

2016

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 17th 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 101 schools that used the survey in 2016, 81 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, 101 institutions took part in this year's survey, and 129,062 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. Note that the first table in this section shows the demographics characteristics of your survey’s respondents. The first row of this table shows the total number of useable submissions your survey received. The number of responses shown for

subsequent questions may be less than this total since not all respondents answered all questions.

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 (see contact info above) or Shannon McLaughlin of NACUFS (517) 332-2494 email: SMcLaughlin@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	Chik Fil A
2	Fresh Food Company	2	Rising Roll
3		3	Chilis
4		4	The Den
5		5	Subway
6		6	Einsteins Bros bagels
7		7	4Rivers Smokehouse
8		8	Miso
9		9	Seminole Pies
10		10	Pollo Tropical Cafe
11		11	Freshens
12		12	Starbucks Main
13		13	Starbucks Strozier Library
14		14	Starbucks Dirac Library
15		15	Doctors Inn
16		16	Matts Grill
17		17	COE Cafe
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

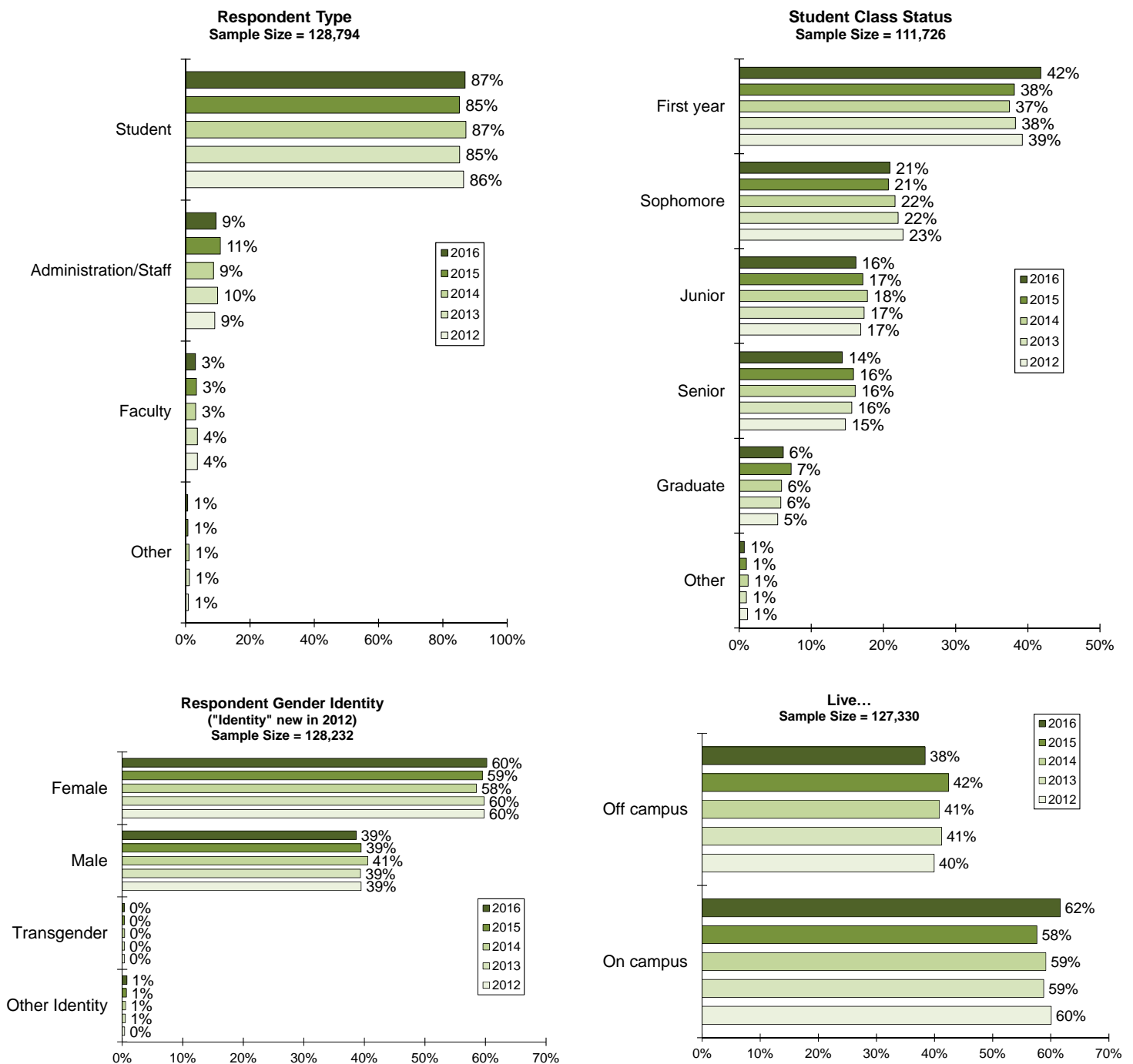
Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Puerto Rico, Virgin Islands

Industry Overview

The overall results of the 2016 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.

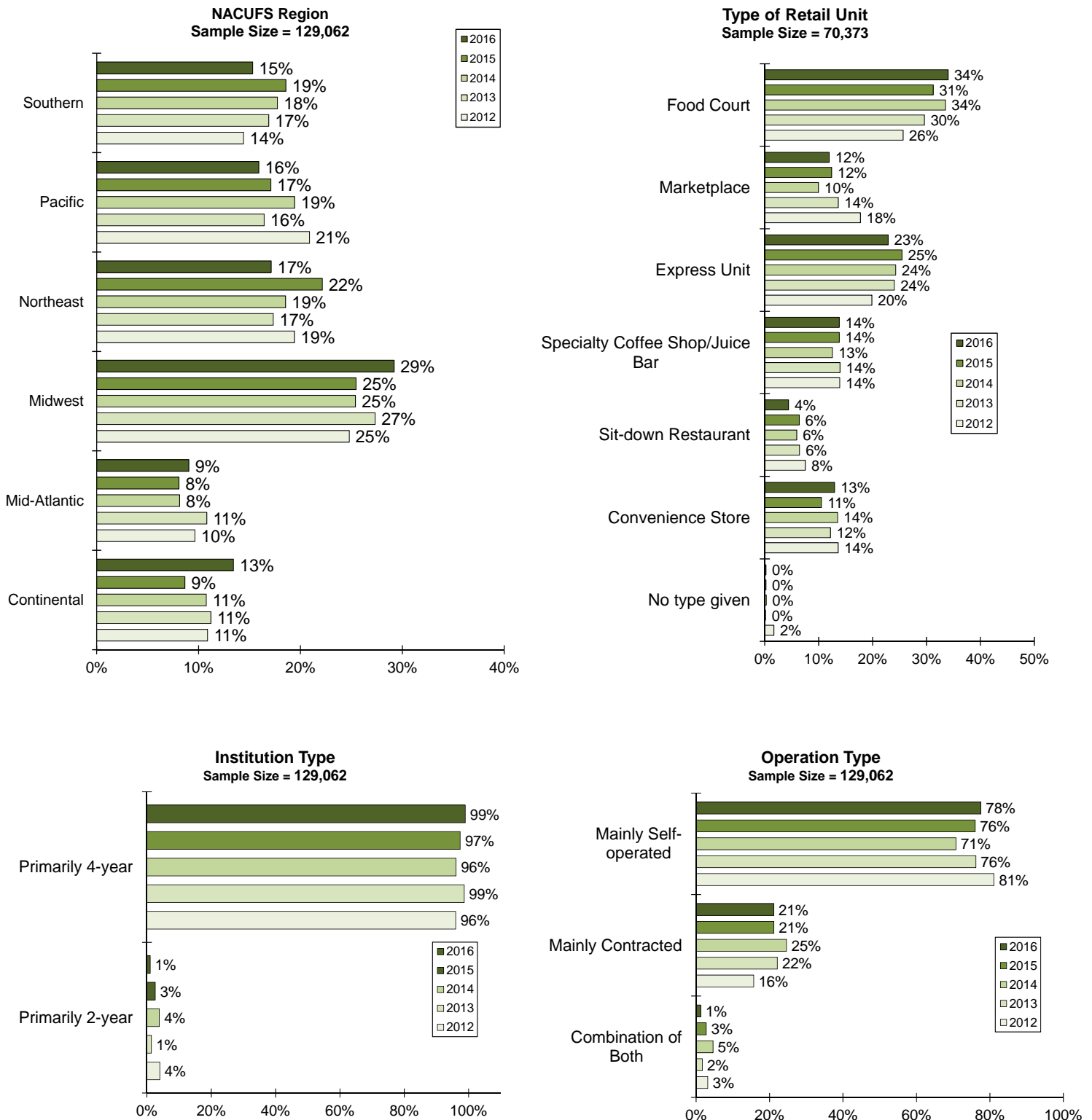
Respondent Demographics - All Schools

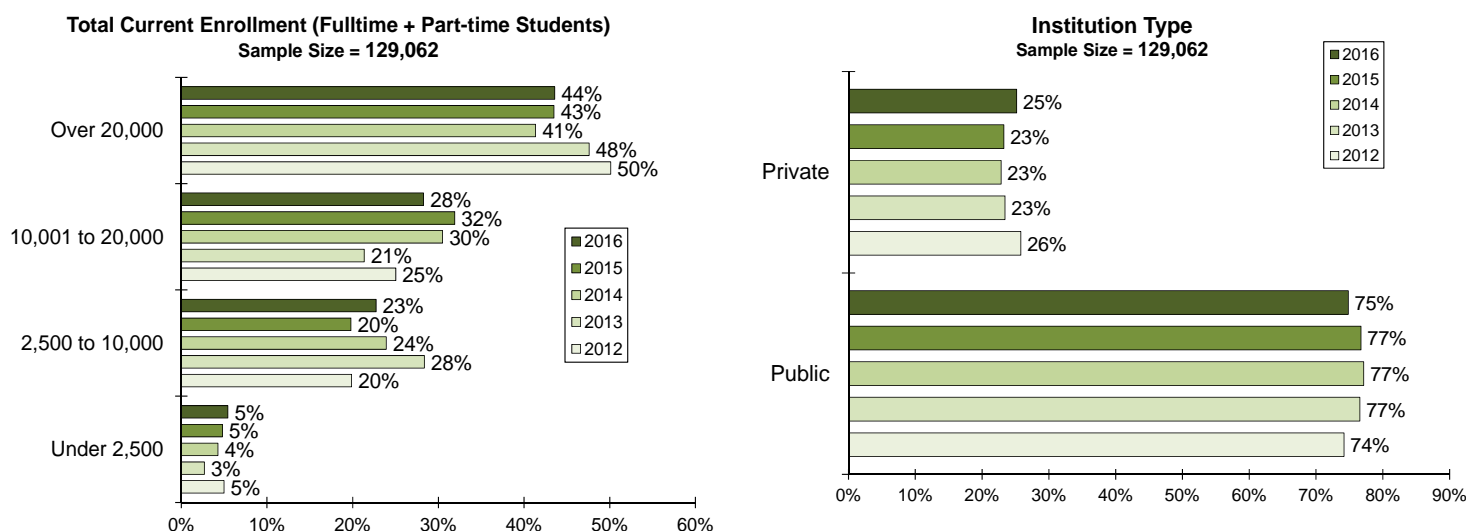
To provide context, the demographic makeup of the entire survey's respondents for 2012 through 2016 can be seen in the graphs below. As shown, the demographic characteristics of the individual respondents have remained consistent across the past five survey years. (All sample sizes shown are based on the 2016 survey results.)



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

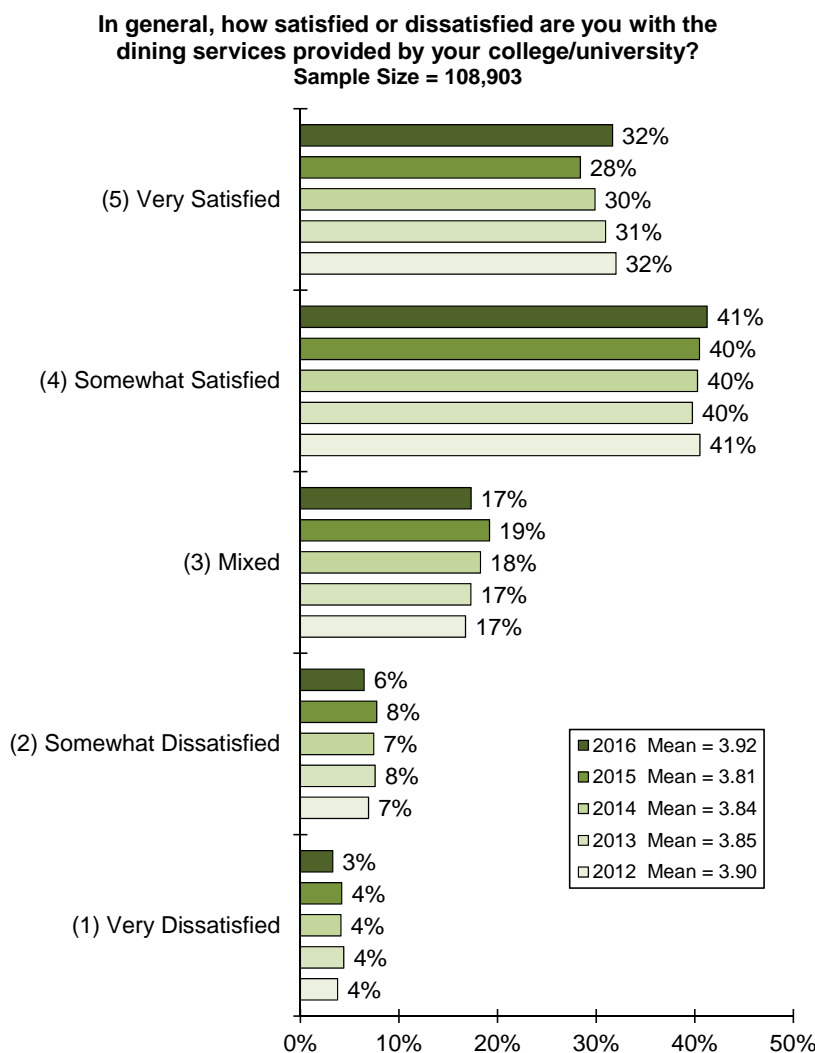
Demographic characteristics of the participating institutions are displayed below. The figures shown are based on the percentage of total responses that came from institutions of that type. For example, 17% of all questionnaires received in 2016 came from institutions in the Northeast Region, while 78% came from mainly self-operated institutions and 99% came from primarily four-year colleges. Of the 129,062 useable survey responses received, 45.5% were for dining halls, while the remaining 54.5% were for retail units. Of the retail unit types, food courts (34%) and express units (23%) received the highest number of surveys.





Satisfaction Ratings

As shown below, the mean (average) level of satisfaction with the participating institutions' dining services reached its highest level of the past five years (3.92 on the five-point scale, where 1 = low and 5 = high satisfaction, versus 3.81 in 2015). **In fact, this year's mean satisfaction level was the highest reported in the survey's 17 years.** Overall, almost three-quarters of the valid respondents (73%) were very or somewhat satisfied with their institution's dining services in 2016.



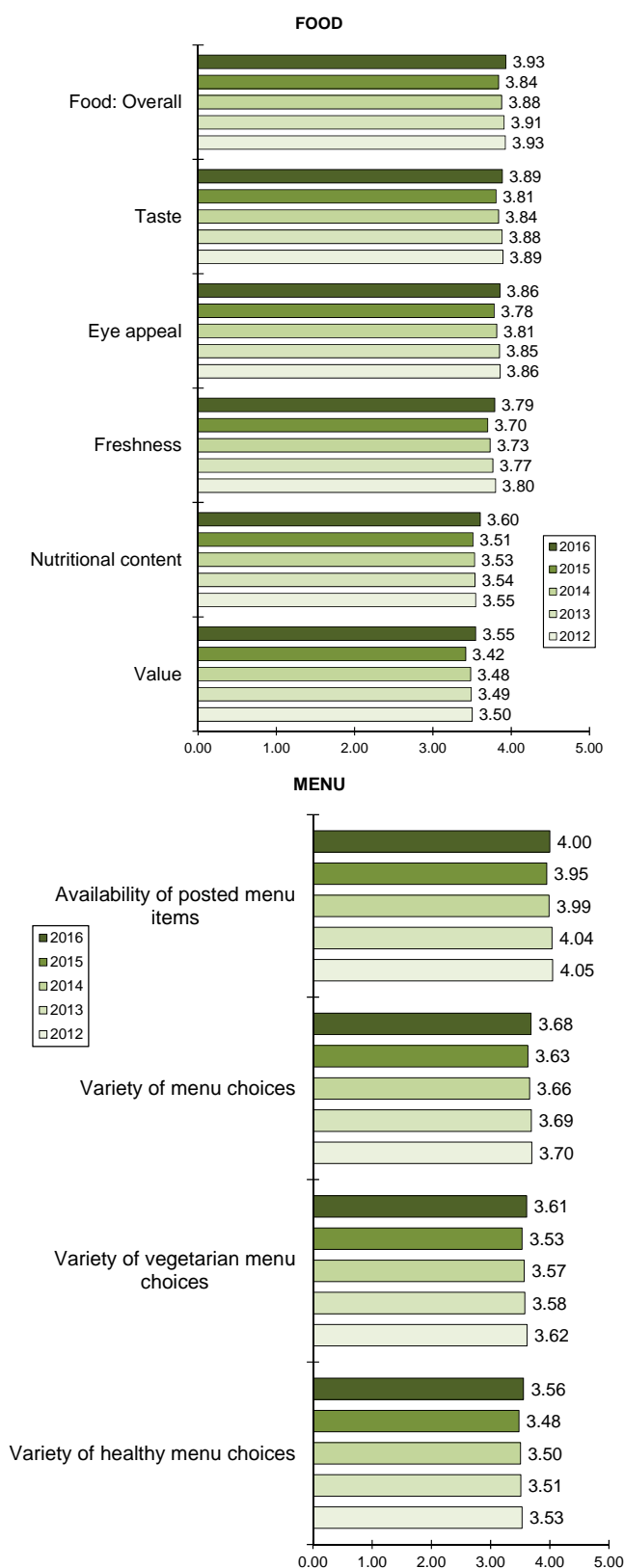
In addition to rating their **overall** satisfaction with their institutions' dining services, the respondents were also asked to rate the importance of **specific dining attributes** and their satisfaction with each attribute. The results are summarized beginning below.

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	104,745
Taste	0%	1%	5%	20%	74%	4.67	104,826
Eye appeal	3%	12%	20%	34%	32%	3.81	104,359
Freshness	0%	1%	7%	25%	67%	4.58	104,229
Nutritional content	1%	3%	11%	29%	56%	4.35	103,914
Value	1%	2%	12%	29%	56%	4.38	102,728
MENU							
Availability of posted menu items	1%	4%	12%	36%	48%	4.25	101,867
Variety of menu choices	0%	2%	9%	34%	54%	4.40	102,525
Variety of healthy menu choices	2%	3%	12%	30%	53%	4.29	101,670
Variety of vegetarian menu choices	18%	12%	15%	21%	34%	3.43	86,991
SERVICE							
Overall	0%	1%	8%	32%	58%	4.46	102,895
Speed of service	0%	2%	8%	33%	57%	4.44	103,018
Hours of operation	1%	2%	9%	31%	57%	4.42	102,815
Helpfulness of staff	1%	3%	11%	32%	54%	4.36	102,432
Friendliness of staff	1%	2%	10%	30%	57%	4.40	102,572
CLEANLINESS							
Overall	0%	1%	6%	24%	68%	4.58	102,635
Serving areas	0%	1%	8%	26%	64%	4.53	101,840
Eating areas (tables, chairs, etc.)	1%	2%	7%	27%	63%	4.50	100,346
DINING ENVIRONMENT							
Location	1%	4%	12%	34%	50%	4.27	102,348
Layout of facility	2%	8%	17%	38%	35%	3.97	101,870
Appearance	2%	7%	18%	37%	36%	3.97	101,622
Availability of seating	1%	3%	11%	33%	52%	4.30	100,045
Comfort (seats, temperature, lighting, sound level, etc.)	1%	4%	13%	37%	44%	4.19	99,660
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	5%	6%	16%	28%	45%	4.04	93,036
Social/ethical practices related to food	5%	6%	17%	28%	43%	3.97	90,892

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%	6%	17%	42%	31%	3.93	126,532
Taste	3%	7%	19%	39%	31%	3.89	126,438
Eye appeal	3%	8%	22%	36%	31%	3.86	125,862
Freshness	4%	10%	22%	34%	31%	3.79	125,956
Nutritional content	5%	11%	26%	32%	25%	3.60	124,740
Value	7%	12%	25%	31%	25%	3.55	123,623
MENU							
Availability of posted menu items	3%	7%	16%	33%	40%	4.00	123,753
Variety of menu choices	6%	12%	20%	32%	30%	3.68	125,076
Variety of healthy menu choices	7%	13%	23%	31%	26%	3.56	123,518
Variety of vegetarian menu choices	7%	11%	25%	28%	29%	3.61	95,846
SERVICE							
Overall	2%	3%	12%	34%	49%	4.24	125,648
Speed of service	3%	6%	14%	33%	44%	4.08	125,539
Hours of operation	5%	10%	15%	29%	40%	3.88	125,151
Helpfulness of staff	2%	4%	12%	29%	53%	4.28	124,775
Friendliness of staff	2%	4%	11%	27%	56%	4.31	125,087
CLEANLINESS							
Overall	2%	4%	11%	35%	49%	4.25	125,527
Serving areas	2%	3%	10%	34%	51%	4.30	124,439
Eating areas (tables, chairs, etc.)	3%	7%	16%	34%	40%	4.02	122,564
DINING ENVIRONMENT							
Location	1%	2%	8%	28%	60%	4.44	125,306
Layout of facility	2%	3%	11%	34%	51%	4.29	124,798
Appearance	1%	2%	10%	34%	52%	4.33	124,654
Availability of seating	3%	7%	16%	31%	43%	4.02	122,445
Comfort (seats, temperature, lighting, sound level, etc.)	2%	5%	14%	34%	45%	4.16	122,567
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	3%	4%	19%	34%	40%	4.06	112,171
Social/ethical practices related to food	2%	4%	19%	34%	41%	4.08	109,591

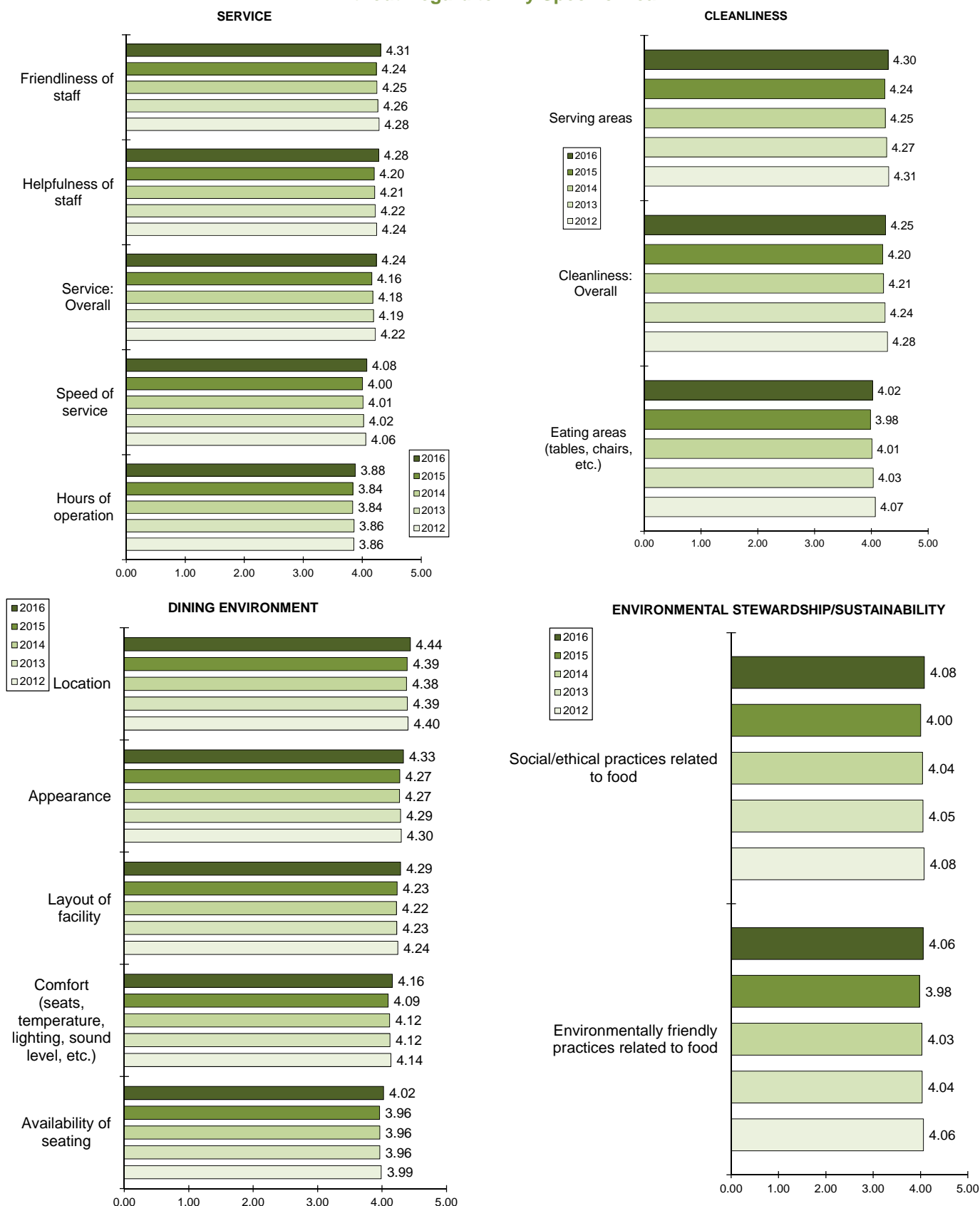
The following series of graphs shows the mean satisfaction ratings for the various dining service attributes over the past five years on the one to five scale. As shown, there were across the board increases in mean satisfaction ratings for 2016.

