	12%	21%	30%	31%	3.68	.03	2,287
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	12%	28%	33%	21%	3.49	.02	5,727
	2,500 to 10,000	9%	13%	25%	29%	24%	3.46	.01	23,816
	10,001 to 20,000	7%	14%	26%	30%	23%	3.48	.01	38,265
	Over 20,000	10%	15%	26%	29%	20%	3.35	.01	52,342
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	13%	31%	32%	15%	3.32	.09	163
	Express Unit	4%	8%	18%	31%	39%	3.94	.04	789
	Specialty Coffee Shop/ Juice Bar	3%	12%	23%	33%	28%	3.71	.05	446
	Sit-down Restaurant	8%	16%	19%	28%	29%	3.56	.08	262
	Convenience Store	7%	16%	11%	38%	27%	3.64	.13	91
Type of Retail Unit - ENTIRE SAMPLE	Food Court	12%	16%	25%	27%	20%	3.26	.01	21,359
	Marketplace	11%	15%	26%	29%	19%	3.29	.01	8,552
	Express Unit	7%	12%	23%	29%	29%	3.60	.01	17,408
	Specialty Coffee Shop/ Juice Bar	7%	14%	24%	30%	25%	3.51	.01	9,232
	Sit-down Restaurant	6%	12%	23%	30%	29%	3.65	.02	4,371
	Convenience Store	9%	15%	24%	29%	23%	3.42	.01	7,134
	No type given	9%	20%	19%	23%	28%	3.42	.11	144

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 8a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Availability of posted menu items

		Availability of posted menu items					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	3%	9%	31%	57%	4.41	.02	1,839
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	13%	35%	48%	4.25	.00	99,696
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	30%	60%	4.47	.02	1,406
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	51%	4.32	.00	55,911
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	13%	36%	45%	4.19	.04	433
Aggregated Dining Halls	ENTIRE SAMPLE	1%	5%	14%	36%	43%	4.15	.00	43,785
Respondent Type - YOUR INSTITUTION	Student	1%	3%	9%	30%	57%	4.40	.02	1,420
	Faculty	1%		16%	51%	31%	4.11	.09	70
	Administration/ Staff	0%	2%	5%	34%	58%	4.48	.04	343
	Other			17%		83%	4.67	.33	6
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	35%	47%	4.23	.00	85,787
	Faculty	2%	3%	13%	38%	45%	4.22	.02	3,070
	Administration/Staff	1%	2%	8%	37%	52%	4.38	.01	9,913
	Other	1%	3%	12%	30%	54%	4.32	.04	643
Student Class Status - YOUR INSTITUTION	First year	1%	3%	9%	28%	59%	4.41	.03	711
	Sophomore		3%	12%	29%	56%	4.38	.07	121
	Junior	1%	2%	8%	27%	63%	4.48	.05	249
	Senior		2%	8%	37%	53%	4.41	.06	131
	Graduate	1%	3%	11%	35%	50%	4.30	.06	198
	Other			20%	60%	20%	4.00	.21	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	35%	46%	4.20	.01	33,043
	Sophomore	1%	4%	14%	35%	46%	4.22	.01	17,630
	Junior	1%	4%	12%	34%	49%	4.27	.01	14,639
	Senior	1%	3%	12%	34%	50%	4.28	.01	13,657
	Graduate	1%	3%	13%	37%	46%	4.24	.01	5,890
	Other	1%	3%	13%	36%	47%	4.25	.03	807
Gender - YOUR INSTITUTION	Female	0%	2%	9%	28%	60%	4.45	.02	1,224
	Male	1%	3%	9%	37%	50%	4.32	.03	594
	Transgender		14%		71%	14%	3.86	.34	7
	Other Identity			14%	64%	21%	4.07	.16	14
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	34%	50%	4.29	.00	57,970
	Male	1%	4%	14%	36%	44%	4.18	.00	39,982
	Transgender	3%	3%	15%	29%	50%	4.22	.05	379
	Other Identity	2%	4%	19%	34%	41%	4.09	.04	697
Live... - YOUR INSTITUTION	On campus	1%	4%	10%	28%	58%	4.39	.03	656
	Off campus	1%	2%	8%	33%	56%	4.42	.02	1,183
Live... - ENTIRE SAMPLE	On campus	1%	4%	14%	35%	46%	4.21	.00	57,978
	Off campus	1%	3%	11%	35%	50%	4.31	.00	40,305
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	9%	31%	57%	4.41	.02	1,839
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	39%	43%	4.20	.01	8,870
	Mid-Atlantic	1%	4%	15%	37%	43%	4.16	.01	7,998
	Midwest	1%	4%	13%	37%	46%	4.22	.01	25,838
	Northeast	1%	3%	13%	33%	49%	4.26	.01	22,482
	Pacific	1%	3%	13%	33%	49%	4.26	.01	16,722
	Southern	1%	3%	11%	34%	51%	4.31	.01	17,786
Institution Type - YOUR INSTITUTION	Public	1%	3%	9%	31%	57%	4.41	.02	1,839
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	35%	48%	4.26	.00	76,061
	Private	1%	4%	13%	36%	46%	4.20	.01	23,635
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	9%	31%	57%	4.41	.02	1,839
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	11%	35%	50%	4.30	.02	2,438
	Primarily 4-year	1%	4%	13%	35%	48%	4.24	.00	97,258
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	9%	31%	57%	4.41	.02	1,839
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	13%	35%	47%	4.24	.00	76,275
	Mainly Contracted	1%	4%	13%	35%	47%	4.24	.01	20,580
	Combination of Both	1%	3%	8%	29%	59%	4.43	.02	2,841
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	9%	31%	57%	4.41	.02	1,839
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	13%	37%	45%	4.21	.01	4,852
	2,500 to 10,000	1%	3%	12%	33%	51%	4.30	.01	19,727
	10,001 to 20,000	1%	4%	13%	35%	47%	4.23	.01	31,621
	Over 20,000	1%	4%	13%	36%	47%	4.24	.00	43,496
Type of Retail Unit - YOUR INSTITUTION	Food Court		4%	12%	30%	54%	4.35	.07	136
	Express Unit	1%	1%	7%	29%	62%	4.50	.03	624
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	31%	59%	4.46	.04	377
	Sit-down Restaurant	1%	2%	6%	28%	64%	4.53	.05	195
	Convenience Store		1%	4%	45%	50%	4.43	.07	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	49%	4.28	.01	17,883
	Marketplace	1%	3%	13%	37%	47%	4.25	.01	7,058
	Express Unit	1%	2%	10%	32%	55%	4.39	.01	14,269
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	33%	54%	4.36	.01	7,597
	Sit-down Restaurant	1%	2%	9%	34%	54%	4.39	.01	3,521
	Convenience Store	1%	3%	12%	35%	49%	4.28	.01	5,473
	No type given	1%	2%	9%	30%	58%	4.43	.08	110

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 8b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Availability of posted menu items

		Availability of posted menu items					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	7%	14%	29%	46%	4.06	.02	2,308
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	17%	33%	38%	3.95	.00	120,030
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	12%	29%	50%	4.15	.03	1,767
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	33%	44%	4.08	.00	67,489
Aggregated Dining Halls	YOUR INSTITUTION	4%	11%	21%	30%	34%	3.78	.05	541
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	19%	35%	31%	3.78	.00	52,541
Respondent Type - YOUR INSTITUTION	Student	4%	8%	15%	28%	45%	4.02	.03	1,748
	Faculty	3%	7%	17%	25%	47%	4.06	.11	95
	Administration/ Staff	2%	4%	10%	34%	49%	4.24	.04	456
	Other			22%	11%	67%	4.44	.29	9
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	17%	34%	37%	3.91	.00	102,491
	Faculty	4%	6%	12%	32%	46%	4.12	.02	3,873
	Administration/Staff	3%	5%	11%	32%	49%	4.20	.01	12,514
	Other	4%	4%	14%	27%	52%	4.20	.04	793
Student Class Status - YOUR INSTITUTION	First year	5%	9%	17%	28%	40%	3.89	.04	863
	Sophomore	6%	9%	13%	25%	48%	4.00	.10	157
	Junior	3%	4%	11%	29%	53%	4.25	.06	295
	Senior	3%	6%	12%	31%	47%	4.13	.08	170
	Graduate	4%	6%	16%	28%	47%	4.08	.07	251
	Other			8%	42%	50%	4.42	.19	12
Student Class Status - ENTIRE SAMPLE	First year	4%	9%	19%	34%	34%	3.85	.01	39,239
	Sophomore	4%	9%	18%	34%	35%	3.86	.01	21,228
	Junior	4%	8%	16%	34%	38%	3.93	.01	17,483
	Senior	3%	7%	16%	34%	40%	4.01	.01	16,169
	Graduate	3%	6%	14%	36%	41%	4.06	.01	7,195
	Other	3%	8%	18%	30%	41%	3.99	.03	1,008
Gender - YOUR INSTITUTION	Female	4%	7%	14%	29%	46%	4.05	.03	1,545
	Male	3%	7%	14%	30%	46%	4.09	.04	738
	Transgender		11%		44%	44%	4.22	.32	9
	Other Identity		13%	19%	44%	25%	3.81	.25	16
Gender - ENTIRE SAMPLE	Female	4%	8%	16%	33%	39%	3.96	.00	70,795
	Male	4%	8%	17%	34%	37%	3.94	.00	47,165
	Transgender	7%	10%	17%	33%	33%	3.73	.06	436
	Other Identity	6%	12%	19%	29%	34%	3.73	.04	803
Live... - YOUR INSTITUTION	On campus	5%	10%	18%	29%	39%	3.86	.04	802
	Off campus	3%	5%	12%	30%	50%	4.17	.03	1,506
Live... - ENTIRE SAMPLE	On campus	4%	10%	19%	34%	33%	3.83	.00	68,890
	Off campus	3%	6%	13%	33%	45%	4.12	.00	49,459
NACUFS Region - YOUR	Southern	4%	7%	14%	29%	46%	4.06	.02	2,308
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	14%	35%	42%	4.07	.01	10,312
	Mid-Atlantic	6%	11%	18%	34%	32%	3.76	.01	9,739
	Midwest	3%	8%	16%	35%	38%	3.96	.01	30,472
	Northeast	4%	8%	17%	33%	38%	3.92	.01	26,742
	Pacific	4%	9%	19%	33%	35%	3.85	.01	20,571
	Southern	3%	6%	14%	33%	43%	4.07	.01	22,194
Institution Type - YOUR INSTITUTION	Public	4%	7%	14%	29%	46%	4.06	.02	2,308
Institution Type - ENTIRE SAMPLE	Public	4%	8%	16%	33%	39%	3.95	.00	92,182
	Private	4%	8%	17%	34%	37%	3.92	.01	27,848
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	14%	29%	46%	4.06	.02	2,308
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	7%	14%	32%	44%	4.07	.02	3,068
	Primarily 4-year	4%	8%	17%	34%	38%	3.94	.00	116,962
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	14%	29%	46%	4.06	.02	2,308
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	34%	40%	4.00	.00	91,351
	Mainly Contracted	6%	10%	18%	33%	33%	3.78	.01	25,302
	Combination of Both	6%	9%	16%	30%	39%	3.88	.02	3,377
Total Current Enrollment - YOUR	Over 20,000	4%	7%	14%	29%	46%	4.06	.02	2,308
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	16%	34%	39%	4.01	.01	5,738
	2,500 to 10,000	4%	8%	16%	32%	40%	3.96	.01	23,864
	10,001 to 20,000	3%	8%	17%	33%	38%	3.95	.01	38,279
	Over 20,000	4%	8%	16%	34%	38%	3.93	.00	52,149
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	5%	20%	31%	43%	4.10	.08	162
	Express Unit	3%	5%	10%	26%	56%	4.28	.04	796
	Specialty Coffee Shop/ Juice Bar	6%	8%	13%	30%	42%	3.94	.06	458
	Sit-down Restaurant	3%	5%	12%	31%	48%	4.16	.06	264
	Convenience Store	2%	3%	9%	44%	41%	4.18	.10	87
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	16%	33%	39%	3.97	.01	21,251
	Marketplace	3%	8%	16%	35%	38%	3.97	.01	8,502
	Express Unit	2%	5%	12%	31%	50%	4.21	.01	17,309
	Specialty Coffee Shop/ Juice Bar	3%	6%	13%	33%	45%	4.10	.01	9,261
	Sit-down Restaurant	2%	4%	11%	30%	54%	4.30	.01	4,352
	Convenience Store	3%	6%	17%	35%	39%	4.02	.01	6,680
	No type given	3%	6%	11%	25%	54%	4.22	.09	134

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 9a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
MENU: Variety of menu choices

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	10%	34%	53%	4.38	.02	1,836
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	54%	4.39	.00	100,466
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	10%	35%	52%	4.35	.02	1,401
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	53%	4.37	.00	56,264
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	8%	34%	57%	4.47	.03	435
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	9%	34%	55%	4.41	.00	44,202
Respondent Type - YOUR INSTITUTION	Student	1%	2%	10%	33%	53%	4.36	.02	1,416
	Faculty	1%		17%	44%	38%	4.17	.10	71
	Administration/ Staff		1%	6%	37%	57%	4.50	.03	343
	Other				33%	67%	4.67	.21	6
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	34%	54%	4.38	.00	86,357
	Faculty	0%	2%	9%	39%	50%	4.36	.01	3,133
	Administration/Staff	0%	1%	7%	37%	55%	4.45	.01	10,025
	Other	1%	2%	12%	33%	52%	4.34	.03	655
Student Class Status - YOUR INSTITUTION	First year	0%	2%	9%	31%	57%	4.43	.03	709
	Sophomore	1%	1%	11%	37%	51%	4.36	.07	120
	Junior	0%	3%	12%	27%	57%	4.38	.05	248
	Senior	2%	2%	12%	37%	47%	4.26	.08	132
	Graduate	1%	4%	12%	42%	42%	4.19	.06	197
	Other		10%		70%	20%	4.00	.26	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	33%	55%	4.41	.00	33,267
	Sophomore	1%	2%	10%	34%	54%	4.38	.01	17,731
	Junior	1%	2%	11%	34%	53%	4.36	.01	14,754
	Senior	1%	2%	10%	34%	53%	4.37	.01	13,711
	Graduate	0%	2%	11%	38%	48%	4.31	.01	5,938
	Other	1%	1%	10%	36%	52%	4.37	.03	820
Gender - YOUR INSTITUTION	Female	0%	1%	9%	32%	58%	4.46	.02	1,219
	Male	1%	3%	11%	39%	45%	4.24	.04	596
	Transgender			29%	43%	29%	4.00	.31	7
	Other Identity		7%	7%	79%	7%	3.86	.18	14
Gender - ENTIRE SAMPLE	Female	0%	1%	8%	33%	57%	4.45	.00	58,430
	Male	1%	2%	12%	37%	48%	4.30	.00	40,265
	Transgender	1%	3%	14%	28%	53%	4.30	.05	374
	Other Identity	1%	4%	14%	32%	48%	4.22	.03	719
Live... - YOUR INSTITUTION	On campus	0%	2%	8%	33%	57%	4.45	.03	655
	Off campus	1%	2%	11%	35%	51%	4.34	.02	1,181
Live... - ENTIRE SAMPLE	On campus	1%	1%	10%	34%	55%	4.40	.00	58,406
	Off campus	1%	2%	10%	35%	52%	4.37	.00	40,621
NACUFS Region - YOUR	Southern	1%	2%	10%	34%	53%	4.38	.02	1,836
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	11%	39%	48%	4.31	.01	8,934
	Mid-Atlantic	1%	2%	10%	35%	52%	4.37	.01	8,078
	Midwest	0%	2%	9%	35%	53%	4.39	.00	26,112
	Northeast	1%	2%	10%	32%	56%	4.41	.01	22,632
	Pacific	1%	2%	10%	33%	54%	4.38	.01	16,810
	Southern	1%	2%	9%	34%	54%	4.40	.01	17,900
Institution Type - YOUR INSTITUTION	Public	1%	2%	10%	34%	53%	4.38	.02	1,836
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	34%	54%	4.39	.00	76,601
	Private	0%	2%	10%	35%	53%	4.38	.01	23,865
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	10%	34%	53%	4.38	.02	1,836
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	9%	36%	53%	4.39	.02	2,459
	Primarily 4-year	1%	2%	10%	34%	54%	4.39	.00	98,007
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	10%	34%	53%	4.38	.02	1,836
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	34%	54%	4.39	.00	76,838
	Mainly Contracted	1%	2%	10%	35%	53%	4.37	.01	20,795
	Combination of Both	0%	1%	7%	27%	64%	4.53	.01	2,833
Total Current Enrollment - YOUR	Over 20,000	1%	2%	10%	34%	53%	4.38	.02	1,836
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	9%	36%	53%	4.41	.01	4,901
	2,500 to 10,000	0%	2%	9%	33%	56%	4.43	.01	19,868
	10,001 to 20,000	1%	2%	10%	34%	54%	4.38	.00	31,864
	Over 20,000	1%	2%	10%	35%	52%	4.37	.00	43,833
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	13%	31%	54%	4.38	.07	135
	Express Unit	0%	3%	11%	33%	53%	4.36	.03	620
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	38%	47%	4.27	.04	377
	Sit-down Restaurant	1%	3%	7%	31%	59%	4.45	.06	194
	Convenience Store			5%	45%	49%	4.44	.07	75
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	34%	53%	4.37	.01	17,969
	Marketplace	1%	2%	10%	36%	51%	4.36	.01	7,080
	Express Unit	1%	2%	10%	34%	53%	4.37	.01	14,346
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	35%	52%	4.35	.01	7,643
	Sit-down Restaurant	0%	2%	8%	36%	55%	4.42	.01	3,527
	Convenience Store	1%	2%	11%	35%	51%	4.35	.01	5,587
	No type given	1%	3%	11%	26%	60%	4.41	.08	112

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 9b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Variety of menu choices

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	9%	15%	33%	38%	3.92	.02	2,315
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	13%	21%	32%	28%	3.63	.00	121,472
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	13%	33%	43%	4.03	.03	1,767
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	18%	33%	33%	3.78	.00	68,206
Aggregated Dining Halls	YOUR INSTITUTION	6%	16%	22%	31%	25%	3.54	.05	548
Aggregated Dining Halls	ENTIRE SAMPLE	8%	16%	24%	31%	22%	3.43	.01	53,266
Respondent Type - YOUR INSTITUTION	Student	5%	10%	16%	31%	38%	3.86	.03	1,752
	Faculty	2%	9%	5%	44%	40%	4.09	.10	96
	Administration/ Staff	3%	6%	13%	37%	41%	4.08	.05	458
	Other	11%			33%	56%	4.22	.43	9
Respondent Type - ENTIRE SAMPLE	Student	7%	13%	21%	32%	27%	3.59	.00	103,525
	Faculty	7%	10%	16%	34%	32%	3.73	.02	3,997
	Administration/Staff	5%	9%	16%	33%	37%	3.89	.01	12,778
	Other	4%	7%	16%	29%	44%	4.04	.04	800
Student Class Status - YOUR INSTITUTION	First year	6%	12%	19%	31%	33%	3.72	.04	869
	Sophomore	4%	10%	14%	28%	44%	3.97	.09	156
	Junior	3%	7%	12%	30%	48%	4.13	.06	293
	Senior	1%	9%	17%	30%	43%	4.04	.08	172
	Graduate	6%	10%	14%	35%	36%	3.85	.07	250
	Other		8%	25%	42%	25%	3.83	.27	12
Student Class Status - ENTIRE SAMPLE	First year	7%	14%	23%	31%	25%	3.55	.01	39,613
	Sophomore	7%	15%	22%	31%	25%	3.51	.01	21,436
	Junior	7%	13%	20%	32%	28%	3.62	.01	17,665
	Senior	6%	11%	20%	34%	30%	3.72	.01	16,298
	Graduate	6%	11%	20%	34%	28%	3.68	.01	7,294
	Other	6%	11%	21%	32%	31%	3.71	.04	1,038
Gender - YOUR INSTITUTION	Female	4%	9%	15%	31%	40%	3.93	.03	1,556
	Male	4%	10%	16%	35%	36%	3.89	.04	734
	Transgender		22%	33%	22%	22%	3.44	.38	9
	Other Identity		6%	13%	50%	31%	4.06	.21	16
Gender - ENTIRE SAMPLE	Female	7%	13%	20%	32%	28%	3.62	.00	71,698
	Male	6%	12%	21%	33%	28%	3.65	.01	47,657
	Transgender	13%	12%	22%	28%	25%	3.41	.06	440
	Other Identity	8%	18%	23%	27%	23%	3.39	.04	827
Live... - YOUR INSTITUTION	On campus	6%	13%	19%	30%	31%	3.68	.04	807
	Off campus	3%	8%	13%	34%	42%	4.04	.03	1,508
Live... - ENTIRE SAMPLE	On campus	7%	15%	23%	31%	24%	3.48	.00	69,596
	Off campus	5%	9%	18%	34%	34%	3.84	.01	50,142
NACUFS Region - YOUR	Southern	4%	9%	15%	33%	38%	3.92	.02	2,315
NACUFS Region - ENTIRE SAMPLE	Continental	4%	11%	20%	35%	30%	3.75	.01	10,452
	Mid-Atlantic	10%	18%	22%	30%	21%	3.34	.01	9,892
	Midwest	6%	13%	21%	33%	27%	3.62	.01	30,876
	Northeast	7%	13%	21%	31%	28%	3.60	.01	27,012
	Pacific	6%	13%	22%	31%	27%	3.61	.01	20,808
	Southern	6%	11%	18%	33%	33%	3.77	.01	22,432
Institution Type - YOUR INSTITUTION	Public	4%	9%	15%	33%	38%	3.92	.02	2,315
Institution Type - ENTIRE SAMPLE	Public	6%	12%	20%	32%	29%	3.64	.00	93,210
	Private	6%	14%	22%	32%	26%	3.58	.01	28,262
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	9%	15%	33%	38%	3.92	.02	2,315
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	10%	17%	32%	34%	3.76	.02	3,111
	Primarily 4-year	6%	13%	21%	32%	28%	3.63	.00	118,361
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	9%	15%	33%	38%	3.92	.02	2,315
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	12%	21%	33%	29%	3.68	.00	92,368
	Mainly Contracted	9%	16%	21%	30%	24%	3.44	.01	25,709
	Combination of Both	6%	12%	19%	29%	34%	3.72	.02	3,395
Total Current Enrollment - YOUR	Over 20,000	4%	9%	15%	33%	38%	3.92	.02	2,315
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	13%	23%	33%	26%	3.63	.01	5,834
	2,500 to 10,000	7%	12%	20%	31%	29%	3.64	.01	24,071
	10,001 to 20,000	5%	12%	21%	33%	29%	3.67	.01	38,767
	Over 20,000	7%	13%	20%	32%	27%	3.59	.01	52,800
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	14%	21%	32%	28%	3.66	.09	163
	Express Unit	4%	8%	12%	30%	46%	4.06	.04	794
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	38%	44%	4.17	.04	457
	Sit-down Restaurant	5%	8%	13%	31%	43%	3.99	.07	264
	Convenience Store	3%	9%	13%	38%	36%	3.94	.11	89
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	12%	20%	32%	29%	3.65	.01	21,433
	Marketplace	7%	13%	21%	33%	26%	3.57	.01	8,568
	Express Unit	4%	8%	16%	33%	38%	3.93	.01	17,478
	Specialty Coffee Shop/ Juice Bar	4%	9%	16%	33%	37%	3.90	.01	9,361
	Sit-down Restaurant	4%	8%	15%	34%	40%	3.98	.02	4,382
	Convenience Store	4%	10%	20%	34%	32%	3.79	.01	6,845
	No type given	4%	10%	15%	35%	36%	3.90	.09	139

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 10a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Variety of healthy menu choices

		Variety of healthy menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	5%	12%	29%	53%	4.25	.02	1,836
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	29%	53%	4.29	.00	99,758
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	12%	30%	51%	4.22	.03	1,397
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	53%	4.27	.00	55,867
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	11%	25%	60%	4.38	.04	439
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	29%	55%	4.32	.00	43,891
Respondent Type - YOUR INSTITUTION	Student	2%	5%	12%	27%	53%	4.23	.03	1,412
	Faculty	1%		19%	28%	51%	4.28	.10	74
	Administration/ Staff	1%	2%	9%	34%	53%	4.36	.05	344
	Other		17%	33%	17%	33%	3.67	.49	6
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	29%	53%	4.28	.00	85,755
	Faculty	2%	2%	10%	28%	58%	4.38	.02	3,122
	Administration/Staff	1%	3%	9%	32%	55%	4.36	.01	9,953
	Other	2%	4%	12%	27%	55%	4.30	.04	637
Student Class Status - YOUR INSTITUTION	First year	2%	6%	12%	25%	56%	4.27	.04	704
	Sophomore	5%	4%	10%	31%	50%	4.17	.10	121
	Junior	3%	5%	11%	26%	55%	4.26	.07	249
	Senior	2%	9%	15%	31%	42%	4.02	.09	131
	Graduate	2%	3%	14%	32%	49%	4.24	.07	197
	Other			10%	50%	40%	4.30	.21	10
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	13%	29%	54%	4.29	.01	33,006
	Sophomore	2%	3%	12%	30%	52%	4.28	.01	17,635
	Junior	2%	4%	13%	29%	52%	4.27	.01	14,650
	Senior	2%	4%	13%	29%	53%	4.28	.01	13,621
	Graduate	1%	3%	11%	32%	52%	4.30	.01	5,896
	Other	2%	3%	12%	27%	56%	4.32	.03	817
Gender - YOUR INSTITUTION	Female	2%	4%	11%	27%	57%	4.34	.03	1,224
	Male	3%	6%	13%	32%	45%	4.09	.04	590
	Transgender			14%	14%	71%	4.57	.30	7
	Other Identity	7%	20%	20%	47%	7%	3.27	.28	15
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	27%	60%	4.43	.00	58,149
	Male	3%	5%	16%	33%	44%	4.10	.01	39,856
	Transgender	3%	4%	15%	24%	55%	4.25	.05	370
	Other Identity	3%	3%	17%	29%	48%	4.16	.04	715
Live... - YOUR INSTITUTION	On campus	2%	6%	11%	26%	55%	4.26	.04	655
	Off campus	2%	4%	12%	30%	52%	4.25	.03	1,181
Live... - ENTIRE SAMPLE	On campus	2%	3%	12%	29%	54%	4.30	.00	57,976
	Off campus	2%	4%	12%	30%	53%	4.29	.00	40,369
NACUFS Region - YOUR	Southern	2%	5%	12%	29%	53%	4.25	.02	1,836
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	12%	32%	50%	4.25	.01	8,847
	Mid-Atlantic	2%	3%	12%	30%	53%	4.30	.01	8,013
	Midwest	2%	3%	12%	31%	52%	4.28	.01	25,929
	Northeast	2%	3%	12%	28%	55%	4.32	.01	22,477
	Pacific	2%	3%	12%	28%	54%	4.30	.01	16,678
	Southern	2%	4%	11%	29%	54%	4.29	.01	17,814
Institution Type - YOUR INSTITUTION	Public	2%	5%	12%	29%	53%	4.25	.02	1,836
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	29%	53%	4.28	.00	76,015
	Private	1%	3%	11%	29%	55%	4.33	.01	23,743
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	5%	12%	29%	53%	4.25	.02	1,836
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	11%	28%	54%	4.29	.02	2,444
	Primarily 4-year	2%	3%	12%	29%	53%	4.29	.00	97,314
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	12%	29%	53%	4.25	.02	1,836
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	12%	29%	53%	4.29	.00	76,312
	Mainly Contracted	2%	4%	12%	30%	53%	4.28	.01	20,614
	Combination of Both	1%	3%	9%	25%	63%	4.46	.02	2,832
Total Current Enrollment - YOUR	Over 20,000	2%	5%	12%	29%	53%	4.25	.02	1,836
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	10%	30%	57%	4.39	.01	4,884
	2,500 to 10,000	2%	3%	12%	28%	55%	4.31	.01	19,692
	10,001 to 20,000	2%	3%	12%	29%	53%	4.30	.01	31,669
	Over 20,000	2%	4%	12%	30%	52%	4.27	.00	43,513
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	24%	60%	4.39	.08	135
	Express Unit	2%	5%	12%	30%	50%	4.21	.04	622
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	31%	49%	4.19	.05	370
	Sit-down Restaurant	4%	9%	9%	28%	51%	4.13	.08	195
	Convenience Store	1%	4%	8%	36%	51%	4.31	.10	75
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	28%	55%	4.31	.01	17,873
	Marketplace	2%	4%	12%	31%	52%	4.27	.01	7,046
	Express Unit	2%	4%	13%	30%	51%	4.25	.01	14,209
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	29%	52%	4.25	.01	7,555
	Sit-down Restaurant	2%	4%	11%	31%	52%	4.26	.02	3,502
	Convenience Store	2%	3%	13%	31%	51%	4.25	.01	5,571
	No type given	3%	4%	10%	37%	47%	4.22	.09	111

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 10b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Variety of healthy menu choices