**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)

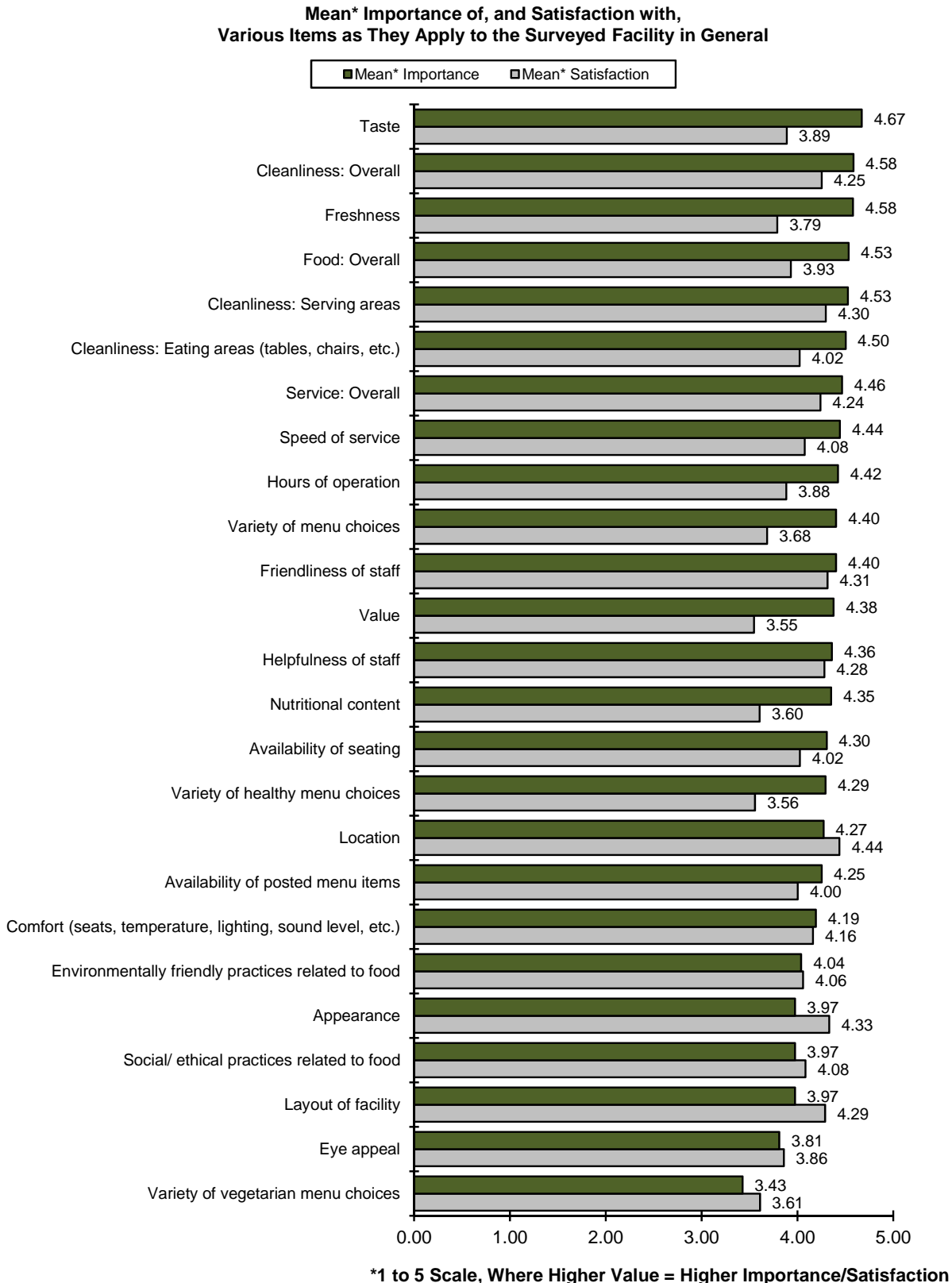
**Mean* Satisfaction with Various Items as They Apply to the Surveyed Facility in General
without Regard to Any Specific Meal**



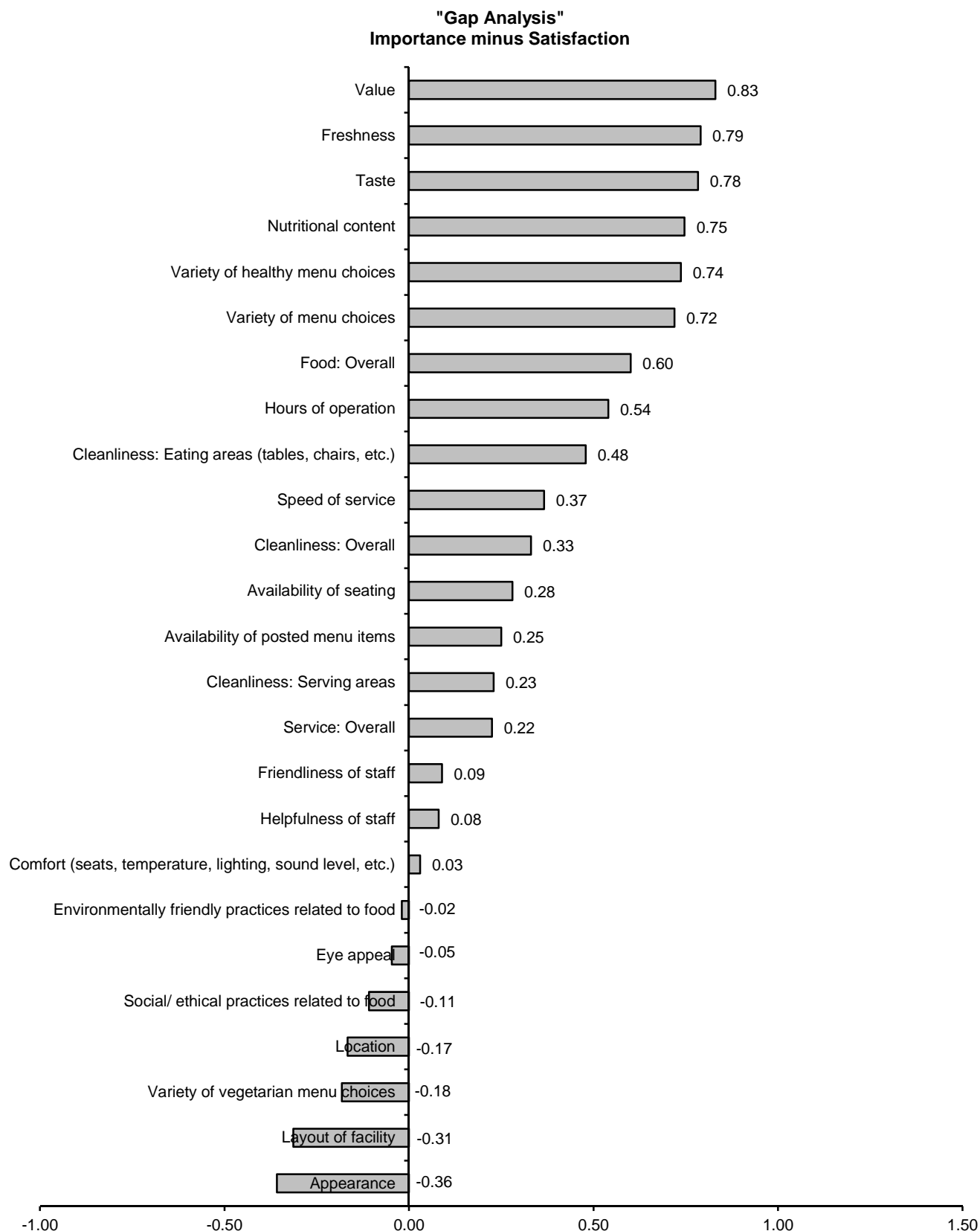
* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("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 outscored 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

For this report, multiple regression analysis was the statistical method used 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.

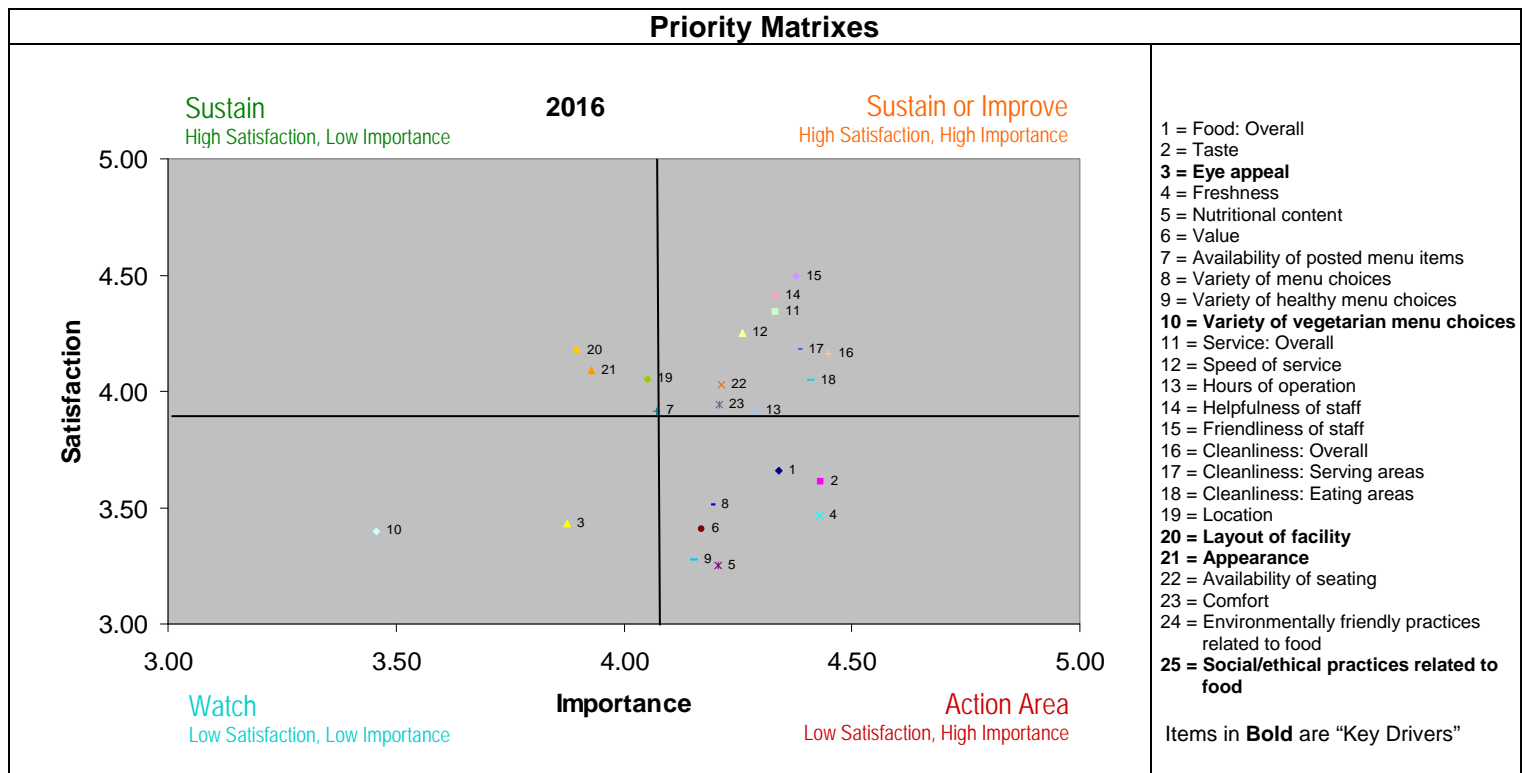
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 25 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's 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 the lower right quadrant (low satisfaction and high importance) items, as well as “variety of vegetarian menu choices” and “eye appeal,” since these are key drivers and are in the “watch” quadrant.

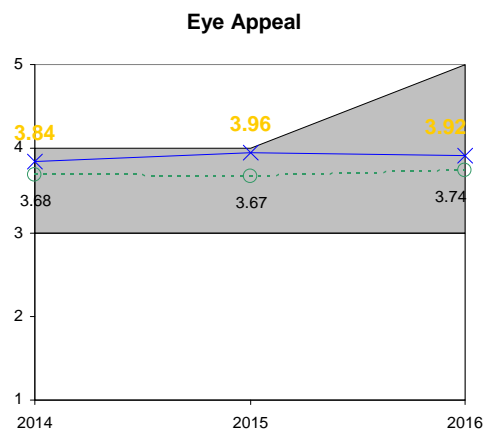
THREE YEAR TREND DATA

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	0.44	0.00	4.14	0.39	3.93	0.60
Availability of posted menu items	2nd Predictor	0.12	0.00	4.15	0.24	4.00	0.25
Variety of healthy menu choices	3rd Predictor	0.12	0.00	3.77	0.45	3.56	0.74
Service: Overall	4th Predictor	0.10	0.01	4.25	0.30	4.24	0.22
Value	5th Predictor	0.07	0.04	3.81	0.75	3.55	0.83
Taste				4.16	0.56	3.89	0.78
Eye appeal				4.09	-0.10	3.86	-0.05
Freshness				4.09	0.56	3.79	0.79
Nutritional content				3.82	0.46	3.60	0.75
Variety of menu choices				3.96	0.42	3.68	0.72
Variety of vegetarian menu choices				3.67	-0.34	3.61	-0.18
Speed of service				4.13	0.44	4.08	0.37
Hours of operation				4.13	0.27	3.88	0.54
Helpfulness of staff				4.31	0.19	4.28	0.08
Friendliness of staff				4.37	0.18	4.31	0.09
Cleanliness: Overall				4.33	0.30	4.25	0.33
Cleanliness: Serving areas				4.30	0.29	4.30	0.23
Cleanliness: Eating areas (tables, chairs, etc.)				4.16	0.39	4.02	0.48
Location				4.48	-0.06	4.44	-0.17
Layout of facility				4.30	-0.26	4.29	-0.31
Appearance				4.38	-0.21	4.33	-0.36
Availability of seating				4.07	0.27	4.02	0.28
Comfort (seats, temperature, lighting, sound level, etc.)				4.14	0.19	4.16	0.03
Environmentally friendly practices related to food				4.00	0.10	4.06	-0.02
Social/ethical practices related to food				4.03	0.04	4.08	-0.11

* 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 = 0.503	0.000

2016 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

2016 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

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14 = Helpfulness of staff

15 = Friendliness of staff

16 = Cleanliness: Overall

17 = Cleanliness: Serving areas

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

19 = Location

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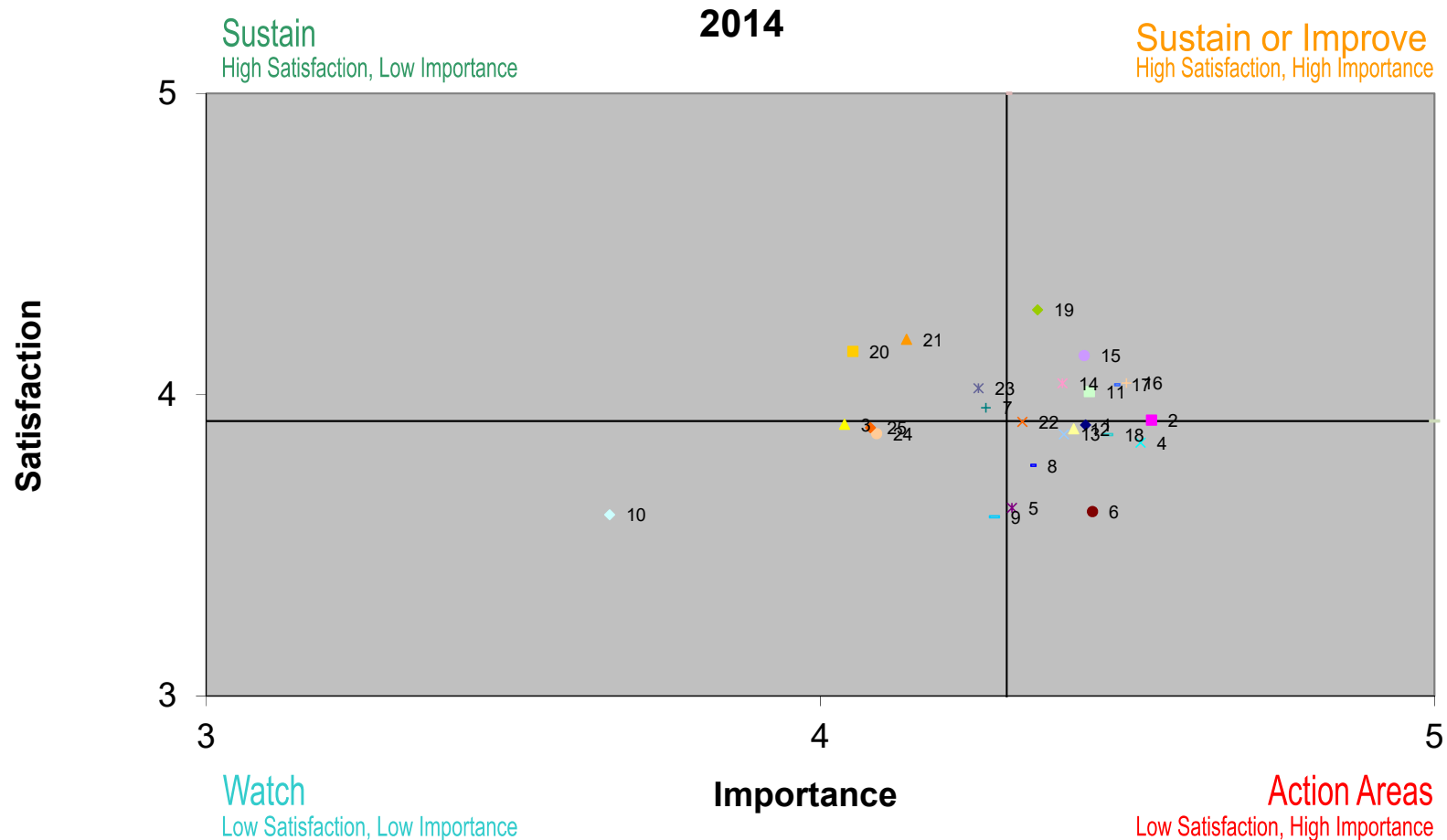
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2016 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

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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		
		Satis	Gap*	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	
		Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	
Food: Overall	4.14	0.39	4.15	0.38	4.06	0.45	4.14	0.41	4.25	0.18	4.17	0.51	4.11	0.47	4.25	0.29	4.22	0.20	3.96	0.58	4.10	0.03	4.11	0.45	4.19	0.30	3.50	0.90	5.00	-0.25	4.16	0.48	4.14	0.38
Taste	4.16	0.56	4.17	0.54	4.05	0.68	4.14	0.60	4.25	0.21	4.08	0.68	4.22	0.47	4.30	0.48	4.19	0.44	3.99	0.72	4.00	0.38	4.14	0.62	4.19	0.46	3.50	1.50	5.00	-0.33	4.06	0.69	4.17	0.55
Eye appeal	4.09	-0.10	4.10	-0.20	3.99	0.18	4.10	0.08	4.25	-0.10	3.98	0.11	4.12	-0.23	4.18	-0.25	4.18	-0.36	3.95	-0.14	4.10	0.15	4.09	-0.03	4.09	-0.21	3.50	-0.10	5.00	-0.33	4.04	-0.02	4.10	-0.11
Freshness	4.09	0.56	4.05	0.55	4.08	0.72	4.17	0.55	4.19	0.43	4.03	0.66	4.01	0.53	4.08	0.54	4.07	0.48	4.05	0.60	3.90	0.60	4.07	0.64	4.12	0.43	3.00	1.50	4.80	-0.13	4.03	0.65	4.09	0.55
Nutritional content	3.82	0.46	3.77	0.52	3.85	0.59	3.93	0.27	4.31	0.07	3.88	0.37	3.68	0.55	3.83	0.50	3.71	0.50	3.75	0.66	3.90	0.35	3.76	0.59	3.92	0.24	2.83	0.57	4.80	-0.13	3.78	0.37	3.83	0.47
Value	3.81	0.75	3.73	0.82	3.80	0.72	3.99	0.60	4.25	0.13	3.79	0.67	3.63	0.89	3.89	0.74	3.68	0.88	3.60	0.94	3.89	-0.03	3.80	0.79	3.83	0.69	3.33	0.27	5.00	-0.33	3.78	0.69	3.81	0.76
Availability of posted menu items	4.15	0.24	4.14	0.24	3.98	0.42	4.24	0.17	3.94	0.52	4.07	0.34	4.08	0.26	4.21	0.27	4.13	0.25	4.12	0.12	4.10	-0.60	4.09	0.32	4.24	0.10	3.50	0.90	5.00	0.00	4.07	0.37	4.16	0.22
Variety of menu choices	3.96	0.42	3.96	0.39	3.79	0.50	4.01	0.46	3.88	0.51	3.84	0.53	3.82	0.51	4.04	0.36	4.06	0.27	3.92	0.38	3.90	0.35	3.92	0.50	4.02	0.27	3.00	1.00	5.00	-0.33	3.84	0.59	3.97	0.39
Variety of healthy menu choices	3.77	0.45	3.73	0.48	3.70	0.55	3.87	0.32	4.13	0.34	3.72	0.51	3.56	0.62	3.85	0.35	3.75	0.43	3.70	0.61	3.70	0.44	3.70	0.63	3.89	0.13	2.17	1.63	5.00	0.00	3.64	0.56	3.79	0.43
Variety of vegetarian menu choices	3.67	-0.34	3.62	-0.23	3.78	-0.46	3.77	-0.60	4.00	-0.23	3.75	-0.47	3.44	-0.15	3.67	-0.29	3.57	-0.11	3.68	-0.24	3.30	0.45	3.59	-0.19	3.79	-0.60	2.80	0.70	5.00	0.00	3.58	-0.22	3.68	-0.35
Service: Overall	4.25	0.30	4.26	0.30	4.16	0.35	4.27	0.27	4.25	0.29	4.33	0.20	4.23	0.34	4.27	0.33	4.27	0.23	4.23	0.36	4.10	0.28	4.22	0.38	4.31	0.17	4.33	-0.33	4.60	-0.27	4.27	0.28	4.25	0.30
Speed of service	4.13	0.44	4.13	0.45	4.09	0.48	4.14	0.42	4.13	0.34	4.31	0.27	4.19	0.40	4.09	0.56	4.02	0.47	4.13	0.44	4.40	-0.03	4.08	0.52	4.21	0.31	3.83	0.37	4.60	-0.27	4.29	0.25	4.11	0.46
Hours of operation	4.13	0.27	4.08	0.34	4.09	0.19	4.30	0.09	4.00	0.38	4.02	0.57	3.98	0.44	4.14	0.28	4.05	0.26	4.12	0.30	4.50	-0.25	4.14	0.29	4.12	0.23	4.17	-0.17	4.40	-0.07	4.01	0.43	4.15	0.25
Helpfulness of staff	4.31	0.19	4.29	0.20	4.32	0.22	4.37	0.15	4.19	0.31	4.31	0.18	4.25	0.24	4.28	0.29	4.27	0.13	4.34	0.13	4.40	-0.03	4.31	0.24	4.30	0.12	4.50	-0.50	4.80	-0.47	4.30	0.16	4.31	0.19
Friendliness of staff	4.37	0.18	4.36	0.19	4.41	0.11	4.39	0.18	4.25	0.25	4.36	0.19	4.36	0.19	4.36	0.26	4.31	0.16	4.41	0.11	4.20	0.05	4.35	0.24	4.40	0.09	4.33	-0.13	4.40	-0.07	4.36	0.20	4.37	0.18
Cleanliness: Overall	4.33	0.30	4.33	0.30	4.34	0.24	4.32	0.31	4.19	0.27	4.32	0.34	4.28	0.34	4.39	0.24	4.31	0.29	4.33	0.35	4.20	0.18	4.31	0.37	4.36	0.18	4.33	0.27	4.60	-0.60	4.22	0.40	4.34	0.28
Cleanliness: Serving areas	4.30	0.29	4.31	0.28	4.37	0.27	4.27	0.35	4.19	0.06	4.42	0.18	4.22	0.38	4.35	0.24	4.26	0.30	4.32	0.30	4.30	-0.18	4.27	0.39	4.35	0.14	4.17	0.23	4.60	-0.60	4.32	0.28	4.30	0.29
Cleanliness: Eating areas (tables, chairs, etc.)	4.16	0.39	4.16	0.40	4.19	0.42	4.17	0.36	4.13	0.13	4.09	0.48	4.02	0.50	4.21	0.36	4.16	0.38	4.23	0.38	4.20	-0.08	4.14	0.46	4.19	0.28	4.17	0.03	4.40	-0.40	4.08	0.48	4.17	0.38
Location	4.48	-0.06	4.45	-0.07	4.54	0.02	4.54	-0.08	4.33	0.21	4.41	-0.02	4.38	0.01	4.47	-0.05	4.41	-0.06	4.53	-0.18	4.50	-0.50	4.51	-0.03	4.42	-0.11	4.17	0.03	5.00	-0.67	4.43	-0.11	4.48	-0.06
Layout of facility	4.30	-0.26	4.29	-0.24	4.19	-0.22	4.34	-0.33	4.36	-0.08	4.42	-0.32	4.27	-0.21	4.28	-0.17	4.23	-0.15	4.32	-0.40	4.50	-0.75	4.32	-0.26	4.27	-0.26	4.00	-0.60	4.80	-0.80	4.33	-0.36	4.29	-0.25
Appearance	4.38	-0.21	4.38	-0.24	4.33	-0.20	4.40	-0.17	4.27	0.19	4.49	-0.27	4.37	-0.16	4.40	-0.23	4.32	-0.14	4.37	-0.38	4.60	-0.98	4.40	-0.18	4.35	-0.24	3.83	-0.23	5.00	-1.67	4.42	-0.27	4.38	-0.20
Availability of seating	4.07	0.27	4.06	0.29	4.26	0.05	4.05	0.29	4.27	0.19	4.21	0.15	3.97	0.37	4.01	0.48	4.01	0.25	4.12	0.15	4.60	-0.48	4.02	0.37	4.16	0.12	3.17	0.83	4.60	-0.60	4.11	0.18	4.07	0.29
Comfort (seats, temperature, lighting, sound level, etc.)	4.14	0.19	4.14	0.21	4.22	0.08	4.10	0.19	4.27	0.10	4.31	-0.01	4.14	0.25	4.16	0.29	4.07	0.27	4.08	0.15	4.00	-0.13	4.11	0.26	4.18	0.08	3.17	0.83	4.60	-0.60	4.22	0.05	4.13	0.21
Environmentally friendly practices related to food	4.00	0.10	3.97	0.16	4.09	-0.06	4.06	0.01	4.20	-0.03	4.24	-0.30	3.87	0.28	4.01	0.17	3.80	0.40	4.02	0.03	3.80	0.83	3.94	0.26	4.12	-0.16	2.83	1.17	4.80	0.20	4.01	0.00	4.00	0.12
Social/ethical practices related to food	4.03	0.04	4.01	0.11	4.06	-0.14	4.05	-0.08	4.14	0.11	4.21	-0.25	3.90	0.24	4.05	0.15	3.91	0.29	4.04	-0.04	4.13	0.45	3.95	0.24	4.14	-0.27	3.17	1.03	4.80	0.20	4.05	-0.03	4.02	0.06

	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		
		Satis	Gap*	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	
		Satis	Gap*	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	
Food: Overall	3.93	0.60	3.90	0.62	4.03	0.56	4.17	0.46	4.33	0.22	3.89	0.63	3.84	0.69	3.92	0.60	3.98	0.57	3.94	0.51	3.86	0.54	3.93	0.64	3.94	0.54	3.75	0.64	3.73	0.62	3.84	0.69	4.08	0.46
Taste	3.89	0.78	3.85	0.81	4.03	0.70	4.18	0.60	4.30	0.39	3.81	0.86	3.80	0.86	3.88	0.76	3.96	0.71	3.90	0.69	3.84	0.78	3.89	0.84	3.89	0.70	3.73	0.82	3.73	0.77	3.77	0.89	4.07	0.61
Eye appeal	3.86	-0.05	3.82	-0.05	4.03	-0.07	4.16	-0.01	4.25	-0.03	3.81	-0.05	3.76	0.00	3.82	-0.03	3.88	-0.05	3.93	-0.22	3.87	-0.11	3.88	0.03	3.83	-0.16	3.75	-0.18	3.73	-0.26	3.76	-0.01	4.02	-0.10
Freshness	3.79	0.79	3.73	0.83	4.10	0.60	4.21	0.54	4.28	0.32	3.70	0.86	3.66	0.89	3.75	0.80	3.80	0.76	3.94	0.62	3.81	0.72	3.77	0.90	3.82	0.62	3.65	0.74	3.67	0.70	3.65	0.91	4.01	0.60
Nutritional content	3.60	0.75	3.55	0.80	3.86	0.57	3.98	0.37	4.11	0.24	3.54	0.81	3.51	0.85	3.57	0.77	3.59	0.75	3.70	0.67	3.51	0.81	3.56	0.90	3.68	0.52	3.50	0.56	3.53	0.66	3.50	0.86	3.78	0.56
Value	3.55	0.83	3.52	0.83	3.70	0.81	3.72	0.87	4.07	0.38	3.60	0.68	3.45	0.90	3.47	0.94	3.47	0.99	3.49	1.00	3.45	0.92	3.54	0.89	3.57	0.75	3.46	0.69	3.41	0.77	3.51	0.78	3.60	0.92
Availability of posted menu items	4.00	0.25	3.96	0.27	4.20	0.05	4.27	0.12	4.32	0.07	3.92	0.27	3.93	0.32	3.99	0.28	4.06	0.25	4.09	0.13	3.95	0.21	4.01	0.30	4.00	0.17	3.73	0.50	3.88	0.22	3.90	0.31	4.17	0.15
Variety of menu choices	3.68	0.72	3.65	0.75	3.81	0.60	3.96	0.51	4.20	0.21	3.61	0.81	3.58	0.81	3.69	0.69	3.77	0.62	3.72	0.55	3.68	0.65	3.66	0.81	3.72	0.58	3.43	0.83	3.52	0.67	3.55	0.87	3.90	0.48
Variety of healthy menu choices	3.56	0.74	3.51	0.78	3.75	0.65	3.91	0.43	4.10	0.22	3.49	0.80	3.45	0.83	3.54	0.73	3.57	0.72	3.61	0.67	3.46	0.80	3.50	0.94	3.65	0.43	3.44	0.63	3.41	0.73	3.44	0.86	3.75	0.54
Variety of vegetarian menu choices	3.61	-0.18	3.57	-0.14	3.73	-0.19	3.92	-0.58	4.07	-0.32	3.58	-0.21	3.52	-0.08	3.58	-0.12	3.61	-0.11	3.60	-0.04	3.49	-0.02	3.54	0.07	3.72	-0.59	3.33	0.27	3.37	0.33	3.53	-0.12	3.74	-0.29
Service: Overall	4.24	0.22	4.22	0.22	4.33	0.22	4.37	0.27	4.46	0.12	4.25	0.19	4.20	0.23	4.19	0.26	4.21	0.27	4.21	0.21	4.25	0.22	4.26	0.26	4.22	0.18	4.11	0.19	4.17	0.03	4.21	0.22	4.29	0.24
Speed of service	4.08	0.37	4.06	0.36	4.15	0.39	4.20	0.40	4.37	0.16	4.09	0.31	4.03	0.38	4.03	0.42	4.03	0.44	4.07	0.38	4.11	0.35	4.08	0.41	4.07	0.30	4.01	0.25	4.05	0.13	4.05	0.34	4.11	0.41
Hours of operation	3.88	0.54	3.83	0.60	4.15	0.19	4.30	0.10	4.32	0.03	3.74	0.71	3.86	0.56	3.88	0.54	3.93	0.48	3.92	0.46	3.91	0.43	3.89	0.58	3.87	0.48	3.77	0.51	3.78	0.47	3.77	0.68	4.07	0.32
Helpfulness of staff	4.28	0.08	4.25	0.08	4.45	0.05	4.46	0.14	4.48	0.07	4.26	0.05	4.24	0.08	4.24	0.11	4.25	0.11	4.27	0.05	4.34	0.10	4.29	0.14	4.26	-0.01	4.11	0.00	4.26	-0.11	4.25	0.07	4.33	0.10
Friendliness of staff	4.31	0.09	4.29	0.09	4.50	0.02	4.49	0.14	4.52	0.05	4.30	0.07	4.27	0.10	4.27	0.12	4.28	0.12	4.31	0.03	4.32	0.12	4.31	0.16	4.31	-0.02	4.16	0.01	4.28	-0.14	4.28	0.08	4.37	0.10
Cleanliness: Overall	4.25	0.33	4.22	0.34	4.45	0.26	4.47	0.31	4.47	0.23	4.21	0.34	4.17	0.37	4.23	0.33	4.27	0.31	4.32	0.27	4.22	0.38	4.26	0.40	4.25	0.23	4.05	0.34	4.15	0.24	4.18	0.37	4.37	0.27
Cleanliness: Serving areas	4.30	0.23	4.27	0.23	4.45	0.20	4.46	0.25	4.47	0.17	4.29	0.21	4.23	0.26	4.25	0.24	4.28	0.25	4.32	0.19	4.23	0.31	4.30	0.30	4.29	0.12	4.17	0.20	4.21	0.13	4.25	0.24	4.36	0.21
Cleanliness: Eating areas (tables, chairs, etc.)	4.02	0.48	3.99	0.50	4.22	0.32	4.23	0.37	4.33	0.26	3.98	0.51	3.95	0.53	3.99	0.50	4.04	0.47	4.11	0.35	3.96	0.56	4.00	0.56	4.06	0.35	3.88	0.42	3.90	0.38	3.96	0.53	4.13	0.40
Location	4.44	-0.17	4.42	-0.17	4.53	-0.15	4.57	-0.17	4.50	-0.17	4.46	-0.19	4.41	-0.18	4.38	-0.14	4.40	-0.15	4.38	-0.08	4.36	-0.08	4.47	-0.13	4.39	-0.23	4.28	-0.09	4.31	-0.28	4.44	-0.18	4.44	-0.14
Layout of facility	4.29	-0.31	4.29	-0.33	4.23	-0.18	4.30	-0.20	4.40	-0.24	4.36	-0.42	4.26	-0.32	4.22	-0.23	4.22	-0.20	4.19	-0.17	4.32	-0.28	4.24	-0.37	4.12	-0.30	4.14	-0.48	4.31	-0.36	4.25	-0.23	4.30	-0.13
Appearance	4.33	-0.36	4.32	-0.38	4.32	-0.21	4.40	-0.20	4.44	-0.23	4.37	-0.43	4.31	-0.38	4.28	-0.31	4.29	-0.33	4.27	-0.35	4.26	-0.26	4.37	-0.31	4.28	-0.42	4.18	-0.47	4.14	-0.57	4.33	-0.40	4.33	-0.28
Availability of seating	4.02	0.28	4.00	0.30	4.15	0.11	4.18	0.11	4.32	0.03	4.11	0.19	3.94	0.37	3.90	0.43	3.89	0.43	3.97	0.26	3.98	0.35	4.02	0.34	4.04	0.18	3.88	0.33	3.89	0.18	4.05	0.25	3.98	0.34
Comfort (seats, temperature, lighting, sound level, etc.)	4.16	0.03	4.16	0.03	4.14	0.05	4.17	0.06	4.33	0.03	4.25	-0.06	4.14	0.07	4.08	0.13	4.07	0.13	4.07	0.08	4.05	0.18	4.17	0.07	4.15	-0.04	3.98	0.11	3.94	0.08	4.19	-0.02	4.10	0.11
Environmentally friendly practices related to food	4.06	-0.02	4.04	-0.01	4.03	0.10	4.21	-0.12	4.29	-0.14	4.11	-0.11	4.00	0.01	4.00	0.05	3.98	0.11	3.98	0.11	3.97	0.09	4.06	0.13	4.07	-0.25	3.75	0.20	3.80	0.22	4.04	-0.03	4.08	0.00
Social/ethical practices related to food	4.08	-0.11	4.07	-0.10	4.01	0.01	4.20	-0.23	4.31	-0.19	4.14	-0.20	4.03	-0.08	4.04	-0.04	4.00	0.04	4.00	0.02	4.01	0.01	4.08	0.05	4.09	-0.36	3.75	0.16	3.81	0.09	4.07	-0.12	4.10	-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	4.14	0.39	3.93	0.60	4.01	0.54	3.93	0.59	3.93	0.60	3.84	0.70	3.94	0.60
Taste	4.16	0.56	3.89	0.78	3.98	0.72	3.89	0.78	3.89	0.78	3.81	0.86	3.89	0.79
Eye appeal	4.09	-0.10	3.86	-0.05	3.93	-0.03	3.86	-0.03	3.86	-0.05	3.80	-0.01	3.87	-0.10
Freshness	4.09	0.56	3.79	0.79	3.88	0.74	3.80	0.79	3.79	0.79	3.73	0.85	3.80	0.79
Nutritional content	3.82	0.46	3.60	0.75	3.69	0.67	3.61	0.74	3.60	0.75	3.54	0.78	3.58	0.77
Value	3.81	0.75	3.55	0.83	3.57	0.93	3.56	0.83	3.55	0.83	3.44	0.95	3.53	0.88
Availability of posted menu items	4.15	0.24	4.00	0.25	4.09	0.23	4.00	0.27	4.00	0.25	3.93	0.32	4.00	0.27
Variety of menu choices	3.96	0.42	3.68	0.72	3.79	0.63	3.69	0.72	3.68	0.72	3.62	0.75	3.69	0.71
Variety of healthy menu choices	3.77	0.45	3.56	0.74	3.63	0.68	3.56	0.73	3.56	0.74	3.50	0.77	3.53	0.76
Variety of vegetarian menu choices	3.67	-0.34	3.61	-0.18	3.64	-0.18	3.61	-0.16	3.61	-0.18	3.51	-0.07	3.57	-0.22
Service: Overall	4.25	0.30	4.24	0.22	4.25	0.28	4.22	0.24	4.24	0.22	4.12	0.34	4.21	0.25
Speed of service	4.13	0.44	4.08	0.37	4.11	0.41	4.08	0.37	4.08	0.36	3.96	0.49	4.05	0.41
Hours of operation	4.13	0.27	3.88	0.54	3.93	0.54	3.88	0.55	3.88	0.54	3.85	0.57	3.86	0.55
Helpfulness of staff	4.31	0.19	4.28	0.08	4.28	0.17	4.25	0.11	4.28	0.08	4.18	0.19	4.25	0.09
Friendliness of staff	4.37	0.18	4.31	0.09	4.31	0.18	4.28	0.13	4.31	0.09	4.22	0.20	4.27	0.10
Cleanliness: Overall	4.33	0.30	4.25	0.33	4.30	0.34	4.24	0.35	4.25	0.33	4.17	0.39	4.24	0.35
Cleanliness: Serving areas	4.30	0.29	4.30	0.23	4.33	0.25	4.28	0.25	4.29	0.23	4.22	0.29	4.29	0.24
Cleanliness: Eating areas (tables, chairs, etc.)	4.16	0.39	4.02	0.48	4.07	0.47	4.00	0.51	4.02	0.48	3.98	0.50	3.97	0.53
Location	4.48	-0.06	4.44	-0.17	4.47	-0.12	4.43	-0.14	4.44	-0.17	4.39	-0.12	4.43	-0.15
Layout of facility	4.30	-0.26	4.29	-0.31	4.32	-0.29	4.28	-0.29	4.29	-0.31	4.21	-0.29	4.27	-0.33
Appearance	4.38	-0.21	4.33	-0.36	4.37	-0.31	4.33	-0.34	4.33	-0.36	4.25	-0.31	4.32	-0.38
Availability of seating	4.07	0.27	4.02	0.28	3.98	0.35	4.01	0.31	4.02	0.28	3.95	0.32	3.93	0.39
Comfort (seats, temperature, lighting, sound level, etc.)	4.14	0.19	4.16	0.03	4.16	0.06	4.15	0.05	4.16	0.03	4.07	0.09	4.12	0.06
Environmentally friendly practices related to food	4.00	0.10	4.06	-0.02	4.07	0.04	4.07	0.00	4.06	-0.02	3.93	0.08	4.06	-0.04
Social/ethical practices related to food	4.03	0.04	4.08	-0.11	4.10	-0.04	4.09	-0.09	4.08	-0.11	3.97	-0.02	4.08	-0.13

* 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	4.04	0.54	3.76	0.77	3.79	0.77	3.77	0.75	3.76	0.77	3.63	0.91	3.75	0.80
Taste	3.93	0.78	3.65	1.02	3.65	1.04	3.65	1.01	3.65	1.02	3.53	1.15	3.62	1.07
Eye appeal	3.99	0.08	3.67	0.05	3.68	0.15	3.67	0.07	3.67	0.05	3.56	0.11	3.68	0.00
Freshness	4.07	0.66	3.59	0.98	3.62	0.99	3.59	0.97	3.59	0.98	3.48	1.09	3.57	1.02
Nutritional content	3.85	0.61	3.51	0.86	3.62	0.78	3.51	0.85	3.51	0.86	3.41	0.97	3.46	0.94
Value	4.00	0.50	3.54	0.70	3.60	0.75	3.55	0.69	3.54	0.70	3.37	0.86	3.51	0.75
Availability of posted menu items	4.05	0.25	3.85	0.31	3.88	0.33	3.84	0.34	3.85	0.31	3.72	0.42	3.81	0.35
Variety of menu choices	3.98	0.53	3.48	0.95	3.54	0.93	3.50	0.93	3.48	0.95	3.36	1.07	3.46	0.98
Variety of healthy menu choices	3.89	0.57	3.45	0.87	3.55	0.80	3.46	0.86	3.45	0.87	3.33	0.99	3.40	0.95
Variety of vegetarian menu choices	3.81	-0.24	3.53	-0.14	3.56	-0.05	3.53	-0.13	3.53	-0.14	3.36	0.03	3.47	-0.13
Service: Overall	4.39	0.18	4.22	0.18	4.22	0.28	4.19	0.20	4.22	0.18	4.11	0.30	4.20	0.20
Speed of service	4.42	0.08	4.13	0.21	4.18	0.26	4.13	0.23	4.13	0.21	4.02	0.32	4.14	0.22
Hours of operation	4.25	0.14	3.75	0.67	3.78	0.69	3.77	0.66	3.75	0.67	3.77	0.64	3.72	0.71
Helpfulness of staff	4.39	0.10	4.25	0.04	4.26	0.15	4.21	0.07	4.25	0.04	4.17	0.14	4.21	0.06
Friendliness of staff	4.43	0.13	4.27	0.06	4.27	0.19	4.22	0.10	4.27	0.06	4.19	0.17	4.21	0.10
Cleanliness: Overall	4.22	0.49	4.13	0.45	4.10	0.53	4.10	0.48	4.13	0.45	3.99	0.57	4.11	0.48
Cleanliness: Serving areas	4.35	0.37	4.24	0.29	4.23	0.36	4.21	0.32	4.24	0.29	4.12	0.39	4.24	0.30
Cleanliness: Eating areas (tables, chairs, etc.)	4.11	0.54	3.92	0.61	3.90	0.68	3.88	0.66	3.92	0.61	3.84	0.67	3.88	0.67
Location	4.48	-0.03	4.43	-0.20	4.43	-0.12	4.41	-0.17	4.43	-0.20	4.38	-0.18	4.43	-0.18
Layout of facility	4.44	-0.40	4.30	-0.36	4.32	-0.34	4.29	-0.34	4.30	-0.36	4.21	-0.35	4.30	-0.40
Appearance	4.46	-0.31	4.32	-0.40	4.37	-0.35	4.31	-0.38	4.32	-0.40	4.20	-0.35	4.32	-0.43
Availability of seating	4.23	0.28	4.05	0.30	3.84	0.62	4.02	0.35	4.05	0.30	3.93	0.38	4.01	0.38
Comfort (seats, temperature, lighting, sound level, etc.)	4.23	0.16	4.19	0.01	4.14	0.13	4.18	0.03	4.19	0.01	4.06	0.08	4.18	0.02
Environmentally friendly practices related to food	4.01	0.15	4.02	-0.03	4.05	0.02	4.03	-0.03	4.02	-0.03	3.90	0.05	4.02	-0.05
Social/ethical practices related to food	3.99	0.09	4.04	-0.12	4.08	-0.05	4.05	-0.12	4.04	-0.12	3.93	-0.06	4.04	-0.14

* 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	4.17	0.35	4.07	0.46	4.12	0.43	4.08	0.46	4.08	0.45	3.98	0.55	4.08	0.45
Taste	4.21	0.51	4.09	0.59	4.14	0.56	4.09	0.59	4.09	0.58	4.01	0.66	4.10	0.58
Eye appeal	4.12	-0.15	4.02	-0.13	4.06	-0.12	4.02	-0.11	4.02	-0.13	3.97	-0.09	4.02	-0.18
Freshness	4.09	0.54	3.96	0.63	4.01	0.62	3.97	0.63	3.96	0.63	3.90	0.68	3.97	0.61
Nutritional content	3.82	0.42	3.68	0.65	3.72	0.62	3.70	0.63	3.68	0.65	3.63	0.66	3.67	0.64
Value	3.76	0.81	3.55	0.94	3.55	1.01	3.56	0.95	3.56	0.94	3.49	1.01	3.54	0.98
Availability of posted menu items	4.17	0.23	4.13	0.20	4.19	0.18	4.14	0.22	4.13	0.20	4.08	0.25	4.14	0.20
Variety of menu choices	3.95	0.39	3.85	0.53	3.91	0.49	3.86	0.54	3.85	0.53	3.80	0.53	3.86	0.51
Variety of healthy menu choices	3.74	0.41	3.65	0.62	3.67	0.62	3.66	0.62	3.65	0.62	3.61	0.61	3.63	0.62
Variety of vegetarian menu choices	3.64	-0.36	3.68	-0.22	3.68	-0.24	3.68	-0.19	3.68	-0.22	3.61	-0.13	3.65	-0.29
Service: Overall	4.22	0.33	4.25	0.27	4.27	0.28	4.25	0.28	4.25	0.26	4.14	0.38	4.23	0.29
Speed of service	4.05	0.53	4.03	0.50	4.08	0.49	4.03	0.50	4.03	0.49	3.92	0.61	3.98	0.56
Hours of operation	4.10	0.30	3.99	0.43	4.00	0.46	3.97	0.46	3.99	0.43	3.91	0.52	3.97	0.43
Helpfulness of staff	4.29	0.21	4.30	0.12	4.29	0.17	4.28	0.15	4.30	0.12	4.19	0.22	4.27	0.12
Friendliness of staff	4.35	0.19	4.34	0.12	4.33	0.18	4.32	0.15	4.34	0.11	4.23	0.22	4.32	0.11
Cleanliness: Overall	4.36	0.25	4.36	0.23	4.39	0.24	4.36	0.25	4.36	0.23	4.29	0.28	4.34	0.25
Cleanliness: Serving areas	4.29	0.27	4.35	0.18	4.39	0.20	4.35	0.19	4.35	0.17	4.28	0.22	4.32	0.20
Cleanliness: Eating areas (tables, chairs, etc.)	4.18	0.35	4.11	0.36	4.16	0.35	4.11	0.38	4.11	0.36	4.07	0.38	4.04	0.43
Location	4.48	-0.07	4.44	-0.14	4.48	-0.12	4.45	-0.11	4.44	-0.13	4.39	-0.09	4.44	-0.12
Layout of facility	4.26	-0.22	4.28	-0.27	4.31	-0.27	4.28	-0.25	4.28	-0.27	4.22	-0.24	4.24	-0.27
Appearance	4.36	-0.19	4.34	-0.32	4.38	-0.29	4.34	-0.30	4.34	-0.32	4.28	-0.27	4.31	-0.34
Availability of seating	4.03	0.27	4.00	0.26	4.06	0.21	4.00	0.28	4.00	0.26	3.96	0.27	3.87	0.39
Comfort (seats, temperature, lighting, sound level, etc.)	4.11	0.20	4.14	0.05	4.17	0.03	4.13	0.07	4.14	0.05	4.07	0.09	4.07	0.09
Environmentally friendly practices related to food	4.00	0.09	4.09	-0.01	4.08	0.05	4.10	0.02	4.09	-0.01	3.95	0.10	4.08	-0.03
Social/ethical practices related to food	4.04	0.03	4.11	-0.10	4.11	-0.03	4.12	-0.06	4.11	-0.10	4.00	0.01	4.11	-0.11

* Gap = Mean Importance minus Mean Satisfaction.