		Variety of healthy menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	12%	20%	28%	33%	3.69	.03	2,278
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	14%	24%	30%	24%	3.48	.00	119,845
Aggregated Retail Units	YOUR INSTITUTION	5%	11%	20%	29%	35%	3.80	.03	1,732
Aggregated Retail Units	ENTIRE SAMPLE	7%	13%	23%	30%	27%	3.57	.00	67,128
Aggregated Dining Halls	YOUR INSTITUTION	11%	17%	21%	26%	24%	3.35	.06	546
Aggregated Dining Halls	ENTIRE SAMPLE	9%	15%	25%	30%	20%	3.36	.01	52,717
Respondent Type - YOUR INSTITUTION	Student	7%	14%	22%	26%	31%	3.60	.03	1,726
	Faculty	3%	7%	17%	37%	36%	3.95	.11	95
	Administration/ Staff	3%	7%	16%	36%	38%	3.98	.05	449
	Other	13%	13%		25%	50%	3.88	.55	8
Respondent Type - ENTIRE SAMPLE	Student	9%	15%	25%	30%	22%	3.43	.00	102,244
	Faculty	9%	11%	19%	32%	29%	3.63	.02	3,937
	Administration/Staff	5%	9%	19%	33%	33%	3.80	.01	12,508
	Other	4%	10%	19%	30%	36%	3.84	.04	782
Student Class Status - YOUR INSTITUTION	First year	9%	15%	22%	24%	29%	3.49	.04	854
	Sophomore	8%	15%	17%	27%	33%	3.62	.10	156
	Junior	4%	8%	21%	29%	38%	3.89	.07	289
	Senior	3%	14%	24%	25%	35%	3.74	.09	170
	Graduate	5%	15%	24%	30%	27%	3.58	.08	245
	Other	8%	17%		58%	17%	3.58	.36	12
Student Class Status - ENTIRE SAMPLE	First year	9%	16%	25%	29%	21%	3.39	.01	39,141
	Sophomore	10%	16%	25%	29%	21%	3.36	.01	21,176
	Junior	8%	14%	25%	30%	23%	3.46	.01	17,427
	Senior	8%	13%	24%	31%	25%	3.52	.01	16,108
	Graduate	7%	12%	22%	33%	26%	3.59	.01	7,203
	Other	8%	14%	23%	28%	28%	3.53	.04	1,016
Gender - YOUR INSTITUTION	Female	7%	13%	20%	27%	34%	3.69	.03	1,533
	Male	5%	11%	22%	32%	30%	3.71	.04	721
	Transgender	22%	22%	11%	11%	33%	3.11	.56	9
	Other Identity		7%	13%	60%	20%	3.93	.21	15
Gender - ENTIRE SAMPLE	Female	9%	15%	23%	29%	24%	3.43	.00	70,941
	Male	7%	12%	25%	32%	24%	3.56	.01	46,829
	Transgender	12%	15%	24%	27%	22%	3.33	.06	431
	Other Identity	11%	17%	25%	26%	21%	3.28	.04	814
Live... - YOUR INSTITUTION	On campus	10%	16%	22%	24%	28%	3.44	.05	798
	Off campus	4%	10%	20%	31%	35%	3.83	.03	1,480
Live... - ENTIRE SAMPLE	On campus	10%	16%	25%	29%	20%	3.33	.00	68,755
	Off campus	6%	11%	22%	32%	30%	3.68	.01	49,390
NACUFS Region - YOUR	Southern	6%	12%	20%	28%	33%	3.69	.03	2,278
NACUFS Region - ENTIRE SAMPLE	Continental	6%	13%	24%	33%	24%	3.57	.01	10,299
	Mid-Atlantic	14%	18%	25%	26%	17%	3.15	.01	9,757
	Midwest	7%	14%	24%	32%	23%	3.49	.01	30,460
	Northeast	9%	14%	23%	30%	25%	3.48	.01	26,688
	Pacific	8%	14%	24%	30%	24%	3.48	.01	20,539
	Southern	7%	13%	23%	30%	27%	3.57	.01	22,102
Institution Type - YOUR INSTITUTION	Public	6%	12%	20%	28%	33%	3.69	.03	2,278
Institution Type - ENTIRE SAMPLE	Public	8%	13%	24%	30%	25%	3.50	.00	91,892
	Private	8%	15%	24%	30%	22%	3.42	.01	27,953
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	12%	20%	28%	33%	3.69	.03	2,278
Institution Type - ENTIRE SAMPLE	Primarily 2-year	9%	14%	23%	28%	25%	3.46	.02	3,057
	Primarily 4-year	8%	14%	24%	30%	24%	3.48	.00	116,788
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	12%	20%	28%	33%	3.69	.03	2,278
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	24%	31%	25%	3.52	.00	91,209
	Mainly Contracted	11%	16%	24%	28%	20%	3.31	.01	25,276
	Combination of Both	9%	14%	21%	26%	29%	3.53	.02	3,360
Total Current Enrollment - YOUR	Over 20,000	6%	12%	20%	28%	33%	3.69	.03	2,278
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	14%	25%	32%	23%	3.49	.02	5,770
	2,500 to 10,000	8%	13%	24%	30%	24%	3.48	.01	23,723
	10,001 to 20,000	7%	13%	24%	31%	25%	3.54	.01	38,274
	Over 20,000	9%	14%	23%	30%	23%	3.43	.01	52,078
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	16%	29%	31%	18%	3.39	.09	160
	Express Unit	4%	10%	19%	25%	42%	3.92	.04	787
	Specialty Coffee Shop/ Juice Bar	3%	9%	19%	35%	33%	3.86	.05	445
	Sit-down Restaurant	8%	13%	21%	26%	31%	3.59	.08	254
	Convenience Store	5%	8%	15%	42%	30%	3.85	.12	86
Type of Retail Unit - ENTIRE SAMPLE	Food Court	10%	15%	24%	28%	23%	3.39	.01	21,163
	Marketplace	8%	14%	24%	31%	22%	3.43	.01	8,456
	Express Unit	6%	10%	21%	31%	33%	3.75	.01	17,178
	Specialty Coffee Shop/ Juice Bar	5%	11%	22%	31%	31%	3.71	.01	9,114
	Sit-down Restaurant	5%	11%	20%	32%	33%	3.77	.02	4,295
	Convenience Store	7%	12%	24%	31%	25%	3.54	.01	6,785
	No type given	2%	7%	24%	34%	34%	3.90	.09	137

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 11a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Variety of vegetarian menu choices

		Variety of vegetarian menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	22%	11%	14%	20%	32%	3.28	.04	1,638
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	18%	11%	15%	21%	34%	3.42	.01	85,325
Aggregated Retail Units	YOUR INSTITUTION	23%	11%	13%	20%	32%	3.27	.04	1,247
Aggregated Retail Units	ENTIRE SAMPLE	18%	11%	15%	22%	35%	3.46	.01	48,027
Aggregated Dining Halls	YOUR INSTITUTION	20%	12%	16%	20%	32%	3.33	.08	391
Aggregated Dining Halls	ENTIRE SAMPLE	19%	13%	16%	21%	32%	3.35	.01	37,298
Respondent Type - YOUR INSTITUTION	Student	23%	12%	14%	19%	32%	3.23	.04	1,257
	Faculty	22%	4%	24%	21%	28%	3.28	.18	67
	Administration/ Staff	19%	9%	11%	26%	36%	3.51	.09	308
	Other	33%		33%	33%		2.67	.56	6
Respondent Type - ENTIRE SAMPLE	Student	18%	12%	15%	21%	34%	3.41	.01	73,269
	Faculty	17%	11%	15%	23%	34%	3.46	.03	2,720
	Administration/Staff	20%	11%	14%	23%	33%	3.40	.02	8,520
	Other	12%	8%	17%	22%	41%	3.72	.06	572
Student Class Status - YOUR INSTITUTION	First year	25%	13%	14%	18%	29%	3.13	.06	622
	Sophomore	33%	13%	8%	15%	31%	2.98	.16	106
	Junior	20%	11%	12%	18%	39%	3.44	.10	227
	Senior	22%	17%	13%	16%	32%	3.18	.14	126
	Graduate	17%	8%	18%	24%	33%	3.49	.11	169
	Other		14%	29%	43%	14%	3.57	.37	7
Student Class Status - ENTIRE SAMPLE	First year	20%	12%	16%	20%	33%	3.33	.01	27,994
	Sophomore	17%	12%	15%	22%	34%	3.42	.01	14,946
	Junior	18%	11%	15%	21%	35%	3.45	.01	12,537
	Senior	17%	11%	15%	21%	36%	3.47	.01	11,739
	Graduate	15%	10%	14%	24%	37%	3.57	.02	5,248
	Other	17%	9%	17%	20%	37%	3.50	.06	688
Gender - YOUR INSTITUTION	Female	20%	12%	14%	19%	35%	3.36	.05	1,099
	Male	28%	9%	14%	22%	28%	3.12	.07	519
	Transgender		33%	17%	17%	33%	3.50	.56	6
	Other Identity	7%	36%	21%	21%	14%	3.00	.33	14
Gender - ENTIRE SAMPLE	Female	14%	11%	15%	22%	39%	3.59	.01	49,703
	Male	24%	13%	16%	20%	27%	3.14	.01	34,041
	Transgender	10%	6%	17%	20%	46%	3.84	.07	344
	Other Identity	13%	9%	16%	20%	43%	3.72	.06	635
Live... - YOUR INSTITUTION	On campus	25%	13%	14%	18%	30%	3.15	.07	574
	Off campus	21%	11%	14%	21%	33%	3.35	.05	1,064
Live... - ENTIRE SAMPLE	On campus	18%	12%	16%	21%	33%	3.39	.01	48,914
	Off campus	18%	11%	15%	21%	35%	3.45	.01	35,152
NACUFS Region - YOUR	Southern	22%	11%	14%	20%	32%	3.28	.04	1,638
NACUFS Region - ENTIRE SAMPLE	Continental	23%	13%	16%	21%	26%	3.13	.02	7,220
	Mid-Atlantic	20%	13%	15%	21%	31%	3.30	.02	6,581
	Midwest	20%	12%	15%	21%	32%	3.34	.01	21,694
	Northeast	15%	11%	15%	22%	38%	3.58	.01	19,450
	Pacific	15%	11%	16%	21%	37%	3.55	.01	14,662
	Southern	19%	12%	15%	20%	34%	3.38	.01	15,718
Institution Type - YOUR INSTITUTION	Public	22%	11%	14%	20%	32%	3.28	.04	1,638
Institution Type - ENTIRE SAMPLE	Public	18%	11%	15%	21%	34%	3.41	.01	65,193
	Private	17%	12%	15%	22%	34%	3.44	.01	20,132
Institution Type - YOUR INSTITUTION	Primarily 4-year	22%	11%	14%	20%	32%	3.28	.04	1,638
Institution Type - ENTIRE SAMPLE	Primarily 2-year	19%	10%	16%	21%	34%	3.40	.03	2,053
	Primarily 4-year	18%	11%	15%	21%	34%	3.42	.01	83,272
Operation Type - YOUR INSTITUTION	Mainly Contracted	22%	11%	14%	20%	32%	3.28	.04	1,638
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	19%	11%	15%	21%	33%	3.39	.01	64,934
	Mainly Contracted	17%	12%	15%	21%	34%	3.43	.01	17,767
	Combination of Both	9%	9%	14%	22%	47%	3.89	.03	2,624
Total Current Enrollment - YOUR	Over 20,000	22%	11%	14%	20%	32%	3.28	.04	1,638
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	16%	11%	16%	24%	33%	3.47	.02	4,047
	2,500 to 10,000	16%	10%	15%	21%	37%	3.53	.01	16,602
	10,001 to 20,000	17%	11%	15%	22%	35%	3.48	.01	27,565
	Over 20,000	20%	12%	15%	21%	32%	3.31	.01	37,111
Type of Retail Unit - YOUR INSTITUTION	Food Court	27%	9%	15%	15%	34%	3.21	.15	120
	Express Unit	24%	11%	13%	19%	32%	3.23	.07	558
	Specialty Coffee Shop/ Juice Bar	20%	11%	13%	22%	33%	3.36	.08	333
	Sit-down Restaurant	24%	12%	14%	22%	28%	3.17	.12	168
	Convenience Store	19%	13%	9%	21%	38%	3.46	.19	68
Type of Retail Unit - ENTIRE SAMPLE	Food Court	16%	10%	15%	22%	37%	3.55	.01	15,280
	Marketplace	20%	12%	15%	21%	31%	3.31	.02	5,837
	Express Unit	18%	11%	14%	21%	36%	3.47	.01	12,473
	Specialty Coffee Shop/ Juice Bar	18%	11%	15%	20%	36%	3.47	.02	6,458
	Sit-down Restaurant	21%	11%	13%	22%	32%	3.33	.03	3,032
	Convenience Store	19%	10%	15%	22%	34%	3.43	.02	4,846
	No type given	12%	6%	16%	25%	42%	3.78	.14	101

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 11b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
MENU: Variety of vegetarian menu choices

		Variety of vegetarian menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	8%	11%	22%	25%	33%	3.64	.03	1,776
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	11%	26%	27%	27%	3.53	.00	92,719
Aggregated Retail Units	YOUR INSTITUTION	8%	10%	21%	25%	36%	3.71	.03	1,360
Aggregated Retail Units	ENTIRE SAMPLE	8%	11%	26%	26%	29%	3.58	.01	52,311
Aggregated Dining Halls	YOUR INSTITUTION	10%	15%	24%	26%	25%	3.42	.06	416
Aggregated Dining Halls	ENTIRE SAMPLE	9%	12%	27%	28%	24%	3.47	.01	40,408
Respondent Type - YOUR INSTITUTION	Student	9%	13%	23%	23%	32%	3.56	.04	1,362
	Faculty	6%	4%	22%	31%	36%	3.87	.14	67
	Administration/ Staff	4%	7%	19%	32%	39%	3.93	.06	339
	Other	13%		38%	38%	13%	3.38	.42	8
Respondent Type - ENTIRE SAMPLE	Student	9%	12%	27%	27%	26%	3.50	.00	79,908
	Faculty	10%	10%	23%	28%	30%	3.58	.02	2,962
	Administration/Staff	6%	8%	22%	29%	35%	3.79	.01	8,867
	Other	6%	8%	26%	24%	37%	3.78	.05	660
Student Class Status - YOUR INSTITUTION	First year	11%	14%	23%	22%	30%	3.44	.05	665
	Sophomore	11%	12%	19%	27%	31%	3.55	.12	119
	Junior	5%	9%	24%	25%	36%	3.78	.08	237
	Senior	6%	11%	27%	22%	35%	3.70	.10	139
	Graduate	8%	13%	20%	24%	34%	3.62	.09	194
	Other		13%		75%	13%	3.88	.30	8
Student Class Status - ENTIRE SAMPLE	First year	8%	12%	28%	27%	26%	3.50	.01	30,265
	Sophomore	9%	12%	28%	26%	24%	3.44	.01	16,474
	Junior	9%	11%	27%	26%	26%	3.49	.01	13,707
	Senior	8%	11%	25%	27%	28%	3.55	.01	12,696
	Graduate	9%	11%	23%	29%	28%	3.55	.02	5,827
	Other	8%	10%	27%	25%	30%	3.60	.04	788
Gender - YOUR INSTITUTION	Female	9%	12%	21%	24%	34%	3.62	.04	1,206
	Male	6%	10%	24%	27%	32%	3.70	.05	548
	Transgender	25%		13%	38%	25%	3.38	.56	8
	Other Identity		7%	21%	50%	21%	3.86	.23	14
Gender - ENTIRE SAMPLE	Female	9%	12%	25%	27%	26%	3.48	.01	54,608
	Male	7%	9%	28%	28%	28%	3.61	.01	36,301
	Transgender	17%	15%	23%	24%	21%	3.18	.07	389
	Other Identity	16%	17%	24%	22%	22%	3.18	.05	683
Live... - YOUR INSTITUTION	On campus	11%	15%	23%	23%	28%	3.42	.05	613
	Off campus	7%	9%	21%	27%	36%	3.77	.04	1,163
Live... - ENTIRE SAMPLE	On campus	9%	12%	28%	27%	24%	3.44	.01	52,975
	Off campus	7%	10%	24%	27%	31%	3.67	.01	38,249
NACUFS Region - YOUR	Southern	8%	11%	22%	25%	33%	3.64	.03	1,776
NACUFS Region - ENTIRE SAMPLE	Continental	6%	9%	27%	29%	29%	3.65	.01	7,530
	Mid-Atlantic	12%	14%	27%	26%	22%	3.32	.02	7,005
	Midwest	8%	11%	27%	27%	27%	3.55	.01	22,792
	Northeast	9%	11%	25%	27%	27%	3.52	.01	21,310
	Pacific	9%	11%	27%	27%	26%	3.51	.01	16,867
	Southern	8%	11%	25%	26%	30%	3.58	.01	17,215
Institution Type - YOUR INSTITUTION	Public	8%	11%	22%	25%	33%	3.64	.03	1,776
Institution Type - ENTIRE SAMPLE	Public	8%	11%	26%	27%	28%	3.55	.00	70,805
	Private	9%	12%	26%	27%	25%	3.48	.01	21,914
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	11%	22%	25%	33%	3.64	.03	1,776
Institution Type - ENTIRE SAMPLE	Primarily 2-year	10%	12%	29%	24%	25%	3.42	.03	2,246
	Primarily 4-year	8%	11%	26%	27%	27%	3.53	.00	90,473
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	11%	22%	25%	33%	3.64	.03	1,776
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	10%	27%	28%	28%	3.59	.00	70,013
	Mainly Contracted	12%	13%	26%	26%	23%	3.35	.01	19,717
	Combination of Both	13%	14%	22%	23%	27%	3.38	.02	2,989
Total Current Enrollment - YOUR	Over 20,000	8%	11%	22%	25%	33%	3.64	.03	1,776
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	12%	27%	27%	26%	3.52	.02	4,324
	2,500 to 10,000	9%	11%	27%	26%	27%	3.52	.01	18,340
	10,001 to 20,000	7%	11%	26%	28%	28%	3.58	.01	30,532
	Over 20,000	9%	11%	26%	27%	27%	3.50	.01	39,523
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	13%	30%	24%	23%	3.39	.11	120
	Express Unit	8%	10%	21%	20%	41%	3.75	.05	622
	Specialty Coffee Shop/ Juice Bar	4%	9%	19%	32%	37%	3.89	.06	356
	Sit-down Restaurant	12%	11%	21%	27%	30%	3.53	.09	199
	Convenience Store	11%	11%	21%	30%	27%	3.51	.16	63
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	13%	27%	24%	25%	3.39	.01	16,628
	Marketplace	7%	11%	28%	28%	25%	3.51	.02	6,300
	Express Unit	7%	9%	23%	26%	34%	3.73	.01	13,680
	Specialty Coffee Shop/ Juice Bar	6%	9%	24%	27%	34%	3.75	.01	6,996
	Sit-down Restaurant	6%	9%	24%	27%	33%	3.72	.02	3,236
	Convenience Store	7%	11%	27%	27%	28%	3.58	.02	5,357
	No type given	4%	7%	25%	26%	39%	3.89	.10	114

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 12a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
SERVICE: Overall

		Service: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	0%	6%	25%	68%	4.60	.02	1,865
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	9%	31%	59%	4.47	.00	101,047
Aggregated Retail Units	YOUR INSTITUTION	0%	0%	5%	24%	71%	4.64	.02	1,427
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	29%	63%	4.52	.00	56,870
Aggregated Dining Halls	YOUR INSTITUTION	0%	0%	10%	31%	59%	4.48	.03	438
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	34%	54%	4.39	.00	44,177
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	25%	68%	4.59	.02	1,436
	Faculty			8%	36%	55%	4.47	.08	74
	Administration/ Staff			5%	24%	71%	4.67	.03	350
	Other				20%	80%	4.80	.20	5
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	9%	31%	57%	4.44	.00	86,821
	Faculty	0%	1%	5%	31%	63%	4.55	.01	3,124
	Administration/Staff	0%	0%	4%	27%	68%	4.64	.01	10,159
	Other	1%	1%	7%	25%	66%	4.54	.03	657
Student Class Status - YOUR INSTITUTION	First year	0%	1%	7%	25%	68%	4.59	.03	717
	Sophomore		1%	5%	22%	72%	4.66	.06	122
	Junior	0%	1%	4%	18%	76%	4.69	.04	251
	Senior			3%	29%	68%	4.65	.05	137
	Graduate	1%		11%	36%	53%	4.39	.05	200
	Other				33%	67%	4.67	.17	9
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	10%	32%	57%	4.43	.00	33,403
	Sophomore	0%	2%	10%	32%	56%	4.42	.01	17,781
	Junior	0%	1%	9%	30%	59%	4.46	.01	14,845
	Senior	1%	1%	8%	30%	60%	4.48	.01	13,773
	Graduate	0%	1%	9%	35%	56%	4.44	.01	6,059
	Other	0%	1%	9%	29%	61%	4.49	.02	827
Gender - YOUR INSTITUTION	Female	0%	0%	5%	22%	73%	4.67	.02	1,237
	Male	0%	1%	7%	33%	59%	4.48	.03	607
	Transgender			29%	29%	43%	4.14	.34	7
	Other Identity			14%	57%	29%	4.14	.18	14
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	30%	62%	4.51	.00	58,754
	Male	1%	1%	10%	33%	55%	4.40	.00	40,538
	Transgender	1%	2%	14%	32%	51%	4.29	.04	378
	Other Identity	2%	3%	15%	29%	51%	4.25	.03	706
Live... - YOUR INSTITUTION	On campus	0%	0%	7%	26%	67%	4.58	.03	663
	Off campus	0%	0%	5%	25%	69%	4.61	.02	1,202
Live... - ENTIRE SAMPLE	On campus	0%	1%	10%	32%	56%	4.42	.00	58,601
	Off campus	0%	1%	7%	29%	63%	4.53	.00	41,019
NACUFS Region - YOUR	Southern	0%	0%	6%	25%	68%	4.60	.02	1,865
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	33%	57%	4.45	.01	8,969
	Mid-Atlantic	0%	1%	10%	36%	52%	4.38	.01	8,078
	Midwest	0%	1%	9%	33%	57%	4.44	.00	26,268
	Northeast	0%	1%	9%	29%	60%	4.47	.00	22,725
	Pacific	0%	1%	9%	30%	60%	4.48	.01	16,927
	Southern	0%	1%	7%	29%	63%	4.53	.01	18,080
Institution Type - YOUR INSTITUTION	Public	0%	0%	6%	25%	68%	4.60	.02	1,865
Institution Type - ENTIRE SAMPLE	Public	0%	1%	9%	31%	59%	4.46	.00	77,087
	Private	0%	1%	8%	31%	59%	4.47	.00	23,960
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	0%	6%	25%	68%	4.60	.02	1,865
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	6%	27%	66%	4.57	.01	2,515
	Primarily 4-year	0%	1%	9%	31%	59%	4.46	.00	98,532
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	0%	6%	25%	68%	4.60	.02	1,865
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	9%	31%	59%	4.46	.00	77,290
	Mainly Contracted	0%	1%	9%	32%	58%	4.45	.01	20,902
	Combination of Both	0%	1%	5%	23%	71%	4.63	.01	2,855
Total Current Enrollment - YOUR	Over 20,000	0%	0%	6%	25%	68%	4.60	.02	1,865
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	29%	63%	4.53	.01	4,914
	2,500 to 10,000	0%	1%	8%	29%	61%	4.50	.01	19,947
	10,001 to 20,000	0%	1%	9%	30%	59%	4.47	.00	32,104
	Over 20,000	0%	1%	9%	33%	57%	4.44	.00	44,082
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	4%	30%	65%	4.60	.05	136
	Express Unit	0%	0%	6%	22%	72%	4.64	.03	630
	Specialty Coffee Shop/ Juice Bar	0%	0%	3%	24%	72%	4.67	.03	382
	Sit-down Restaurant	1%	1%	7%	23%	69%	4.59	.05	198
	Convenience Store			4%	26%	70%	4.67	.06	81
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	30%	60%	4.48	.01	18,020
	Marketplace	0%	1%	8%	35%	56%	4.44	.01	7,137
	Express Unit	0%	1%	6%	26%	66%	4.57	.01	14,474
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	26%	67%	4.58	.01	7,715
	Sit-down Restaurant	0%	0%	6%	26%	68%	4.60	.01	3,544
	Convenience Store	1%	1%	7%	30%	61%	4.50	.01	5,866
	No type given	1%	1%	4%	21%	73%	4.64	.06	114

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 12b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Overall

		Service: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	5%	12%	32%	48%	4.16	.02	2,320
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	13%	35%	45%	4.16	.00	122,009
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	10%	32%	49%	4.18	.03	1,772
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	13%	33%	47%	4.18	.00	68,809
Aggregated Dining Halls	YOUR INSTITUTION	3%	5%	16%	32%	44%	4.09	.04	548
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	36%	43%	4.13	.00	53,200
Respondent Type - YOUR INSTITUTION	Student	4%	5%	12%	32%	48%	4.15	.03	1,750
	Faculty	5%	2%	13%	31%	49%	4.17	.11	100
	Administration/ Staff	4%	5%	9%	32%	50%	4.18	.05	461
	Other			22%		78%	4.56	.29	9
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	14%	36%	44%	4.14	.00	103,893
	Faculty	4%	4%	11%	29%	53%	4.25	.02	4,016
	Administration/Staff	2%	3%	10%	29%	55%	4.32	.01	12,900
	Other	3%	2%	11%	23%	61%	4.36	.03	829
Student Class Status - YOUR INSTITUTION	First year	5%	6%	14%	32%	44%	4.04	.04	871
	Sophomore	1%	4%	10%	33%	53%	4.31	.07	156
	Junior	2%	4%	9%	26%	59%	4.35	.06	291
	Senior	2%	5%	8%	35%	49%	4.26	.07	172
	Graduate	5%	3%	14%	33%	45%	4.11	.07	248
	Other			25%	50%	25%	4.00	.21	12
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	14%	35%	44%	4.16	.00	39,679
	Sophomore	3%	5%	15%	36%	41%	4.09	.01	21,487
	Junior	3%	5%	14%	35%	43%	4.11	.01	17,756
	Senior	3%	4%	13%	35%	45%	4.15	.01	16,376
	Graduate	2%	4%	12%	36%	46%	4.19	.01	7,380
	Other	2%	4%	12%	34%	48%	4.21	.03	1,042
Gender - YOUR INSTITUTION	Female	4%	5%	11%	30%	49%	4.16	.03	1,547
	Male	4%	5%	12%	33%	47%	4.15	.04	747
	Transgender			33%	44%	22%	3.89	.26	9
	Other Identity	6%		18%	53%	24%	3.88	.24	17
Gender - ENTIRE SAMPLE	Female	2%	4%	13%	34%	47%	4.19	.00	72,077
	Male	3%	4%	14%	36%	43%	4.13	.00	47,825
	Transgender	6%	4%	14%	35%	41%	4.01	.05	440
	Other Identity	5%	5%	16%	30%	43%	4.01	.04	824
Live... - YOUR INSTITUTION	On campus	5%	5%	15%	31%	43%	4.02	.04	810
	Off campus	3%	4%	10%	32%	51%	4.23	.03	1,510
Live... - ENTIRE SAMPLE	On campus	3%	5%	15%	36%	42%	4.10	.00	69,727
	Off campus	2%	4%	11%	33%	50%	4.25	.00	50,560
NACUFS Region - YOUR	Southern	4%	5%	12%	32%	48%	4.16	.02	2,320
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	11%	34%	51%	4.31	.01	10,499
	Mid-Atlantic	4%	6%	17%	35%	37%	3.95	.01	9,890
	Midwest	2%	4%	13%	36%	45%	4.19	.01	31,065
	Northeast	3%	4%	14%	33%	45%	4.13	.01	27,077
	Pacific	3%	4%	14%	35%	44%	4.13	.01	20,886
	Southern	2%	4%	12%	34%	48%	4.21	.01	22,592
Institution Type - YOUR INSTITUTION	Public	4%	5%	12%	32%	48%	4.16	.02	2,320
Institution Type - ENTIRE SAMPLE	Public	3%	4%	14%	35%	45%	4.15	.00	93,650
	Private	3%	4%	12%	34%	48%	4.20	.01	28,359
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	12%	32%	48%	4.16	.02	2,320
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	12%	31%	50%	4.22	.02	3,173
	Primarily 4-year	3%	4%	13%	35%	45%	4.16	.00	118,836
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	12%	32%	48%	4.16	.02	2,320
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	13%	35%	47%	4.21	.00	92,794
	Mainly Contracted	4%	6%	16%	34%	40%	4.00	.01	25,811
	Combination of Both	5%	5%	13%	31%	46%	4.08	.02	3,404
Total Current Enrollment - YOUR	Over 20,000	4%	5%	12%	32%	48%	4.16	.02	2,320
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	32%	53%	4.33	.01	5,854
	2,500 to 10,000	3%	4%	14%	34%	45%	4.15	.01	24,173
	10,001 to 20,000	2%	4%	13%	34%	47%	4.19	.00	38,970
	Over 20,000	3%	5%	13%	36%	43%	4.13	.00	53,012
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	20%	45%	30%	3.98	.07	163
	Express Unit	3%	3%	7%	29%	58%	4.37	.03	790
	Specialty Coffee Shop/ Juice Bar	3%	4%	8%	34%	50%	4.25	.05	460
	Sit-down Restaurant	14%	10%	20%	26%	29%	3.46	.08	265
	Convenience Store	1%	1%	6%	28%	64%	4.52	.08	94
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	15%	35%	42%	4.07	.01	21,465
	Marketplace	2%	4%	15%	37%	41%	4.10	.01	8,587
	Express Unit	3%	3%	11%	31%	52%	4.26	.01	17,557
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	31%	52%	4.26	.01	9,461
	Sit-down Restaurant	3%	4%	12%	32%	49%	4.21	.02	4,386
	Convenience Store	2%	3%	11%	33%	52%	4.30	.01	7,211
	No type given	2%	6%	14%	25%	53%	4.20	.09	142

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 13a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Speed of service

		Speed of service					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	6%	26%	67%	4.60	.01	1,867
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	9%	32%	57%	4.44	.00	101,168
Aggregated Retail Units	YOUR INSTITUTION	0%	0%	5%	23%	72%	4.66	.02	1,427
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	29%	62%	4.52	.00	57,033
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	8%	39%	52%	4.40	.03	440
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	11%	36%	50%	4.34	.00	44,135
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	26%	68%	4.59	.02	1,440
	Faculty			10%	34%	56%	4.47	.08	73
	Administration/ Staff		0%	3%	28%	68%	4.64	.03	349
	Other			20%	20%	60%	4.40	.40	5
Respondent Type - ENTIRE SAMPLE	Student	0%	2%	9%	33%	56%	4.42	.00	86,924
	Faculty	0%	1%	6%	32%	61%	4.54	.01	3,133
	Administration/Staff	0%	0%	4%	30%	66%	4.61	.01	10,169
	Other	1%	1%	8%	27%	63%	4.50	.03	652
Student Class Status - YOUR INSTITUTION	First year	0%	1%	6%	26%	67%	4.58	.02	718
	Sophomore			3%	24%	73%	4.70	.05	122
	Junior	0%	2%	6%	18%	74%	4.63	.04	250
	Senior			3%	32%	65%	4.63	.05	139
	Graduate	0%	0%	9%	29%	61%	4.49	.05	202
	Other				33%	67%	4.67	.17	9
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	10%	34%	54%	4.39	.00	33,422
	Sophomore	0%	2%	10%	34%	54%	4.40	.01	17,787
	Junior	0%	1%	9%	32%	58%	4.44	.01	14,885
	Senior	0%	2%	8%	31%	59%	4.47	.01	13,799
	Graduate	0%	1%	8%	33%	58%	4.48	.01	6,074
	Other	0%	1%	7%	32%	59%	4.49	.02	828
Gender - YOUR INSTITUTION	Female	0%	1%	4%	23%	72%	4.66	.02	1,240
	Male	0%	1%	8%	32%	59%	4.49	.03	606
	Transgender			43%	14%	43%	4.00	.38	7
	Other Identity			7%	79%	14%	4.07	.13	14
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	31%	60%	4.49	.00	58,860
	Male	1%	2%	10%	34%	53%	4.38	.00	40,559
	Transgender	1%	3%	14%	29%	52%	4.27	.05	380
	Other Identity	1%	3%	15%	30%	51%	4.26	.03	701
Live... - YOUR INSTITUTION	On campus	0%	1%	5%	28%	66%	4.58	.03	664
	Off campus	0%	1%	6%	26%	68%	4.61	.02	1,203
Live... - ENTIRE SAMPLE	On campus	0%	2%	10%	34%	53%	4.38	.00	58,661
	Off campus	0%	1%	7%	30%	62%	4.53	.00	41,067
NACUFS Region - YOUR	Southern	0%	1%	6%	26%	67%	4.60	.01	1,867
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	34%	56%	4.43	.01	8,977
	Mid-Atlantic	0%	2%	10%	36%	52%	4.38	.01	8,111
	Midwest	0%	2%	9%	35%	54%	4.40	.00	26,314
	Northeast	0%	1%	9%	31%	57%	4.44	.01	22,730
	Pacific	0%	1%	8%	30%	60%	4.47	.01	16,944
	Southern	0%	1%	7%	30%	62%	4.51	.01	18,092
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	26%	67%	4.60	.01	1,867
Institution Type - ENTIRE SAMPLE	Public	0%	1%	9%	33%	57%	4.44	.00	77,148
	Private	0%	2%	8%	32%	57%	4.45	.00	24,020
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	26%	67%	4.60	.01	1,867
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	6%	30%	62%	4.53	.01	2,518
	Primarily 4-year	0%	1%	9%	33%	57%	4.44	.00	98,650
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	26%	67%	4.60	.01	1,867
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	9%	33%	57%	4.44	.00	77,360
	Mainly Contracted	0%	1%	9%	33%	57%	4.43	.01	20,947
	Combination of Both	0%	1%	4%	21%	75%	4.68	.01	2,861
Total Current Enrollment - YOUR	Over 20,000	0%	1%	6%	26%	67%	4.60	.01	1,867
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	8%	34%	56%	4.43	.01	4,927
	2,500 to 10,000	0%	1%	9%	31%	58%	4.46	.01	19,971
	10,001 to 20,000	0%	1%	9%	31%	58%	4.45	.00	32,119
	Over 20,000	0%	2%	8%	34%	56%	4.43	.00	44,151
Type of Retail Unit - YOUR INSTITUTION	Food Court			4%	26%	70%	4.66	.05	137
	Express Unit	0%	1%	7%	18%	74%	4.66	.03	630
	Specialty Coffee Shop/ Juice Bar		0%	3%	26%	70%	4.67	.03	382
	Sit-down Restaurant		1%	5%	23%	72%	4.66	.04	199
	Convenience Store			3%	34%	63%	4.61	.06	79
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	29%	61%	4.50	.01	18,097
	Marketplace	0%	1%	8%	33%	57%	4.46	.01	7,164
	Express Unit	0%	1%	6%	27%	65%	4.55	.01	14,494
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	28%	65%	4.57	.01	7,747
	Sit-down Restaurant	0%	1%	5%	29%	65%	4.58	.01	3,552
	Convenience Store	0%	1%	7%	32%	59%	4.48	.01	5,866
	No type given	2%		5%	22%	71%	4.60	.07	113