3 Year Trend For Your Institution

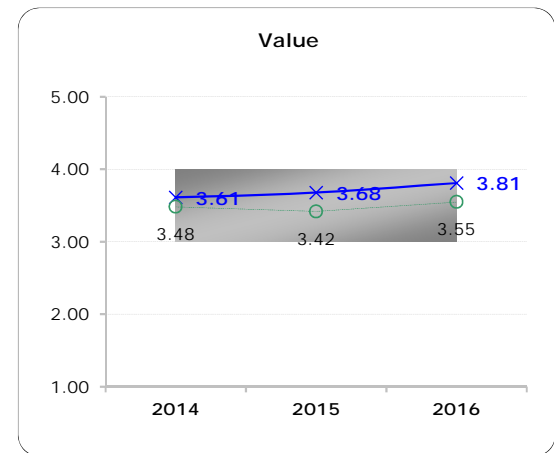
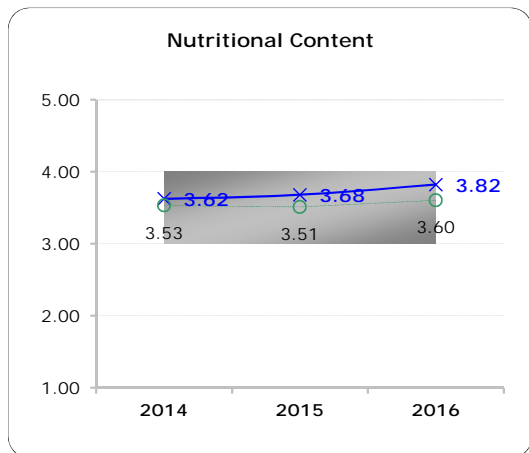
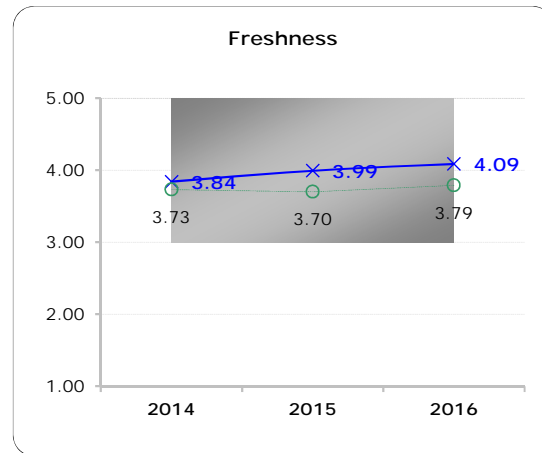
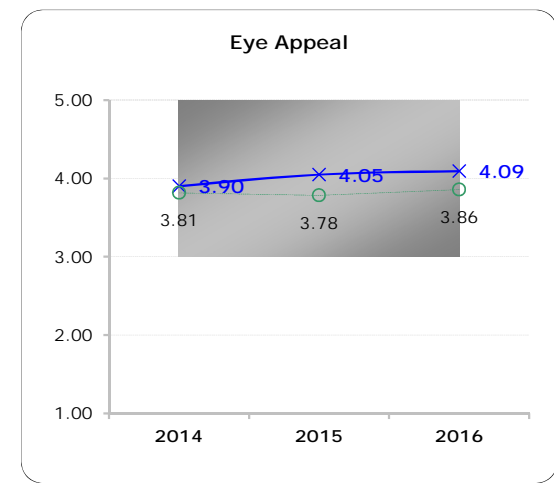
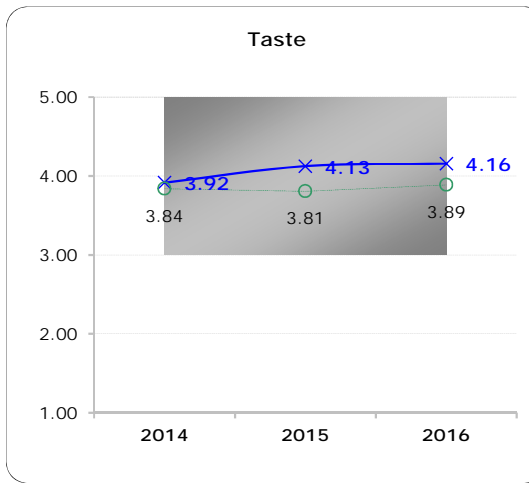
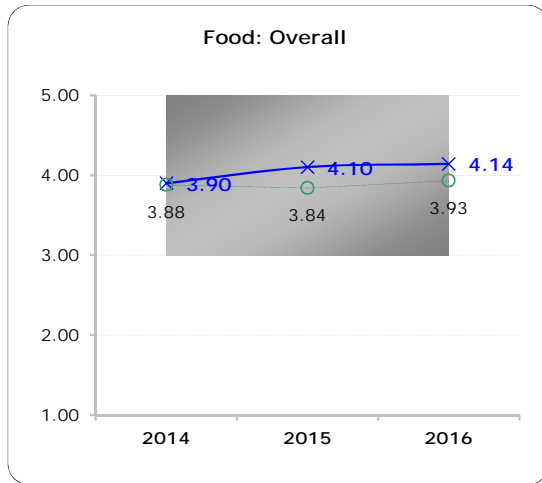
	Your Institution		Your Institution			Your Institution		
	2014		2015			2016		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall	3.90	0.53	4.10	0.49	0.20	4.14	0.39	0.04
Taste	3.92	0.62	4.13	0.62	0.21	4.16	0.56	0.03
Eye appeal	3.90	0.14	4.05	-0.10	0.15	4.09	-0.10	0.04
Freshness	3.84	0.68	3.99	0.65	0.15	4.09	0.56	0.09
Nutritional content	3.62	0.69	3.68	0.60	0.06	3.82	0.46	0.14
Value	3.61	0.83	3.68	0.85	0.07	3.81	0.75	0.13
Availability of posted menu items	3.96	0.31	4.06	0.34	0.11	4.15	0.24	0.08
Variety of menu choices	3.76	0.58	3.92	0.46	0.15	3.96	0.42	0.04
Variety of healthy menu choices	3.59	0.69	3.69	0.56	0.10	3.77	0.45	0.08
Variety of vegetarian menu choices	3.60	0.06	3.64	-0.36	0.04	3.67	-0.34	0.03
Service: Overall	4.01	0.43	4.16	0.45	0.15	4.25	0.30	0.10
Speed of service	3.89	0.53	3.94	0.65	0.06	4.13	0.44	0.19
Hours of operation	3.87	0.53	3.95	0.51	0.08	4.13	0.27	0.19
Helpfulness of staff	4.04	0.36	4.21	0.30	0.17	4.31	0.19	0.10
Friendliness of staff	4.13	0.30	4.29	0.29	0.16	4.37	0.18	0.08
Cleanliness: Overall	4.04	0.46	4.21	0.46	0.17	4.33	0.30	0.12
Cleanliness: Serving areas	4.03	0.45	4.23	0.37	0.19	4.30	0.29	0.08
Cleanliness: Eating areas (tables, chairs, etc.)	3.87	0.60	4.01	0.53	0.14	4.16	0.39	0.15
Location	4.28	0.07	4.44	-0.04	0.16	4.48	-0.06	0.04
Layout of facility	4.14	-0.09	4.30	-0.30	0.16	4.30	-0.26	0.00
Appearance	4.18	-0.04	4.35	-0.26	0.17	4.38	-0.21	0.03
Availability of seating	3.91	0.42	4.00	0.29	0.09	4.07	0.27	0.07
Comfort (seats, temperature, lighting, sound level, etc.)	4.02	0.24	4.10	0.10	0.08	4.14	0.19	0.03
Environmentally friendly practices related to food	3.87	0.22	4.03	0.01	0.16	4.00	0.10	-0.03
Social/ethical practices related to food	3.89	0.19	4.08	-0.09	0.19	4.03	0.04	-0.05

* Gap = Mean Importance minus Mean Satisfaction.

2016 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

FOOD



X = YOUR RESULTS

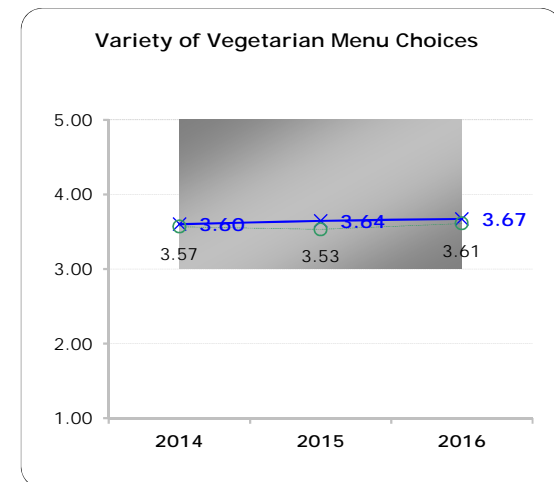
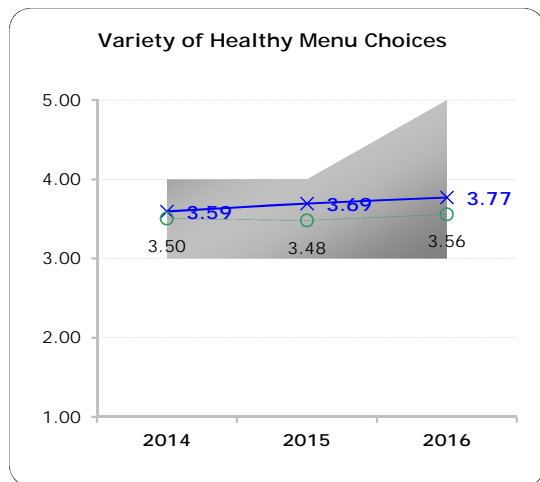
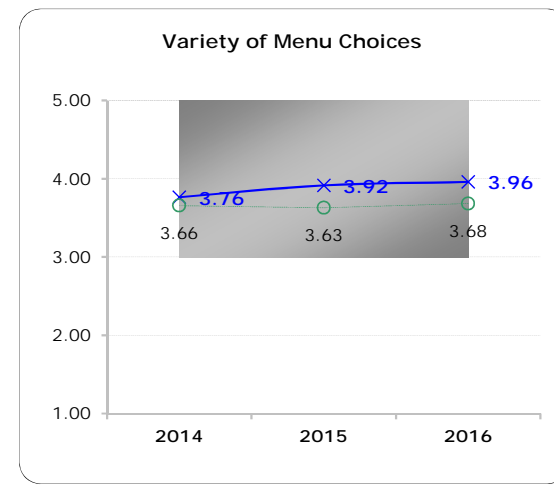
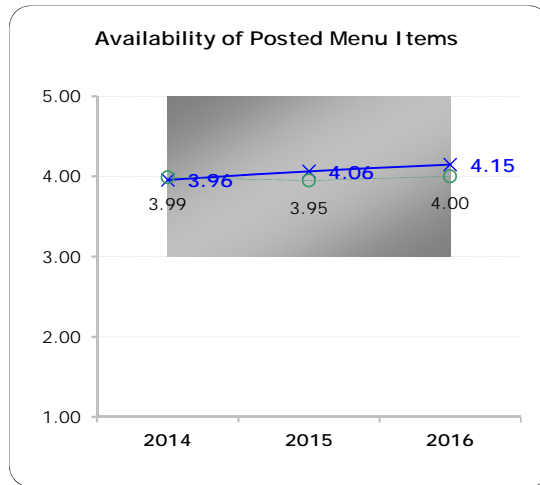
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2016 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

MENU



X = YOUR RESULTS

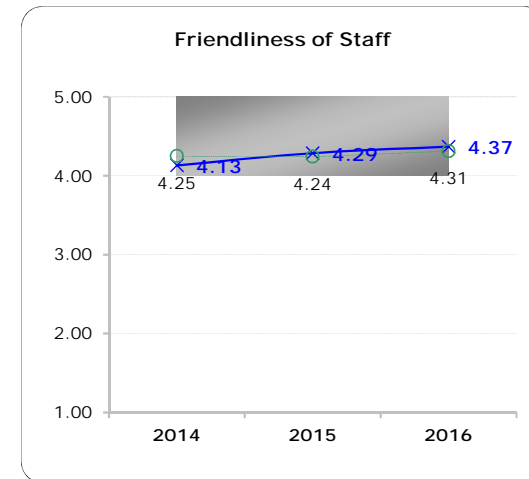
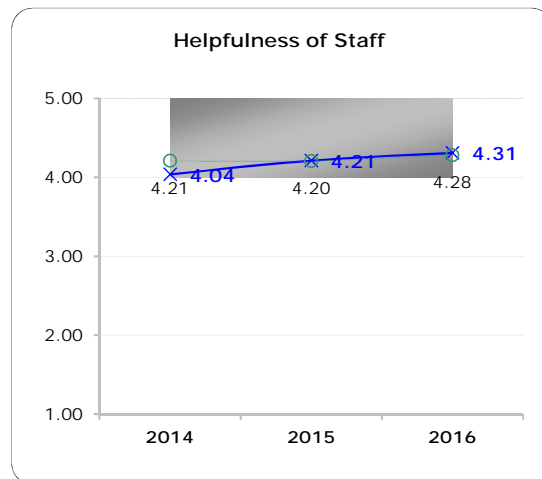
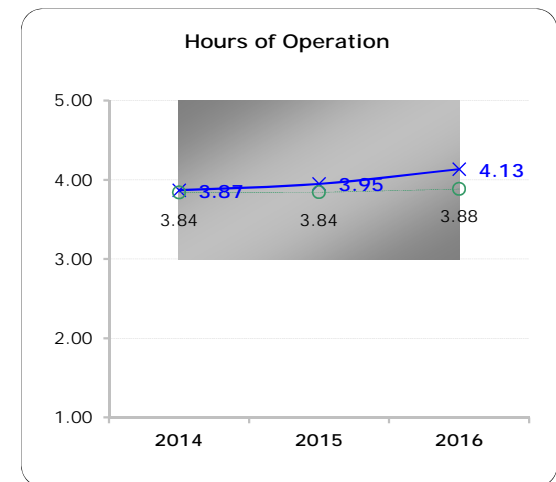
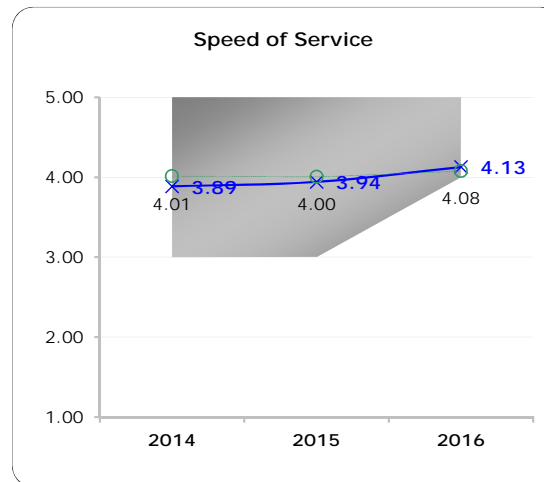
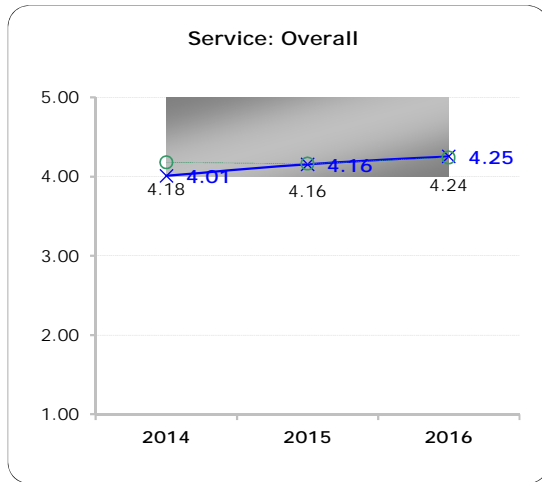
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2016 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

SERVICE



X = YOUR RESULTS

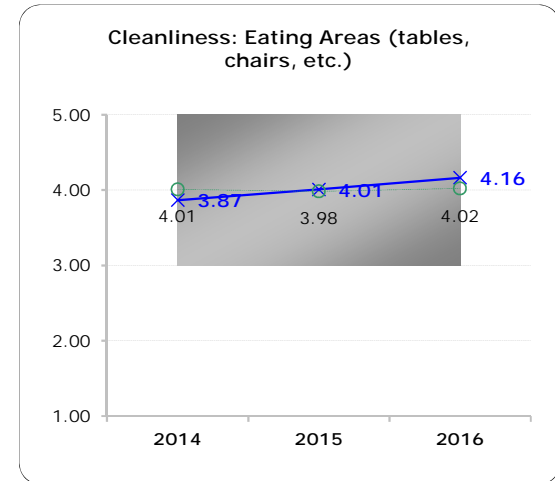
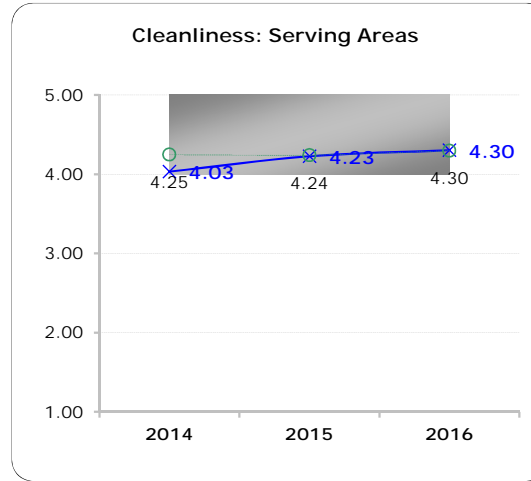
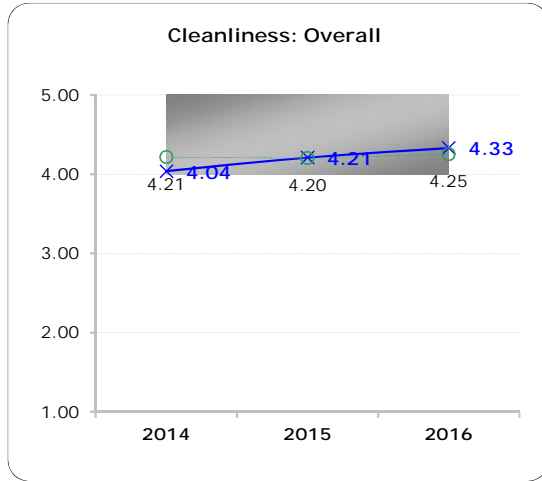
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

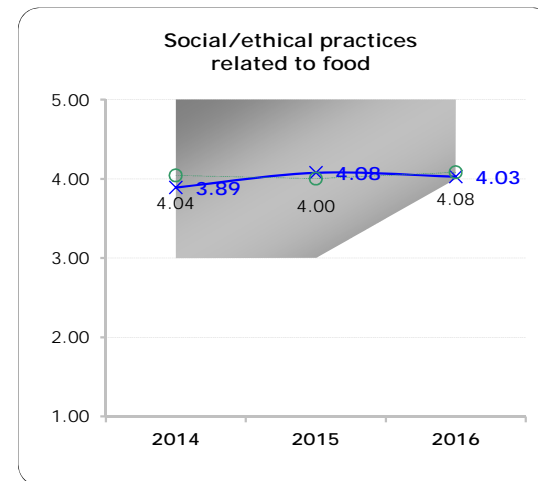
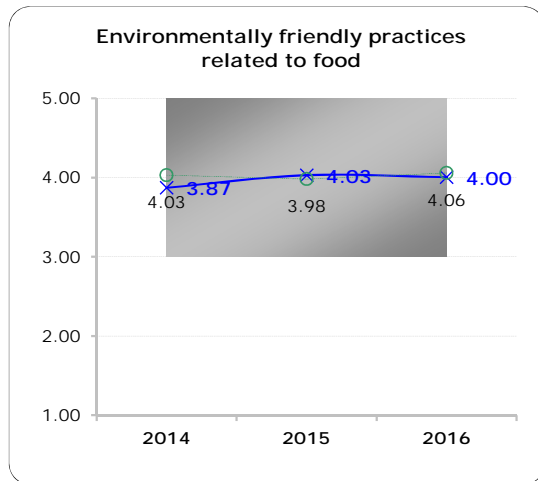
2016 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

CLEANLINESS



ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

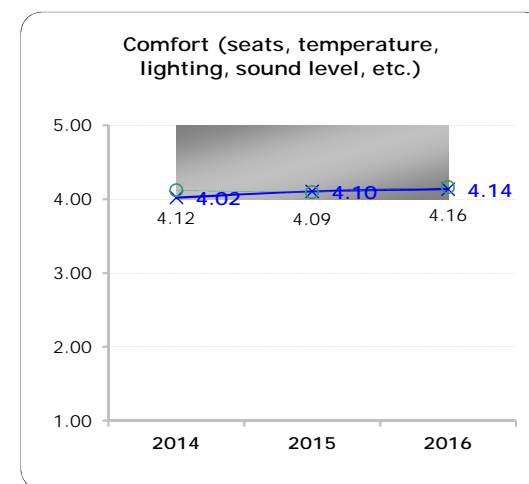
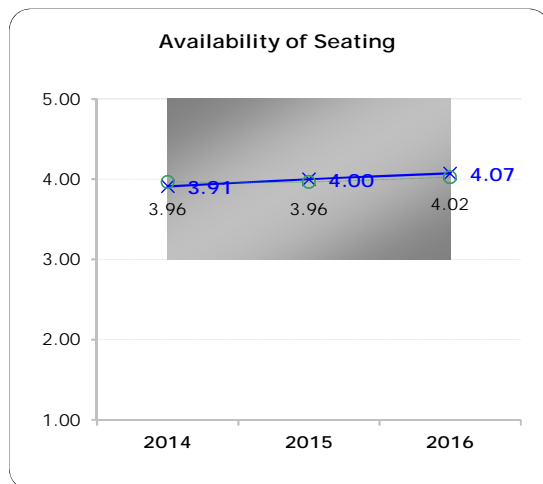
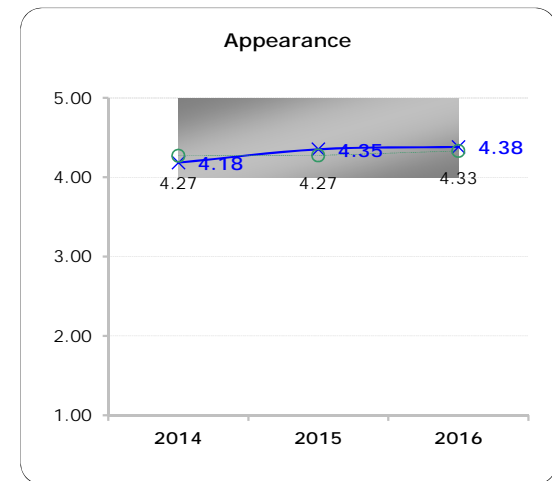
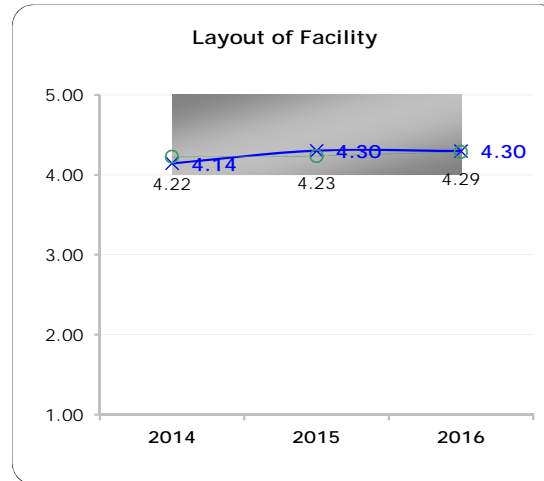
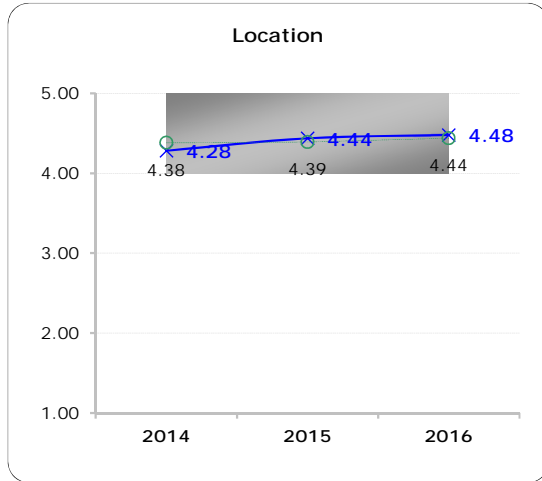
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2016 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	3.94	0.64	4.13	0.46						
Taste	3.88	0.80	3.97	0.76						
Eye appeal	3.88	0.19	4.08	-0.01						
Freshness	3.85	0.87	4.26	0.49						
Nutritional content	3.71	0.76	3.96	0.49						
Value	3.82	0.66	4.14	0.37						
Availability of posted menu items	4.04	0.24	4.06	0.25						
Variety of menu choices	3.97	0.54	3.99	0.52						
Variety of healthy menu choices	3.78	0.72	3.99	0.45						
Variety of vegetarian menu choices	3.65	-0.06	3.94	-0.38						
Service: Overall	4.32	0.18	4.44	0.17						
Speed of service	4.41	-0.01	4.43	0.15						
Hours of operation	4.15	0.14	4.32	0.14						
Helpfulness of staff	4.24	0.21	4.51	0.02						
Friendliness of staff	4.31	0.19	4.53	0.08						
Cleanliness: Overall	4.13	0.61	4.29	0.40						
Cleanliness: Serving areas	4.26	0.51	4.42	0.27						
Cleanliness: Eating areas (tables, chairs, etc.)	3.90	0.81	4.29	0.33						
Location	4.44	0.12	4.51	-0.15						
Layout of facility	4.43	-0.25	4.45	-0.52						
Appearance	4.47	-0.22	4.45	-0.38						
Availability of seating	4.09	0.47	4.34	0.14						
Comfort (seats, temperature, lighting, sound level, etc.)	4.25	0.24	4.22	0.11						
Environmentally friendly practices related to food	3.87	0.34	4.12	0.00						
Social/ethical practices related to food	3.89	0.27	4.07	-0.04						

	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	4.46	0.11	4.34	0.43	4.01	0.50	4.35	0.16	4.04	0.40
Taste	4.51	0.20	4.58	0.19	4.07	0.66	4.36	0.37	4.09	0.64
Eye appeal	4.34	-0.19	4.44	-0.48	3.86	0.11	4.23	-0.48	4.11	-0.42
Freshness	4.29	0.38	4.50	0.31	3.84	0.66	4.29	0.30	3.98	0.64
Nutritional content	3.95	0.34	4.37	0.26	3.58	0.57	3.90	0.23	4.11	0.11
Value	4.09	0.51	3.94	0.87	3.55	1.04	4.15	0.35	4.09	0.52
Availability of posted menu items	4.32	0.24	4.56	-0.02	4.16	0.10	4.58	-0.09	4.15	0.15
Variety of menu choices	4.08	0.32	4.35	0.22	4.09	0.17	3.93	0.50	4.09	0.08
Variety of healthy menu choices	3.89	0.23	4.14	0.59	3.68	0.49	3.53	0.55	4.17	-0.29
Variety of vegetarian menu choices	3.74	-0.55	3.68	0.41	3.56	-0.19	3.77	-0.62	3.78	-0.75
Service: Overall	4.45	0.18	4.31	0.31	3.77	0.84	4.33	0.13	4.05	0.43
Speed of service	4.40	0.23	4.03	0.49	3.49	1.07	4.02	0.62	3.91	0.70
Hours of operation	4.19	0.34	3.92	0.42	4.08	0.05	4.37	0.22	4.15	0.14
Helpfulness of staff	4.46	0.08	4.37	0.21	3.97	0.56	4.43	0.00	4.09	0.30
Friendliness of staff	4.45	0.15	4.34	0.42	4.11	0.42	4.48	0.01	4.13	0.49
Cleanliness: Overall	4.48	0.15	4.42	0.30	4.16	0.47	4.44	0.26	4.13	0.56
Cleanliness: Serving areas	4.37	0.20	4.42	0.26	4.19	0.34	4.50	0.19	4.11	0.52
Cleanliness: Eating areas (tables, chairs, etc.)	4.30	0.32	4.06	0.58	4.16	0.49	4.40	0.29	4.13	0.57
Location	4.43	-0.02	4.53	0.23	4.66	-0.16	4.56	-0.20	4.25	0.09
Layout of facility	4.35	-0.18	4.41	-0.17	4.41	-0.55	4.43	-0.29	4.11	-0.25
Appearance	4.49	-0.22	4.50	-0.46	4.40	-0.21	4.35	-0.11	4.36	-0.24
Availability of seating	4.08	0.31	3.82	0.66	4.31	0.14	4.52	-0.09	4.05	0.47
Comfort (seats, temperature, lighting, sound level, etc.)	4.27	0.11	3.91	0.65	4.29	0.20	4.37	0.04	4.18	0.26
Environmentally friendly practices related to food	4.26	-0.20	4.17	0.57	4.03	0.15	4.10	-0.01	3.98	0.15
Social/ethical practices related to food	4.26	-0.24	4.03	0.42	3.93	0.16	4.05	0.01	4.00	0.19

	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	4.43	0.13	4.48	0.32	3.71	0.96	3.81	0.89	3.88	0.54
Taste	4.51	0.23	4.59	0.24	3.63	1.04	3.71	1.14	3.81	0.84
Eye appeal	4.27	-0.43	4.34	-0.16	3.70	-0.20	3.83	0.19	3.80	0.18
Freshness	4.35	0.36	4.40	0.23	3.50	1.17	3.80	0.77	3.76	0.87
Nutritional content	3.84	0.52	3.91	0.08	3.63	0.54	3.65	0.10	3.75	0.63
Value	3.85	0.71	3.91	0.69	3.33	1.33	3.96	0.83	3.42	1.23
Availability of posted menu items	4.53	-0.24	4.38	0.24	3.88	0.36	4.20	0.23	3.87	0.61
Variety of menu choices	4.31	-0.13	4.20	0.28	3.58	0.64	3.83	0.57	3.73	0.71
Variety of healthy menu choices	3.87	0.27	3.76	0.11	3.54	0.74	3.52	0.61	3.84	0.61
Variety of vegetarian menu choices	3.82	-0.54	3.59	-0.57	3.32	0.52	3.61	-0.08	3.67	-0.09
Service: Overall	4.38	0.19	4.34	0.28	4.00	0.28	4.18	0.47	3.90	0.74
Speed of service	3.88	0.58	4.19	0.44	3.92	0.47	4.31	0.42	3.73	0.99
Hours of operation	3.68	0.52	4.39	0.05	4.00	0.56	4.54	-0.26	3.88	0.68
Helpfulness of staff	4.28	0.08	4.35	0.18	4.33	0.06	4.19	0.25	3.88	0.59
Friendliness of staff	4.43	0.00	4.47	0.11	4.30	0.08	4.32	0.27	3.95	0.51
Cleanliness: Overall	4.54	0.03	4.52	0.14	3.83	0.67	4.29	0.38	3.98	0.42
Cleanliness: Serving areas	4.34	0.18	4.28	0.31	4.00	0.44	4.33	0.30	3.95	0.43
Cleanliness: Eating areas (tables, chairs, etc.)	4.18	0.28	4.08	0.35	3.57	0.60	4.15	0.32	3.87	0.47
Location	4.58	-0.37	4.50	-0.04	4.17	-0.17	4.57	-0.10	4.18	0.33
Layout of facility	4.09	-0.12	4.14	0.04	4.09	-0.25	4.49	-0.18	4.10	-0.01
Appearance	4.38	-0.42	4.33	0.00	3.83	0.06	4.42	-0.03	4.02	0.19
Availability of seating	3.48	0.65	3.71	0.59	3.95	0.21	4.39	0.17	4.02	0.26
Comfort (seats, temperature, lighting, sound level, etc.)	3.60	0.42	3.83	0.48	3.78	0.44	4.15	0.42	3.93	0.34
Environmentally friendly practices related to food	3.78	0.43	4.05	-0.16	3.55	0.51	4.17	0.21	3.75	0.56
Social/ethical practices related to food	3.85	0.23	4.14	-0.18	3.73	0.27	4.18	0.22	3.78	0.49

* 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	4.35	0.18	4.21	0.23	3.86	0.26	4.33	0.11	3.45	0.85
Taste	4.52	0.29	4.18	0.43	3.92	0.69	4.30	0.36	3.52	1.13
Eye appeal	4.35	-0.72	4.23	-0.02	4.02	-0.40	4.37	-0.26	3.40	0.47
Freshness	4.39	0.30	4.16	0.46	3.52	0.82	4.34	0.20	3.55	1.20
Nutritional content	4.13	0.68	3.98	0.48	3.37	0.71	3.85	0.63	3.36	0.98
Value	3.86	0.74	3.70	0.74	3.27	1.04	3.49	0.98	3.11	1.34
Availability of posted menu items	4.18	-0.05	4.16	0.11	3.37	0.92	4.17	0.29	3.65	0.50
Variety of menu choices	4.22	0.05	4.09	0.20	3.71	0.25	4.15	0.22	3.10	1.22
Variety of healthy menu choices	4.35	0.19	3.86	0.46	3.26	0.64	3.84	0.47	3.10	1.23
Variety of vegetarian menu choices	4.05	-1.45	3.82	0.12	3.26	0.19	3.59	0.14	3.31	-0.38
Service: Overall	4.09	0.31	4.11	0.30	3.74	0.55	4.37	0.23	4.11	0.26
Speed of service	4.00	0.27	4.02	0.49	3.41	1.17	4.13	0.57	4.14	0.32
Hours of operation	3.90	0.31	3.91	0.39	4.08	-0.02	4.23	0.39	3.70	0.81
Helpfulness of staff	4.19	0.28	4.32	0.20	3.89	0.38	4.55	0.05	4.25	0.27
Friendliness of staff	4.52	-0.06	4.38	0.11	4.02	0.24	4.57	0.17	4.29	0.24
Cleanliness: Overall	4.50	-0.03	4.22	0.29	4.02	0.45	4.57	0.20	4.37	0.17
Cleanliness: Serving areas	4.41	0.26	4.18	0.36	4.02	0.46	4.57	-0.13	4.36	0.27
Cleanliness: Eating areas (tables, chairs, etc.)	4.14	0.40	4.09	0.41	3.78	0.72	4.52	-0.06	4.43	0.05
Location	4.27	0.16	4.48	-0.04	4.50	-0.03	4.64	-0.30	4.72	-0.15
Layout of facility	4.29	-0.71	4.09	0.09	4.12	-0.39	4.55	-0.42	4.45	-0.57
Appearance	4.45	-0.53	4.33	-0.04	4.23	-0.51	4.60	-0.31	4.36	-0.21
Availability of seating	4.43	-0.21	3.78	0.50	3.67	0.40	4.11	0.33	4.55	-0.45
Comfort (seats, temperature, lighting, sound level, etc.)	4.24	-0.24	4.04	0.19	4.05	0.10	4.28	0.18	4.43	-0.19
Environmentally friendly practices related to food	3.85	0.22	3.83	0.25	3.55	0.61	3.89	0.26	3.86	0.07
Social/ethical practices related to food	4.05	-0.05	3.95	0.13	3.70	0.42	3.98	0.02	3.90	0.05

	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	4.64	-0.27	3.81	0.67						
Taste	4.48	0.26	3.89	0.83						
Eye appeal	4.64	-0.59	4.03	-0.25						
Freshness	4.56	0.07	4.00	0.56						
Nutritional content	4.28	-0.39	3.69	0.47						
Value	4.36	0.32	3.39	1.25						
Availability of posted menu items	4.56	-0.19	4.15	0.12						
Variety of menu choices	4.36	0.11	3.61	0.71						
Variety of healthy menu choices	4.04	0.07	3.65	0.51						
Variety of vegetarian menu choices	4.00	-1.06	3.64	-0.23						
Service: Overall	4.76	-0.29	4.19	0.47						
Speed of service	4.36	0.22	3.75	0.84						
Hours of operation	4.24	0.23	4.22	0.03						
Helpfulness of staff	4.72	-0.14	4.32	0.27						
Friendliness of staff	4.80	-0.17	4.45	0.14						
Cleanliness: Overall	4.63	-0.10	4.38	0.28						
Cleanliness: Serving areas	4.56	-0.12	4.27	0.30						
Cleanliness: Eating areas (tables, chairs, etc.)	4.42	0.08	4.02	0.42						
Location	4.64	-0.36	4.22	-0.29						
Layout of facility	4.32	-0.64	3.79	0.13						
Appearance	4.64	-0.43	4.05	0.01						
Availability of seating	4.00	0.00	3.72	0.43						
Comfort (seats, temperature, lighting, sound level, etc.)	4.14	-0.08	3.80	0.26						
Environmentally friendly practices related to food	4.50	-0.21	3.96	0.02						
Social/ethical practices related to food	4.37	-0.04	4.02	0.00						

* 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
# Responses		1,545
Respondent Type	Student	66%
	Faculty	8%
	Administration/ Staff	26%
	Other	1%
	Total Resp	1,545
Student Class Status	First year	12%
	Sophomore	16%
	Junior	29%
	Senior	22%
	Graduate	19%
	Other	1%
	Total Resp	1,012
Gender Identity	Female	62%
	Male	38%
	Transgender	0%
	Other Identity	0%
	Total Resp	1,545
Live...	On campus	11%
	Off campus	89%
	Total Resp	1,545

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%	13%	34%	43%	4.04	.03	1,334
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	17%	41%	32%	3.92	.00	108,903
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	13%	33%	43%	4.04	.03	1,073
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	16%	41%	35%	4.00	.00	59,760
Aggregated Dining Halls	YOUR INSTITUTION	4%	6%	13%	36%	41%	4.03	.07	261
Aggregated Dining Halls	ENTIRE SAMPLE	4%	8%	19%	42%	27%	3.82	.00	49,143
Respondent Type - YOUR INSTITUTION	Student	4%	7%	13%	35%	41%	4.04	.04	882
	Faculty	6%	6%	15%	31%	43%	4.00	.11	107
	Administration/ Staff	6%	6%	11%	31%	47%	4.06	.06	331
	Other	7%	7%	21%	21%	43%	3.86	.35	14
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	18%	42%	30%	3.89	.00	95,950
	Faculty	4%	6%	15%	35%	40%	3.99	.02	3,004
	Administration/Staff	3%	5%	13%	35%	44%	4.12	.01	9,215
	Other	3%	2%	9%	31%	55%	4.32	.04	664
Student Class Status - YOUR INSTITUTION	First year	4%	5%	14%	39%	38%	4.03	.10	102
	Sophomore	3%	8%	15%	33%	40%	3.98	.09	145
	Junior	5%	5%	10%	31%	48%	4.13	.07	264
	Senior	3%	9%	12%	35%	42%	4.05	.08	196
	Graduate	3%	6%	18%	41%	32%	3.93	.08	169
	Other				83%	17%	4.17	.17	6
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	18%	42%	31%	3.91	.00	40,018
	Sophomore	4%	8%	19%	42%	28%	3.82	.01	20,082
	Junior	4%	6%	17%	42%	30%	3.89	.01	15,459
	Senior	3%	6%	18%	42%	31%	3.92	.01	13,698
	Graduate	3%	6%	17%	42%	31%	3.91	.01	5,903
	Other	4%	5%	19%	42%	31%	3.89	.04	675
Gender - YOUR INSTITUTION	Female	4%	7%	13%	35%	41%	4.01	.04	824
	Male	4%	6%	12%	32%	45%	4.08	.05	502
	Transgender		17%	17%	33%	33%	3.83	.48	6
	Other Identity				50%	50%	4.50	.50	2
Gender - ENTIRE SAMPLE	Female	3%	7%	18%	41%	31%	3.90	.00	65,402
	Male	3%	6%	16%	41%	33%	3.94	.00	41,794
	Transgender	3%	9%	20%	37%	31%	3.85	.05	365
	Other Identity	5%	8%	21%	42%	25%	3.75	.04	854
Live... - YOUR INSTITUTION	On campus	4%	7%	12%	41%	36%	3.97	.09	138
	Off campus	4%	6%	13%	33%	43%	4.05	.03	1,196
Live... - ENTIRE SAMPLE	On campus	3%	7%	19%	42%	28%	3.85	.00	67,543
	Off campus	3%	5%	15%	39%	37%	4.03	.01	40,099
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	13%	34%	43%	4.04	.03	1,334
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	14%	44%	35%	4.05	.01	14,634
	Mid-Atlantic	5%	10%	19%	38%	29%	3.76	.01	10,075
	Midwest	3%	6%	16%	42%	32%	3.95	.01	31,834
	Northeast	3%	7%	19%	40%	30%	3.87	.01	18,783
	Pacific	4%	7%	20%	41%	28%	3.82	.01	17,453
	Southern	4%	6%	16%	39%	35%	3.96	.01	16,124
Institution Type - YOUR INSTITUTION	Public	4%	6%	13%	34%	43%	4.04	.03	1,334
Institution Type - ENTIRE SAMPLE	Public	3%	6%	17%	41%	32%	3.92	.00	80,339
	Private	3%	7%	18%	41%	31%	3.90	.01	28,564
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	13%	34%	43%	4.04	.03	1,334
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	8%	15%	34%	38%	3.92	.04	1,013
	Primarily 4-year	3%	6%	17%	41%	32%	3.92	.00	107,890
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	13%	34%	43%	4.04	.03	1,334
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	17%	42%	33%	3.95	.00	83,931
	Mainly Contracted	4%	8%	19%	40%	28%	3.79	.01	23,455
	Combination of Both	2%	7%	16%	43%	32%	3.96	.02	1,517
Total Current Enrollment - YOUR	Over 20,000	4%	6%	13%	34%	43%	4.04	.03	1,334
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	8%	18%	38%	33%	3.89	.01	5,838
	2,500 to 10,000	3%	6%	18%	42%	30%	3.89	.01	25,185
	10,001 to 20,000	3%	6%	17%	42%	32%	3.94	.01	31,182
	Over 20,000	4%	6%	17%	41%	32%	3.92	.00	46,698
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	6%	10%	29%	50%	4.13	.06	423
	Express Unit	3%	8%	16%	35%	38%	3.95	.06	348
	Specialty Coffee Shop/ Juice Bar	5%	4%	15%	37%	39%	4.01	.09	149
	Sit-down Restaurant	3%	7%	12%	38%	39%	4.03	.08	153
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	17%	41%	33%	3.94	.01	20,285
	Marketplace	3%	6%	17%	41%	33%	3.94	.01	7,123
	Express Unit	3%	5%	14%	40%	38%	4.05	.01	13,777
	Specialty Coffee Shop/ Juice Bar	3%	5%	15%	41%	36%	4.04	.01	8,340
	Sit-down Restaurant	3%	5%	14%	39%	40%	4.08	.02	2,561
	Convenience Store	3%	5%	15%	41%	36%	4.04	.01	7,675

*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	4.53
Food: Overall - SATISFACTION	4.14
Taste - IMPORTANCE	4.72
Taste - SATISFACTION	4.16
Eye appeal - IMPORTANCE	3.99
Eye appeal - SATISFACTION	4.09
Freshness - IMPORTANCE	4.65
Freshness - SATISFACTION	4.09
Nutritional content - IMPORTANCE	4.28
Nutritional content - SATISFACTION	3.82
Value - IMPORTANCE	4.56
Value - SATISFACTION	3.81
Availability of posted menu items - IMPORTANCE	4.38
Availability of posted menu items - SATISFACTION	4.15
Variety of menu choices - IMPORTANCE	4.38
Variety of menu choices - SATISFACTION	3.96
Variety of healthy menu choices - IMPORTANCE	4.22
Variety of healthy menu choices - SATISFACTION	3.77
Variety of vegetarian menu choices - IMPORTANCE	3.33
Variety of vegetarian menu choices - SATISFACTION	3.67
Service: Overall - IMPORTANCE	4.55
Service: Overall - SATISFACTION	4.25
Speed of service - IMPORTANCE	4.57
Speed of service - SATISFACTION	4.13
Hours of operation - IMPORTANCE	4.40
Hours of operation - SATISFACTION	4.13
Helpfulness of staff - IMPORTANCE	4.50
Helpfulness of staff - SATISFACTION	4.31
Friendliness of staff - IMPORTANCE	4.55
Friendliness of staff - SATISFACTION	4.37
Cleanliness: Overall - IMPORTANCE	4.63
Cleanliness: Overall - SATISFACTION	4.33
Cleanliness: Serving areas - IMPORTANCE	4.60
Cleanliness: Serving areas - SATISFACTION	4.30
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.55
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	4.16
Location - IMPORTANCE	4.41
Location - SATISFACTION	4.48
Layout of facility - IMPORTANCE	4.04
Layout of facility - SATISFACTION	4.30
Appearance - IMPORTANCE	4.17
Appearance - SATISFACTION	4.38
Availability of seating - IMPORTANCE	4.35
Availability of seating - SATISFACTION	4.07
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	4.33
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.14
Environmentally friendly practices related to food - IMPORTANCE	4.11
Environmentally friendly practices related to food - SATISFACTION	4.00
Social/ ethical practices related to food - IMPORTANCE	4.07
Social/ ethical practices related to food - SATISFACTION	4.03

*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

		(1) Not at All Important	(2) Not Very Important	Food: Overall		(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
				(3) Mixed						
Aggregated Dining Halls & Retail Units	Florida State University	1%	1%	8%	25%	65%	4.53	.02	1,240	
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	104,745	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	8%	25%	65%	4.52	.02	989	
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	56,259	
Aggregated Dining Halls	YOUR INSTITUTION			8%	25%	67%	4.58	.04	251	
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	48,486	
Respondent Type - YOUR INSTITUTION	Student	1%	1%	8%	24%	66%	4.53	.03	828	
	Faculty	1%	1%	11%	20%	67%	4.52	.08	95	
	Administration/ Staff	0%		7%	30%	63%	4.55	.04	303	
	Other		7%	7%	21%	64%	4.43	.25	14	
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	8%	27%	63%	4.52	.00	91,855	
	Faculty	0%	1%	5%	26%	68%	4.59	.01	2,906	
	Administration/Staff	0%	0%	4%	27%	68%	4.62	.01	9,220	
	Other	1%	2%	8%	22%	68%	4.55	.03	588	
Student Class Status - YOUR INSTITUTION	First year			7%	17%	75%	4.68	.06	109	
	Sophomore	1%		5%	26%	67%	4.58	.06	135	
	Junior	1%	1%	10%	21%	68%	4.54	.05	228	
	Senior	1%	4%	8%	28%	60%	4.41	.06	191	
	Graduate		1%	10%	25%	64%	4.54	.06	157	
	Other			13%	63%	25%	4.13	.23	8	
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	27%	63%	4.52	.00	38,846	
	Sophomore	0%	1%	8%	27%	64%	4.53	.01	19,077	
	Junior	0%	1%	9%	26%	64%	4.52	.01	14,777	
	Senior	0%	1%	8%	27%	64%	4.54	.01	13,055	
	Graduate	0%	1%	9%	31%	58%	4.45	.01	5,353	
	Other	0%	2%	11%	31%	55%	4.39	.03	634	
Gender - YOUR INSTITUTION	Female	1%	1%	7%	25%	67%	4.56	.03	766	
	Male	1%	1%	11%	26%	63%	4.49	.04	465	
	Transgender				60%	40%	4.40	.24	5	
	Other Identity				25%	75%	4.75	.25	4	
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	26%	66%	4.57	.00	62,012	
	Male	0%	1%	9%	29%	61%	4.49	.00	41,003	
	Transgender	1%	3%	10%	29%	57%	4.39	.04	356	
	Other Identity	1%	2%	13%	28%	56%	4.35	.03	784	
Live... - YOUR INSTITUTION	On campus	1%		6%	21%	72%	4.64	.06	144	
	Off campus	1%	1%	8%	26%	64%	4.52	.02	1,096	
Live... - ENTIRE SAMPLE	On campus	0%	1%	8%	27%	64%	4.53	.00	64,830	
	Off campus	0%	1%	7%	27%	64%	4.54	.00	38,576	
NACUFS Region - YOUR	Southern	1%	1%	8%	25%	65%	4.53	.02	1,240	
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	29%	62%	4.51	.01	14,603	
	Mid-Atlantic	0%	1%	7%	25%	67%	4.58	.01	9,970	
	Midwest	0%	1%	8%	28%	63%	4.52	.00	30,434	
	Northeast	0%	1%	7%	25%	66%	4.56	.01	18,017	
	Pacific	0%	1%	9%	28%	61%	4.48	.01	16,076	
	Southern	0%	1%	8%	25%	66%	4.56	.01	15,645	
Institution Type - YOUR INSTITUTION	Public	1%	1%	8%	25%	65%	4.53	.02	1,240	
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	27%	63%	4.53	.00	78,189	
	Private	0%	1%	7%	27%	65%	4.55	.00	26,556	
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	8%	25%	65%	4.53	.02	1,240	
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	7%	27%	64%	4.53	.02	957	
	Primarily 4-year	0%	1%	8%	27%	64%	4.53	.00	103,788	
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	8%	25%	65%	4.53	.02	1,240	
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	27%	64%	4.53	.00	82,086	
	Mainly Contracted	0%	1%	8%	27%	64%	4.53	.00	21,284	
	Combination of Both		1%	8%	27%	64%	4.54	.02	1,375	
Total Current Enrollment - YOUR	Over 20,000	1%	1%	8%	25%	65%	4.53	.02	1,240	
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	27%	66%	4.58	.01	5,912	
	2,500 to 10,000	0%	1%	8%	26%	65%	4.54	.00	23,567	
	10,001 to 20,000	0%	1%	8%	28%	63%	4.51	.00	29,629	
	Over 20,000	0%	1%	7%	28%	64%	4.54	.00	45,637	
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	8%	19%	71%	4.58	.04	385	
	Express Unit	1%	0%	8%	27%	64%	4.54	.04	334	
	Specialty Coffee Shop/ Juice Bar	2%	4%	8%	32%	54%	4.31	.08	128	
	Sit-down Restaurant	1%		8%	31%	60%	4.49	.06	142	
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	27%	63%	4.52	.01	19,234	
	Marketplace	0%	1%	7%	28%	64%	4.54	.01	6,900	
	Express Unit	0%	1%	7%	27%	65%	4.55	.01	12,914	
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	28%	63%	4.52	.01	7,504	
	Sit-down Restaurant	0%	1%	6%	24%	69%	4.61	.01	2,414	
	Convenience Store	1%	1%	8%	28%	62%	4.50	.01	7,294	