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 13b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Speed of service

		Speed of service					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	7%	7%	15%	28%	43%	3.94	.03	2,323
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	7%	15%	33%	41%	4.00	.00	121,957
Aggregated Retail Units	YOUR INSTITUTION	8%	8%	15%	27%	42%	3.89	.03	1,775
Aggregated Retail Units	ENTIRE SAMPLE	5%	7%	15%	31%	41%	3.98	.00	68,846
Aggregated Dining Halls	YOUR INSTITUTION	3%	5%	14%	30%	47%	4.12	.04	548
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	15%	36%	40%	4.04	.00	53,111
Respondent Type - YOUR INSTITUTION	Student	7%	8%	16%	27%	42%	3.91	.03	1,756
	Faculty	7%	8%	10%	30%	45%	3.97	.13	98
	Administration/ Staff	7%	6%	11%	29%	47%	4.04	.06	460
	Other			22%		78%	4.56	.29	9
Respondent Type - ENTIRE SAMPLE	Student	4%	7%	16%	34%	39%	3.98	.00	103,833
	Faculty	5%	6%	12%	29%	48%	4.10	.02	4,011
	Administration/Staff	4%	6%	12%	29%	50%	4.16	.01	12,894
	Other	3%	4%	11%	23%	58%	4.29	.04	831
Student Class Status - YOUR INSTITUTION	First year	8%	9%	18%	26%	39%	3.79	.04	870
	Sophomore	3%	8%	15%	32%	42%	4.04	.08	157
	Junior	4%	7%	14%	25%	50%	4.11	.07	294
	Senior	5%	5%	16%	29%	45%	4.03	.09	174
	Graduate	7%	7%	15%	30%	42%	3.93	.08	249
	Other		25%	17%	25%	33%	3.67	.36	12
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	16%	35%	39%	4.00	.01	39,644
	Sophomore	4%	7%	17%	35%	37%	3.93	.01	21,475
	Junior	4%	8%	16%	33%	39%	3.95	.01	17,763
	Senior	4%	7%	16%	34%	40%	3.98	.01	16,365
	Graduate	4%	6%	13%	34%	43%	4.06	.01	7,376
	Other	3%	4%	16%	32%	44%	4.10	.03	1,040
Gender - YOUR INSTITUTION	Female	7%	8%	15%	26%	44%	3.92	.03	1,552
	Male	5%	7%	14%	31%	43%	4.00	.04	745
	Transgender		11%	22%	33%	33%	3.89	.35	9
	Other Identity	12%	12%	12%	41%	24%	3.53	.32	17
Gender - ENTIRE SAMPLE	Female	4%	7%	15%	33%	41%	4.02	.00	72,073
	Male	4%	7%	16%	34%	40%	3.98	.00	47,770
	Transgender	7%	6%	16%	34%	37%	3.89	.06	444
	Other Identity	7%	8%	17%	28%	40%	3.85	.04	820
Live... - YOUR INSTITUTION	On campus	8%	9%	18%	27%	38%	3.78	.04	810
	Off campus	6%	7%	13%	28%	47%	4.03	.03	1,513
Live... - ENTIRE SAMPLE	On campus	4%	7%	17%	35%	37%	3.95	.00	69,686
	Off campus	4%	6%	13%	32%	45%	4.08	.00	50,543
NACUFS Region - YOUR	Southern	7%	7%	15%	28%	43%	3.94	.03	2,323
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	13%	34%	45%	4.13	.01	10,487
	Mid-Atlantic	6%	8%	17%	34%	36%	3.86	.01	9,883
	Midwest	3%	6%	15%	36%	40%	4.04	.01	31,034
	Northeast	4%	8%	16%	32%	40%	3.96	.01	27,038
	Pacific	4%	7%	17%	33%	38%	3.94	.01	20,905
	Southern	4%	6%	14%	32%	44%	4.06	.01	22,610
Institution Type - YOUR INSTITUTION	Public	7%	7%	15%	28%	43%	3.94	.03	2,323
Institution Type - ENTIRE SAMPLE	Public	4%	7%	15%	34%	41%	4.01	.00	93,607
	Private	4%	7%	15%	33%	40%	3.99	.01	28,350
Institution Type - YOUR INSTITUTION	Primarily 4-year	7%	7%	15%	28%	43%	3.94	.03	2,323
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	15%	31%	44%	4.04	.02	3,160
	Primarily 4-year	4%	7%	15%	34%	41%	4.00	.00	118,797
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	7%	15%	28%	43%	3.94	.03	2,323
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	15%	34%	42%	4.05	.00	92,727
	Mainly Contracted	6%	9%	16%	32%	37%	3.86	.01	25,816
	Combination of Both	8%	8%	16%	30%	39%	3.84	.02	3,414
Total Current Enrollment - YOUR	Over 20,000	7%	7%	15%	28%	43%	3.94	.03	2,323
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	14%	34%	44%	4.13	.01	5,848
	2,500 to 10,000	4%	7%	16%	32%	41%	3.97	.01	24,150
	10,001 to 20,000	4%	6%	15%	33%	42%	4.04	.01	38,936
	Over 20,000	4%	7%	16%	34%	39%	3.98	.00	53,023
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	26%	38%	24%	3.71	.08	164
	Express Unit	5%	8%	12%	24%	52%	4.09	.04	791
	Specialty Coffee Shop/ Juice Bar	6%	6%	16%	30%	41%	3.94	.05	461
	Sit-down Restaurant	23%	14%	18%	23%	22%	3.08	.09	266
	Convenience Store	1%	2%	5%	29%	62%	4.49	.08	93
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	17%	33%	37%	3.87	.01	21,508
	Marketplace	5%	9%	18%	33%	35%	3.84	.01	8,584
	Express Unit	5%	6%	14%	30%	46%	4.06	.01	17,554
	Specialty Coffee Shop/ Juice Bar	4%	7%	14%	31%	44%	4.05	.01	9,467
	Sit-down Restaurant	6%	8%	16%	29%	40%	3.89	.02	4,395
	Convenience Store	2%	5%	12%	33%	48%	4.21	.01	7,201
	No type given	4%	7%	11%	25%	53%	4.17	.10	137

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 14a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Hours of operation

		Hours of operation					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	2%	9%	29%	60%	4.46	.02	1,855
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	57%	4.41	.00	100,916
Aggregated Retail Units	YOUR INSTITUTION	0%	2%	9%	28%	61%	4.47	.02	1,417
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	57%	4.41	.00	56,732
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	8%	31%	58%	4.44	.04	438
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	31%	57%	4.42	.00	44,184
Respondent Type - YOUR INSTITUTION	Student	1%	2%	8%	27%	62%	4.48	.02	1,435
	Faculty		4%	19%	36%	41%	4.13	.11	69
	Administration/ Staff		1%	8%	34%	56%	4.45	.04	346
	Other			20%		80%	4.60	.40	5
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	30%	57%	4.42	.00	86,826
	Faculty	1%	2%	9%	36%	52%	4.38	.01	3,102
	Administration/Staff	1%	2%	8%	34%	55%	4.40	.01	10,062
	Other	1%	2%	11%	26%	59%	4.39	.03	643
Student Class Status - YOUR INSTITUTION	First year	1%	1%	8%	26%	65%	4.53	.03	717
	Sophomore		2%	2%	24%	72%	4.66	.06	122
	Junior	1%	4%	9%	21%	65%	4.45	.06	248
	Senior	1%	2%	13%	32%	53%	4.34	.07	136
	Graduate		4%	9%	36%	50%	4.33	.06	203
	Other			11%	56%	33%	4.22	.22	9
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	29%	59%	4.44	.00	33,424
	Sophomore	1%	2%	10%	31%	56%	4.40	.01	17,779
	Junior	1%	2%	10%	30%	57%	4.40	.01	14,834
	Senior	1%	2%	10%	31%	57%	4.40	.01	13,783
	Graduate	0%	2%	10%	33%	54%	4.39	.01	6,054
	Other	1%	2%	9%	29%	60%	4.46	.03	823
Gender - YOUR INSTITUTION	Female	0%	2%	8%	26%	64%	4.52	.02	1,234
	Male	1%	3%	10%	33%	54%	4.36	.03	600
	Transgender			14%	71%	14%	4.00	.22	7
	Other Identity			14%	79%	7%	3.93	.13	14
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	30%	59%	4.46	.00	58,683
	Male	1%	2%	12%	32%	53%	4.34	.00	40,483
	Transgender	1%	3%	13%	26%	56%	4.33	.05	377
	Other Identity	1%	3%	14%	29%	53%	4.29	.03	702
Live... - YOUR INSTITUTION	On campus	1%	1%	8%	25%	65%	4.53	.03	662
	Off campus	0%	3%	9%	31%	57%	4.42	.02	1,193
Live... - ENTIRE SAMPLE	On campus	0%	2%	10%	30%	58%	4.43	.00	58,702
	Off campus	1%	2%	10%	32%	55%	4.39	.00	40,789
NACUFS Region - YOUR	Southern	0%	2%	9%	29%	60%	4.46	.02	1,855
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	52%	4.33	.01	8,930
	Mid-Atlantic	1%	2%	10%	32%	55%	4.40	.01	8,108
	Midwest	1%	2%	10%	32%	55%	4.40	.00	26,262
	Northeast	1%	2%	10%	29%	58%	4.43	.01	22,663
	Pacific	1%	2%	10%	29%	58%	4.43	.01	16,908
	Southern	1%	2%	9%	30%	59%	4.44	.01	18,045
Institution Type - YOUR INSTITUTION	Public	0%	2%	9%	29%	60%	4.46	.02	1,855
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	31%	57%	4.42	.00	76,966
	Private	1%	2%	10%	31%	56%	4.40	.01	23,950
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	2%	9%	29%	60%	4.46	.02	1,855
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	10%	31%	56%	4.41	.02	2,505
	Primarily 4-year	1%	2%	10%	31%	57%	4.41	.00	98,411
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	2%	9%	29%	60%	4.46	.02	1,855
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	31%	57%	4.41	.00	77,208
	Mainly Contracted	1%	2%	10%	31%	56%	4.41	.01	20,857
	Combination of Both	0%	2%	7%	26%	65%	4.54	.01	2,851
Total Current Enrollment - YOUR	Over 20,000	0%	2%	9%	29%	60%	4.46	.02	1,855
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	30%	58%	4.44	.01	4,918
	2,500 to 10,000	0%	2%	10%	30%	58%	4.43	.01	19,886
	10,001 to 20,000	1%	2%	10%	30%	58%	4.43	.00	32,072
	Over 20,000	1%	2%	10%	32%	55%	4.39	.00	44,040
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	9%	30%	58%	4.44	.07	137
	Express Unit	1%	2%	8%	27%	61%	4.45	.03	620
	Specialty Coffee Shop/ Juice Bar		1%	7%	29%	63%	4.54	.03	384
	Sit-down Restaurant		2%	15%	25%	58%	4.41	.06	195
	Convenience Store		1%	10%	30%	59%	4.47	.08	81
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	32%	55%	4.37	.01	17,979
	Marketplace	1%	2%	10%	34%	53%	4.36	.01	7,119
	Express Unit	1%	2%	9%	30%	58%	4.43	.01	14,417
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	59%	4.46	.01	7,734
	Sit-down Restaurant	1%	3%	9%	31%	56%	4.40	.01	3,519
	Convenience Store	1%	2%	9%	29%	60%	4.45	.01	5,865
	No type given	2%	1%	7%	27%	63%	4.47	.08	99

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 14b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Hours of operation

		Hours of operation					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	10%	14%	28%	43%	3.95	.02	2,305
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	10%	16%	30%	38%	3.84	.00	121,496
Aggregated Retail Units	YOUR INSTITUTION	4%	11%	14%	27%	45%	3.98	.03	1,762
Aggregated Retail Units	ENTIRE SAMPLE	5%	9%	15%	30%	41%	3.95	.00	68,353
Aggregated Dining Halls	YOUR INSTITUTION	6%	10%	15%	32%	36%	3.83	.05	543
Aggregated Dining Halls	ENTIRE SAMPLE	8%	12%	16%	30%	34%	3.71	.01	53,143
Respondent Type - YOUR INSTITUTION	Student	5%	12%	15%	27%	40%	3.87	.03	1,745
	Faculty	3%	8%	10%	33%	46%	4.12	.11	93
	Administration/ Staff	3%	4%	13%	30%	50%	4.22	.05	458
	Other		11%	22%		67%	4.22	.40	9
Respondent Type - ENTIRE SAMPLE	Student	6%	11%	16%	30%	36%	3.78	.00	103,680
	Faculty	5%	7%	12%	30%	47%	4.08	.02	3,962
	Administration/Staff	3%	5%	11%	30%	52%	4.24	.01	12,676
	Other	4%	4%	12%	24%	56%	4.24	.04	808
Student Class Status - YOUR INSTITUTION	First year	6%	14%	17%	27%	36%	3.71	.04	868
	Sophomore	4%	12%	12%	25%	48%	4.01	.10	153
	Junior	2%	8%	13%	24%	53%	4.17	.06	291
	Senior	2%	14%	14%	27%	43%	3.94	.09	171
	Graduate	4%	10%	15%	34%	38%	3.92	.07	250
	Other		8%		67%	25%	4.08	.23	12
Student Class Status - ENTIRE SAMPLE	First year	8%	13%	17%	29%	33%	3.67	.01	39,657
	Sophomore	6%	11%	16%	31%	36%	3.79	.01	21,442
	Junior	6%	10%	16%	30%	38%	3.84	.01	17,693
	Senior	5%	9%	15%	31%	39%	3.91	.01	16,320
	Graduate	5%	9%	15%	32%	39%	3.90	.01	7,347
	Other	6%	9%	18%	29%	38%	3.85	.04	1,043
Gender - YOUR INSTITUTION	Female	4%	11%	14%	26%	45%	3.95	.03	1,540
	Male	4%	9%	15%	33%	39%	3.94	.04	740
	Transgender	13%	13%	25%	13%	38%	3.50	.53	8
	Other Identity		6%	24%	47%	24%	3.88	.21	17
Gender - ENTIRE SAMPLE	Female	6%	10%	15%	30%	39%	3.86	.00	71,742
	Male	6%	10%	16%	30%	37%	3.82	.01	47,656
	Transgender	11%	12%	14%	30%	33%	3.61	.06	441
	Other Identity	8%	13%	19%	25%	34%	3.65	.05	818
Live... - YOUR INSTITUTION	On campus	7%	15%	18%	28%	33%	3.65	.04	807
	Off campus	3%	8%	13%	28%	48%	4.11	.03	1,498
Live... - ENTIRE SAMPLE	On campus	8%	12%	17%	30%	33%	3.69	.00	69,748
	Off campus	4%	7%	14%	30%	45%	4.05	.00	50,031
NACUFS Region - YOUR	Southern	4%	10%	14%	28%	43%	3.95	.02	2,305
NACUFS Region - ENTIRE SAMPLE	Continental	5%	10%	15%	31%	38%	3.87	.01	10,411
	Mid-Atlantic	7%	12%	16%	31%	34%	3.72	.01	9,890
	Midwest	5%	10%	15%	31%	39%	3.88	.01	30,945
	Northeast	7%	10%	16%	29%	38%	3.81	.01	26,964
	Pacific	7%	10%	16%	29%	38%	3.81	.01	20,795
	Southern	5%	10%	15%	29%	41%	3.90	.01	22,491
Institution Type - YOUR INSTITUTION	Public	4%	10%	14%	28%	43%	3.95	.02	2,305
Institution Type - ENTIRE SAMPLE	Public	6%	10%	16%	30%	38%	3.85	.00	93,245
	Private	7%	11%	15%	29%	39%	3.82	.01	28,251
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	10%	14%	28%	43%	3.95	.02	2,305
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	8%	14%	28%	46%	4.03	.02	3,139
	Primarily 4-year	6%	10%	16%	30%	38%	3.84	.00	118,357
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	10%	14%	28%	43%	3.95	.02	2,305
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	10%	16%	30%	39%	3.87	.00	92,424
	Mainly Contracted	7%	12%	16%	30%	35%	3.72	.01	25,684
	Combination of Both	7%	7%	12%	26%	48%	4.01	.02	3,388
Total Current Enrollment - YOUR	Over 20,000	4%	10%	14%	28%	43%	3.95	.02	2,305
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	11%	15%	28%	40%	3.84	.02	5,835
	2,500 to 10,000	7%	10%	16%	29%	38%	3.82	.01	24,055
	10,001 to 20,000	6%	10%	15%	29%	40%	3.88	.01	38,813
	Over 20,000	6%	11%	16%	31%	37%	3.82	.01	52,793
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	14%	18%	32%	27%	3.57	.10	161
	Express Unit	3%	12%	14%	27%	44%	3.96	.04	787
	Specialty Coffee Shop/ Juice Bar	4%	10%	14%	24%	48%	4.03	.05	458
	Sit-down Restaurant	3%	6%	13%	29%	49%	4.13	.07	263
	Convenience Store	2%	6%	10%	30%	52%	4.23	.10	93
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	16%	31%	38%	3.86	.01	21,329
	Marketplace	7%	11%	17%	31%	35%	3.75	.01	8,542
	Express Unit	4%	8%	14%	30%	44%	4.01	.01	17,447
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	29%	44%	4.00	.01	9,410
	Sit-down Restaurant	4%	9%	14%	29%	44%	3.99	.02	4,346
	Convenience Store	3%	6%	12%	28%	50%	4.16	.01	7,161
	No type given	3%	3%	12%	30%	53%	4.25	.09	118

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 15a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Helpfulness of staff

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	2%	7%	28%	63%	4.51	.02	1,855
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	32%	54%	4.36	.00	100,548
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	6%	26%	66%	4.55	.02	1,419
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	30%	58%	4.43	.00	56,660
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	11%	32%	54%	4.39	.04	436
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	34%	49%	4.28	.00	43,888
Respondent Type - YOUR INSTITUTION	Student	0%	2%	8%	27%	63%	4.49	.02	1,433
	Faculty		3%	8%	40%	49%	4.36	.09	73
	Administration/ Staff		0%	4%	29%	67%	4.63	.03	344
	Other			20%	20%	60%	4.40	.40	5
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	32%	52%	4.33	.00	86,337
	Faculty	0%	1%	6%	32%	60%	4.51	.01	3,125
	Administration/Staff	0%	1%	4%	28%	66%	4.60	.01	10,148
	Other	1%	2%	8%	25%	64%	4.49	.03	652
Student Class Status - YOUR INSTITUTION	First year	0%	2%	9%	26%	63%	4.50	.03	717
	Sophomore		3%	5%	23%	69%	4.57	.07	121
	Junior	0%	2%	6%	20%	72%	4.61	.05	251
	Senior		4%	7%	32%	58%	4.44	.07	135
	Graduate	1%	0%	12%	36%	50%	4.33	.06	201
	Other				50%	50%	4.50	.19	8
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	13%	32%	52%	4.31	.00	33,193
	Sophomore	1%	3%	12%	33%	51%	4.31	.01	17,691
	Junior	1%	3%	12%	31%	53%	4.34	.01	14,780
	Senior	1%	3%	11%	31%	55%	4.37	.01	13,681
	Graduate	0%	2%	11%	34%	52%	4.34	.01	6,034
	Other	1%	1%	9%	31%	58%	4.45	.03	831
Gender - YOUR INSTITUTION	Female	0%	1%	6%	24%	68%	4.59	.02	1,235
	Male	0%	2%	10%	34%	53%	4.37	.03	599
	Transgender			43%	29%	29%	3.86	.34	7
	Other Identity		7%	7%	64%	21%	4.00	.21	14
Gender - ENTIRE SAMPLE	Female	0%	2%	9%	30%	58%	4.44	.00	58,507
	Male	1%	3%	14%	34%	49%	4.26	.00	40,311
	Transgender	2%	5%	15%	27%	51%	4.21	.05	376
	Other Identity	1%	4%	15%	27%	52%	4.24	.04	693
Live... - YOUR INSTITUTION	On campus	0%	2%	8%	27%	62%	4.49	.03	662
	Off campus	0%	1%	7%	28%	64%	4.53	.02	1,193
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	33%	51%	4.30	.00	58,280
	Off campus	0%	2%	9%	30%	59%	4.45	.00	40,850
NACUFS Region - YOUR	Southern	0%	2%	7%	28%	63%	4.51	.02	1,855
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	52%	4.34	.01	8,937
	Mid-Atlantic	1%	4%	14%	36%	46%	4.23	.01	8,032
	Midwest	1%	3%	12%	33%	52%	4.33	.01	26,124
	Northeast	1%	2%	11%	30%	55%	4.37	.01	22,594
	Pacific	1%	2%	11%	30%	57%	4.40	.01	16,845
	Southern	0%	2%	9%	30%	58%	4.44	.01	18,016
Institution Type - YOUR INSTITUTION	Public	0%	2%	7%	28%	63%	4.51	.02	1,855
Institution Type - ENTIRE SAMPLE	Public	1%	2%	11%	32%	54%	4.36	.00	76,649
	Private	1%	3%	10%	32%	54%	4.37	.01	23,899
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	2%	7%	28%	63%	4.51	.02	1,855
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	2%	8%	27%	64%	4.52	.01	2,509
	Primarily 4-year	1%	3%	11%	32%	54%	4.36	.00	98,039
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	2%	7%	28%	63%	4.51	.02	1,855
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	32%	54%	4.36	.00	76,905
	Mainly Contracted	1%	3%	11%	33%	53%	4.34	.01	20,784
	Combination of Both	0%	1%	6%	23%	69%	4.59	.01	2,859
Total Current Enrollment - YOUR	Over 20,000	0%	2%	7%	28%	63%	4.51	.02	1,855
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	8%	29%	61%	4.49	.01	4,913
	2,500 to 10,000	0%	2%	10%	30%	57%	4.41	.01	19,856
	10,001 to 20,000	1%	2%	11%	31%	55%	4.38	.00	31,958
	Over 20,000	1%	3%	12%	34%	51%	4.32	.00	43,821
Type of Retail Unit - YOUR INSTITUTION	Food Court		4%	7%	28%	61%	4.47	.07	134
	Express Unit	1%	1%	9%	25%	65%	4.52	.03	625
	Specialty Coffee Shop/ Juice Bar	0%	1%	4%	29%	66%	4.59	.03	384
	Sit-down Restaurant		2%	5%	25%	68%	4.60	.05	196
	Convenience Store			4%	24%	73%	4.69	.06	80
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	11%	30%	56%	4.39	.01	17,950
	Marketplace	1%	3%	11%	35%	51%	4.33	.01	7,106
	Express Unit	1%	2%	9%	28%	61%	4.48	.01	14,398
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	29%	62%	4.49	.01	7,714
	Sit-down Restaurant	0%	1%	7%	30%	62%	4.51	.01	3,546
	Convenience Store	0%	2%	9%	30%	58%	4.42	.01	5,833
	No type given	1%	1%	6%	19%	73%	4.62	.07	113

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 15b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Helpfulness of staff

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	11%	28%	52%	4.21	.02	2,309
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	13%	30%	50%	4.20	.00	121,115
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	11%	28%	54%	4.24	.02	1,763
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	12%	29%	52%	4.24	.00	68,441
Aggregated Dining Halls	YOUR INSTITUTION	3%	6%	14%	30%	47%	4.12	.05	546
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	14%	32%	47%	4.16	.00	52,674
Respondent Type - YOUR INSTITUTION	Student	4%	5%	12%	28%	51%	4.19	.03	1,741
	Faculty	3%	2%	6%	29%	59%	4.40	.10	96
	Administration/ Staff	3%	4%	11%	28%	54%	4.26	.05	463
	Other			11%	22%	67%	4.56	.24	9
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	14%	31%	48%	4.17	.00	103,076
	Faculty	3%	3%	8%	25%	62%	4.40	.02	4,003
	Administration/Staff	2%	3%	9%	25%	61%	4.40	.01	12,831
	Other	3%	2%	10%	20%	65%	4.41	.03	826
Student Class Status - YOUR INSTITUTION	First year	5%	6%	13%	28%	48%	4.09	.04	868
	Sophomore	1%	4%	10%	30%	56%	4.36	.07	154
	Junior	2%	2%	11%	25%	59%	4.36	.06	292
	Senior	2%	4%	8%	31%	54%	4.31	.07	170
	Graduate	4%	6%	11%	31%	48%	4.13	.07	246
	Other			9%	45%	45%	4.36	.20	11
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	14%	31%	48%	4.17	.01	39,340
	Sophomore	3%	5%	14%	32%	46%	4.14	.01	21,311
	Junior	3%	5%	14%	31%	47%	4.15	.01	17,627
	Senior	3%	4%	13%	31%	49%	4.20	.01	16,252
	Graduate	2%	4%	11%	32%	51%	4.26	.01	7,329
	Other	3%	4%	12%	29%	52%	4.22	.03	1,040
Gender - YOUR INSTITUTION	Female	3%	4%	11%	27%	54%	4.24	.03	1,547
	Male	4%	5%	12%	31%	49%	4.16	.04	736
	Transgender	11%		11%	56%	22%	3.78	.40	9
	Other Identity		12%	12%	47%	29%	3.94	.23	17
Gender - ENTIRE SAMPLE	Female	3%	4%	12%	29%	51%	4.23	.00	71,572
	Male	3%	4%	13%	32%	48%	4.17	.00	47,450
	Transgender	6%	4%	13%	32%	45%	4.06	.05	440
	Other Identity	5%	7%	14%	24%	49%	4.05	.04	806
Live... - YOUR INSTITUTION	On campus	5%	6%	15%	28%	47%	4.07	.04	809
	Off campus	3%	4%	10%	29%	55%	4.29	.03	1,500
Live... - ENTIRE SAMPLE	On campus	3%	5%	14%	32%	46%	4.14	.00	69,199
	Off campus	2%	3%	11%	29%	55%	4.30	.00	50,201
NACUFS Region - YOUR	Southern	3%	5%	11%	28%	52%	4.21	.02	2,309
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	10%	30%	56%	4.35	.01	10,436
	Mid-Atlantic	5%	7%	17%	31%	41%	3.96	.01	9,760
	Midwest	2%	4%	13%	32%	49%	4.22	.01	30,778
	Northeast	3%	4%	13%	29%	50%	4.20	.01	26,922
	Pacific	3%	4%	13%	31%	49%	4.18	.01	20,752
	Southern	3%	4%	12%	30%	52%	4.24	.01	22,467
Institution Type - YOUR INSTITUTION	Public	3%	5%	11%	28%	52%	4.21	.02	2,309
Institution Type - ENTIRE SAMPLE	Public	3%	4%	13%	31%	49%	4.18	.00	92,897
	Private	3%	4%	11%	29%	53%	4.26	.01	28,218
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	11%	28%	52%	4.21	.02	2,309
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	11%	26%	57%	4.32	.02	3,150
	Primarily 4-year	3%	4%	13%	30%	50%	4.20	.00	117,965
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	11%	28%	52%	4.21	.02	2,309
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	31%	51%	4.25	.00	92,077
	Mainly Contracted	4%	6%	14%	30%	45%	4.05	.01	25,637
	Combination of Both	5%	5%	11%	26%	52%	4.14	.02	3,401
Total Current Enrollment - YOUR	Over 20,000	3%	5%	11%	28%	52%	4.21	.02	2,309
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	10%	25%	60%	4.41	.01	5,832
	2,500 to 10,000	3%	4%	13%	29%	50%	4.20	.01	24,042
	10,001 to 20,000	3%	4%	12%	30%	51%	4.23	.01	38,711
	Over 20,000	3%	5%	13%	31%	48%	4.16	.00	52,530
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	6%	18%	36%	39%	4.04	.08	160
	Express Unit	2%	2%	9%	27%	60%	4.40	.03	783
	Specialty Coffee Shop/ Juice Bar	2%	4%	8%	31%	55%	4.34	.04	461
	Sit-down Restaurant	12%	9%	18%	24%	36%	3.62	.08	266
	Convenience Store	2%	2%	8%	20%	68%	4.49	.09	93
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	14%	31%	47%	4.13	.01	21,350
	Marketplace	2%	4%	13%	33%	46%	4.17	.01	8,527
	Express Unit	3%	3%	11%	27%	56%	4.31	.01	17,462
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	28%	56%	4.32	.01	9,433
	Sit-down Restaurant	3%	4%	11%	27%	56%	4.28	.02	4,368
	Convenience Store	2%	4%	11%	28%	55%	4.32	.01	7,160
	No type given	4%	8%	11%	18%	60%	4.21	.10	141

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 16a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Friendliness of staff

		Friendliness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	6%	26%	66%	4.57	.02	1,854
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	30%	57%	4.41	.00	100,649
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	6%	25%	68%	4.59	.02	1,419
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	28%	61%	4.47	.00	56,660
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	7%	30%	61%	4.50	.03	435
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	33%	52%	4.33	.00	43,989
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	26%	66%	4.56	.02	1,432
	Faculty		3%	8%	42%	47%	4.33	.09	72
	Administration/ Staff		1%	3%	26%	70%	4.66	.03	345
	Other			20%		80%	4.60	.40	5
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	31%	56%	4.37	.00	86,473
	Faculty	0%	1%	7%	30%	61%	4.50	.01	3,119
	Administration/Staff	0%	1%	4%	27%	68%	4.63	.01	10,123
	Other	1%	2%	8%	23%	66%	4.52	.03	650
Student Class Status - YOUR INSTITUTION	First year	0%	1%	7%	23%	69%	4.59	.03	715
	Sophomore	1%	2%	5%	22%	70%	4.60	.07	121
	Junior	0%	1%	3%	20%	76%	4.69	.04	251
	Senior	1%	3%	6%	32%	59%	4.45	.07	136
	Graduate	1%		11%	38%	50%	4.36	.05	201
	Other				50%	50%	4.50	.19	8
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	31%	55%	4.37	.00	33,235
	Sophomore	1%	3%	11%	31%	54%	4.35	.01	17,722
	Junior	1%	3%	11%	30%	56%	4.39	.01	14,788
	Senior	1%	2%	10%	29%	58%	4.41	.01	13,738
	Graduate	1%	2%	10%	33%	54%	4.37	.01	6,040
	Other	0%	2%	9%	29%	59%	4.46	.03	828
Gender - YOUR INSTITUTION	Female	0%	1%	5%	23%	72%	4.64	.02	1,232
	Male	0%	2%	8%	32%	58%	4.45	.03	601
	Transgender		29%	29%	14%	29%	3.43	.48	7
	Other Identity			14%	71%	14%	4.00	.15	14
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	29%	61%	4.48	.00	58,543
	Male	1%	3%	12%	32%	52%	4.31	.00	40,371
	Transgender	3%	4%	16%	26%	51%	4.19	.05	377
	Other Identity	2%	6%	14%	26%	52%	4.21	.04	701
Live... - YOUR INSTITUTION	On campus	0%	1%	7%	24%	67%	4.57	.03	662
	Off campus	0%	1%	5%	27%	66%	4.57	.02	1,192
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	31%	54%	4.35	.00	58,383
	Off campus	1%	2%	8%	28%	61%	4.48	.00	40,867
NACUFS Region - YOUR	Southern	0%	1%	6%	26%	66%	4.57	.02	1,854
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	32%	55%	4.39	.01	8,955
	Mid-Atlantic	1%	4%	12%	35%	49%	4.27	.01	8,062
	Midwest	1%	3%	10%	32%	55%	4.37	.01	26,194
	Northeast	1%	2%	10%	29%	58%	4.42	.01	22,590
	Pacific	1%	2%	10%	29%	59%	4.42	.01	16,826
	Southern	1%	2%	8%	28%	62%	4.49	.01	18,022
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	26%	66%	4.57	.02	1,854
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	30%	57%	4.41	.00	76,744
	Private	1%	2%	10%	30%	57%	4.41	.01	23,905
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	26%	66%	4.57	.02	1,854
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	7%	25%	66%	4.54	.01	2,521
	Primarily 4-year	1%	2%	10%	30%	57%	4.40	.00	98,128
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	26%	66%	4.57	.02	1,854
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	30%	57%	4.40	.00	77,007
	Mainly Contracted	1%	2%	10%	31%	56%	4.40	.01	20,798
	Combination of Both	1%	2%	6%	22%	70%	4.58	.01	2,844
Total Current Enrollment - YOUR	Over 20,000	0%	1%	6%	26%	66%	4.57	.02	1,854
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	27%	64%	4.53	.01	4,897
	2,500 to 10,000	1%	2%	9%	28%	60%	4.46	.01	19,906
	10,001 to 20,000	1%	2%	10%	29%	58%	4.42	.00	31,959
	Over 20,000	1%	3%	11%	32%	54%	4.36	.00	43,887
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	8%	31%	59%	4.46	.06	134
	Express Unit	1%	1%	8%	23%	67%	4.56	.03	628
	Specialty Coffee Shop/ Juice Bar	1%	1%	3%	28%	68%	4.62	.03	381
	Sit-down Restaurant		1%	2%	21%	76%	4.72	.04	195
	Convenience Store			2%	25%	73%	4.70	.06	81
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	29%	59%	4.42	.01	17,938
	Marketplace	1%	3%	10%	33%	54%	4.37	.01	7,121
	Express Unit	1%	1%	8%	26%	64%	4.52	.01	14,411
	Specialty Coffee Shop/ Juice Bar	0%	2%	7%	27%	64%	4.53	.01	7,713
	Sit-down Restaurant	0%	1%	6%	27%	65%	4.55	.01	3,524
	Convenience Store	1%	2%	8%	29%	60%	4.47	.01	5,840
	No type given	1%	1%	4%	21%	73%	4.64	.07	113

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 16b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
SERVICE: Friendliness of staff

		Friendliness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	4%	11%	25%	57%	4.29	.02	2,312
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	12%	28%	53%	4.24	.00	121,474
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	10%	26%	59%	4.34	.02	1,764
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	11%	27%	55%	4.28	.00	68,524
Aggregated Dining Halls	YOUR INSTITUTION	5%	6%	14%	23%	52%	4.12	.05	548
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	13%	29%	50%	4.19	.00	52,950
Respondent Type - YOUR INSTITUTION	Student	4%	4%	11%	25%	56%	4.26	.02	1,748
	Faculty	2%	3%	7%	21%	66%	4.46	.09	95
	Administration/ Staff	3%	3%	11%	24%	59%	4.33	.05	460
	Other				22%	78%	4.78	.15	9
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	13%	29%	51%	4.21	.00	103,507
	Faculty	3%	2%	7%	22%	65%	4.45	.01	3,991
	Administration/Staff	2%	3%	8%	23%	63%	4.43	.01	12,779
	Other	4%	3%	8%	20%	66%	4.42	.03	828
Student Class Status - YOUR INSTITUTION	First year	4%	6%	11%	25%	54%	4.18	.04	875
	Sophomore	1%	4%	7%	29%	59%	4.42	.07	152
	Junior	2%	2%	10%	21%	65%	4.45	.05	293
	Senior	2%	2%	12%	27%	58%	4.35	.07	172
	Graduate	6%	2%	14%	27%	52%	4.18	.07	244
	Other			17%	50%	33%	4.17	.21	12
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	13%	28%	52%	4.20	.01	39,539
	Sophomore	3%	5%	13%	29%	50%	4.18	.01	21,419
	Junior	3%	5%	13%	29%	51%	4.19	.01	17,694
	Senior	3%	4%	13%	29%	52%	4.23	.01	16,288
	Graduate	3%	3%	10%	30%	54%	4.28	.01	7,352
	Other	4%	4%	12%	26%	55%	4.26	.03	1,041
Gender - YOUR INSTITUTION	Female	3%	4%	10%	24%	59%	4.32	.03	1,547
	Male	4%	3%	12%	26%	54%	4.23	.04	739
	Transgender		11%	11%	56%	22%	3.89	.31	9
	Other Identity		6%	12%	35%	47%	4.24	.22	17
Gender - ENTIRE SAMPLE	Female	3%	4%	12%	27%	54%	4.25	.00	71,764
	Male	3%	4%	12%	29%	52%	4.23	.00	47,616
	Transgender	6%	5%	12%	28%	49%	4.08	.06	440
	Other Identity	6%	6%	13%	23%	52%	4.09	.04	815
Live... - YOUR INSTITUTION	On campus	4%	6%	12%	25%	53%	4.16	.04	814
	Off campus	3%	2%	10%	25%	60%	4.36	.02	1,498
Live... - ENTIRE SAMPLE	On campus	3%	5%	13%	29%	50%	4.17	.00	69,494
	Off campus	3%	3%	10%	26%	58%	4.33	.00	50,271
NACUFS Region - YOUR	Southern	3%	4%	11%	25%	57%	4.29	.02	2,312
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	9%	25%	61%	4.42	.01	10,484
	Mid-Atlantic	5%	7%	16%	28%	43%	3.96	.01	9,838
	Midwest	2%	4%	12%	29%	53%	4.26	.01	30,920
	Northeast	3%	4%	12%	27%	54%	4.24	.01	26,944
	Pacific	3%	4%	13%	28%	52%	4.21	.01	20,795
	Southern	3%	4%	11%	27%	55%	4.28	.01	22,493
Institution Type - YOUR INSTITUTION	Public	3%	4%	11%	25%	57%	4.29	.02	2,312
Institution Type - ENTIRE SAMPLE	Public	3%	4%	12%	28%	52%	4.22	.00	93,224
	Private	3%	4%	11%	26%	57%	4.31	.01	28,250
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	4%	11%	25%	57%	4.29	.02	2,312
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	10%	23%	61%	4.37	.02	3,150
	Primarily 4-year	3%	4%	12%	28%	53%	4.24	.00	118,324
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	11%	25%	57%	4.29	.02	2,312
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	28%	54%	4.28	.00	92,371
	Mainly Contracted	5%	6%	14%	27%	49%	4.10	.01	25,716
	Combination of Both	6%	5%	12%	25%	53%	4.13	.02	3,387
Total Current Enrollment - YOUR	Over 20,000	3%	4%	11%	25%	57%	4.29	.02	2,312
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	9%	22%	65%	4.46	.01	5,818
	2,500 to 10,000	3%	4%	12%	27%	54%	4.23	.01	24,099
	10,001 to 20,000	3%	4%	12%	27%	55%	4.28	.01	38,793
	Over 20,000	3%	5%	13%	29%	51%	4.19	.00	52,764
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	22%	37%	39%	4.09	.07	161
	Express Unit	2%	3%	6%	25%	64%	4.47	.03	789
	Specialty Coffee Shop/ Juice Bar	2%	2%	8%	25%	64%	4.47	.04	456
	Sit-down Restaurant	10%	5%	19%	26%	40%	3.80	.08	264
	Convenience Store	3%	1%	4%	17%	74%	4.59	.09	94
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	13%	28%	50%	4.17	.01	21,384
	Marketplace	3%	4%	12%	30%	51%	4.23	.01	8,545
	Express Unit	3%	3%	10%	25%	59%	4.35	.01	17,486
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	25%	60%	4.37	.01	9,426
	Sit-down Restaurant	2%	3%	10%	25%	60%	4.36	.01	4,355
	Convenience Store	2%	3%	10%	26%	58%	4.35	.01	7,190
	No type given	4%	7%	9%	22%	58%	4.23	.09	138

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 17a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
CLEANLINESS: Overall

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	4%	22%	73%	4.67	.01	1,856
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.59	.00	100,738
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	4%	22%	73%	4.66	.02	1,421
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	23%	70%	4.60	.00	56,508
Aggregated Dining Halls	YOUR INSTITUTION	1%		3%	22%	74%	4.69	.03	435
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	66%	4.56	.00	44,230
Respondent Type - YOUR INSTITUTION	Student	0%	1%	4%	22%	72%	4.65	.02	1,430
	Faculty			5%	30%	64%	4.59	.07	73
	Administration/ Staff			3%	18%	79%	4.76	.03	347
	Other				17%	83%	4.83	.17	6
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	25%	67%	4.56	.00	86,538
	Faculty	0%	1%	4%	21%	74%	4.68	.01	3,135
	Administration/Staff	0%	0%	2%	17%	80%	4.77	.00	10,137
	Other	1%	1%	6%	21%	70%	4.57	.03	649
Student Class Status - YOUR INSTITUTION	First year	1%	1%	4%	22%	72%	4.65	.02	717
	Sophomore			6%	23%	72%	4.66	.05	120
	Junior		1%	4%	17%	78%	4.72	.04	252
	Senior		1%	2%	29%	68%	4.63	.05	136
	Graduate		2%	7%	24%	67%	4.55	.05	195
	Other				30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	25%	66%	4.56	.00	33,299
	Sophomore	0%	1%	8%	26%	65%	4.54	.01	17,726
	Junior	0%	1%	7%	25%	67%	4.57	.01	14,798
	Senior	0%	1%	7%	24%	68%	4.57	.01	13,730
	Graduate	0%	1%	6%	25%	67%	4.58	.01	6,035
	Other	0%	1%	6%	21%	72%	4.64	.02	828
Gender - YOUR INSTITUTION	Female	0%	0%	3%	18%	77%	4.72	.02	1,233
	Male	0%	1%	5%	28%	66%	4.57	.03	602
	Transgender			17%	33%	50%	4.33	.33	6
	Other Identity			7%	60%	33%	4.27	.15	15
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	21%	73%	4.66	.00	58,547
	Male	1%	2%	9%	28%	62%	4.49	.00	40,450
	Transgender	1%	2%	12%	26%	59%	4.38	.05	375
	Other Identity	1%	2%	13%	24%	59%	4.38	.03	709
Live... - YOUR INSTITUTION	On campus	1%	0%	3%	23%	72%	4.66	.03	663
	Off campus		1%	4%	21%	74%	4.67	.02	1,193
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	66%	4.55	.00	58,466
	Off campus	0%	1%	5%	21%	72%	4.64	.00	40,870
NACUFS Region - YOUR	Southern	0%	1%	4%	22%	73%	4.67	.01	1,856
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	6%	25%	68%	4.59	.01	8,922
	Mid-Atlantic	0%	1%	7%	28%	64%	4.54	.01	8,064
	Midwest	0%	1%	6%	25%	67%	4.58	.00	26,226
	Northeast	1%	1%	7%	23%	68%	4.57	.00	22,664
	Pacific	0%	1%	7%	23%	69%	4.59	.01	16,841
	Southern	0%	1%	5%	22%	72%	4.64	.00	18,021
Institution Type - YOUR INSTITUTION	Public	0%	1%	4%	22%	73%	4.67	.01	1,856
Institution Type - ENTIRE SAMPLE	Public	0%	1%	6%	24%	69%	4.59	.00	76,806
	Private	0%	1%	6%	25%	67%	4.58	.00	23,932
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	4%	22%	73%	4.67	.01	1,856
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	4%	19%	76%	4.70	.01	2,494
	Primarily 4-year	0%	1%	6%	24%	68%	4.58	.00	98,244
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	4%	22%	73%	4.67	.01	1,856
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	6%	24%	68%	4.59	.00	77,047
	Mainly Contracted	0%	1%	7%	25%	66%	4.56	.00	20,844
	Combination of Both	0%	1%	3%	16%	80%	4.74	.01	2,847
Total Current Enrollment - YOUR	Over 20,000	0%	1%	4%	22%	73%	4.67	.01	1,856
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	23%	71%	4.63	.01	4,927
	2,500 to 10,000	0%	1%	6%	22%	70%	4.60	.00	19,890
	10,001 to 20,000	0%	1%	7%	23%	69%	4.59	.00	31,963
	Over 20,000	0%	1%	6%	25%	67%	4.57	.00	43,958
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	7%	21%	71%	4.63	.06	135
	Express Unit	0%	1%	4%	22%	73%	4.65	.03	622
	Specialty Coffee Shop/ Juice Bar		1%	4%	22%	73%	4.66	.03	386
	Sit-down Restaurant		1%	5%	21%	74%	4.68	.04	198
	Convenience Store			1%	23%	76%	4.75	.05	80
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	7%	22%	69%	4.59	.01	17,980
	Marketplace	0%	1%	6%	26%	66%	4.56	.01	7,111
	Express Unit	1%	1%	6%	22%	71%	4.62	.01	14,337
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	22%	71%	4.62	.01	7,661
	Sit-down Restaurant	0%	1%	5%	19%	75%	4.68	.01	3,535
	Convenience Store	1%	1%	6%	24%	68%	4.57	.01	5,782
	No type given	2%	1%	4%	13%	80%	4.69	.08	102

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 17b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
CLEANLINESS: Overall

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	11%	33%	49%	4.21	.02	2,310
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	36%	46%	4.20	.00	121,901
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	10%	31%	53%	4.27	.02	1,767
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	33%	51%	4.29	.00	68,584
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	14%	39%	37%	4.00	.04	543
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	39%	39%	4.09	.00	53,317
Respondent Type - YOUR INSTITUTION	Student	3%	4%	11%	32%	49%	4.21	.02	1,743
	Faculty	3%	3%	12%	33%	49%	4.22	.10	100
	Administration/ Staff	3%	5%	10%	34%	48%	4.19	.05	458
	Other				44%	56%	4.56	.18	9
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	13%	37%	44%	4.17	.00	103,760
	Faculty	2%	3%	8%	32%	55%	4.34	.01	4,032
	Administration/Staff	2%	3%	7%	31%	57%	4.39	.01	12,920
	Other	3%	4%	10%	24%	59%	4.34	.03	823
Student Class Status - YOUR INSTITUTION	First year	2%	5%	13%	34%	46%	4.17	.03	862
	Sophomore	2%	3%	12%	31%	51%	4.27	.08	154
	Junior	2%	3%	8%	31%	57%	4.39	.05	296
	Senior	2%	5%	11%	30%	52%	4.25	.08	171
	Graduate	5%	6%	10%	31%	48%	4.11	.07	248
	Other	8%	8%	25%	33%	25%	3.58	.36	12
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	14%	37%	43%	4.15	.00	39,682
	Sophomore	2%	5%	14%	37%	42%	4.12	.01	21,454
	Junior	2%	4%	12%	36%	45%	4.17	.01	17,707
	Senior	2%	4%	12%	36%	47%	4.22	.01	16,350
	Graduate	2%	3%	9%	36%	50%	4.30	.01	7,365
	Other	2%	3%	11%	32%	51%	4.26	.03	1,033
Gender - YOUR INSTITUTION	Female	3%	4%	11%	31%	50%	4.22	.03	1,543
	Male	3%	5%	11%	36%	46%	4.19	.04	742
	Transgender				63%	38%	4.38	.18	8
	Other Identity	6%	6%		47%	41%	4.12	.27	17
Gender - ENTIRE SAMPLE	Female	2%	4%	12%	35%	47%	4.21	.00	72,050
	Male	2%	4%	12%	37%	45%	4.19	.00	47,763
	Transgender	5%	8%	13%	32%	43%	4.01	.05	439
	Other Identity	5%	5%	16%	33%	42%	4.03	.04	832
Live... - YOUR INSTITUTION	On campus	2%	5%	13%	35%	45%	4.15	.03	802
	Off campus	3%	4%	10%	32%	51%	4.24	.03	1,508
Live... - ENTIRE SAMPLE	On campus	2%	5%	14%	38%	41%	4.11	.00	69,696
	Off campus	2%	3%	9%	33%	53%	4.32	.00	50,507
NACUFS Region - YOUR	Southern	3%	5%	11%	33%	49%	4.21	.02	2,310
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	36%	50%	4.31	.01	10,456
	Mid-Atlantic	3%	6%	14%	38%	39%	4.06	.01	9,868
	Midwest	2%	4%	12%	37%	46%	4.20	.01	31,070
	Northeast	2%	4%	13%	35%	44%	4.15	.01	27,088
	Pacific	2%	4%	13%	36%	46%	4.19	.01	20,865
	Southern	2%	3%	10%	34%	50%	4.28	.01	22,554
Institution Type - YOUR INSTITUTION	Public	3%	5%	11%	33%	49%	4.21	.02	2,310
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	36%	46%	4.20	.00	93,526
	Private	2%	4%	12%	35%	47%	4.22	.01	28,375
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	11%	33%	49%	4.21	.02	2,310
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	11%	32%	50%	4.24	.02	3,163
	Primarily 4-year	2%	4%	12%	36%	46%	4.20	.00	118,738
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	11%	33%	49%	4.21	.02	2,310
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	12%	36%	47%	4.24	.00	92,725
	Mainly Contracted	3%	6%	14%	36%	41%	4.07	.01	25,769
	Combination of Both	4%	6%	11%	30%	48%	4.13	.02	3,407
Total Current Enrollment - YOUR	Over 20,000	3%	5%	11%	33%	49%	4.21	.02	2,310
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	33%	53%	4.34	.01	5,870
	2,500 to 10,000	2%	4%	12%	35%	47%	4.21	.01	24,137
	10,001 to 20,000	2%	4%	12%	36%	47%	4.21	.00	38,958
	Over 20,000	2%	4%	12%	37%	45%	4.17	.00	52,936
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	9%	22%	32%	31%	3.75	.09	162
	Express Unit	2%	3%	8%	29%	58%	4.37	.03	790
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	33%	57%	4.42	.04	460
	Sit-down Restaurant	5%	6%	17%	33%	39%	3.95	.07	263
	Convenience Store	1%	1%	4%	29%	64%	4.54	.08	92
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	13%	35%	45%	4.15	.01	21,462
	Marketplace	2%	4%	12%	37%	46%	4.21	.01	8,574
	Express Unit	2%	3%	9%	31%	55%	4.35	.01	17,478
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	59%	4.42	.01	9,418
	Sit-down Restaurant	1%	2%	9%	30%	58%	4.40	.01	4,367
	Convenience Store	1%	2%	9%	33%	55%	4.37	.01	7,154
	No type given	3%	1%	7%	27%	62%	4.44	.08	131

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 18a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
CLEANLINESS: Serving areas

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	6%	23%	69%	4.60	.02	1,845
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	26%	65%	4.53	.00	100,010
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	7%	23%	68%	4.59	.02	1,409
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	7%	25%	65%	4.53	.00	55,844
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	6%	22%	71%	4.63	.03	436
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	63%	4.52	.00	44,166
Respondent Type - YOUR INSTITUTION	Student	0%	1%	7%	23%	68%	4.58	.02	1,419
	Faculty			7%	36%	58%	4.51	.07	73
	Administration/ Staff	0%		3%	22%	75%	4.71	.03	347
	Other			17%	50%	33%	4.17	.31	6
Respondent Type - ENTIRE SAMPLE	Student	0%	2%	8%	27%	63%	4.50	.00	86,027
	Faculty	0%	1%	5%	23%	70%	4.62	.01	3,090
	Administration/Staff	0%	1%	3%	20%	76%	4.70	.01	9,980
	Other	1%	2%	9%	21%	68%	4.53	.03	633
Student Class Status - YOUR INSTITUTION	First year	1%	1%	6%	23%	69%	4.59	.03	711
	Sophomore			11%	20%	69%	4.59	.06	121
	Junior		2%	5%	17%	76%	4.67	.04	248
	Senior		1%	9%	29%	61%	4.50	.06	133
	Graduate		3%	11%	26%	61%	4.44	.06	196
	Other				30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	27%	63%	4.51	.00	33,176
	Sophomore	0%	2%	9%	27%	62%	4.49	.01	17,617
	Junior	0%	1%	8%	27%	63%	4.51	.01	14,686
	Senior	1%	2%	8%	26%	64%	4.51	.01	13,630
	Graduate	0%	2%	7%	27%	63%	4.51	.01	5,975
	Other	0%	1%	7%	25%	67%	4.58	.02	814
Gender - YOUR INSTITUTION	Female	0%	0%	5%	20%	74%	4.67	.02	1,226
	Male	0%	2%	9%	28%	60%	4.46	.03	598
	Transgender			17%	50%	33%	4.17	.31	6
	Other Identity			13%	60%	27%	4.13	.17	15
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	23%	70%	4.61	.00	58,089
	Male	1%	2%	10%	30%	58%	4.42	.00	40,184
	Transgender	1%	2%	12%	28%	57%	4.36	.05	375
	Other Identity	1%	3%	15%	25%	57%	4.35	.03	702
Live... - YOUR INSTITUTION	On campus	1%	1%	6%	23%	69%	4.58	.03	657
	Off campus	0%	1%	7%	23%	69%	4.61	.02	1,188
Live... - ENTIRE SAMPLE	On campus	0%	1%	8%	28%	62%	4.50	.00	58,166
	Off campus	0%	1%	6%	24%	68%	4.58	.00	40,434
NACUFS Region - YOUR	Southern	0%	1%	6%	23%	69%	4.60	.02	1,845
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	27%	64%	4.52	.01	8,836
	Mid-Atlantic	0%	2%	8%	29%	60%	4.48	.01	8,028
	Midwest	0%	1%	8%	27%	64%	4.52	.00	26,010
	Northeast	1%	2%	8%	25%	65%	4.52	.01	22,555
	Pacific	0%	1%	8%	26%	65%	4.53	.01	16,716
	Southern	0%	1%	6%	24%	68%	4.58	.01	17,865
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	23%	69%	4.60	.02	1,845
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	26%	65%	4.53	.00	76,245
	Private	0%	2%	8%	27%	64%	4.52	.00	23,765
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	23%	69%	4.60	.02	1,845
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	6%	22%	70%	4.61	.01	2,479
	Primarily 4-year	0%	1%	8%	26%	64%	4.53	.00	97,531
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	23%	69%	4.60	.02	1,845
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	26%	64%	4.53	.00	76,492
	Mainly Contracted	1%	2%	8%	27%	63%	4.50	.01	20,684
	Combination of Both	0%	1%	4%	17%	78%	4.71	.01	2,834
Total Current Enrollment - YOUR	Over 20,000	0%	1%	6%	23%	69%	4.60	.02	1,845
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	25%	68%	4.59	.01	4,880
	2,500 to 10,000	0%	1%	7%	24%	66%	4.55	.01	19,744
	10,001 to 20,000	0%	1%	8%	26%	65%	4.53	.00	31,723
	Over 20,000	1%	1%	8%	27%	63%	4.51	.00	43,663
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	8%	23%	67%	4.53	.07	135
	Express Unit	0%	1%	7%	22%	69%	4.58	.03	619
	Specialty Coffee Shop/ Juice Bar		2%	6%	26%	66%	4.57	.03	382
	Sit-down Restaurant		1%	6%	23%	71%	4.64	.04	195
	Convenience Store			3%	23%	74%	4.72	.06	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	24%	66%	4.54	.01	17,920
	Marketplace	0%	2%	8%	28%	63%	4.50	.01	7,087
	Express Unit	1%	1%	7%	25%	66%	4.54	.01	14,187
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	25%	66%	4.54	.01	7,621
	Sit-down Restaurant	0%	1%	5%	22%	71%	4.62	.01	3,491
	Convenience Store	1%	2%	8%	27%	63%	4.49	.01	5,438
	No type given	2%		6%	18%	74%	4.62	.08	100

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 18b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
CLEANLINESS: Serving areas

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	4%	11%	34%	48%	4.23	.02	2,288
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	11%	35%	48%	4.24	.00	120,886
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	11%	33%	50%	4.25	.02	1,744
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	33%	51%	4.27	.00	67,634
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	12%	39%	43%	4.16	.04	544
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	38%	44%	4.19	.00	53,252
Respondent Type - YOUR INSTITUTION	Student	2%	4%	11%	34%	49%	4.23	.02	1,730
	Faculty	3%	1%	12%	35%	48%	4.25	.09	99
	Administration/ Staff	2%	4%	10%	36%	47%	4.21	.05	450
	Other				56%	44%	4.44	.18	9
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	36%	46%	4.21	.00	103,053
	Faculty	3%	3%	8%	32%	55%	4.33	.01	3,975
	Administration/Staff	2%	3%	7%	31%	57%	4.38	.01	12,684
	Other	3%	4%	8%	25%	60%	4.36	.03	808
Student Class Status - YOUR INSTITUTION	First year	2%	4%	12%	34%	49%	4.24	.03	855
	Sophomore	1%	3%	11%	32%	52%	4.31	.07	157
	Junior	1%	2%	9%	31%	56%	4.40	.05	293
	Senior	2%	6%	9%	37%	46%	4.17	.08	167
	Graduate	5%	6%	15%	35%	39%	3.98	.07	246
	Other		17%	8%	42%	33%	3.92	.31	12
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	36%	47%	4.23	.00	39,511
	Sophomore	2%	4%	13%	37%	45%	4.18	.01	21,298
	Junior	2%	4%	12%	36%	46%	4.19	.01	17,582
	Senior	2%	4%	12%	35%	47%	4.22	.01	16,204
	Graduate	2%	3%	10%	35%	51%	4.29	.01	7,268
	Other	2%	4%	9%	36%	49%	4.26	.03	1,021
Gender - YOUR INSTITUTION	Female	2%	4%	12%	32%	50%	4.24	.02	1,525
	Male	2%	4%	10%	40%	44%	4.20	.03	738
	Transgender			13%	38%	50%	4.38	.26	8
	Other Identity		12%		53%	35%	4.12	.22	17
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	35%	49%	4.25	.00	71,321
	Male	2%	4%	12%	36%	47%	4.22	.00	47,467
	Transgender	5%	5%	13%	32%	45%	4.05	.05	440
	Other Identity	5%	5%	14%	33%	43%	4.04	.04	824
Live... - YOUR INSTITUTION	On campus	2%	3%	12%	36%	46%	4.23	.03	796
	Off campus	2%	4%	10%	33%	49%	4.23	.03	1,492
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	37%	45%	4.18	.00	69,262
	Off campus	2%	3%	9%	33%	53%	4.32	.00	49,913
NACUFS Region - YOUR	Southern	2%	4%	11%	34%	48%	4.23	.02	2,288
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	9%	35%	53%	4.35	.01	10,358
	Mid-Atlantic	2%	5%	13%	38%	42%	4.12	.01	9,812
	Midwest	2%	4%	11%	36%	48%	4.26	.01	30,758
	Northeast	2%	4%	13%	35%	46%	4.19	.01	26,943
	Pacific	2%	4%	12%	35%	47%	4.20	.01	20,706
	Southern	2%	3%	10%	34%	51%	4.30	.01	22,309
Institution Type - YOUR INSTITUTION	Public	2%	4%	11%	34%	48%	4.23	.02	2,288
Institution Type - ENTIRE SAMPLE	Public	2%	4%	11%	35%	48%	4.23	.00	92,721
	Private	2%	4%	11%	35%	49%	4.26	.01	28,165
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	11%	34%	48%	4.23	.02	2,288
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	11%	32%	51%	4.25	.02	3,125
	Primarily 4-year	2%	4%	11%	35%	48%	4.24	.00	117,761
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	11%	34%	48%	4.23	.02	2,288
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	35%	49%	4.27	.00	91,934
	Mainly Contracted	3%	5%	13%	36%	43%	4.11	.01	25,557
	Combination of Both	4%	5%	11%	29%	50%	4.17	.02	3,395
Total Current Enrollment - YOUR	Over 20,000	2%	4%	11%	34%	48%	4.23	.02	2,288
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	33%	55%	4.39	.01	5,803
	2,500 to 10,000	2%	4%	11%	34%	49%	4.24	.01	23,932
	10,001 to 20,000	2%	4%	11%	35%	48%	4.25	.00	38,638
	Over 20,000	2%	4%	11%	36%	47%	4.21	.00	52,513
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	25%	35%	29%	3.81	.08	161
	Express Unit	2%	4%	8%	30%	56%	4.34	.03	785
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	34%	51%	4.31	.04	454
	Sit-down Restaurant	2%	5%	14%	39%	38%	4.04	.06	257
	Convenience Store	1%	1%	5%	34%	59%	4.48	.08	87
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	12%	35%	46%	4.16	.01	21,408
	Marketplace	2%	4%	11%	37%	47%	4.24	.01	8,540
	Express Unit	2%	3%	10%	31%	54%	4.32	.01	17,240
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	30%	56%	4.36	.01	9,332
	Sit-down Restaurant	1%	3%	8%	32%	56%	4.40	.01	4,322
	Convenience Store	1%	3%	10%	34%	52%	4.32	.01	6,665
	No type given	2%	2%	7%	28%	61%	4.43	.08	127

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 19a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
CLEANLINESS: Eating areas (tables, chairs, etc.)