*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%	11%	36%	45%	4.14	.03	1,500
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	17%	42%	31%	3.93	.00	126,532
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	10%	35%	47%	4.17	.03	1,193
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	14%	41%	38%	4.07	.00	68,636
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	14%	38%	39%	4.04	.06	307
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	21%	44%	23%	3.76	.00	57,896
Respondent Type - YOUR INSTITUTION	Student	3%	4%	11%	37%	44%	4.15	.03	988
	Faculty	3%	4%	18%	30%	43%	4.06	.10	115
	Administration/ Staff	3%	8%	10%	33%	47%	4.14	.05	381
	Other			25%	25%	50%	4.25	.21	16
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	18%	43%	29%	3.90	.00	110,088
	Faculty	4%	6%	13%	37%	40%	4.03	.02	3,748
	Administration/Staff	2%	5%	12%	36%	45%	4.17	.01	11,694
	Other	2%	3%	10%	30%	55%	4.33	.03	779
Student Class Status - YOUR INSTITUTION	First year	1%	5%	13%	40%	42%	4.17	.08	120
	Sophomore	4%	4%	11%	39%	42%	4.11	.08	158
	Junior	3%	5%	9%	32%	52%	4.25	.06	287
	Senior	4%	3%	9%	37%	47%	4.22	.07	222
	Graduate	5%	4%	15%	41%	35%	3.96	.08	191
	Other			10%	70%	20%	4.10	.18	10
Student Class Status - ENTIRE SAMPLE	First year	2%	6%	19%	44%	28%	3.89	.00	46,070
	Sophomore	3%	7%	20%	42%	28%	3.84	.01	23,008
	Junior	3%	7%	17%	42%	31%	3.92	.01	17,755
	Senior	3%	5%	16%	44%	32%	3.98	.01	15,685
	Graduate	3%	6%	15%	45%	30%	3.94	.01	6,641
	Other	5%	6%	18%	41%	31%	3.86	.04	782
Gender - YOUR INSTITUTION	Female	3%	5%	12%	36%	44%	4.11	.03	922
	Male	3%	5%	10%	36%	47%	4.19	.04	567
	Transgender	17%		33%	17%	33%	3.50	.62	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	3%	6%	18%	42%	32%	3.93	.00	75,735
	Male	3%	6%	17%	43%	31%	3.94	.00	48,669
	Transgender	4%	9%	21%	38%	27%	3.75	.05	434
	Other Identity	5%	7%	23%	38%	27%	3.73	.03	967
Live... - YOUR INSTITUTION	On campus	2%	5%	13%	35%	45%	4.16	.08	161
	Off campus	3%	5%	11%	36%	45%	4.14	.03	1,339
Live... - ENTIRE SAMPLE	On campus	3%	7%	20%	43%	27%	3.84	.00	77,420
	Off campus	2%	5%	13%	41%	39%	4.08	.00	47,512
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	11%	36%	45%	4.14	.03	1,500
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	15%	46%	33%	4.05	.01	16,905
	Mid-Atlantic	4%	8%	20%	40%	28%	3.80	.01	11,549
	Midwest	2%	6%	17%	44%	31%	3.95	.01	36,901
	Northeast	3%	7%	19%	40%	30%	3.88	.01	21,777
	Pacific	3%	7%	20%	42%	28%	3.86	.01	20,092
	Southern	3%	6%	15%	40%	36%	4.01	.01	19,308
Institution Type - YOUR INSTITUTION	Public	3%	5%	11%	36%	45%	4.14	.03	1,500
Institution Type - ENTIRE SAMPLE	Public	3%	6%	17%	42%	31%	3.93	.00	94,717
	Private	2%	7%	18%	42%	31%	3.92	.01	31,815
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	11%	36%	45%	4.14	.03	1,500
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	7%	15%	35%	38%	3.95	.03	1,262
	Primarily 4-year	3%	6%	17%	42%	31%	3.93	.00	125,270
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	11%	36%	45%	4.14	.03	1,500
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	6%	17%	43%	32%	3.96	.00	98,240
	Mainly Contracted	4%	8%	18%	41%	29%	3.84	.01	26,700
	Combination of Both	2%	5%	17%	43%	32%	3.99	.02	1,592
Total Current Enrollment - YOUR	Over 20,000	3%	5%	11%	36%	45%	4.14	.03	1,500
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	18%	41%	32%	3.92	.01	6,875
	2,500 to 10,000	3%	6%	18%	42%	31%	3.92	.01	28,781
	10,001 to 20,000	2%	6%	18%	43%	30%	3.93	.01	35,832
	Over 20,000	3%	6%	17%	42%	32%	3.94	.00	55,044
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	8%	32%	53%	4.27	.05	474
	Express Unit	2%	7%	13%	34%	43%	4.10	.05	394
	Specialty Coffee Shop/ Juice Bar	4%	3%	13%	41%	39%	4.10	.08	152
	Sit-down Restaurant	5%	5%	8%	39%	43%	4.10	.08	173
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	16%	42%	34%	4.00	.01	23,388
	Marketplace	2%	5%	15%	42%	35%	4.04	.01	8,265
	Express Unit	2%	5%	13%	38%	42%	4.15	.01	15,777
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	39%	42%	4.16	.01	9,300
	Sit-down Restaurant	2%	4%	12%	37%	45%	4.17	.02	3,024
	Convenience Store	2%	5%	15%	42%	36%	4.05	.01	8,883

*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%	1%	4%	17%	78%	4.72	.02	1,233
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	104,826
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	3%	18%	78%	4.72	.02	983
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	56,266
Aggregated Dining Halls	YOUR INSTITUTION	0%		6%	16%	78%	4.71	.04	250
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	5%	21%	74%	4.67	.00	48,560
Respondent Type - YOUR INSTITUTION	Student	0%	1%	4%	17%	78%	4.71	.02	817
	Faculty		1%	3%	18%	78%	4.73	.06	96
	Administration/ Staff	0%		3%	18%	79%	4.75	.03	307
	Other			15%	23%	62%	4.46	.22	13
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	5%	21%	73%	4.66	.00	91,851
	Faculty	0%	1%	3%	18%	78%	4.73	.01	2,929
	Administration/Staff	0%	0%	2%	16%	82%	4.79	.01	9,280
	Other	1%	1%	5%	17%	77%	4.69	.03	587
Student Class Status - YOUR INSTITUTION	First year			6%	14%	81%	4.75	.05	108
	Sophomore	1%	1%	4%	15%	79%	4.69	.06	135
	Junior	0%		4%	13%	83%	4.77	.04	225
	Senior		4%	2%	21%	73%	4.63	.05	188
	Graduate		1%	3%	20%	76%	4.71	.05	153
	Other			13%	38%	50%	4.38	.26	8
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	5%	20%	74%	4.67	.00	38,879
	Sophomore	0%	1%	5%	21%	73%	4.66	.00	19,056
	Junior	0%	1%	6%	21%	72%	4.64	.01	14,767
	Senior	0%	1%	5%	21%	73%	4.67	.01	13,054
	Graduate	0%	1%	6%	25%	68%	4.59	.01	5,346
	Other	0%	1%	6%	22%	71%	4.62	.03	636
Gender - YOUR INSTITUTION	Female	0%	1%	2%	16%	81%	4.75	.02	763
	Male	0%	1%	6%	19%	73%	4.65	.03	462
	Transgender					100%	5.00	.00	5
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Female	0%	0%	4%	18%	78%	4.72	.00	62,148
	Male	0%	1%	7%	24%	69%	4.59	.00	40,946
	Transgender	0%	1%	7%	25%	66%	4.55	.04	363
	Other Identity	2%	2%	8%	22%	67%	4.50	.03	780
Live... - YOUR INSTITUTION	On campus	1%		4%	13%	82%	4.75	.05	142
	Off campus	0%	1%	4%	18%	77%	4.71	.02	1,091
Live... - ENTIRE SAMPLE	On campus	0%	1%	5%	21%	73%	4.66	.00	64,857
	Off campus	0%	1%	4%	20%	75%	4.69	.00	38,622
NACUFS Region - YOUR	Southern	0%	1%	4%	17%	78%	4.72	.02	1,233
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	5%	22%	73%	4.66	.01	14,641
	Mid-Atlantic	0%	0%	4%	19%	77%	4.71	.01	9,987
	Midwest	0%	1%	5%	21%	73%	4.66	.00	30,468
	Northeast	0%	1%	5%	19%	75%	4.69	.00	18,002
	Pacific	0%	1%	6%	22%	71%	4.62	.01	16,078
	Southern	0%	1%	4%	19%	76%	4.70	.00	15,650
Institution Type - YOUR INSTITUTION	Public	0%	1%	4%	17%	78%	4.72	.02	1,233
Institution Type - ENTIRE SAMPLE	Public	0%	1%	5%	20%	74%	4.67	.00	78,195
	Private	0%	1%	5%	21%	74%	4.67	.00	26,631
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	4%	17%	78%	4.72	.02	1,233
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	3%	17%	79%	4.73	.02	965
	Primarily 4-year	0%	1%	5%	20%	74%	4.67	.00	103,861
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	4%	17%	78%	4.72	.02	1,233
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	5%	20%	74%	4.67	.00	82,129
	Mainly Contracted	0%	1%	5%	20%	74%	4.68	.00	21,328
	Combination of Both		1%	4%	21%	74%	4.69	.02	1,369
Total Current Enrollment - YOUR	Over 20,000	0%	1%	4%	17%	78%	4.72	.02	1,233
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	4%	19%	76%	4.70	.01	5,911
	2,500 to 10,000	0%	1%	5%	20%	75%	4.68	.00	23,604
	10,001 to 20,000	0%	1%	6%	21%	72%	4.64	.00	29,630
	Over 20,000	0%	1%	5%	20%	75%	4.68	.00	45,681
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	2%	3%	15%	80%	4.73	.03	381
	Express Unit		0%	4%	17%	78%	4.74	.03	334
	Specialty Coffee Shop/ Juice Bar	1%	2%	2%	24%	71%	4.63	.06	129
	Sit-down Restaurant		1%	3%	19%	77%	4.73	.05	139
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	5%	20%	74%	4.67	.00	19,260
	Marketplace	0%	1%	4%	20%	75%	4.69	.01	6,901
	Express Unit	0%	1%	5%	20%	75%	4.69	.01	12,928
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	21%	73%	4.66	.01	7,507
	Sit-down Restaurant	0%	1%	3%	15%	81%	4.76	.01	2,403
	Convenience Store	1%	1%	5%	22%	71%	4.62	.01	7,268

*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	4%	5%	11%	34%	47%	4.16	.03	1,507
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	19%	39%	31%	3.89	.00	126,438
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	9%	34%	49%	4.21	.03	1,199
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	38%	40%	4.09	.00	68,565
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	19%	35%	36%	3.93	.06	308
Aggregated Dining Halls	ENTIRE SAMPLE	4%	10%	25%	40%	21%	3.65	.00	57,873
Respondent Type - YOUR INSTITUTION	Student	4%	4%	12%	33%	48%	4.17	.03	986
	Faculty	5%	5%	12%	36%	42%	4.05	.10	118
	Administration/ Staff	3%	6%	9%	36%	45%	4.14	.05	387
	Other			19%	38%	44%	4.25	.19	16
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	20%	39%	30%	3.85	.00	110,002
	Faculty	3%	6%	14%	38%	39%	4.03	.02	3,746
	Administration/Staff	2%	4%	12%	36%	46%	4.18	.01	11,690
	Other	2%	3%	11%	31%	53%	4.30	.03	774
Student Class Status - YOUR INSTITUTION	First year	1%	7%	20%	29%	43%	4.08	.09	120
	Sophomore	4%	4%	13%	26%	54%	4.22	.08	157
	Junior	3%	3%	8%	31%	55%	4.30	.06	287
	Senior	5%	3%	7%	37%	48%	4.19	.07	222
	Graduate	4%	4%	16%	38%	37%	3.99	.08	190
	Other			10%	80%	10%	4.00	.15	10
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	22%	39%	28%	3.81	.00	46,064
	Sophomore	4%	8%	21%	39%	28%	3.80	.01	22,987
	Junior	3%	7%	19%	39%	31%	3.88	.01	17,727
	Senior	3%	6%	17%	41%	33%	3.96	.01	15,646
	Graduate	3%	7%	18%	42%	31%	3.90	.01	6,641
	Other	5%	7%	18%	38%	31%	3.84	.04	782
Gender - YOUR INSTITUTION	Female	4%	5%	11%	34%	46%	4.14	.03	928
	Male	3%	4%	11%	35%	47%	4.19	.04	568
	Transgender	17%	17%		33%	33%	3.50	.67	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	3%	8%	19%	38%	32%	3.89	.00	75,686
	Male	3%	7%	19%	40%	31%	3.89	.00	48,607
	Transgender	3%	11%	24%	33%	29%	3.73	.05	444
	Other Identity	5%	8%	22%	36%	28%	3.73	.04	970
Live... - YOUR INSTITUTION	On campus	2%	8%	15%	32%	43%	4.06	.08	160
	Off campus	4%	4%	11%	34%	47%	4.17	.03	1,347
Live... - ENTIRE SAMPLE	On campus	3%	9%	22%	39%	26%	3.77	.00	77,375
	Off campus	3%	5%	14%	38%	40%	4.07	.00	47,447
NACUFS Region - YOUR INSTITUTION	Southern	4%	5%	11%	34%	47%	4.16	.03	1,507
NACUFS Region - ENTIRE SAMPLE	Continental	1%	5%	18%	42%	33%	4.00	.01	16,894
	Mid-Atlantic	5%	9%	20%	37%	29%	3.77	.01	11,534
	Midwest	3%	7%	19%	40%	31%	3.91	.01	36,890
	Northeast	3%	8%	21%	37%	30%	3.82	.01	21,737
	Pacific	3%	8%	21%	39%	28%	3.81	.01	20,071
	Southern	3%	7%	17%	37%	37%	3.98	.01	19,312
Institution Type - YOUR INSTITUTION	Public	4%	5%	11%	34%	47%	4.16	.03	1,507
Institution Type - ENTIRE SAMPLE	Public	3%	7%	19%	39%	31%	3.89	.00	94,636
	Private	3%	8%	19%	39%	31%	3.89	.01	31,802
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	11%	34%	47%	4.16	.03	1,507
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	14%	34%	42%	4.02	.03	1,254
	Primarily 4-year	3%	7%	19%	39%	31%	3.89	.00	125,184
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	11%	34%	47%	4.16	.03	1,507
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	19%	39%	32%	3.91	.00	98,113
	Mainly Contracted	4%	9%	19%	38%	30%	3.81	.01	26,733
	Combination of Both	2%	6%	18%	39%	35%	3.99	.02	1,592
Total Current Enrollment - YOUR	Over 20,000	4%	5%	11%	34%	47%	4.16	.03	1,507
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	19%	39%	32%	3.90	.01	6,867
	2,500 to 10,000	3%	7%	20%	38%	32%	3.88	.01	28,755
	10,001 to 20,000	2%	7%	20%	40%	30%	3.88	.01	35,792
	Over 20,000	3%	7%	18%	39%	32%	3.89	.00	55,024
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	3%	6%	28%	57%	4.31	.05	478
	Express Unit	2%	6%	11%	33%	47%	4.17	.05	394
	Specialty Coffee Shop/ Juice Bar	4%	3%	12%	41%	40%	4.11	.08	154
	Sit-down Restaurant	3%	4%	8%	43%	41%	4.14	.07	173
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	39%	36%	4.01	.01	23,383
	Marketplace	2%	5%	14%	40%	38%	4.06	.01	8,239
	Express Unit	2%	5%	12%	36%	45%	4.17	.01	15,775
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	36%	45%	4.18	.01	9,307
	Sit-down Restaurant	2%	4%	12%	34%	47%	4.19	.02	3,010
	Convenience Store	2%	5%	17%	40%	37%	4.04	.01	8,852

*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

		(1) Not at All Important	(2) Not Very Important	Eye appeal (3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	2%	10%	14%	35%	39%	3.99	.03	1,230
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	12%	20%	34%	32%	3.81	.00	104,359
Aggregated Retail Units	YOUR INSTITUTION	2%	10%	14%	35%	39%	3.97	.03	981
Aggregated Retail Units	ENTIRE SAMPLE	2%	10%	18%	34%	35%	3.89	.00	55,997
Aggregated Dining Halls	YOUR INSTITUTION	2%	8%	15%	33%	42%	4.06	.06	249
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	22%	34%	28%	3.72	.00	48,362
Respondent Type - YOUR INSTITUTION	Student	3%	12%	16%	33%	37%	3.90	.04	815
	Faculty	1%	4%	14%	37%	43%	4.18	.09	97
	Administration/ Staff	1%	8%	10%	37%	45%	4.17	.05	305
	Other		8%	15%	31%	46%	4.15	.27	13
Respondent Type - ENTIRE SAMPLE	Student	3%	12%	21%	33%	31%	3.77	.00	91,434
	Faculty	1%	8%	19%	39%	34%	3.96	.02	2,911
	Administration/Staff	1%	5%	13%	39%	41%	4.15	.01	9,267
	Other	2%	5%	11%	33%	49%	4.21	.04	581
Student Class Status - YOUR INSTITUTION	First year	2%	6%	16%	36%	41%	4.08	.09	108
	Sophomore	4%	10%	16%	34%	36%	3.89	.10	132
	Junior	4%	12%	13%	29%	42%	3.93	.08	225
	Senior	2%	14%	17%	32%	35%	3.82	.08	187
	Graduate	2%	13%	17%	39%	30%	3.81	.09	155
	Other			13%	50%	38%	4.25	.25	8
Student Class Status - ENTIRE SAMPLE	First year	3%	12%	21%	34%	30%	3.75	.01	38,712
	Sophomore	3%	13%	21%	33%	31%	3.76	.01	18,979
	Junior	3%	12%	20%	33%	32%	3.79	.01	14,711
	Senior	3%	11%	19%	33%	33%	3.83	.01	12,968
	Graduate	3%	13%	21%	36%	27%	3.71	.01	5,318
	Other	3%	12%	22%	32%	31%	3.76	.04	636
Gender - YOUR INSTITUTION	Female	1%	9%	12%	36%	41%	4.06	.04	761
	Male	3%	11%	17%	32%	37%	3.88	.05	461
	Transgender	20%		20%	40%	20%	3.40	.68	5
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Female	2%	10%	18%	35%	35%	3.91	.00	61,937
	Male	4%	13%	23%	33%	27%	3.67	.01	40,722
	Transgender	3%	16%	25%	31%	25%	3.57	.06	358
	Other Identity	5%	18%	25%	28%	24%	3.47	.04	777
Live... - YOUR INSTITUTION	On campus	4%	8%	14%	33%	42%	4.01	.09	142
	Off campus	2%	10%	14%	35%	39%	3.99	.03	1,088
Live... - ENTIRE SAMPLE	On campus	3%	13%	21%	34%	30%	3.74	.00	64,609
	Off campus	2%	10%	18%	35%	35%	3.92	.01	38,430
NACUFS Region - YOUR	Southern	2%	10%	14%	35%	39%	3.99	.03	1,230
NACUFS Region - ENTIRE SAMPLE	Continental	3%	13%	22%	36%	27%	3.72	.01	14,537
	Mid-Atlantic	3%	12%	21%	34%	30%	3.77	.01	9,938
	Midwest	3%	12%	20%	35%	30%	3.79	.01	30,376
	Northeast	2%	10%	19%	33%	36%	3.91	.01	17,937
	Pacific	3%	12%	21%	33%	31%	3.75	.01	15,984
	Southern	2%	11%	18%	33%	36%	3.90	.01	15,587
Institution Type - YOUR INSTITUTION	Public	2%	10%	14%	35%	39%	3.99	.03	1,230
Institution Type - ENTIRE SAMPLE	Public	2%	11%	20%	34%	33%	3.84	.00	77,923
	Private	3%	13%	21%	34%	29%	3.74	.01	26,436
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	10%	14%	35%	39%	3.99	.03	1,230
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	7%	14%	38%	40%	4.08	.03	962
	Primarily 4-year	3%	12%	20%	34%	32%	3.81	.00	103,397
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	10%	14%	35%	39%	3.99	.03	1,230
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	11%	20%	34%	32%	3.82	.00	81,786
	Mainly Contracted	3%	12%	20%	33%	32%	3.79	.01	21,207
	Combination of Both	3%	13%	18%	35%	30%	3.77	.03	1,366
Total Current Enrollment - YOUR	Over 20,000	2%	10%	14%	35%	39%	3.99	.03	1,230
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	12%	19%	35%	32%	3.81	.01	5,872
	2,500 to 10,000	2%	11%	18%	32%	36%	3.89	.01	23,509
	10,001 to 20,000	3%	11%	20%	34%	31%	3.81	.01	29,491
	Over 20,000	3%	12%	21%	35%	30%	3.77	.01	45,487
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	13%	31%	44%	4.05	.05	383
	Express Unit	2%	10%	14%	38%	36%	3.96	.06	335
	Specialty Coffee Shop/ Juice Bar	2%	13%	11%	38%	36%	3.94	.10	125
	Sit-down Restaurant	4%	10%	19%	35%	33%	3.83	.09	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	11%	19%	33%	34%	3.86	.01	19,133
	Marketplace	3%	11%	21%	36%	30%	3.79	.01	6,869
	Express Unit	2%	10%	18%	34%	36%	3.91	.01	12,874
	Specialty Coffee Shop/ Juice Bar	2%	9%	16%	34%	39%	3.98	.01	7,507
	Sit-down Restaurant	1%	7%	14%	36%	42%	4.10	.02	2,390
	Convenience Store	2%	11%	18%	34%	34%	3.87	.01	7,225

*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					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%	15%	34%	43%	4.09	.03	1,501
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	8%	22%	36%	31%	3.86	.00	125,862
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	15%	33%	45%	4.12	.03	1,195
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	19%	36%	38%	4.02	.00	68,250
Aggregated Dining Halls	YOUR INSTITUTION	3%	8%	16%	35%	38%	3.99	.06	306
Aggregated Dining Halls	ENTIRE SAMPLE	3%	10%	26%	37%	24%	3.67	.00	57,612
Respondent Type - YOUR INSTITUTION	Student	3%	5%	16%	31%	45%	4.10	.03	984
	Faculty	4%	7%	16%	30%	42%	3.99	.10	116
	Administration/ Staff	2%	6%	12%	40%	39%	4.10	.05	385
	Other			19%	38%	44%	4.25	.19	16
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	23%	36%	29%	3.82	.00	109,517
	Faculty	2%	6%	16%	37%	39%	4.03	.02	3,722
	Administration/Staff	2%	4%	14%	36%	44%	4.16	.01	11,631
	Other	3%	3%	13%	29%	52%	4.25	.04	763
Student Class Status - YOUR INSTITUTION	First year	2%	12%	12%	34%	40%	3.98	.10	121
	Sophomore	3%	5%	19%	26%	48%	4.12	.08	155
	Junior	3%	3%	15%	30%	49%	4.18	.06	286
	Senior	2%	6%	11%	32%	48%	4.18	.07	222
	Graduate	3%	5%	23%	33%	37%	3.95	.08	190
	Other			10%	70%	20%	4.10	.18	10
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	24%	37%	28%	3.81	.00	45,873
	Sophomore	3%	9%	24%	35%	28%	3.76	.01	22,863
	Junior	3%	8%	23%	35%	31%	3.82	.01	17,668
	Senior	3%	7%	22%	36%	32%	3.88	.01	15,597
	Graduate	3%	6%	20%	39%	33%	3.93	.01	6,592
	Other	5%	6%	20%	37%	32%	3.87	.04	775
Gender - YOUR INSTITUTION	Female	3%	5%	15%	35%	43%	4.09	.03	922
	Male	2%	7%	15%	32%	44%	4.09	.04	568
	Transgender		17%	33%	33%	17%	3.50	.43	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	3%	8%	22%	36%	32%	3.88	.00	75,368
	Male	3%	7%	23%	37%	29%	3.83	.00	48,355
	Transgender	4%	11%	22%	33%	30%	3.75	.05	438
	Other Identity	5%	9%	23%	32%	30%	3.73	.04	969
Live... - YOUR INSTITUTION	On campus	1%	11%	15%	28%	44%	4.04	.09	158
	Off campus	3%	5%	15%	34%	43%	4.10	.03	1,343
Live... - ENTIRE SAMPLE	On campus	3%	9%	25%	36%	27%	3.76	.00	77,030
	Off campus	2%	5%	18%	36%	38%	4.02	.00	47,243
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	15%	34%	43%	4.09	.03	1,501
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	22%	40%	31%	3.93	.01	16,794
	Mid-Atlantic	5%	10%	24%	33%	28%	3.70	.01	11,489
	Midwest	2%	7%	22%	37%	32%	3.88	.01	36,719
	Northeast	3%	9%	23%	35%	30%	3.80	.01	21,641
	Pacific	3%	7%	23%	37%	30%	3.84	.01	19,990
	Southern	3%	7%	20%	35%	35%	3.93	.01	19,229
Institution Type - YOUR INSTITUTION	Public	2%	6%	15%	34%	43%	4.09	.03	1,501
Institution Type - ENTIRE SAMPLE	Public	3%	7%	22%	36%	31%	3.86	.00	94,249
	Private	2%	8%	23%	36%	31%	3.84	.01	31,613
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	6%	15%	34%	43%	4.09	.03	1,501
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	17%	33%	39%	3.95	.03	1,256
	Primarily 4-year	3%	8%	22%	36%	31%	3.86	.00	124,606
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	15%	34%	43%	4.09	.03	1,501
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	22%	37%	31%	3.87	.00	97,676
	Mainly Contracted	4%	8%	22%	35%	30%	3.80	.01	26,599
	Combination of Both	2%	6%	19%	35%	37%	3.98	.03	1,587
Total Current Enrollment - YOUR	Over 20,000	2%	6%	15%	34%	43%	4.09	.03	1,501
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	23%	35%	31%	3.84	.01	6,833
	2,500 to 10,000	3%	8%	22%	35%	32%	3.84	.01	28,644
	10,001 to 20,000	2%	7%	24%	37%	30%	3.85	.01	35,594
	Over 20,000	3%	7%	21%	37%	32%	3.87	.00	54,791
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	4%	12%	29%	51%	4.20	.05	476
	Express Unit	1%	8%	17%	34%	40%	4.04	.05	392
	Specialty Coffee Shop/ Juice Bar	2%	3%	16%	35%	45%	4.18	.08	153
	Sit-down Restaurant	3%	6%	14%	40%	37%	4.03	.08	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	21%	37%	33%	3.93	.01	23,251
	Marketplace	2%	6%	19%	38%	35%	3.97	.01	8,190
	Express Unit	2%	5%	17%	36%	40%	4.06	.01	15,702
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	34%	46%	4.18	.01	9,300
	Sit-down Restaurant	2%	4%	13%	34%	47%	4.21	.02	2,994
	Convenience Store	2%	6%	21%	36%	35%	3.95	.01	8,814