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	1%	8%	24%	66%	4.54	.02	1,827
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	27%	63%	4.50	.00	98,386
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	24%	65%	4.52	.02	1,395
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	63%	4.48	.00	54,397
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	6%	22%	70%	4.60	.03	432
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	63%	4.52	.00	43,989
Respondent Type - YOUR INSTITUTION	Student	1%	1%	8%	23%	66%	4.53	.02	1,412
	Faculty		4%	8%	31%	57%	4.40	.10	72
	Administration/ Staff	1%	1%	5%	24%	70%	4.61	.04	337
	Other				83%	17%	4.17	.17	6
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	27%	62%	4.49	.00	84,938
	Faculty	1%	2%	6%	26%	64%	4.51	.01	2,997
	Administration/Staff	1%	1%	5%	23%	70%	4.59	.01	9,550
	Other	2%	2%	7%	24%	65%	4.49	.03	626
Student Class Status - YOUR INSTITUTION	First year	1%	1%	7%	23%	68%	4.55	.03	706
	Sophomore		1%	13%	26%	60%	4.45	.07	121
	Junior		1%	7%	20%	72%	4.63	.04	249
	Senior		2%	9%	23%	65%	4.52	.07	130
	Graduate	1%	3%	12%	28%	57%	4.39	.06	196
	Other				30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	1%	1%	8%	28%	63%	4.50	.00	32,906
	Sophomore	1%	2%	8%	28%	61%	4.48	.01	17,398
	Junior	1%	2%	8%	27%	63%	4.49	.01	14,485
	Senior	1%	2%	8%	26%	63%	4.49	.01	13,403
	Graduate	1%	2%	8%	27%	61%	4.46	.01	5,817
	Other	1%	1%	7%	24%	68%	4.56	.03	812
Gender - YOUR INSTITUTION	Female	1%	1%	6%	21%	71%	4.60	.02	1,216
	Male	0%	2%	10%	29%	58%	4.42	.03	591
	Transgender			17%	67%	17%	4.00	.26	6
	Other Identity			7%	64%	29%	4.21	.15	14
Gender - ENTIRE SAMPLE	Female	1%	1%	6%	25%	67%	4.56	.00	56,983
	Male	1%	2%	10%	30%	58%	4.42	.00	39,707
	Transgender	2%	2%	13%	30%	54%	4.32	.05	370
	Other Identity	2%	3%	12%	26%	56%	4.32	.04	683
Live... - YOUR INSTITUTION	On campus	1%	1%	8%	23%	67%	4.53	.03	654
	Off campus	0%	2%	8%	24%	66%	4.54	.02	1,173
Live... - ENTIRE SAMPLE	On campus	1%	1%	8%	28%	62%	4.49	.00	57,595
	Off campus	1%	2%	7%	25%	66%	4.52	.00	39,428
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	8%	24%	66%	4.54	.02	1,827
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	7%	29%	62%	4.50	.01	8,631
	Mid-Atlantic	1%	2%	8%	30%	59%	4.46	.01	7,937
	Midwest	1%	1%	8%	28%	63%	4.50	.00	25,578
	Northeast	1%	2%	8%	26%	63%	4.50	.01	22,247
	Pacific	1%	2%	8%	26%	64%	4.51	.01	16,493
	Southern	1%	2%	7%	25%	65%	4.52	.01	17,500
Institution Type - YOUR INSTITUTION	Public	1%	1%	8%	24%	66%	4.54	.02	1,827
Institution Type - ENTIRE SAMPLE	Public	1%	2%	8%	27%	63%	4.50	.00	74,950
	Private	0%	2%	7%	27%	63%	4.51	.00	23,436
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	8%	24%	66%	4.54	.02	1,827
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	7%	24%	67%	4.56	.02	2,424
	Primarily 4-year	1%	2%	8%	27%	63%	4.50	.00	95,962
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	8%	24%	66%	4.54	.02	1,827
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	27%	63%	4.50	.00	75,186
	Mainly Contracted	1%	2%	8%	28%	61%	4.46	.01	20,389
	Combination of Both	1%	1%	3%	16%	79%	4.72	.01	2,811
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	8%	24%	66%	4.54	.02	1,827
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	26%	66%	4.55	.01	4,809
	2,500 to 10,000	1%	1%	8%	25%	65%	4.52	.01	19,497
	10,001 to 20,000	1%	2%	8%	26%	64%	4.51	.00	31,159
	Over 20,000	1%	2%	8%	28%	62%	4.48	.00	42,921
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	8%	26%	64%	4.51	.06	133
	Express Unit	0%	1%	10%	21%	66%	4.52	.03	619
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	59%	4.46	.04	375
	Sit-down Restaurant		1%	5%	19%	75%	4.69	.04	196
	Convenience Store	3%	6%	3%	29%	60%	4.38	.12	72
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	26%	64%	4.51	.01	17,653
	Marketplace	1%	2%	8%	30%	59%	4.45	.01	6,998
	Express Unit	1%	2%	8%	25%	63%	4.46	.01	13,718
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	62%	4.46	.01	7,332
	Sit-down Restaurant	1%	1%	5%	22%	71%	4.62	.01	3,469
	Convenience Store	2%	2%	9%	26%	61%	4.42	.01	5,128
	No type given	2%	1%	5%	18%	74%	4.61	.08	99

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 19b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
CLEANLINESS: Eating areas (tables, chairs, etc.)

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	7%	15%	33%	41%	4.01	.02	2,276
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	17%	35%	38%	3.98	.00	118,648
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	15%	32%	43%	4.03	.03	1,733
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	15%	33%	42%	4.05	.00	65,506
Aggregated Dining Halls	YOUR INSTITUTION	3%	8%	15%	37%	36%	3.94	.05	543
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	18%	37%	34%	3.90	.00	53,142
Respondent Type - YOUR INSTITUTION	Student	4%	8%	15%	32%	41%	4.00	.03	1,725
	Faculty	6%	5%	11%	39%	38%	3.98	.11	97
	Administration/ Staff	4%	6%	13%	37%	41%	4.05	.05	445
	Other			11%	44%	44%	4.33	.24	9
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	17%	35%	37%	3.96	.00	101,750
	Faculty	3%	6%	13%	33%	45%	4.10	.02	3,805
	Administration/Staff	3%	5%	13%	32%	47%	4.15	.01	11,940
	Other	3%	6%	12%	25%	55%	4.23	.04	797
Student Class Status - YOUR INSTITUTION	First year	3%	7%	17%	32%	40%	3.99	.04	856
	Sophomore	3%	8%	15%	33%	41%	4.03	.08	157
	Junior	4%	4%	14%	30%	48%	4.13	.06	291
	Senior	1%	12%	12%	30%	45%	4.07	.08	165
	Graduate	7%	9%	14%	34%	36%	3.82	.08	244
	Other		17%	17%	42%	25%	3.75	.30	12
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	18%	35%	37%	3.96	.01	39,221
	Sophomore	3%	8%	18%	36%	35%	3.91	.01	21,069
	Junior	3%	8%	17%	35%	37%	3.94	.01	17,320
	Senior	3%	7%	17%	35%	38%	3.98	.01	15,910
	Graduate	3%	6%	14%	35%	42%	4.08	.01	7,054
	Other	3%	6%	13%	33%	45%	4.10	.03	1,009
Gender - YOUR INSTITUTION	Female	4%	7%	16%	31%	42%	4.01	.03	1,516
	Male	4%	7%	13%	37%	39%	4.01	.04	736
	Transgender		13%		63%	25%	4.00	.33	8
	Other Identity		6%	13%	31%	50%	4.25	.23	16
Gender - ENTIRE SAMPLE	Female	3%	8%	17%	34%	38%	3.97	.00	69,794
	Male	3%	7%	16%	35%	39%	4.01	.00	46,810
	Transgender	7%	9%	20%	32%	33%	3.76	.06	433
	Other Identity	6%	10%	17%	31%	35%	3.79	.04	805
Live... - YOUR INSTITUTION	On campus	3%	7%	18%	34%	38%	3.97	.04	795
	Off campus	4%	7%	13%	33%	43%	4.03	.03	1,481
Live... - ENTIRE SAMPLE	On campus	3%	8%	18%	36%	35%	3.92	.00	68,674
	Off campus	3%	6%	15%	33%	43%	4.07	.00	48,303
NACUFS Region - YOUR	Southern	4%	7%	15%	33%	41%	4.01	.02	2,276
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	15%	35%	41%	4.06	.01	10,116
	Mid-Atlantic	3%	8%	17%	37%	35%	3.91	.01	9,685
	Midwest	3%	8%	17%	35%	38%	3.97	.01	30,131
	Northeast	3%	7%	18%	34%	38%	3.96	.01	26,588
	Pacific	3%	8%	17%	34%	38%	3.96	.01	20,382
	Southern	3%	7%	15%	34%	41%	4.05	.01	21,746
Institution Type - YOUR INSTITUTION	Public	4%	7%	15%	33%	41%	4.01	.02	2,276
Institution Type - ENTIRE SAMPLE	Public	3%	7%	17%	35%	38%	3.97	.00	90,822
	Private	3%	7%	16%	34%	40%	4.02	.01	27,826
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	15%	33%	41%	4.01	.02	2,276
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	15%	32%	41%	3.99	.02	3,033
	Primarily 4-year	3%	7%	17%	35%	38%	3.98	.00	115,615
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	15%	33%	41%	4.01	.02	2,276
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	35%	39%	4.01	.00	90,190
	Mainly Contracted	4%	8%	18%	35%	34%	3.88	.01	25,097
	Combination of Both	5%	8%	15%	29%	43%	3.97	.02	3,361
Total Current Enrollment - YOUR	Over 20,000	4%	7%	15%	33%	41%	4.01	.02	2,276
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	14%	33%	45%	4.14	.01	5,725
	2,500 to 10,000	3%	7%	16%	34%	41%	4.03	.01	23,567
	10,001 to 20,000	3%	7%	16%	35%	39%	4.00	.01	37,900
	Over 20,000	3%	8%	17%	35%	36%	3.93	.00	51,456
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	13%	25%	30%	23%	3.47	.10	161
	Express Unit	3%	7%	14%	31%	46%	4.09	.04	782
	Specialty Coffee Shop/ Juice Bar	3%	5%	14%	35%	44%	4.12	.05	446
	Sit-down Restaurant	5%	8%	15%	32%	40%	3.95	.07	262
	Convenience Store	2%	2%	10%	29%	56%	4.34	.10	82
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	18%	34%	37%	3.93	.01	21,042
	Marketplace	3%	8%	16%	36%	37%	3.98	.01	8,369
	Express Unit	2%	6%	15%	32%	45%	4.11	.01	16,547
	Specialty Coffee Shop/ Juice Bar	2%	5%	14%	30%	48%	4.16	.01	8,905
	Sit-down Restaurant	2%	5%	11%	32%	50%	4.24	.01	4,304
	Convenience Store	3%	5%	15%	34%	44%	4.12	.01	6,216
	No type given	2%	5%	9%	27%	57%	4.31	.09	123

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 20a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Location

		Location					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	3%	9%	32%	56%	4.40	.02	1,873
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	12%	33%	50%	4.27	.00	100,638
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	31%	57%	4.42	.02	1,432
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	52%	4.30	.00	56,304
Aggregated Dining Halls	YOUR INSTITUTION	0%	4%	10%	36%	50%	4.32	.04	441
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	13%	34%	47%	4.22	.00	44,334
Respondent Type - YOUR INSTITUTION	Student	1%	3%	10%	32%	55%	4.37	.02	1,448
	Faculty		4%	7%	39%	50%	4.34	.10	70
	Administration/ Staff	0%	2%	5%	32%	61%	4.51	.04	349
	Other				67%	33%	4.33	.21	6
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	33%	49%	4.25	.00	86,631
	Faculty	1%	3%	8%	35%	53%	4.37	.01	3,084
	Administration/Staff	1%	2%	8%	35%	54%	4.40	.01	10,009
	Other	2%	3%	12%	31%	52%	4.29	.04	634
Student Class Status - YOUR INSTITUTION	First year	1%	3%	10%	32%	55%	4.36	.03	724
	Sophomore		3%	12%	32%	52%	4.34	.07	122
	Junior	1%	3%	10%	24%	62%	4.44	.05	255
	Senior		2%	7%	41%	50%	4.39	.06	138
	Graduate	1%	1%	12%	34%	52%	4.35	.06	199
	Other			10%	60%	30%	4.20	.20	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	33%	49%	4.25	.00	33,408
	Sophomore	1%	4%	13%	33%	48%	4.22	.01	17,734
	Junior	1%	4%	13%	33%	49%	4.24	.01	14,773
	Senior	1%	4%	13%	33%	50%	4.25	.01	13,754
	Graduate	1%	3%	10%	35%	51%	4.32	.01	6,014
	Other	1%	4%	13%	30%	52%	4.28	.03	828
Gender - YOUR INSTITUTION	Female	1%	2%	8%	30%	60%	4.46	.02	1,244
	Male	1%	4%	11%	36%	48%	4.28	.03	607
	Transgender				57%	43%	4.43	.20	7
	Other Identity			20%	60%	20%	4.00	.17	15
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	33%	53%	4.34	.00	58,530
	Male	2%	4%	14%	35%	45%	4.17	.00	40,381
	Transgender	2%	4%	15%	31%	47%	4.17	.05	379
	Other Identity	3%	5%	16%	32%	43%	4.08	.04	709
Live... - YOUR INSTITUTION	On campus	1%	4%	10%	30%	56%	4.36	.03	670
	Off campus	1%	2%	8%	33%	56%	4.41	.02	1,203
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	34%	48%	4.24	.00	58,572
	Off campus	1%	3%	11%	33%	52%	4.31	.00	40,672
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	9%	32%	56%	4.40	.02	1,873
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	37%	44%	4.18	.01	8,862
	Mid-Atlantic	1%	4%	13%	36%	46%	4.22	.01	8,085
	Midwest	1%	3%	11%	33%	51%	4.30	.01	26,189
	Northeast	1%	4%	13%	33%	49%	4.24	.01	22,649
	Pacific	1%	4%	12%	33%	50%	4.26	.01	16,810
	Southern	1%	3%	10%	32%	53%	4.33	.01	18,043
Institution Type - YOUR INSTITUTION	Public	1%	3%	9%	32%	56%	4.40	.02	1,873
Institution Type - ENTIRE SAMPLE	Public	1%	4%	12%	33%	51%	4.28	.00	76,812
	Private	1%	4%	13%	35%	47%	4.22	.01	23,826
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	9%	32%	56%	4.40	.02	1,873
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	4%	11%	35%	49%	4.26	.02	2,479
	Primarily 4-year	1%	4%	12%	33%	50%	4.27	.00	98,159
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	9%	32%	56%	4.40	.02	1,873
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	12%	33%	50%	4.27	.00	76,955
	Mainly Contracted	1%	4%	12%	34%	49%	4.24	.01	20,821
	Combination of Both	1%	3%	8%	29%	59%	4.44	.02	2,862
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	9%	32%	56%	4.40	.02	1,873
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	13%	38%	43%	4.15	.01	4,882
	2,500 to 10,000	1%	4%	12%	33%	49%	4.25	.01	19,913
	10,001 to 20,000	1%	4%	12%	33%	51%	4.29	.00	31,907
	Over 20,000	1%	4%	12%	34%	50%	4.27	.00	43,936
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	7%	34%	56%	4.43	.07	137
	Express Unit	1%	3%	11%	30%	55%	4.36	.03	633
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	28%	62%	4.49	.04	385
	Sit-down Restaurant	1%	3%	7%	36%	54%	4.40	.06	198
	Convenience Store			4%	32%	65%	4.61	.06	79
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	13%	33%	49%	4.24	.01	17,970
	Marketplace	1%	4%	12%	37%	47%	4.23	.01	7,138
	Express Unit	1%	3%	11%	31%	54%	4.34	.01	14,262
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	30%	57%	4.41	.01	7,671
	Sit-down Restaurant	1%	3%	9%	34%	52%	4.33	.01	3,536
	Convenience Store	1%	3%	11%	32%	54%	4.35	.01	5,644
	No type given	2%	5%	8%	35%	49%	4.24	.11	83

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 20b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Location

		Location					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	7%	29%	60%	4.44	.02	2,328
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	2%	9%	29%	58%	4.39	.00	121,670
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	29%	61%	4.46	.02	1,775
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	9%	29%	57%	4.38	.00	68,273
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	8%	28%	58%	4.37	.04	553
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	29%	58%	4.41	.00	53,397
Respondent Type - YOUR INSTITUTION	Student	1%	3%	7%	28%	61%	4.44	.02	1,763
	Faculty	1%		6%	30%	63%	4.54	.07	97
	Administration/ Staff	2%	2%	8%	32%	57%	4.39	.04	459
	Other				44%	56%	4.56	.18	9
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	10%	30%	57%	4.38	.00	103,784
	Faculty	2%	2%	6%	28%	62%	4.44	.01	3,974
	Administration/Staff	2%	2%	6%	26%	65%	4.50	.01	12,750
	Other	2%	4%	8%	24%	63%	4.42	.03	801
Student Class Status - YOUR INSTITUTION	First year	1%	4%	7%	26%	61%	4.43	.03	874
	Sophomore			8%	29%	63%	4.56	.05	156
	Junior	1%	2%	8%	25%	65%	4.51	.04	297
	Senior		2%	6%	34%	58%	4.47	.05	173
	Graduate	3%	3%	8%	31%	55%	4.31	.06	251
	Other			8%	33%	58%	4.50	.19	12
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	28%	60%	4.42	.00	39,739
	Sophomore	1%	3%	10%	31%	55%	4.36	.01	21,479
	Junior	2%	3%	10%	31%	54%	4.33	.01	17,686
	Senior	1%	3%	10%	31%	55%	4.35	.01	16,323
	Graduate	2%	3%	9%	33%	54%	4.34	.01	7,352
	Other	2%	3%	10%	29%	56%	4.35	.03	1,037
Gender - YOUR INSTITUTION	Female	1%	2%	7%	27%	63%	4.49	.02	1,559
	Male	2%	4%	8%	32%	54%	4.32	.03	743
	Transgender			11%	22%	67%	4.56	.24	9
	Other Identity			6%	41%	53%	4.47	.15	17
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	28%	60%	4.43	.00	71,947
	Male	2%	3%	10%	31%	55%	4.34	.00	47,639
	Transgender	4%	5%	12%	30%	49%	4.13	.05	442
	Other Identity	3%	4%	15%	32%	46%	4.12	.04	832
Live... - YOUR INSTITUTION	On campus	1%	3%	8%	27%	60%	4.42	.03	814
	Off campus	2%	2%	7%	30%	60%	4.45	.02	1,514
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	29%	58%	4.39	.00	69,783
	Off campus	2%	2%	9%	29%	58%	4.40	.00	50,203
NACUFS Region - YOUR	Southern	1%	2%	7%	29%	60%	4.44	.02	2,328
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	7%	29%	61%	4.47	.01	10,381
	Mid-Atlantic	2%	3%	10%	32%	54%	4.33	.01	9,884
	Midwest	1%	2%	8%	28%	61%	4.44	.00	30,995
	Northeast	2%	3%	11%	29%	55%	4.33	.01	27,032
	Pacific	2%	3%	10%	30%	56%	4.36	.01	20,805
	Southern	1%	2%	9%	29%	59%	4.42	.01	22,573
Institution Type - YOUR INSTITUTION	Public	1%	2%	7%	29%	60%	4.44	.02	2,328
Institution Type - ENTIRE SAMPLE	Public	2%	3%	9%	29%	58%	4.39	.00	93,413
	Private	1%	2%	8%	29%	58%	4.41	.01	28,257
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	7%	29%	60%	4.44	.02	2,328
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	9%	29%	59%	4.41	.02	3,138
	Primarily 4-year	2%	2%	9%	29%	58%	4.39	.00	118,532
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	7%	29%	60%	4.44	.02	2,328
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	29%	59%	4.42	.00	92,523
	Mainly Contracted	2%	3%	11%	31%	53%	4.30	.01	25,735
	Combination of Both	3%	3%	8%	26%	60%	4.37	.02	3,412
Total Current Enrollment - YOUR	Over 20,000	1%	2%	7%	29%	60%	4.44	.02	2,328
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	7%	29%	61%	4.49	.01	5,827
	2,500 to 10,000	2%	3%	10%	29%	57%	4.36	.01	24,152
	10,001 to 20,000	1%	2%	9%	28%	59%	4.41	.00	38,853
	Over 20,000	2%	3%	9%	30%	57%	4.38	.00	52,838
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	9%	32%	56%	4.42	.06	161
	Express Unit	2%	3%	8%	28%	59%	4.41	.03	798
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	26%	67%	4.58	.03	460
	Sit-down Restaurant		2%	7%	33%	57%	4.42	.05	265
	Convenience Store	2%	1%	8%	29%	60%	4.44	.09	91
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	32%	52%	4.30	.01	21,416
	Marketplace	1%	2%	9%	31%	56%	4.38	.01	8,585
	Express Unit	2%	2%	9%	28%	59%	4.40	.01	17,375
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	25%	64%	4.48	.01	9,416
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.44	.01	4,388
	Convenience Store	1%	2%	8%	29%	59%	4.42	.01	6,991
	No type given	3%	1%	10%	27%	59%	4.38	.09	102

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 21a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
DINING ENVIRONMENT: Layout of facility

		Layout of facility					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	8%	15%	37%	38%	4.01	.02	1,859
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	17%	37%	36%	3.98	.00	100,119
Aggregated Retail Units	YOUR INSTITUTION	2%	8%	14%	37%	39%	4.03	.03	1,419
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	17%	37%	38%	4.02	.00	55,886
Aggregated Dining Halls	YOUR INSTITUTION	1%	10%	18%	38%	33%	3.92	.05	440
Aggregated Dining Halls	ENTIRE SAMPLE	2%	8%	18%	38%	34%	3.93	.00	44,233
Respondent Type - YOUR INSTITUTION	Student	2%	9%	16%	36%	38%	3.98	.03	1,440
	Faculty		9%	21%	47%	24%	3.85	.11	68
	Administration/ Staff	1%	4%	12%	42%	40%	4.16	.05	345
	Other			50%	33%	17%	3.67	.33	6
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	18%	37%	35%	3.96	.00	86,238
	Faculty	1%	5%	16%	43%	35%	4.05	.02	3,061
	Administration/Staff	1%	5%	13%	43%	38%	4.12	.01	9,919
	Other	2%	5%	16%	33%	45%	4.13	.04	629
Student Class Status - YOUR INSTITUTION	First year	2%	9%	17%	35%	37%	3.96	.04	719
	Sophomore	3%	6%	11%	40%	40%	4.08	.09	121
	Junior	2%	8%	15%	29%	46%	4.09	.07	255
	Senior	2%	14%	11%	37%	36%	3.89	.09	138
	Graduate	3%	7%	18%	43%	30%	3.92	.07	197
	Other		20%	10%	50%	20%	3.70	.33	10
Student Class Status - ENTIRE SAMPLE	First year	2%	8%	18%	36%	35%	3.94	.01	33,284
	Sophomore	2%	8%	18%	37%	35%	3.94	.01	17,634
	Junior	2%	7%	18%	36%	36%	3.98	.01	14,709
	Senior	2%	7%	17%	37%	37%	3.99	.01	13,678
	Graduate	2%	7%	17%	39%	35%	3.98	.01	5,981
	Other	2%	6%	17%	35%	39%	4.03	.04	827
Gender - YOUR INSTITUTION	Female	2%	8%	14%	36%	41%	4.07	.03	1,235
	Male	2%	8%	18%	40%	31%	3.89	.04	602
	Transgender	14%		29%	29%	29%	3.57	.53	7
	Other Identity		7%	20%	73%		3.67	.16	15
Gender - ENTIRE SAMPLE	Female	2%	7%	15%	38%	38%	4.04	.00	58,231
	Male	2%	8%	20%	37%	33%	3.89	.01	40,171
	Transgender	4%	7%	20%	33%	36%	3.91	.06	379
	Other Identity	3%	8%	23%	36%	30%	3.80	.04	707
Live... - YOUR INSTITUTION	On campus	2%	10%	17%	34%	38%	3.95	.04	664
	Off campus	2%	7%	14%	39%	38%	4.04	.03	1,195
Live... - ENTIRE SAMPLE	On campus	2%	8%	18%	37%	34%	3.94	.00	58,345
	Off campus	2%	7%	16%	38%	38%	4.04	.00	40,389
NACUFS Region - YOUR	Southern	2%	8%	15%	37%	38%	4.01	.02	1,859
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	19%	40%	30%	3.89	.01	8,774
	Mid-Atlantic	2%	10%	20%	39%	30%	3.85	.01	8,046
	Midwest	2%	7%	18%	39%	34%	3.97	.01	26,081
	Northeast	2%	7%	17%	37%	38%	4.03	.01	22,535
	Pacific	2%	7%	17%	36%	39%	4.02	.01	16,741
	Southern	2%	8%	16%	37%	38%	4.01	.01	17,942
Institution Type - YOUR INSTITUTION	Public	2%	8%	15%	37%	38%	4.01	.02	1,859
Institution Type - ENTIRE SAMPLE	Public	2%	7%	17%	37%	36%	3.98	.00	76,398
	Private	2%	7%	18%	38%	35%	3.97	.01	23,721
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	8%	15%	37%	38%	4.01	.02	1,859
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	6%	16%	37%	38%	4.04	.02	2,465
	Primarily 4-year	2%	7%	17%	38%	36%	3.98	.00	97,654
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	8%	15%	37%	38%	4.01	.02	1,859
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	17%	38%	36%	3.99	.00	76,567
	Mainly Contracted	2%	9%	19%	38%	32%	3.90	.01	20,696
	Combination of Both	1%	3%	10%	31%	56%	4.39	.02	2,856
Total Current Enrollment - YOUR	Over 20,000	2%	8%	15%	37%	38%	4.01	.02	1,859
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	17%	40%	35%	4.02	.01	4,879
	2,500 to 10,000	2%	7%	17%	37%	39%	4.04	.01	19,792
	10,001 to 20,000	2%	7%	17%	37%	38%	4.02	.01	31,731
	Over 20,000	2%	8%	18%	38%	33%	3.92	.00	43,717
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	12%	46%	35%	4.07	.08	136
	Express Unit	3%	8%	16%	35%	38%	3.97	.04	624
	Specialty Coffee Shop/ Juice Bar	2%	8%	12%	37%	42%	4.09	.05	383
	Sit-down Restaurant	2%	9%	15%	35%	39%	4.00	.07	197
	Convenience Store		3%	13%	42%	43%	4.25	.09	79
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	37%	37%	4.00	.01	17,880
	Marketplace	2%	8%	18%	40%	31%	3.91	.01	7,087
	Express Unit	2%	7%	16%	36%	40%	4.05	.01	14,092
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	37%	40%	4.07	.01	7,598
	Sit-down Restaurant	2%	7%	16%	38%	38%	4.04	.02	3,520
	Convenience Store	2%	7%	17%	37%	38%	4.02	.01	5,624
	No type given	6%	4%	18%	29%	44%	4.01	.12	85

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 21b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Layout of facility

		Layout of facility					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	10%	34%	51%	4.30	.02	2,322
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	35%	48%	4.23	.00	121,227
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	11%	34%	50%	4.27	.02	1,769
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	34%	47%	4.22	.00	67,887
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	7%	34%	56%	4.41	.03	553
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	35%	48%	4.26	.00	53,340
Respondent Type - YOUR INSTITUTION	Student	2%	3%	10%	33%	52%	4.32	.02	1,757
	Faculty		4%	14%	33%	48%	4.26	.09	99
	Administration/ Staff	2%	4%	9%	38%	47%	4.25	.04	457
	Other				44%	56%	4.56	.18	9
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	12%	35%	48%	4.24	.00	103,442
	Faculty	3%	5%	11%	35%	46%	4.15	.02	3,945
	Administration/Staff	2%	4%	11%	32%	50%	4.24	.01	12,683
	Other	2%	4%	9%	30%	55%	4.32	.03	795
Student Class Status - YOUR INSTITUTION	First year	1%	1%	9%	33%	55%	4.40	.03	870
	Sophomore	1%	2%	10%	35%	53%	4.37	.06	156
	Junior	1%	4%	9%	31%	55%	4.35	.05	296
	Senior	2%	6%	15%	31%	46%	4.14	.08	173
	Graduate	3%	5%	15%	33%	44%	4.09	.07	250
	Other			8%	42%	50%	4.42	.19	12
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	10%	35%	51%	4.32	.00	39,645
	Sophomore	2%	4%	13%	36%	46%	4.21	.01	21,379
	Junior	2%	4%	13%	36%	45%	4.17	.01	17,637
	Senior	2%	4%	13%	35%	45%	4.17	.01	16,285
	Graduate	2%	4%	13%	37%	44%	4.16	.01	7,301
	Other	2%	4%	12%	33%	49%	4.25	.03	1,032
Gender - YOUR INSTITUTION	Female	1%	3%	10%	33%	53%	4.34	.02	1,554
	Male	2%	4%	11%	37%	47%	4.24	.03	742
	Transgender			33%	33%	33%	4.00	.29	9
	Other Identity		12%	18%	35%	35%	3.94	.25	17
Gender - ENTIRE SAMPLE	Female	2%	3%	11%	34%	50%	4.27	.00	71,640
	Male	2%	4%	13%	37%	45%	4.19	.00	47,508
	Transgender	4%	8%	13%	37%	38%	3.97	.05	438
	Other Identity	4%	7%	17%	35%	36%	3.92	.04	827
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	34%	54%	4.38	.03	809
	Off campus	2%	4%	11%	34%	50%	4.26	.02	1,513
Live... - ENTIRE SAMPLE	On campus	2%	3%	12%	35%	48%	4.25	.00	69,573
	Off campus	2%	4%	12%	34%	47%	4.21	.00	49,962
NACUFS Region - YOUR	Southern	2%	3%	10%	34%	51%	4.30	.02	2,322
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	51%	4.31	.01	10,324
	Mid-Atlantic	2%	4%	12%	38%	43%	4.17	.01	9,843
	Midwest	2%	4%	11%	35%	49%	4.25	.01	30,899
	Northeast	2%	4%	13%	34%	46%	4.18	.01	26,917
	Pacific	2%	3%	13%	35%	48%	4.23	.01	20,739
	Southern	2%	3%	11%	35%	50%	4.27	.01	22,505
Institution Type - YOUR INSTITUTION	Public	2%	3%	10%	34%	51%	4.30	.02	2,322
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	35%	47%	4.23	.00	93,013
	Private	2%	4%	11%	34%	49%	4.25	.01	28,214
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	10%	34%	51%	4.30	.02	2,322
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	12%	33%	50%	4.26	.02	3,122
	Primarily 4-year	2%	4%	12%	35%	48%	4.23	.00	118,105
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	10%	34%	51%	4.30	.02	2,322
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	12%	35%	49%	4.26	.00	92,177
	Mainly Contracted	2%	4%	13%	36%	44%	4.14	.01	25,647
	Combination of Both	4%	4%	10%	30%	52%	4.21	.02	3,403
Total Current Enrollment - YOUR	Over 20,000	2%	3%	10%	34%	51%	4.30	.02	2,322
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	11%	33%	51%	4.28	.01	5,838
	2,500 to 10,000	2%	4%	12%	34%	48%	4.23	.01	24,027
	10,001 to 20,000	2%	3%	12%	34%	49%	4.26	.00	38,695
	Over 20,000	2%	4%	12%	36%	46%	4.21	.00	52,667
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	7%	12%	36%	44%	4.16	.07	161
	Express Unit	2%	3%	10%	32%	52%	4.28	.03	793
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	33%	50%	4.29	.04	460
	Sit-down Restaurant		2%	11%	36%	49%	4.29	.05	264
	Convenience Store	1%	4%	10%	37%	47%	4.25	.09	91
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	35%	44%	4.15	.01	21,377
	Marketplace	2%	3%	13%	37%	46%	4.23	.01	8,542
	Express Unit	2%	4%	12%	33%	49%	4.24	.01	17,185
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	32%	50%	4.23	.01	9,331
	Sit-down Restaurant	2%	3%	11%	34%	51%	4.28	.01	4,371
	Convenience Store	2%	3%	11%	36%	49%	4.27	.01	6,982
	No type given	2%	2%	11%	28%	57%	4.35	.09	99