*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%	73%	4.65	.02	1,228
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.58	.00	104,229
Aggregated Retail Units	YOUR INSTITUTION	0%	2%	5%	22%	71%	4.63	.02	983
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.59	.00	55,983
Aggregated Dining Halls	YOUR INSTITUTION			5%	16%	79%	4.74	.03	245
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	66%	4.57	.00	48,246
Respondent Type - YOUR INSTITUTION	Student	0%	2%	5%	23%	70%	4.61	.02	814
	Faculty			3%	14%	83%	4.80	.05	95
	Administration/ Staff	0%	1%	4%	18%	78%	4.72	.03	306
	Other			8%	23%	69%	4.62	.18	13
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	26%	66%	4.56	.00	91,302
	Faculty	0%	1%	3%	21%	75%	4.70	.01	2,917
	Administration/Staff	0%	0%	3%	18%	79%	4.75	.01	9,255
	Other	2%	1%	5%	19%	73%	4.61	.03	584
Student Class Status - YOUR INSTITUTION	First year			6%	17%	76%	4.70	.06	109
	Sophomore	1%	2%	6%	24%	67%	4.54	.07	135
	Junior		1%	6%	22%	71%	4.62	.04	222
	Senior		4%	3%	25%	67%	4.55	.06	185
	Graduate		1%	5%	24%	71%	4.65	.05	155
	Other			13%	25%	63%	4.50	.27	8
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	26%	66%	4.56	.00	38,642
	Sophomore	0%	1%	7%	26%	66%	4.56	.01	18,922
	Junior	0%	1%	7%	26%	66%	4.55	.01	14,687
	Senior	0%	1%	7%	25%	67%	4.56	.01	12,969
	Graduate	1%	1%	6%	27%	66%	4.56	.01	5,342
	Other	0%	2%	9%	24%	66%	4.52	.03	634
Gender - YOUR INSTITUTION	Female	0%	1%	3%	19%	76%	4.71	.02	766
	Male	0%	2%	7%	24%	67%	4.56	.03	455
	Transgender				50%	50%	4.50	.29	4
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	21%	74%	4.68	.00	61,838
	Male	0%	1%	9%	31%	58%	4.44	.00	40,689
	Transgender	0%	3%	11%	30%	56%	4.39	.04	356
	Other Identity	2%	2%	10%	31%	56%	4.37	.03	782
Live... - YOUR INSTITUTION	On campus	1%		6%	18%	76%	4.68	.05	140
	Off campus	0%	2%	5%	21%	73%	4.65	.02	1,088
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	66%	4.56	.00	64,453
	Off campus	0%	1%	6%	23%	70%	4.61	.00	38,465
NACUFS Region - YOUR	Southern	0%	1%	5%	21%	73%	4.65	.02	1,228
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	27%	64%	4.54	.01	14,540
	Mid-Atlantic	0%	1%	6%	25%	68%	4.59	.01	9,939
	Midwest	0%	1%	6%	25%	67%	4.58	.00	30,357
	Northeast	0%	1%	6%	23%	70%	4.61	.00	17,886
	Pacific	0%	1%	8%	26%	64%	4.53	.01	15,929
	Southern	0%	1%	6%	23%	70%	4.62	.01	15,578
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	21%	73%	4.65	.02	1,228
Institution Type - ENTIRE SAMPLE	Public	0%	1%	7%	24%	68%	4.59	.00	77,818
	Private	0%	1%	7%	26%	66%	4.56	.00	26,411
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	21%	73%	4.65	.02	1,228
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	4%	19%	75%	4.68	.02	965
	Primarily 4-year	0%	1%	7%	25%	67%	4.58	.00	103,264
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	21%	73%	4.65	.02	1,228
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	25%	67%	4.58	.00	81,632
	Mainly Contracted	0%	1%	6%	25%	67%	4.58	.00	21,229
	Combination of Both		1%	6%	26%	66%	4.58	.02	1,368
Total Current Enrollment - YOUR	Over 20,000	0%	1%	5%	21%	73%	4.65	.02	1,228
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	5%	23%	70%	4.63	.01	5,867
	2,500 to 10,000	0%	1%	6%	23%	69%	4.60	.00	23,467
	10,001 to 20,000	0%	1%	7%	26%	65%	4.54	.00	29,422
	Over 20,000	0%	1%	6%	25%	68%	4.58	.00	45,473
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	4%	20%	74%	4.66	.03	381
	Express Unit	0%	1%	4%	19%	75%	4.67	.04	335
	Specialty Coffee Shop/ Juice Bar	1%	3%	5%	30%	61%	4.48	.07	129
	Sit-down Restaurant		1%	6%	28%	64%	4.56	.06	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	24%	67%	4.58	.00	19,144
	Marketplace	0%	1%	6%	24%	68%	4.59	.01	6,875
	Express Unit	0%	1%	6%	24%	69%	4.60	.01	12,879
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	23%	69%	4.59	.01	7,464
	Sit-down Restaurant	0%	1%	5%	22%	72%	4.64	.01	2,395
	Convenience Store	1%	1%	6%	24%	68%	4.57	.01	7,227

*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	3%	6%	13%	33%	45%	4.09	.03	1,498
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	10%	22%	34%	31%	3.79	.00	125,956
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	14%	33%	45%	4.09	.03	1,191
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	19%	34%	38%	3.96	.00	68,251
Aggregated Dining Halls	YOUR INSTITUTION	4%	7%	11%	33%	45%	4.07	.06	307
Aggregated Dining Halls	ENTIRE SAMPLE	5%	12%	25%	34%	23%	3.59	.00	57,705
Respondent Type - YOUR INSTITUTION	Student	4%	6%	14%	32%	44%	4.05	.03	983
	Faculty	6%	5%	10%	32%	46%	4.08	.11	117
	Administration/ Staff	2%	7%	10%	34%	47%	4.17	.05	382
	Other			25%	31%	44%	4.19	.21	16
Respondent Type - ENTIRE SAMPLE	Student	4%	10%	23%	34%	29%	3.73	.00	109,588
	Faculty	3%	6%	14%	34%	44%	4.10	.02	3,727
	Administration/Staff	2%	4%	13%	32%	49%	4.21	.01	11,641
	Other	3%	2%	13%	26%	56%	4.28	.04	773
Student Class Status - YOUR INSTITUTION	First year	4%	7%	16%	29%	45%	4.03	.10	121
	Sophomore	6%	3%	19%	31%	42%	4.01	.09	156
	Junior	3%	6%	15%	31%	44%	4.08	.06	286
	Senior	4%	8%	11%	30%	46%	4.07	.08	220
	Graduate	3%	7%	14%	35%	42%	4.05	.08	190
	Other		10%		80%	10%	3.90	.23	10
Student Class Status - ENTIRE SAMPLE	First year	4%	11%	24%	34%	27%	3.70	.01	45,911
	Sophomore	5%	11%	24%	33%	27%	3.66	.01	22,901
	Junior	4%	10%	22%	35%	29%	3.75	.01	17,658
	Senior	3%	9%	22%	34%	31%	3.80	.01	15,588
	Graduate	3%	7%	18%	38%	34%	3.94	.01	6,606
	Other	6%	8%	19%	36%	32%	3.81	.04	773
Gender - YOUR INSTITUTION	Female	3%	7%	13%	33%	44%	4.07	.04	928
	Male	4%	5%	13%	33%	46%	4.12	.04	560
	Transgender	20%	20%	20%	20%	20%	3.00	.71	5
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	4%	10%	22%	33%	31%	3.77	.00	75,392
	Male	3%	9%	22%	35%	31%	3.82	.00	48,437
	Transgender	5%	14%	22%	28%	30%	3.65	.06	436
	Other Identity	6%	12%	21%	32%	30%	3.67	.04	966
Live... - YOUR INSTITUTION	On campus	6%	8%	12%	28%	47%	4.03	.09	159
	Off campus	3%	6%	13%	33%	44%	4.09	.03	1,339
Live... - ENTIRE SAMPLE	On campus	4%	12%	24%	34%	26%	3.65	.00	77,104
	Off campus	3%	6%	17%	34%	40%	4.01	.00	47,245
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	13%	33%	45%	4.09	.03	1,498
NACUFS Region - ENTIRE SAMPLE	Continental	2%	9%	22%	36%	31%	3.84	.01	16,833
	Mid-Atlantic	5%	12%	23%	32%	28%	3.66	.01	11,478
	Midwest	4%	10%	21%	34%	31%	3.80	.01	36,769
	Northeast	4%	10%	22%	33%	30%	3.74	.01	21,666
	Pacific	4%	9%	23%	35%	30%	3.78	.01	19,977
	Southern	4%	8%	19%	33%	36%	3.88	.01	19,233
Institution Type - YOUR INSTITUTION	Public	3%	6%	13%	33%	45%	4.09	.03	1,498
Institution Type - ENTIRE SAMPLE	Public	4%	9%	22%	34%	31%	3.80	.00	94,313
	Private	3%	10%	22%	34%	30%	3.77	.01	31,643
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	13%	33%	45%	4.09	.03	1,498
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	16%	31%	42%	3.99	.03	1,256
	Primarily 4-year	4%	10%	22%	34%	31%	3.79	.00	124,700
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	13%	33%	45%	4.09	.03	1,498
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	9%	22%	34%	31%	3.81	.00	97,744
	Mainly Contracted	5%	10%	22%	32%	30%	3.73	.01	26,625
	Combination of Both	3%	11%	20%	35%	30%	3.76	.03	1,587
Total Current Enrollment - YOUR	Over 20,000	3%	6%	13%	33%	45%	4.09	.03	1,498
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	10%	22%	33%	31%	3.79	.01	6,828
	2,500 to 10,000	4%	10%	22%	32%	31%	3.76	.01	28,636
	10,001 to 20,000	3%	9%	22%	34%	31%	3.80	.01	35,661
	Over 20,000	4%	9%	21%	34%	31%	3.80	.00	54,831
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	15%	29%	49%	4.15	.05	474
	Express Unit	2%	7%	11%	38%	42%	4.11	.05	392
	Specialty Coffee Shop/ Juice Bar	5%	10%	14%	28%	43%	3.95	.10	155
	Sit-down Restaurant	4%	8%	14%	34%	41%	3.99	.08	170
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	8%	21%	34%	34%	3.87	.01	23,265
	Marketplace	3%	7%	20%	35%	35%	3.91	.01	8,222
	Express Unit	3%	6%	17%	33%	42%	4.04	.01	15,720
	Specialty Coffee Shop/ Juice Bar	2%	6%	16%	33%	43%	4.09	.01	9,235
	Sit-down Restaurant	2%	6%	14%	31%	47%	4.14	.02	2,987
	Convenience Store	3%	8%	21%	34%	34%	3.88	.01	8,823

*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	2%	4%	13%	27%	54%	4.28	.03	1,234
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	29%	56%	4.35	.00	103,914
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	14%	28%	52%	4.23	.03	986
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	29%	55%	4.33	.00	55,780
Aggregated Dining Halls	YOUR INSTITUTION		3%	11%	24%	63%	4.46	.05	248
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	57%	4.38	.00	48,134
Respondent Type - YOUR INSTITUTION	Student	2%	4%	13%	26%	55%	4.29	.03	820
	Faculty		2%	13%	24%	61%	4.44	.08	93
	Administration/ Staff	2%	5%	15%	30%	49%	4.19	.06	308
	Other			15%	31%	54%	4.38	.21	13
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	28%	56%	4.35	.00	91,023
	Faculty	1%	2%	9%	28%	60%	4.43	.02	2,915
	Administration/Staff	1%	3%	11%	31%	54%	4.35	.01	9,229
	Other	3%	3%	10%	27%	58%	4.35	.04	586
Student Class Status - YOUR INSTITUTION	First year	2%	5%	14%	27%	53%	4.25	.09	109
	Sophomore	3%	3%	15%	26%	53%	4.24	.09	135
	Junior	2%	2%	12%	27%	57%	4.34	.06	226
	Senior	1%	10%	10%	24%	55%	4.21	.08	187
	Graduate		1%	14%	28%	57%	4.41	.06	155
	Other			25%	25%	50%	4.25	.31	8
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	28%	56%	4.35	.00	38,498
	Sophomore	1%	3%	11%	28%	56%	4.35	.01	18,891
	Junior	1%	3%	12%	28%	56%	4.34	.01	14,635
	Senior	1%	3%	12%	29%	56%	4.35	.01	12,937
	Graduate	1%	3%	11%	30%	56%	4.37	.01	5,328
	Other	1%	3%	12%	28%	55%	4.32	.04	626
Gender - YOUR INSTITUTION	Female	1%	3%	11%	28%	57%	4.36	.03	763
	Male	2%	5%	17%	25%	50%	4.16	.05	463
	Transgender		20%	20%	60%		3.40	.40	5
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	27%	61%	4.46	.00	61,661
	Male	2%	4%	15%	32%	48%	4.20	.00	40,570
	Transgender	3%	6%	18%	27%	46%	4.06	.06	354
	Other Identity	3%	4%	14%	27%	52%	4.20	.04	778
Live... - YOUR INSTITUTION	On campus	2%	5%	18%	26%	49%	4.15	.09	141
	Off campus	1%	4%	13%	27%	55%	4.30	.03	1,093
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	28%	56%	4.36	.00	64,255
	Off campus	1%	3%	12%	29%	55%	4.34	.00	38,361
NACUFS Region - YOUR	Southern	2%	4%	13%	27%	54%	4.28	.03	1,234
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	30%	54%	4.32	.01	14,482
	Mid-Atlantic	1%	3%	10%	28%	58%	4.39	.01	9,899
	Midwest	1%	3%	11%	30%	54%	4.33	.01	30,262
	Northeast	1%	2%	11%	27%	59%	4.40	.01	17,834
	Pacific	1%	3%	12%	29%	55%	4.33	.01	15,889
	Southern	1%	3%	11%	27%	57%	4.36	.01	15,548
Institution Type - YOUR INSTITUTION	Public	2%	4%	13%	27%	54%	4.28	.03	1,234
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	28%	56%	4.35	.00	77,573
	Private	1%	3%	11%	29%	56%	4.37	.01	26,341
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	13%	27%	54%	4.28	.03	1,234
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	5%	11%	25%	58%	4.33	.03	960
	Primarily 4-year	1%	3%	11%	29%	56%	4.35	.00	102,954
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	13%	27%	54%	4.28	.03	1,234
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	29%	56%	4.36	.00	81,455
	Mainly Contracted	1%	3%	12%	28%	55%	4.33	.01	21,096
	Combination of Both	1%	3%	11%	30%	55%	4.36	.02	1,363
Total Current Enrollment - YOUR	Over 20,000	2%	4%	13%	27%	54%	4.28	.03	1,234
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	27%	61%	4.44	.01	5,830
	2,500 to 10,000	1%	3%	11%	28%	57%	4.37	.01	23,381
	10,001 to 20,000	1%	3%	12%	29%	54%	4.33	.01	29,321
	Over 20,000	1%	3%	11%	29%	56%	4.35	.00	45,382
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	13%	27%	54%	4.28	.05	381
	Express Unit	3%	4%	15%	27%	50%	4.18	.06	337
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	23%	59%	4.31	.09	128
	Sit-down Restaurant	1%	4%	14%	38%	43%	4.16	.08	140
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	28%	56%	4.34	.01	19,103
	Marketplace	1%	3%	11%	30%	56%	4.37	.01	6,843
	Express Unit	1%	3%	12%	30%	53%	4.29	.01	12,834
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	28%	55%	4.31	.01	7,418
	Sit-down Restaurant	1%	4%	12%	29%	54%	4.31	.02	2,381
	Convenience Store	1%	3%	11%	29%	56%	4.35	.01	7,202

*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	4%	8%	23%	31%	33%	3.82	.03	1,493
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	11%	26%	32%	25%	3.60	.00	124,740
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	24%	30%	34%	3.82	.03	1,188
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	25%	32%	28%	3.68	.00	67,577
Aggregated Dining Halls	YOUR INSTITUTION	6%	6%	19%	36%	33%	3.85	.06	305
Aggregated Dining Halls	ENTIRE SAMPLE	6%	13%	26%	33%	21%	3.51	.00	57,163
Respondent Type - YOUR INSTITUTION	Student	5%	9%	24%	29%	33%	3.77	.04	982
	Faculty	6%	6%	21%	30%	37%	3.85	.11	115
	Administration/ Staff	2%	6%	21%	39%	32%	3.93	.05	380
	Other			13%	44%	44%	4.31	.18	16
Respondent Type - ENTIRE SAMPLE	Student	6%	12%	27%	32%	23%	3.55	.00	108,655
	Faculty	4%	7%	20%	34%	34%	3.86	.02	3,677
	Administration/Staff	3%	6%	20%	34%	37%	3.98	.01	11,410
	Other	2%	5%	17%	30%	45%	4.11	.04	762
Student Class Status - YOUR INSTITUTION	First year	3%	6%	23%	35%	33%	3.88	.10	120
	Sophomore	7%	8%	27%	25%	33%	3.68	.10	158
	Junior	4%	9%	25%	24%	38%	3.83	.07	285
	Senior	6%	9%	24%	30%	31%	3.71	.08	219
	Graduate	3%	12%	22%	32%	31%	3.75	.08	190
	Other			30%	50%	20%	3.90	.23	10
Student Class Status - ENTIRE SAMPLE	First year	6%	12%	27%	32%	23%	3.54	.01	45,488
	Sophomore	6%	13%	27%	32%	22%	3.51	.01	22,708
	Junior	6%	12%	26%	32%	24%	3.57	.01	17,504
	Senior	5%	12%	26%	32%	24%	3.59	.01	15,470
	Graduate	5%	10%	23%	35%	27%	3.70	.01	6,560
	Other	8%	13%	26%	29%	25%	3.51	.04	768
Gender - YOUR INSTITUTION	Female	4%	8%	25%	31%	31%	3.76	.04	916
	Male	4%	7%	20%	32%	37%	3.92	.05	566
	Transgender	17%	33%		50%		2.83	.54	6
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	6%	12%	26%	32%	24%	3.56	.00	74,732
	Male	4%	10%	26%	34%	26%	3.68	.01	47,875
	Transgender	7%	11%	29%	30%	22%	3.50	.06	436
	Other Identity	8%	12%	24%	29%	26%	3.53	.04	964
Live... - YOUR INSTITUTION	On campus	6%	10%	20%	31%	34%	3.78	.09	156
	Off campus	4%	8%	23%	32%	33%	3.83	.03	1,337
Live... - ENTIRE SAMPLE	On campus	6%	13%	27%	32%	21%	3.50	.00	76,426
	Off campus	4%	9%	23%	33%	31%	3.78	.01	46,716
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	23%	31%	33%	3.82	.03	1,493
NACUFS Region - ENTIRE SAMPLE	Continental	4%	10%	27%	35%	24%	3.65	.01	16,655
	Mid-Atlantic	8%	14%	27%	31%	21%	3.44	.01	11,409
	Midwest	5%	12%	25%	33%	25%	3.61	.01	36,395
	Northeast	6%	12%	25%	32%	25%	3.59	.01	21,471
	Pacific	5%	11%	27%	33%	24%	3.59	.01	19,793
	Southern	5%	10%	25%	31%	29%	3.69	.01	19,017
Institution Type - YOUR INSTITUTION	Public	4%	8%	23%	31%	33%	3.82	.03	1,493
Institution Type - ENTIRE SAMPLE	Public	5%	11%	26%	33%	25%	3.61	.00	93,336
	Private	5%	12%	26%	32%	24%	3.59	.01	31,404
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	23%	31%	33%	3.82	.03	1,493
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	9%	22%	31%	31%	3.69	.03	1,219
	Primarily 4-year	5%	11%	26%	33%	25%	3.60	.00	123,521
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	23%	31%	33%	3.82	.03	1,493
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	11%	26%	33%	25%	3.62	.00	96,865
	Mainly Contracted	7%	12%	26%	32%	24%	3.54	.01	26,303
	Combination of Both	6%	13%	27%	31%	23%	3.53	.03	1,572
Total Current Enrollment - YOUR	Over 20,000	4%	8%	23%	31%	33%	3.82	.03	1,493
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	12%	26%	32%	25%	3.58	.01	6,755
	2,500 to 10,000	6%	12%	26%	32%	25%	3.59	.01	28,369
	10,001 to 20,000	4%	10%	26%	34%	26%	3.66	.01	35,301
	Over 20,000	6%	12%	26%	32%	24%	3.58	.00	54,315
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	8%	21%	28%	39%	3.92	.05	472
	Express Unit	3%	7%	29%	35%	26%	3.74	.05	390
	Specialty Coffee Shop/ Juice Bar	5%	14%	21%	30%	31%	3.68	.10	152
	Sit-down Restaurant	5%	10%	22%	26%	38%	3.83	.09	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	11%	27%	31%	25%	3.58	.01	23,058
	Marketplace	5%	11%	24%	34%	26%	3.65	.01	8,135
	Express Unit	4%	9%	24%	32%	31%	3.78	.01	15,546
	Specialty Coffee Shop/ Juice Bar	3%	10%	24%	32%	31%	3.78	.01	9,100
	Sit-down Restaurant	3%	7%	22%	32%	35%	3.88	.02	2,956
	Convenience Store	5%	12%	25%	30%	27%	3.62	.01	8,783

*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%	7%	24%	67%	4.56	.02	1,221
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	12%	29%	56%	4.38	.00	102,728
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	7%	23%	68%	4.57	.02	972
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	9%	27%	62%	4.49	.00	55,695
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	8%	26%	64%	4.50	.05	249
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	15%	32%	49%	4.24	.00	47,033
Respondent Type - YOUR INSTITUTION	Student	1%	1%	8%	23%	67%	4.55	.03	810
	Faculty	1%	1%	11%	19%	68%	4.52	.08	94
	Administration/ Staff		1%	6%	27%	66%	4.59	.04	304
	Other		8%	8%	23%	62%	4.38	.27	13
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	13%	30%	55%	4.35	.00	89,843
	Faculty	0%	1%	6%	32%	61%	4.51	.01	2,897
	Administration/Staff	0%	1%	6%	25%	68%	4.59	.01	9,232
	Other	2%	3%	8%	22%	65%	4.45	.04	587
Student Class Status - YOUR INSTITUTION	First year	2%	1%	10%	24%	63%	4.46	.08	109
	Sophomore	1%	1%	10%	23%	65%	4.52	.07	133
	Junior	0%	1%	5%	21%	73%	4.64	.05	222
	Senior		3%	6%	23%	68%	4.56	.05	183
	Graduate	1%	1%	9%	23%	67%	4.54	.06	156
	Other			29%	57%	14%	3.86	.26	7
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	15%	31%	50%	4.27	.00	37,855
	Sophomore	1%	2%	13%	30%	55%	4.35	.01	18,599
	Junior	1%	2%	11%	29%	58%	4.41	.01	14,505
	Senior	0%	2%	10%	28%	61%	4.46	.01	12,829
	Graduate	1%	2%	8%	28%	62%	4.49	.01	5,319
	Other	1%	2%	15%	25%	58%	4.37	.03	616
Gender - YOUR INSTITUTION	Female	0%	1%	6%	24%	68%	4.59	.02	759
	Male	1%	1%	9%	22%	66%	4.52	.04	454
	Transgender	20%			60%	20%	3.60	.68	5
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Female	1%	2%	10%	29%	58%	4.42	.00	60,856
	Male	1%	3%	13%	30%	53%	4.31	.00	40,196
	Transgender	2%	5%	17%	26%	50%	4.15	.06	348
	Other Identity	2%	5%	15%	28%	50%	4.19	.04	761
Live... - YOUR INSTITUTION	On campus	3%		9%	24%	65%	4.47	.07	144
	Off campus	0%	1%	7%	24%	68%	4.57	.02	1,077
Live... - ENTIRE SAMPLE	On campus	1%	3%	14%	31%	51%	4.29	.00	63,174
	Off campus	0%	1%	8%	26%	64%	4.52	.00	38,261
NACUFS Region - YOUR	Southern	0%	1%	7%	24%	67%	4.56	.02	1,221
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	12%	32%	54%	4.35	.01	14,321
	Mid-Atlantic	1%	3%	12%	30%	54%	4.34	.01	9,717
	Midwest	1%	3%	13%	31%	53%	4.32	.00	29,929
	Northeast	1%	2%	12%	28%	58%	4.41	.01	17,603
	Pacific	1%	2%	12%	28%	57%	4.38	.01	15,699
	Southern	1%	1%	9%	26%	63%	4.49	.01	15,459
Institution Type - YOUR INSTITUTION	Public	0%	1%	7%	24%	67%	4.56	.02	1,221
Institution Type - ENTIRE SAMPLE	Public	1%	2%	12%	29%	57%	4.39	.00	76,776
	Private	1%	3%	12%	30%	54%	4.35	.01	25,952
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	7%	24%	67%	4.56	.02	1,221
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	6%	22%	70%	4.60	.02	961
	Primarily 4-year	1%	2%	12%	29%	56%	4.38	.00	101,767
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	7%	24%	67%	4.56	.02	1,221
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	12%	29%	56%	4.37	.00	80,487
	Mainly Contracted	1%	2%	11%	28%	57%	4.39	.01	20,887
	Combination of Both	0%	1%	9%	29%	60%	4.47	.02	1,354
Total Current Enrollment - YOUR	Over 20,000	0%	1%	7%	24%	67%	4.56	.02	1,221
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	29%	57%	4.39	.01	5,743
	2,500 to 10,000	1%	2%	12%	28%	57%	4.38	.01	23,111
	10,001 to 20,000	1%	2%	13%	31%	53%	4.32	.01	28,980
	Over 20,000	1%	2%	11%	29%	58%	4.41	.00	44,894
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	2%	5%	19%	74%	4.64	.04	373
	Express Unit	0%	1%	8%	24%	67%	4.56	.04	334
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	31%	57%	4.40	.07	127
	Sit-down Restaurant		1%	7%	26%	66%	4.57	.06	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	9%	25%	64%	4.52	.01	19,034
	Marketplace	0%	1%	9%	28%	61%	4.48	.01	6,848
	Express Unit	0%	1%	9%	27%	62%	4.49	.01	12,804
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	27%	63%	4.50	.01	7,429
	Sit-down Restaurant	0%	1%	7%	28%	64%	4.53	.01	2,374
	Convenience Store	1%	2%	10%	29%	59%	4.43	.01	7,207