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 22a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Appearance

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	6%	15%	37%	41%	4.10	.02	1,858
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	18%	36%	36%	3.98	.00	99,948
Aggregated Retail Units	YOUR INSTITUTION	1%	6%	15%	36%	42%	4.11	.03	1,418
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	17%	36%	39%	4.04	.00	55,852
Aggregated Dining Halls	YOUR INSTITUTION	1%	6%	16%	38%	38%	4.06	.05	440
Aggregated Dining Halls	ENTIRE SAMPLE	2%	8%	20%	37%	33%	3.91	.00	44,096
Respondent Type - YOUR INSTITUTION	Student	2%	7%	15%	36%	40%	4.05	.03	1,441
	Faculty		6%	22%	41%	31%	3.97	.11	68
	Administration/ Staff	1%	2%	12%	37%	49%	4.31	.04	343
	Other			33%	67%		3.67	.21	6
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	19%	36%	35%	3.95	.00	86,059
	Faculty	1%	5%	15%	42%	38%	4.10	.02	3,061
	Administration/Staff	1%	3%	12%	41%	43%	4.23	.01	9,935
	Other	2%	4%	15%	32%	48%	4.19	.04	625
Student Class Status - YOUR INSTITUTION	First year	2%	6%	18%	35%	39%	4.03	.04	721
	Sophomore	2%	7%	17%	36%	39%	4.02	.09	121
	Junior	0%	7%	9%	35%	48%	4.23	.06	255
	Senior	1%	12%	11%	37%	39%	4.00	.09	137
	Graduate	2%	7%	16%	41%	35%	3.99	.07	197
	Other		10%	10%	70%	10%	3.80	.25	10
Student Class Status - ENTIRE SAMPLE	First year	2%	8%	19%	36%	35%	3.94	.01	33,202
	Sophomore	2%	8%	19%	36%	35%	3.92	.01	17,604
	Junior	2%	8%	19%	35%	36%	3.96	.01	14,663
	Senior	2%	7%	18%	36%	37%	3.98	.01	13,653
	Graduate	2%	7%	19%	38%	34%	3.95	.01	5,990
	Other	2%	7%	18%	35%	39%	4.01	.04	823
Gender - YOUR INSTITUTION	Female	1%	5%	14%	35%	45%	4.17	.03	1,233
	Male	2%	7%	16%	40%	35%	4.00	.04	603
	Transgender		29%	43%	14%	14%	3.14	.40	7
	Other Identity		40%	27%	33%		2.93	.23	15
Gender - ENTIRE SAMPLE	Female	1%	6%	16%	37%	39%	4.05	.00	58,168
	Male	2%	8%	21%	36%	33%	3.88	.01	40,075
	Transgender	4%	9%	22%	30%	36%	3.86	.06	373
	Other Identity	4%	12%	23%	30%	31%	3.71	.04	697
Live... - YOUR INSTITUTION	On campus	2%	6%	18%	33%	40%	4.03	.04	667
	Off campus	1%	6%	13%	39%	41%	4.14	.03	1,191
Live... - ENTIRE SAMPLE	On campus	2%	8%	19%	36%	34%	3.92	.00	58,217
	Off campus	1%	6%	16%	37%	40%	4.07	.00	40,371
NACUFS Region - YOUR	Southern	1%	6%	15%	37%	41%	4.10	.02	1,858
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	20%	39%	32%	3.91	.01	8,761
	Mid-Atlantic	2%	10%	20%	38%	30%	3.84	.01	8,027
	Midwest	2%	8%	19%	37%	35%	3.95	.01	26,026
	Northeast	2%	6%	17%	36%	38%	4.03	.01	22,499
	Pacific	2%	7%	17%	34%	39%	4.02	.01	16,697
	Southern	2%	7%	16%	36%	39%	4.04	.01	17,938
Institution Type - YOUR INSTITUTION	Public	1%	6%	15%	37%	41%	4.10	.02	1,858
Institution Type - ENTIRE SAMPLE	Public	2%	7%	18%	36%	37%	3.99	.00	76,289
	Private	2%	7%	19%	37%	35%	3.97	.01	23,659
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	6%	15%	37%	41%	4.10	.02	1,858
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	6%	15%	36%	42%	4.11	.02	2,458
	Primarily 4-year	2%	7%	18%	36%	36%	3.98	.00	97,490
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	6%	15%	37%	41%	4.10	.02	1,858
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	18%	37%	36%	3.99	.00	76,491
	Mainly Contracted	2%	8%	19%	36%	34%	3.91	.01	20,617
	Combination of Both	1%	2%	10%	31%	57%	4.40	.02	2,840
Total Current Enrollment - YOUR	Over 20,000	1%	6%	15%	37%	41%	4.10	.02	1,858
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	17%	39%	37%	4.02	.01	4,875
	2,500 to 10,000	2%	6%	17%	35%	40%	4.05	.01	19,792
	10,001 to 20,000	2%	7%	18%	36%	38%	4.02	.01	31,673
	Over 20,000	2%	8%	19%	37%	34%	3.92	.00	43,608
Type of Retail Unit - YOUR INSTITUTION	Food Court		7%	13%	41%	39%	4.12	.08	135
	Express Unit	2%	6%	17%	35%	40%	4.06	.04	626
	Specialty Coffee Shop/ Juice Bar	1%	7%	13%	38%	41%	4.11	.05	383
	Sit-down Restaurant	1%	5%	14%	36%	44%	4.17	.07	196
	Convenience Store	1%	6%	10%	27%	55%	4.28	.11	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	18%	36%	39%	4.04	.01	17,791
	Marketplace	2%	8%	19%	39%	32%	3.91	.01	7,065
	Express Unit	2%	6%	16%	35%	41%	4.08	.01	14,143
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	36%	41%	4.09	.01	7,621
	Sit-down Restaurant	1%	5%	14%	38%	41%	4.12	.02	3,510
	Convenience Store	2%	7%	17%	36%	38%	4.02	.01	5,630
	No type given	3%	5%	15%	30%	46%	4.10	.11	92

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 22b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Appearance

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	1%	3%	9%	33%	54%	4.35	.02	2,310
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	35%	49%	4.27	.00	121,058
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	9%	34%	53%	4.34	.02	1,761
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	12%	35%	49%	4.27	.00	67,925
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	9%	32%	55%	4.38	.04	549
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	36%	49%	4.28	.00	53,133
Respondent Type - YOUR INSTITUTION	Student	1%	2%	9%	33%	55%	4.38	.02	1,748
	Faculty	4%	2%	12%	35%	46%	4.18	.10	99
	Administration/ Staff	2%	3%	9%	36%	50%	4.29	.04	454
	Other				56%	44%	4.44	.18	9
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	36%	49%	4.27	.00	103,241
	Faculty	3%	4%	11%	35%	48%	4.21	.02	3,953
	Administration/Staff	2%	3%	10%	33%	52%	4.32	.01	12,692
	Other	2%	3%	10%	29%	56%	4.34	.03	800
Student Class Status - YOUR INSTITUTION	First year	1%	2%	8%	32%	58%	4.43	.03	866
	Sophomore	1%	2%	9%	34%	54%	4.39	.06	153
	Junior	1%	2%	9%	28%	60%	4.45	.05	294
	Senior	1%	5%	10%	35%	50%	4.28	.07	173
	Graduate	3%	4%	10%	39%	44%	4.18	.06	250
	Other			17%	42%	42%	4.25	.22	12
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	34%	51%	4.32	.00	39,540
	Sophomore	2%	3%	13%	37%	47%	4.24	.01	21,343
	Junior	2%	3%	12%	36%	47%	4.23	.01	17,611
	Senior	1%	3%	13%	36%	47%	4.25	.01	16,255
	Graduate	2%	3%	12%	37%	46%	4.23	.01	7,293
	Other	2%	3%	12%	33%	50%	4.28	.03	1,029
Gender - YOUR INSTITUTION	Female	1%	2%	8%	32%	56%	4.40	.02	1,544
	Male	2%	3%	11%	36%	49%	4.25	.03	740
	Transgender		11%	33%	33%	22%	3.67	.33	9
	Other Identity			12%	47%	41%	4.29	.17	17
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	34%	51%	4.31	.00	71,509
	Male	2%	3%	13%	37%	46%	4.22	.00	47,464
	Transgender	4%	6%	14%	33%	43%	4.05	.05	440
	Other Identity	5%	5%	17%	35%	38%	3.96	.04	821
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	33%	56%	4.41	.03	804
	Off campus	2%	3%	9%	34%	53%	4.32	.02	1,506
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	36%	49%	4.28	.00	69,402
	Off campus	2%	3%	11%	34%	50%	4.28	.00	49,962
NACUFS Region - YOUR	Southern	1%	3%	9%	33%	54%	4.35	.02	2,310
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	35%	53%	4.36	.01	10,346
	Mid-Atlantic	2%	4%	14%	39%	42%	4.14	.01	9,810
	Midwest	1%	2%	10%	35%	51%	4.33	.00	30,845
	Northeast	2%	3%	13%	34%	47%	4.21	.01	26,919
	Pacific	2%	3%	13%	35%	47%	4.23	.01	20,695
	Southern	1%	2%	10%	35%	52%	4.34	.01	22,443
Institution Type - YOUR INSTITUTION	Public	1%	3%	9%	33%	54%	4.35	.02	2,310
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	35%	49%	4.27	.00	92,893
	Private	2%	3%	11%	35%	50%	4.28	.01	28,165
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	9%	33%	54%	4.35	.02	2,310
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	12%	33%	49%	4.24	.02	3,117
	Primarily 4-year	1%	3%	12%	35%	49%	4.28	.00	117,941
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	9%	33%	54%	4.35	.02	2,310
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	11%	35%	50%	4.30	.00	92,076
	Mainly Contracted	2%	3%	13%	37%	45%	4.18	.01	25,585
	Combination of Both	4%	5%	12%	29%	49%	4.15	.02	3,397
Total Current Enrollment - YOUR	Over 20,000	1%	3%	9%	33%	54%	4.35	.02	2,310
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	34%	54%	4.38	.01	5,821
	2,500 to 10,000	2%	3%	11%	34%	50%	4.29	.01	24,037
	10,001 to 20,000	1%	3%	11%	35%	50%	4.29	.00	38,640
	Over 20,000	2%	3%	12%	36%	47%	4.25	.00	52,560
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	25%	33%	30%	3.77	.08	162
	Express Unit	2%	2%	8%	31%	58%	4.42	.03	788
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	36%	56%	4.45	.03	458
	Sit-down Restaurant	2%	5%	9%	37%	48%	4.26	.06	263
	Convenience Store	1%	2%	3%	42%	51%	4.40	.08	90
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	14%	35%	45%	4.16	.01	21,334
	Marketplace	1%	3%	12%	38%	46%	4.24	.01	8,537
	Express Unit	1%	2%	11%	34%	52%	4.32	.01	17,271
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	55%	4.37	.01	9,332
	Sit-down Restaurant	1%	3%	9%	33%	54%	4.36	.01	4,357
	Convenience Store	1%	2%	12%	36%	49%	4.29	.01	6,983
	No type given	3%	2%	13%	25%	58%	4.33	.09	111

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 23a
Importance of Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Availability of seating

		Availability of seating					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	4%	10%	33%	52%	4.29	.02	1,831
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	51%	4.29	.00	98,103
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	10%	33%	51%	4.27	.03	1,391
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	32%	50%	4.24	.00	54,061
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	34%	54%	4.38	.04	440
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	33%	53%	4.36	.00	44,042
Respondent Type - YOUR INSTITUTION	Student	2%	4%	10%	32%	53%	4.31	.02	1,423
	Faculty	1%	3%	16%	38%	41%	4.15	.11	68
	Administration/ Staff	2%	6%	7%	34%	51%	4.26	.05	334
	Other			33%	67%		3.67	.21	6
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	32%	52%	4.30	.00	84,832
	Faculty	3%	4%	10%	35%	48%	4.21	.02	2,982
	Administration/Staff	2%	4%	9%	35%	51%	4.28	.01	9,427
	Other	2%	4%	11%	30%	53%	4.29	.04	604
Student Class Status - YOUR INSTITUTION	First year	1%	4%	10%	31%	55%	4.34	.03	714
	Sophomore	2%	2%	9%	34%	52%	4.31	.08	122
	Junior	0%	3%	10%	28%	58%	4.41	.05	252
	Senior	2%	6%	10%	36%	46%	4.19	.09	128
	Graduate	3%	3%	12%	41%	42%	4.16	.07	197
	Other			10%	60%	30%	4.20	.20	10
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	33%	51%	4.30	.00	32,901
	Sophomore	1%	3%	12%	33%	51%	4.30	.01	17,424
	Junior	1%	3%	11%	31%	53%	4.31	.01	14,417
	Senior	1%	3%	11%	31%	53%	4.31	.01	13,354
	Graduate	2%	4%	11%	34%	49%	4.23	.01	5,819
	Other	1%	4%	11%	31%	53%	4.30	.03	812
Gender - YOUR INSTITUTION	Female	1%	4%	9%	30%	56%	4.36	.03	1,214
	Male	3%	5%	12%	38%	43%	4.15	.04	598
	Transgender		14%		43%	43%	4.14	.40	7
	Other Identity			8%	75%	17%	4.08	.15	12
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	31%	55%	4.35	.00	56,890
	Male	2%	4%	13%	34%	47%	4.22	.00	39,563
	Transgender	2%	4%	15%	30%	50%	4.22	.05	371
	Other Identity	2%	3%	14%	33%	47%	4.19	.04	681
Live... - YOUR INSTITUTION	On campus	2%	3%	10%	31%	53%	4.31	.04	659
	Off campus	2%	4%	9%	34%	51%	4.28	.03	1,172
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	33%	50%	4.29	.00	57,575
	Off campus	2%	4%	10%	31%	53%	4.31	.00	39,216
NACUFS Region - YOUR	Southern	2%	4%	10%	33%	52%	4.29	.02	1,831
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	11%	36%	48%	4.26	.01	8,525
	Mid-Atlantic	1%	4%	12%	36%	47%	4.24	.01	7,910
	Midwest	1%	3%	11%	33%	52%	4.31	.01	25,503
	Northeast	1%	3%	12%	33%	51%	4.28	.01	22,182
	Pacific	1%	3%	11%	31%	54%	4.33	.01	16,469
	Southern	2%	4%	10%	31%	53%	4.30	.01	17,514
Institution Type - YOUR INSTITUTION	Public	2%	4%	10%	33%	52%	4.29	.02	1,831
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	32%	52%	4.29	.00	74,808
	Private	1%	3%	11%	34%	51%	4.30	.01	23,295
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	10%	33%	52%	4.29	.02	1,831
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	10%	32%	52%	4.29	.02	2,399
	Primarily 4-year	1%	3%	11%	33%	51%	4.29	.00	95,704
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	10%	33%	52%	4.29	.02	1,831
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	33%	51%	4.30	.00	74,983
	Mainly Contracted	2%	4%	12%	33%	49%	4.24	.01	20,291
	Combination of Both	1%	1%	5%	21%	72%	4.63	.01	2,829
Total Current Enrollment - YOUR	Over 20,000	2%	4%	10%	33%	52%	4.29	.02	1,831
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	35%	51%	4.33	.01	4,763
	2,500 to 10,000	1%	3%	12%	33%	51%	4.30	.01	19,388
	10,001 to 20,000	1%	3%	11%	32%	52%	4.31	.01	31,064
	Over 20,000	2%	4%	11%	33%	51%	4.28	.00	42,888
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	8%	33%	57%	4.46	.06	135
	Express Unit	2%	4%	12%	33%	50%	4.25	.04	622
	Specialty Coffee Shop/ Juice Bar	3%	7%	9%	32%	49%	4.18	.05	373
	Sit-down Restaurant		2%	7%	32%	59%	4.49	.05	197
	Convenience Store	9%	6%	13%	36%	36%	3.83	.16	64
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	11%	31%	53%	4.30	.01	17,543
	Marketplace	1%	4%	12%	37%	45%	4.21	.01	6,980
	Express Unit	2%	5%	12%	31%	50%	4.22	.01	13,630
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	32%	49%	4.20	.01	7,320
	Sit-down Restaurant	1%	3%	9%	33%	55%	4.38	.01	3,484
	Convenience Store	3%	5%	14%	33%	45%	4.13	.01	5,019
	No type given	4%	1%	11%	33%	52%	4.28	.10	85

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 23b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Availability of seating

		Availability of seating					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	8%	14%	30%	43%	4.00	.02	2,273
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	16%	31%	40%	3.96	.00	118,473
Aggregated Retail Units	YOUR INSTITUTION	5%	11%	16%	28%	40%	3.89	.03	1,722
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	17%	30%	40%	3.93	.00	65,222
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	8%	36%	53%	4.36	.04	551
Aggregated Dining Halls	ENTIRE SAMPLE	3%	7%	16%	32%	41%	4.00	.00	53,251
Respondent Type - YOUR INSTITUTION	Student	4%	9%	15%	28%	44%	3.99	.03	1,730
	Faculty	2%	8%	9%	36%	44%	4.11	.10	96
	Administration/ Staff	3%	7%	13%	38%	39%	4.02	.05	438
	Other			11%	56%	33%	4.22	.22	9
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	17%	31%	39%	3.94	.00	101,661
	Faculty	5%	7%	13%	31%	44%	4.03	.02	3,803
	Administration/Staff	3%	6%	14%	30%	47%	4.10	.01	11,852
	Other	2%	6%	12%	26%	54%	4.22	.04	789
Student Class Status - YOUR INSTITUTION	First year	4%	6%	14%	27%	48%	4.09	.04	862
	Sophomore	2%	14%	18%	26%	40%	3.87	.09	154
	Junior	4%	11%	12%	29%	44%	3.98	.07	295
	Senior	4%	14%	19%	25%	38%	3.80	.09	161
	Graduate	7%	10%	16%	28%	39%	3.82	.08	246
	Other			8%	50%	42%	4.33	.19	12
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	15%	32%	44%	4.07	.01	39,224
	Sophomore	4%	9%	18%	32%	37%	3.87	.01	21,066
	Junior	5%	10%	18%	31%	36%	3.84	.01	17,288
	Senior	5%	10%	18%	30%	36%	3.82	.01	15,860
	Graduate	4%	9%	16%	32%	39%	3.92	.01	7,059
	Other	3%	7%	16%	27%	47%	4.09	.03	1,005
Gender - YOUR INSTITUTION	Female	4%	10%	14%	29%	43%	3.98	.03	1,522
	Male	4%	5%	15%	31%	44%	4.06	.04	728
	Transgender	11%	22%		44%	22%	3.44	.47	9
	Other Identity		14%	14%	43%	29%	3.86	.27	14
Gender - ENTIRE SAMPLE	Female	4%	8%	16%	31%	41%	3.96	.00	69,648
	Male	4%	7%	17%	32%	40%	3.97	.01	46,792
	Transgender	6%	10%	16%	32%	35%	3.79	.06	434
	Other Identity	8%	11%	21%	28%	33%	3.68	.04	796
Live... - YOUR INSTITUTION	On campus	4%	6%	14%	29%	47%	4.09	.04	798
	Off campus	4%	10%	14%	30%	41%	3.95	.03	1,475
Live... - ENTIRE SAMPLE	On campus	3%	7%	16%	32%	41%	3.99	.00	68,656
	Off campus	5%	9%	17%	30%	40%	3.92	.01	48,152
NACUFS Region - YOUR	Southern	4%	8%	14%	30%	43%	4.00	.02	2,273
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	15%	32%	44%	4.07	.01	10,034
	Mid-Atlantic	5%	9%	16%	33%	38%	3.90	.01	9,722
	Midwest	4%	8%	16%	31%	41%	3.98	.01	30,138
	Northeast	3%	7%	15%	32%	43%	4.04	.01	26,528
	Pacific	5%	9%	19%	31%	37%	3.87	.01	20,330
	Southern	4%	9%	17%	30%	40%	3.91	.01	21,721
Institution Type - YOUR INSTITUTION	Public	4%	8%	14%	30%	43%	4.00	.02	2,273
Institution Type - ENTIRE SAMPLE	Public	4%	8%	16%	31%	40%	3.96	.00	90,716
	Private	4%	8%	16%	31%	41%	3.97	.01	27,757
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	14%	30%	43%	4.00	.02	2,273
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	15%	29%	45%	4.02	.02	3,027
	Primarily 4-year	4%	8%	16%	31%	40%	3.96	.00	115,446
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	14%	30%	43%	4.00	.02	2,273
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	31%	42%	4.01	.00	89,964
	Mainly Contracted	5%	10%	18%	32%	36%	3.83	.01	25,138
	Combination of Both	9%	12%	21%	24%	34%	3.60	.02	3,371
Total Current Enrollment - YOUR	Over 20,000	4%	8%	14%	30%	43%	4.00	.02	2,273
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	15%	31%	44%	4.07	.01	5,701
	2,500 to 10,000	4%	7%	15%	31%	44%	4.05	.01	23,535
	10,001 to 20,000	4%	7%	16%	31%	42%	4.00	.01	37,788
	Over 20,000	5%	9%	17%	31%	38%	3.88	.01	51,449
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	9%	14%	33%	40%	3.98	.09	162
	Express Unit	4%	11%	17%	26%	42%	3.91	.04	782
	Specialty Coffee Shop/ Juice Bar	7%	15%	19%	25%	34%	3.63	.06	448
	Sit-down Restaurant	3%	6%	10%	32%	49%	4.16	.07	261
	Convenience Store	4%	3%	16%	48%	29%	3.94	.12	69
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	18%	30%	37%	3.84	.01	21,028
	Marketplace	4%	7%	15%	33%	42%	4.01	.01	8,396
	Express Unit	4%	8%	17%	29%	41%	3.95	.01	16,476
	Specialty Coffee Shop/ Juice Bar	5%	9%	17%	29%	39%	3.88	.01	8,875
	Sit-down Restaurant	3%	8%	14%	29%	45%	4.05	.02	4,336
	Convenience Store	3%	6%	16%	32%	43%	4.05	.01	6,008
	No type given	3%	6%	12%	23%	56%	4.24	.10	103

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 24a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	4%	13%	37%	45%	4.21	.02	1,825
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	14%	37%	44%	4.19	.00	97,753
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	13%	36%	44%	4.18	.02	1,386
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	35%	45%	4.18	.00	53,959
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	12%	38%	47%	4.29	.04	439
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	38%	43%	4.19	.00	43,794
Respondent Type - YOUR INSTITUTION	Student	1%	4%	14%	36%	45%	4.21	.02	1,419
	Faculty		4%	17%	41%	38%	4.12	.10	69
	Administration/ Staff	2%	5%	8%	37%	47%	4.23	.05	331
	Other			33%	67%		3.67	.21	6
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	14%	36%	44%	4.18	.00	84,496
	Faculty	2%	4%	11%	40%	43%	4.17	.02	2,990
	Administration/Staff	2%	4%	10%	39%	45%	4.22	.01	9,413
	Other	2%	4%	12%	31%	50%	4.23	.04	603
Student Class Status - YOUR INSTITUTION	First year	1%	4%	13%	36%	46%	4.23	.03	714
	Sophomore	2%	2%	15%	31%	49%	4.21	.09	121
	Junior	0%	2%	14%	32%	51%	4.31	.05	250
	Senior	2%	5%	16%	39%	38%	4.07	.08	131
	Graduate	1%	5%	14%	45%	35%	4.09	.06	193
	Other			10%	60%	30%	4.20	.20	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	37%	44%	4.19	.00	32,757
	Sophomore	1%	4%	14%	37%	43%	4.17	.01	17,320
	Junior	1%	4%	14%	35%	45%	4.19	.01	14,356
	Senior	1%	4%	14%	35%	46%	4.20	.01	13,328
	Graduate	2%	5%	13%	38%	42%	4.14	.01	5,812
	Other	1%	3%	14%	33%	48%	4.24	.03	814
Gender - YOUR INSTITUTION	Female	1%	3%	12%	34%	49%	4.27	.03	1,213
	Male	2%	5%	14%	42%	38%	4.10	.04	592
	Transgender		14%	14%	43%	29%	3.86	.40	7
	Other Identity			62%	31%	8%	3.46	.18	13
Gender - ENTIRE SAMPLE	Female	1%	4%	12%	36%	47%	4.24	.00	56,785
	Male	2%	4%	16%	37%	41%	4.11	.00	39,349
	Transgender	2%	4%	17%	33%	44%	4.12	.05	363
	Other Identity	2%	5%	20%	31%	41%	4.04	.04	668
Live... - YOUR INSTITUTION	On campus	1%	4%	13%	35%	47%	4.25	.03	657
	Off campus	1%	4%	13%	38%	44%	4.19	.03	1,168
Live... - ENTIRE SAMPLE	On campus	1%	4%	14%	37%	43%	4.17	.00	57,329
	Off campus	2%	4%	12%	36%	46%	4.21	.00	39,142
NACUFS Region - YOUR	Southern	1%	4%	13%	37%	45%	4.21	.02	1,825
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	14%	39%	41%	4.15	.01	8,484
	Mid-Atlantic	1%	5%	16%	39%	39%	4.10	.01	7,882
	Midwest	1%	4%	14%	38%	43%	4.18	.01	25,450
	Northeast	1%	4%	14%	36%	45%	4.20	.01	22,034
	Pacific	1%	3%	13%	34%	48%	4.24	.01	16,371
	Southern	2%	4%	13%	36%	45%	4.18	.01	17,532
Institution Type - YOUR INSTITUTION	Public	1%	4%	13%	37%	45%	4.21	.02	1,825
Institution Type - ENTIRE SAMPLE	Public	1%	4%	14%	36%	45%	4.18	.00	74,633
	Private	1%	4%	14%	38%	44%	4.20	.01	23,120
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	4%	13%	37%	45%	4.21	.02	1,825
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	4%	12%	34%	49%	4.26	.02	2,407
	Primarily 4-year	1%	4%	14%	37%	44%	4.18	.00	95,346
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	4%	13%	37%	45%	4.21	.02	1,825
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	14%	37%	45%	4.19	.00	74,789
	Mainly Contracted	2%	5%	15%	38%	41%	4.12	.01	20,147
	Combination of Both	1%	2%	6%	26%	65%	4.54	.01	2,817
Total Current Enrollment - YOUR	Over 20,000	1%	4%	13%	37%	45%	4.21	.02	1,825
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	12%	39%	45%	4.23	.01	4,725
	2,500 to 10,000	1%	4%	13%	35%	47%	4.23	.01	19,376
	10,001 to 20,000	1%	4%	13%	35%	47%	4.22	.01	30,893
	Over 20,000	2%	4%	14%	38%	42%	4.14	.00	42,759
Type of Retail Unit - YOUR INSTITUTION	Food Court		4%	12%	42%	42%	4.21	.07	134
	Express Unit	1%	4%	15%	37%	43%	4.18	.04	616
	Specialty Coffee Shop/ Juice Bar	2%	6%	13%	35%	44%	4.14	.05	371
	Sit-down Restaurant		3%	9%	32%	56%	4.42	.05	195
	Convenience Store	7%	7%	17%	39%	30%	3.77	.14	70
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	14%	35%	46%	4.21	.01	17,419
	Marketplace	1%	5%	14%	39%	41%	4.14	.01	6,937
	Express Unit	2%	4%	14%	34%	46%	4.16	.01	13,595
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	34%	47%	4.19	.01	7,280
	Sit-down Restaurant	1%	3%	11%	35%	50%	4.30	.01	3,452
	Convenience Store	2%	5%	16%	34%	42%	4.08	.01	5,191
	No type given	5%	2%	9%	31%	53%	4.25	.11	85

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 24b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	6%	14%	34%	43%	4.10	.02	2,273
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	15%	35%	42%	4.09	.00	118,707
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	15%	34%	42%	4.06	.02	1,724
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	16%	34%	42%	4.05	.00	65,538
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	11%	34%	48%	4.23	.04	549
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	36%	44%	4.14	.00	53,169
Respondent Type - YOUR INSTITUTION	Student	2%	6%	13%	33%	45%	4.12	.02	1,731
	Faculty	4%	7%	18%	31%	40%	3.96	.11	97
	Administration/ Staff	2%	5%	16%	37%	39%	4.06	.05	436
	Other				78%	22%	4.22	.15	9
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	35%	42%	4.10	.00	101,893
	Faculty	4%	6%	15%	34%	41%	4.01	.02	3,814
	Administration/Staff	3%	6%	16%	33%	42%	4.07	.01	11,859
	Other	2%	5%	11%	30%	52%	4.25	.04	792
Student Class Status - YOUR INSTITUTION	First year	2%	5%	13%	32%	48%	4.21	.03	862
	Sophomore	1%	7%	13%	34%	46%	4.17	.08	156
	Junior	3%	7%	10%	36%	44%	4.10	.06	289
	Senior	1%	6%	20%	31%	42%	4.07	.08	166
	Graduate	6%	8%	15%	36%	35%	3.87	.07	246
	Other		8%	8%	50%	33%	4.08	.26	12
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	34%	47%	4.20	.00	39,245
	Sophomore	2%	5%	16%	35%	41%	4.07	.01	21,118
	Junior	3%	6%	16%	35%	40%	4.03	.01	17,335
	Senior	3%	7%	17%	34%	39%	4.01	.01	15,944
	Graduate	3%	7%	16%	36%	38%	3.99	.01	7,083
	Other	2%	5%	17%	32%	44%	4.10	.03	1,014
Gender - YOUR INSTITUTION	Female	2%	6%	14%	32%	45%	4.11	.03	1,519
	Male	3%	5%	13%	38%	41%	4.11	.04	730
	Transgender	11%	44%	11%	22%	11%	2.78	.43	9
	Other Identity		7%	27%	40%	27%	3.87	.24	15
Gender - ENTIRE SAMPLE	Female	2%	6%	15%	34%	44%	4.11	.00	69,863
	Male	2%	5%	16%	36%	41%	4.08	.00	46,820
	Transgender	6%	7%	18%	33%	35%	3.83	.06	433
	Other Identity	6%	7%	21%	33%	33%	3.79	.04	803
Live... - YOUR INSTITUTION	On campus	2%	5%	13%	33%	47%	4.20	.03	801
	Off campus	3%	6%	15%	35%	41%	4.05	.03	1,472
Live... - ENTIRE SAMPLE	On campus	2%	5%	15%	35%	44%	4.14	.00	68,769
	Off campus	3%	6%	16%	34%	41%	4.03	.00	48,309
NACUFS Region - YOUR	Southern	2%	6%	14%	34%	43%	4.10	.02	2,273
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	14%	34%	46%	4.18	.01	10,051
	Mid-Atlantic	3%	6%	16%	36%	39%	4.04	.01	9,729
	Midwest	2%	5%	14%	35%	45%	4.16	.01	30,190
	Northeast	3%	6%	16%	34%	42%	4.06	.01	26,533
	Pacific	3%	6%	18%	34%	39%	3.99	.01	20,357
	Southern	2%	5%	15%	34%	43%	4.11	.01	21,847
Institution Type - YOUR INSTITUTION	Public	2%	6%	14%	34%	43%	4.10	.02	2,273
Institution Type - ENTIRE SAMPLE	Public	2%	5%	15%	35%	42%	4.09	.00	90,936
	Private	2%	5%	15%	34%	43%	4.10	.01	27,771
	Primarily 4-year	2%	6%	14%	34%	43%	4.10	.02	2,273
Institution Type - YOUR INSTITUTION	Primarily 2-year	3%	6%	15%	33%	43%	4.05	.02	3,044
	Primarily 4-year	2%	5%	15%	35%	42%	4.09	.00	115,663
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	14%	34%	43%	4.10	.02	2,273
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	15%	34%	44%	4.13	.00	90,259
	Mainly Contracted	3%	6%	17%	36%	38%	3.99	.01	25,080
	Combination of Both	6%	8%	17%	29%	39%	3.87	.02	3,368
Total Current Enrollment - YOUR	Over 20,000	2%	6%	14%	34%	43%	4.10	.02	2,273
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	14%	34%	46%	4.20	.01	5,713
	2,500 to 10,000	2%	5%	14%	34%	45%	4.14	.01	23,623
	10,001 to 20,000	2%	5%	15%	34%	43%	4.11	.01	37,827
	Over 20,000	3%	6%	16%	35%	40%	4.05	.00	51,544
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	10%	22%	37%	28%	3.75	.08	163
	Express Unit	3%	6%	14%	33%	45%	4.12	.04	781
	Specialty Coffee Shop/ Juice Bar	2%	6%	16%	35%	40%	4.05	.05	444
	Sit-down Restaurant	2%	6%	11%	35%	45%	4.14	.06	261
	Convenience Store	3%	5%	16%	39%	37%	4.03	.12	75
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	18%	34%	38%	3.95	.01	20,995
	Marketplace	2%	5%	15%	36%	42%	4.11	.01	8,400
	Express Unit	3%	6%	16%	33%	43%	4.08	.01	16,493
	Specialty Coffee Shop/ Juice Bar	3%	6%	15%	32%	44%	4.09	.01	8,912
	Sit-down Restaurant	2%	5%	14%	33%	46%	4.15	.02	4,320
	Convenience Store	2%	5%	15%	34%	44%	4.12	.01	6,320
	No type given	3%	4%	13%	28%	52%	4.21	.10	98

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 25a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	5%	6%	15%	28%	46%	4.04	.03	1,664
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	17%	29%	44%	4.02	.00	91,020
Aggregated Retail Units	YOUR INSTITUTION	5%	6%	13%	28%	47%	4.05	.03	1,269
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	16%	28%	46%	4.06	.00	50,719
Aggregated Dining Halls	YOUR INSTITUTION	5%	5%	21%	28%	42%	3.98	.06	395
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	18%	29%	41%	3.96	.01	40,301
Respondent Type - YOUR INSTITUTION	Student	5%	7%	16%	26%	47%	4.03	.03	1,291
	Faculty	5%		21%	31%	44%	4.08	.13	62
	Administration/ Staff	7%	5%	10%	34%	44%	4.04	.07	305
	Other	17%				83%	4.33	.67	6
Respondent Type - ENTIRE SAMPLE	Student	5%	6%	17%	28%	44%	4.00	.00	78,368
	Faculty	4%	4%	12%	32%	47%	4.15	.02	2,815
	Administration/Staff	4%	4%	13%	32%	46%	4.10	.01	9,017
	Other	5%	3%	14%	24%	54%	4.19	.05	583
Student Class Status - YOUR INSTITUTION	First year	5%	6%	17%	27%	45%	4.01	.04	636
	Sophomore	5%	5%	18%	21%	50%	4.07	.11	119
	Junior	4%	8%	13%	21%	54%	4.11	.08	228
	Senior	10%	5%	12%	28%	46%	3.95	.11	125
	Graduate	3%	8%	17%	30%	43%	4.02	.08	175
	Other				50%	50%	4.50	.19	8
Student Class Status - ENTIRE SAMPLE	First year	5%	7%	19%	28%	42%	3.94	.01	30,268
	Sophomore	4%	6%	18%	28%	43%	4.00	.01	16,019
	Junior	4%	6%	17%	28%	46%	4.05	.01	13,347
	Senior	5%	6%	16%	27%	47%	4.07	.01	12,448
	Graduate	4%	5%	15%	30%	45%	4.07	.01	5,429
	Other	5%	3%	17%	29%	46%	4.07	.04	747
Gender - YOUR INSTITUTION	Female	4%	5%	13%	27%	51%	4.17	.03	1,095
	Male	9%	8%	18%	27%	38%	3.79	.05	551
	Transgender			33%	50%	17%	3.83	.31	6
	Other Identity		8%	33%	42%	17%	3.67	.26	12
Gender - ENTIRE SAMPLE	Female	3%	5%	15%	29%	48%	4.15	.00	53,181
	Male	7%	8%	19%	28%	38%	3.82	.01	36,329
	Transgender	7%	6%	15%	25%	48%	4.01	.07	336
	Other Identity	6%	5%	19%	19%	50%	4.02	.05	607
Live... - YOUR INSTITUTION	On campus	4%	7%	17%	28%	43%	4.00	.05	591
	Off campus	6%	5%	14%	27%	48%	4.06	.04	1,073
Live... - ENTIRE SAMPLE	On campus	5%	6%	18%	28%	42%	3.96	.00	52,745
	Off campus	4%	5%	15%	29%	47%	4.09	.01	37,049
NACUFS Region - YOUR	Southern	5%	6%	15%	28%	46%	4.04	.03	1,664
NACUFS Region - ENTIRE SAMPLE	Continental	6%	7%	17%	28%	42%	3.94	.01	8,055
	Mid-Atlantic	5%	7%	18%	30%	39%	3.92	.01	7,150
	Midwest	5%	6%	18%	29%	43%	3.99	.01	23,420
	Northeast	4%	6%	17%	28%	45%	4.04	.01	20,432
	Pacific	4%	5%	16%	27%	47%	4.09	.01	15,383
	Southern	5%	6%	16%	28%	45%	4.04	.01	16,580
Institution Type - YOUR INSTITUTION	Public	5%	6%	15%	28%	46%	4.04	.03	1,664
Institution Type - ENTIRE SAMPLE	Public	5%	6%	17%	28%	44%	4.02	.00	69,636
	Private	5%	6%	16%	29%	44%	4.01	.01	21,384
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	6%	15%	28%	46%	4.04	.03	1,664
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	5%	15%	29%	47%	4.09	.02	2,235
	Primarily 4-year	5%	6%	17%	29%	44%	4.02	.00	88,785
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	6%	15%	28%	46%	4.04	.03	1,664
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	6%	17%	29%	44%	4.02	.00	69,920
	Mainly Contracted	5%	7%	18%	29%	42%	3.95	.01	18,423
	Combination of Both	2%	2%	10%	26%	60%	4.41	.02	2,677
Total Current Enrollment - YOUR	Over 20,000	5%	6%	15%	28%	46%	4.04	.03	1,664
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	15%	29%	47%	4.12	.02	4,461
	2,500 to 10,000	4%	5%	16%	28%	46%	4.07	.01	17,924
	10,001 to 20,000	4%	5%	16%	28%	46%	4.07	.01	29,079
	Over 20,000	5%	6%	18%	29%	42%	3.95	.01	39,556
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	5%	18%	35%	37%	3.92	.10	123
	Express Unit	5%	7%	13%	25%	51%	4.10	.05	576
	Specialty Coffee Shop/ Juice Bar	5%	4%	14%	28%	49%	4.09	.06	334
	Sit-down Restaurant	7%	9%	12%	28%	44%	3.95	.10	167
	Convenience Store	9%	6%	12%	32%	42%	3.93	.15	69
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	16%	28%	47%	4.08	.01	16,232
	Marketplace	5%	7%	17%	31%	40%	3.94	.01	6,386
	Express Unit	5%	5%	15%	27%	48%	4.08	.01	12,876
	Specialty Coffee Shop/ Juice Bar	4%	4%	15%	28%	49%	4.14	.01	6,828
	Sit-down Restaurant	6%	6%	14%	28%	46%	4.03	.02	3,139
	Convenience Store	5%	6%	16%	27%	46%	4.06	.02	5,155
	No type given	4%	9%	17%	16%	54%	4.08	.12	103

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 25b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	4%	21%	32%	41%	4.03	.02	1,993
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	20%	35%	37%	3.98	.00	108,539
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	19%	32%	43%	4.08	.03	1,522
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	20%	33%	39%	3.99	.00	60,578
Aggregated Dining Halls	YOUR INSTITUTION	2%	6%	28%	30%	34%	3.88	.05	471
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	21%	37%	35%	3.96	.00	47,961
Respondent Type - YOUR INSTITUTION	Student	3%	5%	22%	31%	40%	4.01	.03	1,531
	Faculty	4%	4%	19%	34%	39%	4.01	.12	79
	Administration/ Staff	3%	3%	17%	36%	41%	4.09	.05	374
	Other		11%	22%		67%	4.22	.40	9
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	21%	35%	36%	3.97	.00	92,979
	Faculty	5%	5%	19%	34%	36%	3.90	.02	3,476
	Administration/Staff	3%	4%	17%	34%	43%	4.11	.01	11,035
	Other	4%	3%	16%	27%	50%	4.17	.04	729
Student Class Status - YOUR INSTITUTION	First year	2%	5%	23%	30%	41%	4.03	.04	753
	Sophomore	3%	3%	22%	31%	41%	4.04	.08	146
	Junior	3%	4%	17%	28%	47%	4.13	.06	267
	Senior	2%	4%	26%	30%	38%	3.98	.08	148
	Graduate	5%	5%	24%	34%	32%	3.83	.08	207
	Other		20%	10%	40%	30%	3.80	.36	10
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	20%	35%	39%	4.03	.01	35,622
	Sophomore	4%	5%	22%	35%	35%	3.91	.01	19,235
	Junior	4%	6%	21%	34%	35%	3.92	.01	15,886
	Senior	4%	6%	20%	34%	36%	3.94	.01	14,677
	Graduate	4%	6%	20%	36%	35%	3.93	.01	6,486
	Other	4%	5%	21%	30%	40%	3.98	.04	920
Gender - YOUR INSTITUTION	Female	3%	4%	21%	29%	43%	4.06	.03	1,330
	Male	3%	4%	20%	36%	37%	3.99	.04	641
	Transgender		25%	38%	25%	13%	3.25	.37	8
	Other Identity		7%	36%	36%	21%	3.71	.24	14
Gender - ENTIRE SAMPLE	Female	3%	5%	20%	34%	38%	3.99	.00	64,535
	Male	3%	4%	20%	36%	36%	3.98	.00	42,167
	Transgender	8%	12%	18%	31%	32%	3.67	.06	395
	Other Identity	9%	10%	26%	25%	29%	3.55	.05	696
Live... - YOUR INSTITUTION	On campus	2%	4%	23%	32%	39%	4.01	.04	700
	Off campus	3%	4%	19%	32%	42%	4.04	.03	1,293
Live... - ENTIRE SAMPLE	On campus	3%	5%	21%	36%	35%	3.95	.00	62,243
	Off campus	3%	5%	18%	34%	40%	4.03	.00	44,771
NACUFS Region - YOUR INSTITUTION	Southern	3%	4%	21%	32%	41%	4.03	.02	1,993
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	18%	36%	41%	4.09	.01	9,342
	Mid-Atlantic	4%	6%	23%	35%	31%	3.83	.01	8,591
	Midwest	3%	5%	20%	36%	37%	3.99	.01	27,204
	Northeast	4%	6%	21%	33%	36%	3.93	.01	24,234
	Pacific	3%	5%	19%	35%	38%	3.99	.01	18,864
	Southern	3%	4%	20%	34%	39%	4.03	.01	20,304
Institution Type - YOUR INSTITUTION	Public	3%	4%	21%	32%	41%	4.03	.02	1,993
Institution Type - ENTIRE SAMPLE	Public	3%	5%	20%	35%	37%	3.99	.00	83,453
	Private	3%	5%	20%	34%	37%	3.95	.01	25,086
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	4%	21%	32%	41%	4.03	.02	1,993
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	4%	20%	32%	40%	4.01	.02	2,781
	Primarily 4-year	3%	5%	20%	35%	37%	3.98	.00	105,758
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	21%	32%	41%	4.03	.02	1,993
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	4%	19%	35%	39%	4.03	.00	83,015
	Mainly Contracted	5%	7%	24%	34%	31%	3.80	.01	22,352
	Combination of Both	6%	5%	16%	29%	43%	3.97	.02	3,172
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	4%	21%	32%	41%	4.03	.02	1,993
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	19%	35%	39%	4.03	.01	5,320
	2,500 to 10,000	4%	5%	21%	33%	37%	3.95	.01	21,569
	10,001 to 20,000	3%	5%	19%	34%	39%	4.03	.01	35,036
	Over 20,000	3%	5%	21%	36%	36%	3.95	.00	46,614
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	9%	26%	36%	26%	3.72	.09	140
	Express Unit	3%	3%	16%	29%	49%	4.16	.04	706
	Specialty Coffee Shop/ Juice Bar	2%	3%	17%	36%	43%	4.15	.05	390
	Sit-down Restaurant	4%	5%	26%	32%	33%	3.85	.07	213
	Convenience Store	1%	5%	12%	37%	44%	4.16	.11	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	6%	21%	33%	35%	3.89	.01	19,257
	Marketplace	3%	5%	22%	36%	34%	3.93	.01	7,540
	Express Unit	3%	4%	19%	31%	43%	4.07	.01	15,394
	Specialty Coffee Shop/ Juice Bar	3%	4%	19%	33%	42%	4.07	.01	8,202
	Sit-down Restaurant	2%	4%	19%	32%	43%	4.08	.02	3,747
	Convenience Store	3%	4%	18%	34%	40%	4.06	.01	6,314
	No type given	4%	3%	22%	25%	46%	4.06	.10	124

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 26a
Importance of Various Items as They Apply to the Surveyed Facility in General
 (without regard to any specific meal)
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

		(1) Not at All Important	Social/ ethical practices related to food (2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	6%	7%	16%	27%	45%	3.99	.03	1,625
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	18%	27%	43%	3.96	.00	89,016
Aggregated Retail Units	YOUR INSTITUTION	6%	7%	14%	27%	46%	4.01	.03	1,248
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	17%	27%	45%	4.01	.01	49,553
Aggregated Dining Halls	YOUR INSTITUTION	6%	6%	21%	25%	42%	3.91	.06	377
Aggregated Dining Halls	ENTIRE SAMPLE	6%	7%	19%	28%	40%	3.89	.01	39,463
Respondent Type - YOUR INSTITUTION	Student	5%	7%	16%	25%	46%	3.99	.03	1,267
	Faculty	5%		25%	30%	41%	4.02	.14	61
	Administration/ Staff	8%	6%	12%	33%	42%	3.95	.07	291
	Other	17%				83%	4.33	.67	6
Respondent Type - ENTIRE SAMPLE	Student	5%	7%	18%	27%	43%	3.95	.00	76,816
	Faculty	6%	5%	14%	31%	44%	4.03	.02	2,712
	Administration/Staff	6%	5%	14%	31%	43%	4.00	.01	8,676
	Other	4%	5%	16%	22%	53%	4.15	.05	565
Student Class Status - YOUR INSTITUTION	First year	5%	7%	16%	29%	43%	3.98	.05	623
	Sophomore	8%	7%	18%	18%	49%	3.94	.12	116
	Junior	4%	9%	14%	17%	56%	4.11	.08	224
	Senior	10%	6%	16%	25%	44%	3.87	.12	124
	Graduate	4%	8%	19%	29%	41%	3.95	.09	171
	Other				33%	67%	4.67	.17	9
Student Class Status - ENTIRE SAMPLE	First year	6%	7%	20%	27%	40%	3.89	.01	29,659
	Sophomore	5%	7%	19%	27%	42%	3.95	.01	15,688
	Junior	5%	6%	17%	26%	45%	4.00	.01	13,086
	Senior	5%	6%	16%	26%	46%	4.02	.01	12,214
	Graduate	5%	6%	15%	29%	45%	4.04	.02	5,326
	Other	6%	4%	17%	28%	46%	4.04	.04	732
Gender - YOUR INSTITUTION	Female	4%	6%	14%	27%	50%	4.13	.03	1,075
	Male	10%	9%	19%	26%	37%	3.71	.06	532
	Transgender			50%	33%	17%	3.67	.33	6
	Other Identity		8%	33%	42%	17%	3.67	.26	12
Gender - ENTIRE SAMPLE	Female	3%	5%	16%	28%	47%	4.10	.00	51,861
	Male	8%	8%	20%	27%	37%	3.76	.01	35,644
	Transgender	7%	4%	15%	24%	49%	4.03	.07	339
	Other Identity	6%	6%	19%	19%	50%	4.00	.05	593
Live... - YOUR INSTITUTION	On campus	5%	7%	17%	28%	43%	3.97	.05	579
	Off campus	6%	6%	15%	26%	46%	4.00	.04	1,046
Live... - ENTIRE SAMPLE	On campus	6%	7%	19%	28%	41%	3.91	.01	51,677
	Off campus	5%	6%	15%	27%	46%	4.03	.01	36,127
NACUFS Region - YOUR	Southern	6%	7%	16%	27%	45%	3.99	.03	1,625
NACUFS Region - ENTIRE SAMPLE	Continental	6%	8%	18%	28%	40%	3.88	.01	7,907
	Mid-Atlantic	6%	7%	19%	29%	38%	3.85	.01	6,935
	Midwest	6%	7%	19%	28%	41%	3.92	.01	22,887
	Northeast	5%	6%	17%	27%	44%	3.99	.01	19,965
	Pacific	5%	6%	17%	27%	46%	4.04	.01	15,087
	Southern	6%	6%	16%	27%	45%	4.00	.01	16,235
Institution Type - YOUR INSTITUTION	Public	6%	7%	16%	27%	45%	3.99	.03	1,625
Institution Type - ENTIRE SAMPLE	Public	5%	6%	18%	27%	43%	3.96	.00	68,091
	Private	5%	7%	17%	28%	43%	3.96	.01	20,925
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	7%	16%	27%	45%	3.99	.03	1,625
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	5%	16%	27%	45%	4.02	.02	2,177
	Primarily 4-year	5%	7%	18%	27%	43%	3.96	.00	86,839
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	7%	16%	27%	45%	3.99	.03	1,625
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	6%	18%	28%	43%	3.96	.00	68,390
	Mainly Contracted	6%	7%	18%	28%	41%	3.90	.01	18,003
	Combination of Both	2%	2%	11%	25%	59%	4.38	.02	2,623
Total Current Enrollment - YOUR	Over 20,000	6%	7%	16%	27%	45%	3.99	.03	1,625
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	16%	29%	45%	4.06	.02	4,353
	2,500 to 10,000	5%	6%	18%	26%	45%	4.00	.01	17,493
	10,001 to 20,000	5%	6%	17%	27%	45%	4.01	.01	28,449
	Over 20,000	6%	7%	18%	28%	40%	3.89	.01	38,721
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	5%	18%	34%	36%	3.86	.11	115
	Express Unit	5%	7%	15%	24%	49%	4.05	.05	567
	Specialty Coffee Shop/ Juice Bar	5%	6%	14%	28%	47%	4.05	.06	333
	Sit-down Restaurant	8%	7%	11%	31%	43%	3.93	.10	164
	Convenience Store	10%	7%	9%	30%	43%	3.90	.16	69
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	17%	26%	46%	4.03	.01	15,859
	Marketplace	6%	7%	19%	29%	39%	3.87	.01	6,193
	Express Unit	5%	6%	16%	26%	47%	4.04	.01	12,619
	Specialty Coffee Shop/ Juice Bar	5%	5%	16%	26%	48%	4.07	.01	6,677
	Sit-down Restaurant	7%	6%	15%	28%	45%	3.97	.02	3,057
	Convenience Store	5%	6%	17%	26%	46%	4.02	.02	5,053
	No type given	5%	8%	19%	18%	49%	3.98	.13	95

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 26b
Satisfaction with Various Items as They Apply to the Surveyed Facility in General
(without regard to any specific meal)
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

		Social/ ethical practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	4%	20%	31%	43%	4.08	.02	1,925
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	21%	34%	38%	4.00	.00	105,676
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	18%	31%	46%	4.14	.03	1,479
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	20%	33%	40%	4.03	.00	58,834
Aggregated Dining Halls	YOUR INSTITUTION	2%	6%	27%	32%	33%	3.87	.05	446
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	21%	36%	36%	3.97	.00	46,842
Respondent Type - YOUR INSTITUTION	Student	2%	4%	21%	30%	43%	4.07	.03	1,484
	Faculty	4%	5%	20%	32%	39%	3.97	.12	76
	Administration/ Staff	3%	3%	16%	37%	41%	4.10	.05	356
	Other			22%	11%	67%	4.44	.29	9
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	21%	34%	38%	3.99	.00	90,999
	Faculty	5%	5%	20%	33%	37%	3.92	.02	3,276
	Administration/Staff	3%	3%	18%	33%	43%	4.11	.01	10,378
	Other	4%	3%	15%	25%	52%	4.19	.04	700
Student Class Status - YOUR INSTITUTION	First year	2%	4%	23%	29%	42%	4.06	.04	730
	Sophomore	2%	4%	17%	28%	48%	4.16	.08	139
	Junior	2%	3%	15%	28%	51%	4.22	.06	261
	Senior	1%	3%	22%	33%	41%	4.08	.08	143
	Graduate	6%	3%	23%	35%	34%	3.89	.08	200
	Other		9%	27%	36%	27%	3.82	.30	11
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	20%	34%	39%	4.05	.01	34,929
	Sophomore	3%	5%	22%	34%	36%	3.95	.01	18,775
	Junior	3%	5%	21%	34%	36%	3.95	.01	15,549
	Senior	3%	5%	21%	34%	37%	3.97	.01	14,375
	Graduate	3%	5%	20%	35%	36%	3.96	.01	6,321
	Other	4%	4%	21%	31%	40%	4.00	.03	893
Gender - YOUR INSTITUTION	Female	2%	4%	20%	29%	44%	4.10	.03	1,283
	Male	3%	4%	19%	35%	40%	4.05	.04	620
	Transgender		25%	38%	25%	13%	3.25	.37	8
	Other Identity		7%	43%	29%	21%	3.64	.25	14
Gender - ENTIRE SAMPLE	Female	3%	5%	20%	34%	39%	4.01	.00	62,639
	Male	3%	4%	21%	35%	38%	4.00	.00	41,225
	Transgender	9%	10%	21%	27%	33%	3.65	.06	390
	Other Identity	10%	9%	26%	26%	29%	3.56	.05	673
Live... - YOUR INSTITUTION	On campus	2%	4%	23%	31%	40%	4.02	.04	680
	Off campus	3%	3%	18%	31%	44%	4.11	.03	1,245
Live... - ENTIRE SAMPLE	On campus	3%	4%	22%	35%	36%	3.97	.00	60,884
	Off campus	3%	4%	19%	33%	41%	4.05	.00	43,269
NACUFS Region - YOUR INSTITUTION	Southern	3%	4%	20%	31%	43%	4.08	.02	1,925
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	18%	35%	42%	4.12	.01	9,099
	Mid-Atlantic	4%	6%	24%	34%	32%	3.85	.01	8,289
	Midwest	3%	4%	21%	35%	38%	4.01	.01	26,468
	Northeast	4%	5%	21%	33%	37%	3.95	.01	23,576
	Pacific	3%	4%	20%	34%	38%	4.00	.01	18,478
	Southern	2%	4%	20%	33%	41%	4.06	.01	19,766
Institution Type - YOUR INSTITUTION	Public	3%	4%	20%	31%	43%	4.08	.02	1,925
Institution Type - ENTIRE SAMPLE	Public	3%	4%	21%	34%	38%	4.01	.00	81,256
	Private	3%	5%	20%	34%	38%	3.99	.01	24,420
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	4%	20%	31%	43%	4.08	.02	1,925
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	20%	33%	39%	4.02	.02	2,659
	Primarily 4-year	3%	4%	21%	34%	38%	4.00	.00	103,017
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	20%	31%	43%	4.08	.02	1,925
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	20%	34%	40%	4.05	.00	80,843
	Mainly Contracted	4%	6%	24%	33%	32%	3.82	.01	21,723
	Combination of Both	6%	5%	16%	28%	45%	4.02	.02	3,110
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	4%	20%	31%	43%	4.08	.02	1,925
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	19%	34%	40%	4.07	.01	5,151
	2,500 to 10,000	3%	4%	21%	33%	38%	3.98	.01	20,956
	10,001 to 20,000	3%	4%	19%	34%	40%	4.04	.01	34,157
	Over 20,000	3%	5%	21%	35%	37%	3.97	.00	45,412
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	4%	28%	32%	30%	3.78	.09	135
	Express Unit	3%	2%	15%	28%	53%	4.25	.04	687
	Specialty Coffee Shop/ Juice Bar	1%	2%	17%	34%	44%	4.18	.05	380
	Sit-down Restaurant	4%	4%	24%	32%	35%	3.89	.07	208
	Convenience Store	1%	3%	14%	38%	43%	4.19	.11	69
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	6%	21%	33%	37%	3.92	.01	18,775
	Marketplace	3%	5%	22%	35%	36%	3.97	.01	7,258
	Express Unit	3%	4%	18%	31%	44%	4.10	.01	15,000
	Specialty Coffee Shop/ Juice Bar	2%	3%	19%	32%	43%	4.10	.01	7,933
	Sit-down Restaurant	2%	3%	19%	32%	43%	4.11	.02	3,612
	Convenience Store	2%	4%	19%	34%	41%	4.08	.01	6,140
	No type given	3%	3%	23%	22%	47%	4.07	.10	116

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 27

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

***Consult the beginning of this report, page iv, or your order form for the Dining Hall and Retail Unit names.

TABLE 28a
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
FOOD: Overall

		(1) Not at All Important	(2) Not Very Important	Food: Overall			Mean*	Sampling Error**	Resp
				(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION		1%	7%	23%	68%	4.59	.03	445
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	45,103
Dining Hall	# 1		1%	9%	21%	68%	4.58	.05	219
Dining Hall	# 2		1%	6%	25%	68%	4.60	.04	226
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	6%	26%	67%	4.59	.02	1,440
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.52	.00	57,560
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%		5%	29%	65%	4.58	.06	137
	Express Unit	0%	1%	5%	22%	71%	4.64	.03	645
	Specialty Coffee Shop/ Juice Bar	1%	2%	6%	29%	63%	4.53	.04	376
	Sit-down Restaurant		1%	8%	23%	69%	4.59	.05	200
	Convenience Store			7%	35%	57%	4.50	.07	82
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	9%	27%	62%	4.50	.01	18,288
	Marketplace	0%	1%	8%	29%	62%	4.52	.01	7,227
	Express Unit	0%	1%	7%	25%	66%	4.56	.01	14,659
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	28%	62%	4.50	.01	7,729
	Sit-down Restaurant	0%	1%	6%	24%	70%	4.62	.01	3,605
	Convenience Store	0%	1%	9%	29%	61%	4.48	.01	5,934
	No type given	1%	1%	8%	22%	69%	4.57	.07	118
Retail Unit	# 1		1%	6%	23%	71%	4.63	.05	133
Retail Unit	# 2	0%	1%	5%	22%	72%	4.63	.03	405
Retail Unit	# 3	1%		5%	29%	65%	4.58	.06	137
Retail Unit	# 4			6%	15%	80%	4.74	.08	54
Retail Unit	# 5		1%	7%	26%	66%	4.57	.07	103
Retail Unit	# 6			6%	29%	65%	4.59	.08	51
Retail Unit	# 7				53%	47%	4.47	.13	15
Retail Unit	# 8			19%	38%	44%	4.25	.19	16
Retail Unit	# 9			4%	25%	71%	4.67	.06	83
Retail Unit	# 10		1%	6%	21%	73%	4.65	.06	106
Retail Unit	# 11		1%	12%	22%	64%	4.49	.09	67
Retail Unit	# 12	3%		6%	32%	59%	4.43	.11	63
Retail Unit	# 13		3%	4%	36%	57%	4.47	.07	102
Retail Unit	# 14		2%	7%	29%	63%	4.52	.07	105
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

[illegible]

A smaller Sampling Error means the data is a better predictor of the overall population.

		Taste							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		0%	3%	16%	80%	4.75	.03	443
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	45,189
Dining Hall	# 1		0%	5%	17%	77%	4.70	.04	219
Dining Hall	# 2		0%	1%	16%	83%	4.80	.03	224
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	0%	4%	16%	80%	4.75	.01	1,437
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	5%	19%	75%	4.67	.00	57,685
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	1%	16%	82%	4.79	.04	138
	Express Unit	0%	1%	4%	14%	81%	4.75	.02	639
	Specialty Coffee Shop/ Juice Bar	0%	0%	4%	17%	79%	4.74	.03	382
	Sit-down Restaurant	1%	1%	4%	15%	80%	4.74	.04	198
	Convenience Store			3%	24%	74%	4.71	.06	80
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	20%	73%	4.65	.00	18,401
	Marketplace	0%	1%	5%	21%	74%	4.67	.01	7,254
	Express Unit	0%	1%	4%	18%	77%	4.70	.01	14,640
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	20%	75%	4.67	.01	7,748
	Sit-down Restaurant	0%	0%	3%	15%	81%	4.76	.01	3,612
	Convenience Store	0%	1%	6%	23%	70%	4.61	.01	5,911
	No type given	1%	1%	5%	14%	79%	4.70	.06	119
Retail Unit	# 1			2%	14%	85%	4.83	.04	131
Retail Unit	# 2	0%	1%	5%	14%	81%	4.74	.03	399
Retail Unit	# 3		1%	1%	16%	82%	4.79	.04	138
Retail Unit	# 4			4%	13%	84%	4.80	.07	55
Retail Unit	# 5		1%	5%	19%	75%	4.69	.06	102
Retail Unit	# 6			2%	8%	90%	4.88	.06	49
Retail Unit	# 7				53%	47%	4.47	.13	15
Retail Unit	# 8			6%	44%	50%	4.44	.16	16
Retail Unit	# 9			2%	13%	84%	4.82	.05	83
Retail Unit	# 10			3%	12%	85%	4.82	.04	106
Retail Unit	# 11	1%	1%	7%	18%	72%	4.57	.10	67
Retail Unit	# 12	2%	2%	5%	16%	76%	4.63	.10	63
Retail Unit	# 13			6%	24%	70%	4.64	.06	107
Retail Unit	# 14			3%	14%	83%	4.80	.0	

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 29b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
FOOD: Taste

		Taste					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	6%	13%	24%	35%	22%	3.55	.05	556
Aggregated Dining Halls	ENTIRE SAMPLE	4%	12%	27%	39%	18%	3.54	.00	53,781
Dining Hall	# 1	9%	20%	28%	29%	14%	3.18	.07	279
Dining Hall	# 2	2%	7%	19%	41%	31%	3.91	.06	277
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	8%	32%	53%	4.31	.02	1,777
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	15%	39%	37%	4.01	.00	69,005
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	19%	47%	24%	3.84	.07	165
	Express Unit	2%	2%	6%	26%	63%	4.46	.03	801
	Specialty Coffee Shop/ Juice Bar	1%	3%	7%	33%	56%	4.41	.04	452
	Sit-down Restaurant	5%	8%	12%	37%	39%	3.97	.07	265
	Convenience Store	2%	1%	7%	48%	41%	4.26	.08	94
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	18%	39%	31%	3.85	.01	21,643
	Marketplace	3%	8%	18%	42%	30%	3.89	.01	8,641
	Express Unit	2%	5%	12%	36%	45%	4.16	.01	17,631
	Specialty Coffee Shop/ Juice Bar	3%	5%	14%	37%	42%	4.11	.01	9,311
	Sit-down Restaurant	2%	5%	12%	37%	45%	4.18	.01	4,424
	Convenience Store	2%	5%	16%	42%	35%	4.03	.01	7,207
	No type given	3%	7%	16%	36%	38%	4.00	.08	148
Retail Unit	# 1	5%	7%	13%	37%	38%	3.97	.08	180
Retail Unit	# 2	3%	3%	5%	22%	68%	4.50	.04	519
Retail Unit	# 3	2%	7%	19%	47%	24%	3.84	.07	165
Retail Unit	# 4	2%	6%	8%	27%	58%	4.33	.12	66
Retail Unit	# 5		2%	7%	44%	47%	4.37	.06	117
Retail Unit	# 6	3%		7%	42%	48%	4.32	.11	60
Retail Unit	# 7				76%	24%	4.24	.11	17
Retail Unit	# 8		6%	18%	41%	35%	4.06	.22	17
Retail Unit	# 9	2%	1%	11%	23%	63%	4.43	.09	99
Retail Unit	# 10	1%	1%	2%	23%	74%	4.68	.06	121
Retail Unit	# 11	4%	11%	9%	36%	40%	3.99	.12	85
Retail Unit	# 12		3%	4%	36%	57%	4.48	.08	75
Retail Unit	# 13		4%	10%	47%	39%	4.20	.07	118
Retail Unit	# 14	2%	4%	9%	29%	56%	4.33	.08	138
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 30a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 30b

[illegible]

*1 to 5 Scale. Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 31a

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 31b

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction
 **Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 32a
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
FOOD: Nutritional content

		Nutritional content					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	10%	26%	60%	4.43	.04	441
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	58%	4.39	.00	44,840
Dining Hall	# 1		3%	11%	25%	60%	4.42	.06	218
Dining Hall	# 2	1%	3%	9%	26%	61%	4.43	.06	223
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	13%	28%	52%	4.23	.03	1,437
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	28%	55%	4.32	.00	57,174
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	12%	27%	56%	4.33	.08	138
	Express Unit	2%	5%	13%	28%	52%	4.23	.04	641
	Specialty Coffee Shop/ Juice Bar	1%	6%	13%	28%	52%	4.25	.05	376
	Sit-down Restaurant	3%	7%	17%	25%	49%	4.11	.08	199
	Convenience Store	1%	2%	8%	40%	48%	4.31	.09	83
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	27%	57%	4.36	.01	18,212
	Marketplace	1%	3%	12%	31%	54%	4.33	.01	7,204
	Express Unit	1%	4%	12%	29%	54%	4.31	.01	14,517
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	29%	54%	4.29	.01	7,676
	Sit-down Restaurant	2%	4%	11%	28%	55%	4.31	.02	3,569
	Convenience Store	1%	3%	13%	29%	53%	4.29	.01	5,884
	No type given	3%	4%	14%	26%	53%	4.21	.10	112
Retail Unit	# 1	1%	5%	17%	28%	50%	4.22	.08	132
Retail Unit	# 2	2%	6%	17%	29%	45%	4.09	.05	401
Retail Unit	# 3	1%	4%	12%	27%	56%	4.33	.08	138
Retail Unit	# 4	2%		2%	18%	78%	4.71	.09	55
Retail Unit	# 5	1%	5%	10%	28%	56%	4.33	.09	102
Retail Unit	# 6	2%	4%	12%	37%	46%	4.21	.13	52
Retail Unit	# 7				47%	53%	4.53	.13	15
Retail Unit	# 8			6%	44%	50%	4.44	.16	16
Retail Unit	# 9	2%	2%	5%	28%	63%	4.46	.10	83
Retail Unit	# 10		9%	9%	31%	50%	4.22	.09	107
Retail Unit	# 11	6%	12%	16%	18%	48%	3.90	.16	67
Retail Unit	# 12	5%	3%	7%	25%	61%	4.33	.14	61
Retail Unit	# 13		5%	15%	33%	47%	4.22	.09	104
Retail Unit	# 14		5%	18%	23%	54%	4.26	.09	104
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 32b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
FOOD: Nutritional content

		Nutritional content					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	9%	15%	27%	28%	21%	3.37	.05	547
Aggregated Dining Halls	ENTIRE SAMPLE	8%	14%	28%	32%	19%	3.40	.01	53,163
Dining Hall	# 1	13%	22%	31%	22%	13%	3.00	.07	276
Dining Hall	# 2	5%	8%	24%	34%	30%	3.75	.07	271
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	10%	24%	31%	32%	3.78	.03	1,750
Aggregated Retail Units	ENTIRE SAMPLE	6%	11%	26%	31%	26%	3.60	.00	67,948
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	13%	35%	28%	17%	3.33	.09	163
	Express Unit	2%	8%	22%	29%	38%	3.93	.04	794
	Specialty Coffee Shop/ Juice Bar	1%	8%	24%	36%	31%	3.87	.05	444
	Sit-down Restaurant	9%	16%	26%	26%	22%	3.37	.08	257
	Convenience Store	2%	7%	18%	43%	29%	3.91	.10	92
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	14%	28%	29%	22%	3.44	.01	21,323
	Marketplace	6%	13%	27%	33%	21%	3.49	.01	8,519
	Express Unit	4%	9%	25%	31%	31%	3.74	.01	17,355
	Specialty Coffee Shop/ Juice Bar	4%	9%	26%	31%	30%	3.74	.01	9,146
	Sit-down Restaurant	4%	9%	24%	32%	31%	3.78	.02	4,332
	Convenience Store	6%	11%	26%	33%	25%	3.60	.01	7,133
	No type given	2%	6%	24%	35%	33%	3.90	.09	140
Retail Unit	# 1	8%	15%	26%	29%	22%	3.42	.09	177
Retail Unit	# 2	3%	10%	25%	27%	35%	3.80	.05	514
Retail Unit	# 3	7%	13%	35%	28%	17%	3.33	.09	163
Retail Unit	# 4	3%	3%	6%	22%	66%	4.45	.12	65
Retail Unit	# 5		4%	17%	39%	40%	4.14	.08	116
Retail Unit	# 6	2%	3%	22%	42%	31%	3.97	.12	59
Retail Unit	# 7	6%	6%	12%	47%	29%	3.88	.27	17
Retail Unit	# 8		19%	13%	44%	25%	3.75	.27	16
Retail Unit	# 9	2%	4%	20%	35%	38%	4.04	.10	99
Retail Unit	# 10	1%	3%	27%	36%	33%	3.98	.08	120
Retail Unit	# 11	11%	18%	28%	21%	23%	3.26	.15	80
Retail Unit	# 12		8%	16%	42%	33%	4.00	.11	73
Retail Unit	# 13	1%	9%	26%	39%	25%	3.79	.09	117
Retail Unit	# 14	3%	13%	22%	28%	34%	3.77	.10	134
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 33a

[illegible]

****Sampling Error** is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 33b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
FOOD: Value

		Value					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	10%	15%	23%	26%	27%	3.45	.06	536
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	28%	30%	20%	3.41	.01	51,950
Dining Hall	# 1	17%	17%	25%	20%	20%	3.11	.08	269
Dining Hall	# 2	3%	12%	20%	31%	34%	3.79	.07	267
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	5%	11%	20%	32%	32%	3.75	.03	1,751
Aggregated Retail Units	ENTIRE SAMPLE	9%	14%	24%	28%	24%	3.43	.00	68,200
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	13%	31%	32%	15%	3.32	.09	163
	Express Unit	4%	8%	18%	31%	39%	3.94	.04	789
	Specialty Coffee Shop/ Juice Bar	3%	12%	23%	33%	28%	3.71	.05	446
	Sit-down Restaurant	8%	16%	19%	28%	29%	3.56	.08	262
	Convenience Store	7%	16%	11%	38%	27%	3.64	.13	91
Type of Retail Unit - ENTIRE SAMPLE	Food Court	12%	16%	25%	27%	20%	3.26	.01	21,359
	Marketplace	11%	15%	26%	29%	19%	3.29	.01	8,552
	Express Unit	7%	12%	23%	29%	29%	3.60	.01	17,408
	Specialty Coffee Shop/ Juice Bar	7%	14%	24%	30%	25%	3.51	.01	9,232
	Sit-down Restaurant	6%	12%	23%	30%	29%	3.65	.02	4,371
	Convenience Store	9%	15%	24%	29%	23%	3.42	.01	7,134
	No type given	9%	20%	19%	23%	28%	3.42	.11	144
Retail Unit	# 1	7%	16%	18%	32%	28%	3.58	.09	180
Retail Unit	# 2	3%	7%	17%	30%	43%	4.04	.05	513
Retail Unit	# 3	9%	13%	31%	32%	15%	3.32	.09	163
Retail Unit	# 4	12%	15%	17%	20%	35%	3.51	.18	65
Retail Unit	# 5	1%	8%	16%	47%	28%	3.94	.09	113
Retail Unit	# 6	7%	14%	12%	38%	29%	3.69	.16	58
Retail Unit	# 7	6%	6%	18%	41%	29%	3.82	.27	17
Retail Unit	# 8	6%	38%		38%	19%	3.25	.34	16
Retail Unit	# 9	5%	10%	27%	27%	32%	3.69	.12	98
Retail Unit	# 10	2%	8%	17%	35%	38%	3.98	.10	121
Retail Unit	# 11	10%	15%	23%	20%	33%	3.51	.15	82
Retail Unit	# 12		10%	25%	28%	38%	3.93	.12	72
Retail Unit	# 13	3%	13%	32%	37%	15%	3.50	.09	118
Retail Unit	# 14	6%	17%	21%	31%	25%	3.53	.10	135
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

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TABLE 34a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 34b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
MENU: Availability of posted menu items

		Availability of posted menu items					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	4%	11%	21%	30%	34%	3.78	.05	541
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	19%	35%	31%	3.78	.00	52,541
Dining Hall	# 1	4%	14%	24%	26%	31%	3.65	.07	271
Dining Hall	# 2	4%	7%	18%	34%	37%	3.91	.07	270
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	12%	29%	50%	4.15	.03	1,767
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	33%	44%	4.08	.00	67,489
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	5%	20%	31%	43%	4.10	.08	162
	Express Unit	3%	5%	10%	26%	56%	4.28	.04	796
	Specialty Coffee Shop/ Juice Bar	6%	8%	13%	30%	42%	3.94	.06	458
	Sit-down Restaurant	3%	5%	12%	31%	48%	4.16	.06	264
	Convenience Store	2%	3%	9%	44%	41%	4.18	.10	87
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	16%	33%	39%	3.97	.01	21,251
	Marketplace	3%	8%	16%	35%	38%	3.97	.01	8,502
	Express Unit	2%	5%	12%	31%	50%	4.21	.01	17,309
	Specialty Coffee Shop/ Juice Bar	3%	6%	13%	33%	45%	4.10	.01	9,261
	Sit-down Restaurant	2%	4%	11%	30%	54%	4.30	.01	4,352
	Convenience Store	3%	6%	17%	35%	39%	4.02	.01	6,680
	No type given	3%	6%	11%	25%	54%	4.22	.09	134
Retail Unit	# 1	3%	6%	12%	29%	49%	4.16	.08	180
Retail Unit	# 2	4%	6%	12%	24%	54%	4.18	.05	518
Retail Unit	# 3	1%	5%	20%	31%	43%	4.10	.08	162
Retail Unit	# 4		3%	5%	32%	61%	4.50	.09	66
Retail Unit	# 5		4%	6%	32%	58%	4.43	.07	116
Retail Unit	# 6	3%	3%	8%	40%	45%	4.20	.13	60
Retail Unit	# 7		7%	7%	57%	29%	4.07	.22	14
Retail Unit	# 8			15%	46%	38%	4.23	.20	13
Retail Unit	# 9	3%	1%	6%	26%	64%	4.46	.09	96
Retail Unit	# 10	1%	2%	8%	31%	58%	4.42	.07	121
Retail Unit	# 11	4%	4%	12%	36%	45%	4.15	.11	84
Retail Unit	# 12	4%	7%	12%	29%	48%	4.11	.13	75
Retail Unit	# 13	5%	7%	14%	34%	39%	3.97	.10	119
Retail Unit	# 14	13%	15%	17%	27%	28%	3.43	.11	143
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 35a
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
MENU: Variety of menu choices

		Variety of menu choices					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	8%	34%	57%	4.47	.03	435
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	9%	34%	55%	4.41	.00	44,202
Dining Hall	# 1	0%	1%	10%	35%	54%	4.40	.05	216
Dining Hall	# 2		1%	5%	33%	61%	4.53	.04	219
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	10%	35%	52%	4.35	.02	1,401
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	53%	4.37	.00	56,264
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	13%	31%	54%	4.38	.07	135
	Express Unit	0%	3%	11%	33%	53%	4.36	.03	620
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	38%	47%	4.27	.04	377
	Sit-down Restaurant	1%	3%	7%	31%	59%	4.45	.06	194
	Convenience Store			5%	45%	49%	4.44	.07	75
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	34%	53%	4.37	.01	17,969
	Marketplace	1%	2%	10%	36%	51%	4.36	.01	7,080
	Express Unit	1%	2%	10%	34%	53%	4.37	.01	14,346
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	35%	52%	4.35	.01	7,643
	Sit-down Restaurant	0%	2%	8%	36%	55%	4.42	.01	3,527
	Convenience Store	1%	2%	11%	35%	51%	4.35	.01	5,587
	No type given	1%	3%	11%	26%	60%	4.41	.08	112
Retail Unit	# 1		2%	7%	31%	60%	4.50	.06	129
Retail Unit	# 2	1%	2%	11%	35%	51%	4.34	.04	392
Retail Unit	# 3		1%	13%	31%	54%	4.38	.07	135
Retail Unit	# 4			14%	18%	68%	4.54	.10	50
Retail Unit	# 5	1%	5%	8%	39%	48%	4.27	.09	101
Retail Unit	# 6			6%	45%	49%	4.43	.09	47
Retail Unit	# 7			7%	50%	43%	4.36	.17	14
Retail Unit	# 8				43%	57%	4.57	.14	14
Retail Unit	# 9		4%	8%	26%	62%	4.47	.09	77
Retail Unit	# 10	2%	4%	8%	41%	46%	4.25	.09	105
Retail Unit	# 11	2%	5%	8%	31%	55%	4.34	.11	65
Retail Unit	# 12	2%	3%	10%	36%	49%	4.27	.12	59
Retail Unit	# 13	1%	3%	12%	38%	46%	4.25	.08	105
Retail Unit	# 14	1%	1%	13%	35%	50%	4.32	.08	108
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 35b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
 MENU: Variety of menu choices

		Variety of menu choices					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	6%	16%	22%	31%	25%	3.54	.05	548
Aggregated Dining Halls	ENTIRE SAMPLE	8%	16%	24%	31%	22%	3.43	.01	53,266
Dining Hall	# 1	9%	22%	21%	26%	21%	3.28	.08	276
Dining Hall	# 2	3%	9%	22%	36%	29%	3.80	.06	272
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	13%	33%	43%	4.03	.03	1,767
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	18%	33%	33%	3.78	.00	68,206
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	14%	21%	32%	28%	3.66	.09	163
	Express Unit	4%	8%	12%	30%	46%	4.06	.04	794
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	38%	44%	4.17	.04	457
	Sit-down Restaurant	5%	8%	13%	31%	43%	3.99	.07	264
	Convenience Store	3%	9%	13%	38%	36%	3.94	.11	89
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	12%	20%	32%	29%	3.65	.01	21,433
	Marketplace	7%	13%	21%	33%	26%	3.57	.01	8,568
	Express Unit	4%	8%	16%	33%	38%	3.93	.01	17,478
	Specialty Coffee Shop/ Juice Bar	4%	9%	16%	33%	37%	3.90	.01	9,361
	Sit-down Restaurant	4%	8%	15%	34%	40%	3.98	.02	4,382
	Convenience Store	4%	10%	20%	34%	32%	3.79	.01	6,845
	No type given	4%	10%	15%	35%	36%	3.90	.09	139
Retail Unit	# 1	2%	4%	12%	31%	50%	4.22	.07	179
Retail Unit	# 2	5%	10%	14%	30%	41%	3.90	.05	514
Retail Unit	# 3	4%	14%	21%	32%	28%	3.66	.09	163
Retail Unit	# 4	2%	5%	6%	35%	53%	4.33	.11	66
Retail Unit	# 5		5%	10%	34%	50%	4.30	.08	117
Retail Unit	# 6	5%	8%	14%	36%	37%	3.92	.15	59
Retail Unit	# 7		7%	7%	47%	40%	4.20	.22	15
Retail Unit	# 8		13%	20%	40%	27%	3.80	.26	15
Retail Unit	# 9	3%		12%	23%	62%	4.40	.09	97
Retail Unit	# 10		2%	10%	39%	49%	4.34	.07	121
Retail Unit	# 11	11%	16%	13%	32%	28%	3.51	.15	85
Retail Unit	# 12	3%	1%	14%	34%	48%	4.23	.11	73
Retail Unit	# 13	2%	3%	17%	36%	42%	4.12	.09	121
Retail Unit	# 14	4%	7%	10%	42%	38%	4.04	.09	142
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 36a

[illegible]

*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 36b

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 37a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 37b

[illegible]

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 38a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 38b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 39a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 39b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 40a
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
SERVICE: Hours of operation

		Hours of operation					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	8%	31%	58%	4.44	.04	438
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	31%	57%	4.42	.00	44,184
Dining Hall	# 1	0%	3%	10%	31%	55%	4.38	.05	220
Dining Hall	# 2		2%	6%	30%	61%	4.51	.05	218
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	2%	9%	28%	61%	4.47	.02	1,417
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	57%	4.41	.00	56,732
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	9%	30%	58%	4.44	.07	137
	Express Unit	1%	2%	8%	27%	61%	4.45	.03	620
	Specialty Coffee Shop/ Juice Bar		1%	7%	29%	63%	4.54	.03	384
	Sit-down Restaurant		2%	15%	25%	58%	4.41	.06	195
	Convenience Store		1%	10%	30%	59%	4.47	.08	81
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	32%	55%	4.37	.01	17,979
	Marketplace	1%	2%	10%	34%	53%	4.36	.01	7,119
	Express Unit	1%	2%	9%	30%	58%	4.43	.01	14,417
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	59%	4.46	.01	7,734
	Sit-down Restaurant	1%	3%	9%	31%	56%	4.40	.01	3,519
	Convenience Store	1%	2%	9%	29%	60%	4.45	.01	5,865
	No type given	2%	1%	7%	27%	63%	4.47	.08	99
Retail Unit	# 1		2%	18%	25%	55%	4.33	.07	129
Retail Unit	# 2	1%	2%	7%	26%	63%	4.48	.04	392
Retail Unit	# 3		3%	9%	30%	58%	4.44	.07	137
Retail Unit	# 4	2%	2%	12%	27%	58%	4.37	.13	52
Retail Unit	# 5	1%	4%	6%	35%	54%	4.37	.08	100
Retail Unit	# 6			10%	26%	64%	4.54	.10	50
Retail Unit	# 7			13%	40%	47%	4.33	.19	15
Retail Unit	# 8		6%	6%	31%	56%	4.38	.22	16
Retail Unit	# 9	1%	1%	14%	22%	61%	4.39	.10	76
Retail Unit	# 10			9%	29%	62%	4.52	.06	107
Retail Unit	# 11			9%	26%	65%	4.56	.08	66
Retail Unit	# 12		2%	8%	34%	56%	4.45	.09	62
Retail Unit	# 13		2%	6%	35%	58%	4.49	.07	107
Retail Unit	# 14		2%	4%	22%	72%	4.65	.06	108
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Importance

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 40b

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction
 **Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

[illegible]

****Sampling Error** is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 41b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 42a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 42b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
SERVICE: Friendliness of staff

		Friendliness of staff					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	5%	6%	14%	23%	52%	4.12	.05	548
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	13%	29%	50%	4.19	.00	52,950
Dining Hall	# 1	7%	10%	18%	22%	43%	3.86	.08	276
Dining Hall	# 2	3%	3%	8%	24%	61%	4.38	.06	272
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	10%	26%	59%	4.34	.02	1,764
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	11%	27%	55%	4.28	.00	68,524
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	22%	37%	39%	4.09	.07	161
	Express Unit	2%	3%	6%	25%	64%	4.47	.03	789
	Specialty Coffee Shop/ Juice Bar	2%	2%	8%	25%	64%	4.47	.04	456
	Sit-down Restaurant	10%	5%	19%	26%	40%	3.80	.08	264
	Convenience Store	3%	1%	4%	17%	74%	4.59	.09	94
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	13%	28%	50%	4.17	.01	21,384
	Marketplace	3%	4%	12%	30%	51%	4.23	.01	8,545
	Express Unit	3%	3%	10%	25%	59%	4.35	.01	17,486
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	25%	60%	4.37	.01	9,426
	Sit-down Restaurant	2%	3%	10%	25%	60%	4.36	.01	4,355
	Convenience Store	2%	3%	10%	26%	58%	4.35	.01	7,190
	No type given	4%	7%	9%	22%	58%	4.23	.09	138
Retail Unit	# 1	11%	4%	22%	24%	39%	3.77	.10	179
Retail Unit	# 2	3%	2%	5%	23%	68%	4.53	.04	512
Retail Unit	# 3	1%	2%	22%	37%	39%	4.09	.07	161
Retail Unit	# 4		6%	8%	22%	65%	4.45	.11	65
Retail Unit	# 5	2%	3%	8%	32%	55%	4.35	.08	115
Retail Unit	# 6	3%		3%	10%	83%	4.70	.11	60
Retail Unit	# 7	6%	6%	6%	29%	53%	4.18	.29	17
Retail Unit	# 8			6%	29%	65%	4.59	.15	17
Retail Unit	# 9	1%	4%	12%	29%	54%	4.30	.09	97
Retail Unit	# 10		1%	8%	33%	58%	4.49	.06	120
Retail Unit	# 11	8%	7%	14%	29%	41%	3.88	.14	85
Retail Unit	# 12	1%	3%	7%	17%	72%	4.57	.10	76
Retail Unit	# 13	3%	2%	7%	26%	60%	4.38	.09	121
Retail Unit	# 14	1%	4%	9%	19%	67%	4.47	.08	139
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 43a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 43b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
CLEANLINESS: Overall

		Cleanliness: Overall					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	14%	39%	37%	4.00	.04	543
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	39%	39%	4.09	.00	53,317
Dining Hall	# 1	4%	11%	16%	38%	30%	3.79	.07	270
Dining Hall	# 2	2%	2%	12%	40%	43%	4.21	.05	273
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	10%	31%	53%	4.27	.02	1,767
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	33%	51%	4.29	.00	68,584
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	9%	22%	32%	31%	3.75	.09	162
	Express Unit	2%	3%	8%	29%	58%	4.37	.03	790
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	33%	57%	4.42	.04	460
	Sit-down Restaurant	5%	6%	17%	33%	39%	3.95	.07	263
	Convenience Store	1%	1%	4%	29%	64%	4.54	.08	92
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	13%	35%	45%	4.15	.01	21,462
	Marketplace	2%	4%	12%	37%	46%	4.21	.01	8,574
	Express Unit	2%	3%	9%	31%	55%	4.35	.01	17,478
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	59%	4.42	.01	9,418
	Sit-down Restaurant	1%	2%	9%	30%	58%	4.40	.01	4,367
	Convenience Store	1%	2%	9%	33%	55%	4.37	.01	7,154
	No type given	3%	1%	7%	27%	62%	4.44	.08	131
Retail Unit	# 1	5%	5%	18%	34%	38%	3.95	.08	179
Retail Unit	# 2	3%	4%	8%	27%	58%	4.34	.04	517
Retail Unit	# 3	6%	9%	22%	32%	31%	3.75	.09	162
Retail Unit	# 4			3%	35%	62%	4.58	.07	65
Retail Unit	# 5	1%	3%	7%	34%	55%	4.40	.08	114
Retail Unit	# 6	2%		2%	24%	73%	4.66	.09	59
Retail Unit	# 7		6%	6%	41%	47%	4.29	.21	17
Retail Unit	# 8			13%	38%	50%	4.38	.18	16
Retail Unit	# 9	3%	3%	11%	23%	60%	4.33	.10	94
Retail Unit	# 10		2%	5%	33%	61%	4.53	.06	120
Retail Unit	# 11	5%	7%	15%	32%	40%	3.96	.12	84
Retail Unit	# 12	1%	1%	3%	33%	62%	4.53	.08	79
Retail Unit	# 13	2%		7%	36%	55%	4.44	.07	119
Retail Unit	# 14	2%	5%	10%	31%	52%	4.26	.08	142
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 44a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 44b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 45a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 45b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 46a

[illegible]

*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 46b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
DINING ENVIRONMENT: Location

		Location					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	8%	28%	58%	4.37	.04	553
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	29%	58%	4.41	.00	53,397
Dining Hall	# 1	1%	3%	9%	26%	61%	4.43	.05	277
Dining Hall	# 2	3%	5%	7%	30%	56%	4.31	.06	276
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	29%	61%	4.46	.02	1,775
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	9%	29%	57%	4.38	.00	68,273
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	9%	32%	56%	4.42	.06	161
	Express Unit	2%	3%	8%	28%	59%	4.41	.03	798
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	26%	67%	4.58	.03	460
	Sit-down Restaurant	2%	2%	7%	33%	57%	4.42	.05	265
	Convenience Store	2%	1%	8%	29%	60%	4.44	.09	91
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	32%	52%	4.30	.01	21,416
	Marketplace	1%	2%	9%	31%	56%	4.38	.01	8,585
	Express Unit	2%	2%	9%	28%	59%	4.40	.01	17,375
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	25%	64%	4.48	.01	9,416
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.44	.01	4,388
	Convenience Store	1%	2%	8%	29%	59%	4.42	.01	6,991
	No type given	3%	1%	10%	27%	59%	4.38	.09	102
Retail Unit	# 1	2%	2%	8%	32%	57%	4.41	.06	180
Retail Unit	# 2	2%	3%	8%	26%	61%	4.42	.04	520
Retail Unit	# 3		2%	9%	32%	56%	4.42	.06	161
Retail Unit	# 4		3%	5%	41%	52%	4.41	.09	66
Retail Unit	# 5	1%	3%	5%	33%	57%	4.43	.08	117
Retail Unit	# 6	3%	2%	3%	24%	67%	4.50	.12	58
Retail Unit	# 7			6%	47%	47%	4.41	.15	17
Retail Unit	# 8			25%	25%	50%	4.25	.21	16
Retail Unit	# 9	2%	3%	12%	25%	58%	4.34	.10	95
Retail Unit	# 10	1%	1%	8%	30%	60%	4.48	.07	121
Retail Unit	# 11	1%	2%	5%	35%	56%	4.44	.09	85
Retail Unit	# 12			5%	28%	67%	4.61	.07	75
Retail Unit	# 13	1%		4%	33%	62%	4.56	.06	122
Retail Unit	# 14	1%	1%	4%	17%	77%	4.68	.06	142
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 47a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 47b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 48a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 48b

[illegible]

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 49a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 49b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 50a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 50b

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 51a

*1 to 5 Scale, Where Higher Mean = Higher Importance
 **Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 51b

*1 to 5 Scale, Where Higher Mean = Higher Satisfaction
 **Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.
 A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 52a

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 52b

[illegible]

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.

A smaller Sampling Error means the data is a better predictor of the overall population.

Appendix

1. **Introduction**
 2. **Background**
 3. **Methodology**
 4. **Results**
 5. **Discussion**
 6. **Conclusion**
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 216. **Figure 208**
 217. **Figure 209**

You may use pen or pencil. Please fill in the marks like this: **Not like this:**

You may use pen or pencil. Please fill in the marks like this: **Not like this:**

1. Which of the following best describes you? (Mark only one)

- 2. If you are a student, what is your class status? (Mark only one)**

3. Gender Identity ... ☐ Female ☐ Male ☐ Transgender ☐ Other Identity

4. Do you live . . . ☐ On campus (university-owned housing) ☐ Off campus

1. In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?

- ☐ Very Dissatisfied ☐ Somewhat Dissatisfied ☐ Mixed ☒ Somewhat Satisfied ☐ Very Satisfied

2. Please rate your satisfaction with the following items and their importance to you. (Rate the items as they apply to this facility in general, without regard to any specific meal.)

We welcome your comments on the back of this page.

Is there anything else concerning campus dining that you wish to share?

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run horizontally across the page. In the bottom right corner, there is a large, light gray watermark that reads "DRAFT" in all capital letters, oriented diagonally from the bottom left towards the top right. The rest of the page is blank.

If you could make one change to any aspect of the dining services at this college/university, what would it be?

SAW

Thank you for your valuable input.