*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

		Value					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	10%	18%	28%	37%	3.81	.03	1,485
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	12%	25%	31%	25%	3.55	.00	123,623
Aggregated Retail Units	YOUR INSTITUTION	6%	11%	19%	29%	35%	3.76	.04	1,182
Aggregated Retail Units	ENTIRE SAMPLE	7%	13%	24%	29%	27%	3.55	.00	67,763
Aggregated Dining Halls	YOUR INSTITUTION	5%	9%	15%	27%	46%	4.00	.07	303
Aggregated Dining Halls	ENTIRE SAMPLE	6%	11%	27%	32%	23%	3.54	.00	55,860
Respondent Type - YOUR INSTITUTION	Student	7%	11%	21%	26%	35%	3.73	.04	976
	Faculty	9%	9%	16%	28%	39%	3.80	.12	115
	Administration/ Staff	3%	10%	13%	33%	41%	3.99	.06	378
	Other			19%	38%	44%	4.25	.19	16
Respondent Type - ENTIRE SAMPLE	Student	7%	13%	26%	31%	24%	3.52	.00	107,475
	Faculty	8%	10%	19%	30%	33%	3.70	.02	3,681
	Administration/Staff	6%	11%	21%	28%	34%	3.72	.01	11,487
	Other	5%	6%	16%	24%	49%	4.07	.04	760
Student Class Status - YOUR INSTITUTION	First year	4%	9%	23%	32%	33%	3.79	.10	120
	Sophomore	6%	16%	20%	22%	35%	3.63	.10	154
	Junior	5%	8%	19%	28%	40%	3.89	.07	284
	Senior	9%	9%	23%	21%	37%	3.68	.09	219
	Graduate	7%	15%	18%	29%	30%	3.60	.09	190
	Other			33%	44%	22%	3.89	.26	9
Student Class Status - ENTIRE SAMPLE	First year	5%	11%	27%	32%	25%	3.60	.01	44,773
	Sophomore	8%	13%	27%	30%	22%	3.45	.01	22,441
	Junior	8%	14%	26%	29%	23%	3.47	.01	17,413
	Senior	8%	14%	26%	30%	23%	3.47	.01	15,406
	Graduate	7%	14%	24%	31%	24%	3.49	.01	6,543
	Other	10%	13%	24%	29%	24%	3.45	.05	752
Gender - YOUR INSTITUTION	Female	5%	11%	19%	28%	37%	3.80	.04	915
	Male	6%	9%	17%	30%	38%	3.83	.05	559
	Transgender	17%	17%	17%	17%	33%	3.33	.67	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	7%	13%	26%	31%	24%	3.54	.00	73,923
	Male	7%	12%	25%	31%	26%	3.57	.01	47,620
	Transgender	8%	14%	26%	27%	25%	3.46	.06	430
	Other Identity	10%	14%	26%	25%	25%	3.41	.04	948
Live... - YOUR INSTITUTION	On campus	6%	10%	20%	28%	36%	3.78	.10	157
	Off campus	6%	10%	18%	28%	37%	3.81	.03	1,328
Live... - ENTIRE SAMPLE	On campus	7%	12%	27%	31%	23%	3.51	.00	75,246
	Off campus	7%	12%	23%	29%	29%	3.60	.01	46,800
NACUFS Region - YOUR INSTITUTION	Southern	6%	10%	18%	28%	37%	3.81	.03	1,485
NACUFS Region - ENTIRE SAMPLE	Continental	4%	11%	26%	34%	25%	3.65	.01	16,525
	Mid-Atlantic	8%	13%	26%	30%	23%	3.48	.01	11,215
	Midwest	6%	12%	25%	31%	25%	3.58	.01	36,025
	Northeast	8%	13%	26%	29%	25%	3.51	.01	21,272
	Pacific	7%	14%	27%	29%	23%	3.46	.01	19,644
	Southern	7%	13%	24%	29%	28%	3.57	.01	18,942
Institution Type - YOUR INSTITUTION	Public	6%	10%	18%	28%	37%	3.81	.03	1,485
Institution Type - ENTIRE SAMPLE	Public	7%	12%	25%	31%	25%	3.56	.00	92,631
	Private	7%	13%	26%	30%	24%	3.51	.01	30,992
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	10%	18%	28%	37%	3.81	.03	1,485
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	14%	22%	25%	26%	3.38	.04	1,251
	Primarily 4-year	7%	12%	25%	31%	25%	3.55	.00	122,372
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	10%	18%	28%	37%	3.81	.03	1,485
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	12%	25%	31%	25%	3.58	.00	95,931
	Mainly Contracted	9%	14%	25%	29%	23%	3.44	.01	26,126
	Combination of Both	8%	14%	25%	30%	23%	3.46	.03	1,566
Total Current Enrollment - YOUR	Over 20,000	6%	10%	18%	28%	37%	3.81	.03	1,485
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	13%	27%	29%	25%	3.51	.01	6,652
	2,500 to 10,000	7%	12%	25%	30%	25%	3.55	.01	28,137
	10,001 to 20,000	6%	11%	26%	32%	25%	3.58	.01	34,960
	Over 20,000	7%	13%	25%	30%	25%	3.53	.01	53,874
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	8%	17%	27%	43%	3.93	.06	466
	Express Unit	5%	13%	21%	34%	27%	3.63	.06	391
	Specialty Coffee Shop/ Juice Bar	10%	15%	23%	23%	29%	3.46	.11	154
	Sit-down Restaurant	5%	9%	19%	29%	38%	3.87	.09	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	14%	26%	28%	24%	3.46	.01	23,086
	Marketplace	9%	16%	26%	27%	22%	3.39	.01	8,134
	Express Unit	6%	11%	22%	31%	30%	3.68	.01	15,598
	Specialty Coffee Shop/ Juice Bar	6%	12%	24%	29%	29%	3.65	.01	9,218
	Sit-down Restaurant	6%	11%	21%	30%	31%	3.70	.02	2,956
	Convenience Store	7%	13%	24%	29%	27%	3.57	.01	8,772

*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	0%	3%	9%	31%	56%	4.38	.02	1,216
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	12%	36%	48%	4.25	.00	101,867
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	9%	30%	57%	4.41	.03	970
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	11%	35%	51%	4.33	.00	54,712
Aggregated Dining Halls	YOUR INSTITUTION	0%	6%	10%	33%	52%	4.29	.06	246
Aggregated Dining Halls	ENTIRE SAMPLE	1%	5%	14%	37%	43%	4.16	.00	47,155
Respondent Type - YOUR INSTITUTION	Student	1%	3%	11%	29%	56%	4.37	.03	808
	Faculty		3%	11%	28%	58%	4.40	.08	92
	Administration/ Staff	0%	3%	6%	35%	55%	4.41	.04	303
	Other			8%	38%	54%	4.46	.18	13
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	36%	47%	4.24	.00	89,343
	Faculty	1%	3%	11%	40%	45%	4.25	.02	2,801
	Administration/Staff	1%	2%	8%	37%	52%	4.39	.01	9,001
	Other	1%	2%	9%	32%	56%	4.40	.03	562
Student Class Status - YOUR INSTITUTION	First year		5%	9%	26%	59%	4.41	.08	106
	Sophomore	1%	3%	10%	30%	55%	4.35	.08	136
	Junior		1%	10%	28%	61%	4.48	.05	224
	Senior	2%	3%	8%	28%	58%	4.38	.07	180
	Graduate		5%	14%	32%	49%	4.24	.07	154
	Other		13%	25%	63%		3.50	.27	8
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	36%	45%	4.20	.00	37,737
	Sophomore	1%	4%	12%	35%	48%	4.25	.01	18,572
	Junior	1%	4%	12%	34%	49%	4.27	.01	14,442
	Senior	1%	3%	12%	35%	50%	4.31	.01	12,716
	Graduate	1%	3%	12%	38%	45%	4.22	.01	5,157
	Other	1%	5%	14%	37%	43%	4.16	.04	616
Gender - YOUR INSTITUTION	Female	0%	3%	8%	32%	56%	4.41	.03	752
	Male	1%	4%	12%	28%	55%	4.34	.04	456
	Transgender				60%	40%	4.40	.24	5
	Other Identity					100%	5.00	.00	3
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	35%	50%	4.30	.00	60,383
	Male	1%	4%	14%	37%	44%	4.17	.00	39,813
	Transgender	1%	4%	11%	37%	46%	4.23	.05	349
	Other Identity	2%	5%	15%	38%	40%	4.09	.03	763
Live... - YOUR INSTITUTION	On campus	1%	3%	8%	27%	61%	4.44	.07	143
	Off campus	0%	3%	10%	31%	55%	4.38	.03	1,073
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	36%	46%	4.22	.00	63,068
	Off campus	1%	3%	11%	35%	50%	4.31	.00	37,516
NACUFS Region - YOUR	Southern	0%	3%	9%	31%	56%	4.38	.02	1,216
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	39%	43%	4.19	.01	14,193
	Mid-Atlantic	1%	4%	12%	36%	47%	4.24	.01	9,704
	Midwest	1%	4%	12%	37%	47%	4.24	.01	29,616
	Northeast	1%	3%	12%	34%	49%	4.27	.01	17,568
	Pacific	1%	3%	13%	35%	47%	4.24	.01	15,532
	Southern	1%	3%	11%	33%	52%	4.32	.01	15,254
Institution Type - YOUR INSTITUTION	Public	0%	3%	9%	31%	56%	4.38	.02	1,216
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	35%	49%	4.27	.00	76,203
	Private	1%	4%	13%	38%	44%	4.19	.01	25,664
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	3%	9%	31%	56%	4.38	.02	1,216
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	9%	37%	52%	4.38	.03	930
	Primarily 4-year	1%	4%	12%	36%	47%	4.25	.00	100,937
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	3%	9%	31%	56%	4.38	.02	1,216
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	12%	36%	47%	4.25	.00	79,838
	Mainly Contracted	1%	4%	12%	35%	48%	4.25	.01	20,676
	Combination of Both	1%	4%	12%	37%	47%	4.26	.02	1,353
Total Current Enrollment - YOUR	Over 20,000	0%	3%	9%	31%	56%	4.38	.02	1,216
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	11%	37%	47%	4.24	.01	5,761
	2,500 to 10,000	1%	3%	11%	34%	50%	4.30	.01	23,017
	10,001 to 20,000	1%	4%	13%	36%	45%	4.20	.01	28,723
	Over 20,000	1%	4%	12%	36%	48%	4.26	.00	44,366
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	2%	9%	26%	63%	4.50	.04	375
	Express Unit		3%	9%	37%	51%	4.36	.04	332
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	26%	58%	4.34	.09	125
	Sit-down Restaurant	1%	2%	13%	31%	53%	4.33	.07	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	35%	50%	4.31	.01	18,735
	Marketplace	1%	3%	11%	38%	48%	4.29	.01	6,695
	Express Unit	1%	2%	10%	34%	53%	4.36	.01	12,638
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	33%	54%	4.38	.01	7,400
	Sit-down Restaurant	1%	2%	8%	34%	55%	4.40	.02	2,344
	Convenience Store	1%	3%	11%	34%	50%	4.30	.01	6,901

*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%	6%	11%	30%	49%	4.15	.03	1,490
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	33%	40%	4.00	.00	123,753
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	10%	30%	50%	4.17	.03	1,192
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	33%	46%	4.13	.00	67,199
Aggregated Dining Halls	YOUR INSTITUTION	4%	6%	16%	29%	45%	4.05	.06	298
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	19%	34%	34%	3.85	.00	56,554
Respondent Type - YOUR INSTITUTION	Student	4%	6%	12%	29%	49%	4.14	.03	980
	Faculty	6%	7%	15%	26%	46%	3.98	.11	113
	Administration/ Staff	3%	5%	9%	33%	50%	4.24	.05	381
	Other		13%	19%	31%	38%	3.94	.27	16
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	17%	34%	38%	3.96	.00	107,906
	Faculty	3%	5%	11%	32%	49%	4.20	.02	3,572
	Administration/Staff	2%	4%	10%	31%	53%	4.27	.01	11,304
	Other	3%	3%	11%	27%	57%	4.32	.03	750
Student Class Status - YOUR INSTITUTION	First year	3%	9%	13%	31%	45%	4.07	.10	120
	Sophomore	5%	6%	11%	32%	46%	4.08	.09	158
	Junior	5%	3%	13%	24%	55%	4.21	.06	286
	Senior	4%	8%	7%	32%	48%	4.13	.07	217
	Graduate	2%	8%	14%	29%	48%	4.12	.08	189
	Other			20%	50%	30%	4.10	.23	10
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	18%	33%	37%	3.92	.01	45,171
	Sophomore	4%	8%	17%	34%	38%	3.93	.01	22,561
	Junior	3%	7%	16%	34%	39%	3.99	.01	17,448
	Senior	3%	6%	15%	35%	42%	4.06	.01	15,389
	Graduate	3%	6%	14%	36%	42%	4.09	.01	6,424
	Other	3%	7%	16%	38%	35%	3.95	.04	767
Gender - YOUR INSTITUTION	Female	4%	7%	11%	31%	47%	4.09	.04	921
	Male	3%	4%	11%	28%	53%	4.24	.04	558
	Transgender		33%	17%	17%	33%	3.50	.56	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	3%	7%	15%	33%	41%	4.01	.00	74,042
	Male	3%	7%	17%	34%	40%	4.00	.00	47,625
	Transgender	6%	10%	19%	32%	32%	3.73	.06	434
	Other Identity	5%	7%	18%	36%	35%	3.88	.04	941
Live... - YOUR INSTITUTION	On campus	3%	9%	11%	33%	44%	4.07	.09	160
	Off campus	4%	6%	11%	29%	50%	4.16	.03	1,330
Live... - ENTIRE SAMPLE	On campus	4%	9%	18%	34%	36%	3.90	.00	75,897
	Off campus	3%	5%	13%	32%	47%	4.17	.00	46,286
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	11%	30%	49%	4.15	.03	1,490
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	15%	35%	42%	4.09	.01	16,576
	Mid-Atlantic	4%	9%	17%	33%	37%	3.88	.01	11,244
	Midwest	3%	7%	15%	34%	41%	4.02	.01	36,047
	Northeast	3%	7%	16%	33%	40%	3.98	.01	21,375
	Pacific	3%	9%	18%	34%	36%	3.90	.01	19,605
	Southern	3%	6%	14%	32%	45%	4.09	.01	18,906
Institution Type - YOUR INSTITUTION	Public	4%	6%	11%	30%	49%	4.15	.03	1,490
Institution Type - ENTIRE SAMPLE	Public	3%	7%	16%	33%	40%	4.00	.00	92,799
	Private	3%	7%	16%	34%	40%	4.00	.01	30,954
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	11%	30%	49%	4.15	.03	1,490
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	5%	13%	32%	46%	4.13	.03	1,237
	Primarily 4-year	3%	7%	16%	33%	40%	4.00	.00	122,516
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	11%	30%	49%	4.15	.03	1,490
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	34%	41%	4.02	.00	96,059
	Mainly Contracted	4%	8%	16%	33%	39%	3.93	.01	26,116
	Combination of Both	2%	7%	12%	36%	43%	4.12	.02	1,578
Total Current Enrollment - YOUR	Over 20,000	4%	6%	11%	30%	49%	4.15	.03	1,490
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	15%	33%	42%	4.03	.01	6,708
	2,500 to 10,000	3%	7%	16%	34%	41%	4.02	.01	28,261
	10,001 to 20,000	3%	7%	17%	34%	39%	3.99	.01	34,936
	Over 20,000	3%	8%	16%	33%	40%	4.00	.00	53,848
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	5%	8%	29%	54%	4.24	.05	476
	Express Unit	2%	6%	13%	31%	48%	4.19	.05	390
	Specialty Coffee Shop/ Juice Bar	6%	12%	12%	32%	38%	3.83	.10	154
	Sit-down Restaurant	5%	4%	8%	28%	56%	4.26	.08	172
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	14%	33%	44%	4.09	.01	23,018
	Marketplace	3%	6%	14%	34%	44%	4.12	.01	8,066
	Express Unit	2%	5%	13%	30%	50%	4.20	.01	15,494
	Specialty Coffee Shop/ Juice Bar	3%	6%	13%	34%	45%	4.13	.01	9,276
	Sit-down Restaurant	2%	5%	10%	32%	52%	4.26	.02	2,932
	Convenience Store	2%	6%	15%	33%	43%	4.08	.01	8,414

*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	0%	2%	11%	32%	54%	4.38	.02	1,216
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	2%	9%	34%	54%	4.40	.00	102,525
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	12%	34%	52%	4.34	.03	969
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	35%	53%	4.38	.00	55,002
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	7%	26%	64%	4.51	.05	247
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	9%	34%	56%	4.43	.00	47,523
Respondent Type - YOUR INSTITUTION	Student	0%	2%	13%	31%	54%	4.35	.03	805
	Faculty	2%	2%	13%	31%	52%	4.29	.09	96
	Administration/ Staff	0%	1%	6%	36%	57%	4.47	.04	302
	Other		8%		38%	54%	4.38	.24	13
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	34%	54%	4.40	.00	89,881
	Faculty	0%	1%	8%	38%	52%	4.41	.01	2,841
	Administration/Staff	0%	1%	6%	37%	55%	4.46	.01	9,081
	Other	1%	2%	9%	30%	57%	4.41	.03	564
Student Class Status - YOUR INSTITUTION	First year		3%	14%	25%	58%	4.38	.08	106
	Sophomore	2%	1%	13%	31%	54%	4.33	.08	136
	Junior		4%	11%	28%	58%	4.40	.05	225
	Senior		2%	14%	33%	51%	4.33	.06	177
	Graduate		3%	13%	36%	48%	4.30	.06	153
	Other			13%	50%	38%	4.25	.25	8
Student Class Status - ENTIRE SAMPLE	First year	1%	1%	9%	33%	56%	4.42	.00	37,968
	Sophomore	1%	2%	10%	34%	54%	4.40	.01	18,675
	Junior	0%	2%	10%	34%	54%	4.39	.01	14,523
	Senior	0%	2%	10%	35%	53%	4.39	.01	12,780
	Graduate	1%	3%	11%	39%	47%	4.27	.01	5,208
	Other	0%	1%	13%	35%	50%	4.32	.03	626
Gender - YOUR INSTITUTION	Female	0%	2%	9%	33%	56%	4.42	.03	753
	Male	1%	3%	14%	30%	52%	4.30	.04	455
	Transgender				100%		4.00	.00	5
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Female	0%	1%	8%	33%	58%	4.47	.00	60,826
	Male	1%	2%	12%	36%	49%	4.30	.00	40,021
	Transgender	2%	2%	10%	39%	47%	4.26	.05	351
	Other Identity	2%	2%	15%	37%	44%	4.19	.03	768
Live... - YOUR INSTITUTION	On campus	1%	2%	12%	24%	61%	4.43	.07	140
	Off campus	0%	2%	11%	34%	53%	4.37	.02	1,076
Live... - ENTIRE SAMPLE	On campus	0%	1%	9%	33%	56%	4.42	.00	63,491
	Off campus	0%	2%	10%	36%	52%	4.38	.00	37,746
NACUFS Region - YOUR	Southern	0%	2%	11%	32%	54%	4.38	.02	1,216
NACUFS Region - ENTIRE SAMPLE	Continental	0%	2%	10%	37%	50%	4.35	.01	14,286
	Mid-Atlantic	0%	2%	9%	33%	56%	4.42	.01	9,747
	Midwest	0%	2%	9%	35%	54%	4.40	.00	29,816
	Northeast	0%	1%	9%	32%	58%	4.45	.01	17,686
	Pacific	1%	2%	11%	35%	52%	4.36	.01	15,665
	Southern	1%	2%	9%	33%	56%	4.42	.01	15,325
Institution Type - YOUR INSTITUTION	Public	0%	2%	11%	32%	54%	4.38	.02	1,216
Institution Type - ENTIRE SAMPLE	Public	0%	2%	9%	34%	55%	4.41	.00	76,589
	Private	0%	2%	10%	36%	52%	4.38	.00	25,936
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	2%	11%	32%	54%	4.38	.02	1,216
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	7%	38%	54%	4.43	.02	937
	Primarily 4-year	0%	2%	9%	34%	54%	4.40	.00	101,588
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	2%	11%	32%	54%	4.38	.02	1,216
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	9%	34%	55%	4.41	.00	80,352
	Mainly Contracted	1%	2%	10%	34%	53%	4.38	.01	20,819
	Combination of Both	0%	1%	9%	37%	53%	4.41	.02	1,354
Total Current Enrollment - YOUR	Over 20,000	0%	2%	11%	32%	54%	4.38	.02	1,216
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	8%	35%	55%	4.44	.01	5,789
	2,500 to 10,000	0%	1%	9%	33%	56%	4.42	.00	23,146
	10,001 to 20,000	1%	2%	10%	35%	53%	4.38	.00	28,995
	Over 20,000	0%	2%	9%	35%	54%	4.41	.00	44,595
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	11%	32%	55%	4.40	.04	375
	Express Unit	1%	3%	9%	35%	52%	4.35	.04	331
	Specialty Coffee Shop/ Juice Bar	1%	3%	16%	36%	44%	4.19	.08	124
	Sit-down Restaurant	1%	1%	14%	35%	49%	4.28	.07	139
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	10%	34%	54%	4.39	.01	18,832
	Marketplace	0%	1%	9%	36%	53%	4.40	.01	6,721
	Express Unit	1%	2%	11%	35%	52%	4.35	.01	12,695
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	35%	52%	4.36	.01	7,415
	Sit-down Restaurant	1%	1%	8%	34%	56%	4.44	.02	2,359
	Convenience Store	1%	2%	10%	34%	54%	4.39	.01	6,981

*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	5%	9%	15%	30%	42%	3.96	.03	1,497
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	12%	20%	32%	30%	3.68	.00	125,076
Aggregated Retail Units	YOUR INSTITUTION	5%	9%	15%	31%	41%	3.95	.03	1,195
Aggregated Retail Units	ENTIRE SAMPLE	4%	10%	18%	33%	35%	3.85	.00	67,713
Aggregated Dining Halls	YOUR INSTITUTION	5%	8%	16%	27%	44%	3.98	.07	302
Aggregated Dining Halls	ENTIRE SAMPLE	7%	15%	23%	31%	24%	3.48	.01	57,363
Respondent Type - YOUR INSTITUTION	Student	4%	9%	15%	29%	43%	3.96	.04	982
	Faculty	5%	10%	17%	34%	33%	3.79	.11	115
	Administration/ Staff	5%	8%	12%	33%	43%	4.01	.06	384
	Other		13%	25%	25%	38%	3.88	.27	16
Respondent Type - ENTIRE SAMPLE	Student	6%	13%	21%	32%	28%	3.65	.00	108,874
	Faculty	6%	10%	16%	33%	35%	3.81	.02	3,679
	Administration/Staff	4%	9%	15%	32%	41%	3.96	.01	11,552
	Other	3%	5%	14%	26%	52%	4.20	.04	748
Student Class Status - YOUR INSTITUTION	First year	3%	12%	17%	31%	36%	3.84	.10	121
	Sophomore	7%	9%	19%	23%	41%	3.82	.10	159
	Junior	5%	7%	15%	28%	46%	4.04	.07	285
	Senior	5%	7%	11%	31%	46%	4.06	.08	217
	Graduate	3%	12%	15%	28%	41%	3.92	.08	190
	Other			30%	50%	20%	3.90	.23	10
Student Class Status - ENTIRE SAMPLE	First year	6%	14%	22%	31%	27%	3.61	.01	45,611
	Sophomore	7%	14%	21%	32%	27%	3.58	.01	22,782
	Junior	6%	11%	20%	33%	30%	3.69	.01	17,565
	Senior	5%	10%	19%	34%	32%	3.77	.01	15,477
	Graduate	5%	11%	19%	35%	30%	3.72	.01	6,507
	Other	6%	11%	21%	33%	29%	3.68	.04	778
Gender - YOUR INSTITUTION	Female	5%	10%	15%	29%	41%	3.92	.04	927
	Male	4%	7%	14%	32%	43%	4.02	.05	560
	Transgender		40%	20%	40%		3.00	.45	5
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	6%	13%	20%	31%	30%	3.66	.00	74,923
	Male	5%	11%	20%	34%	30%	3.72	.01	48,033
	Transgender	10%	15%	21%	31%	23%	3.43	.06	436
	Other Identity	7%	16%	21%	30%	26%	3.52	.04	971
Live... - YOUR INSTITUTION	On campus	4%	12%	16%	32%	35%	3.84	.09	158
	Off campus	5%	8%	15%	30%	43%	3.97	.03	1,339
Live... - ENTIRE SAMPLE	On campus	7%	14%	22%	31%	26%	3.55	.00	76,644
	Off campus	4%	9%	17%	33%	37%	3.90	.01	46,861
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	15%	30%	42%	3.96	.03	1,497
NACUFS Region - ENTIRE SAMPLE	Continental	4%	11%	20%	35%	31%	3.79	.01	16,708
	Mid-Atlantic	8%	15%	20%	29%	26%	3.50	.01	11,388
	Midwest	6%	12%	20%	33%	30%	3.69	.01	36,468
	Northeast	6%	13%	21%	32%	29%	3.63	.01	21,591
	Pacific	5%	13%	22%	33%	27%	3.64	.01	19,836
	Southern	6%	11%	17%	31%	35%	3.79	.01	19,085
Institution Type - YOUR INSTITUTION	Public	5%	9%	15%	30%	42%	3.96	.03	1,497
Institution Type - ENTIRE SAMPLE	Public	6%	12%	20%	32%	30%	3.69	.00	93,649
	Private	6%	13%	20%	32%	29%	3.66	.01	31,427
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	9%	15%	30%	42%	3.96	.03	1,497
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	11%	18%	29%	37%	3.84	.03	1,244
	Primarily 4-year	6%	12%	20%	32%	30%	3.68	.00	123,832
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	15%	30%	42%	3.96	.03	1,497
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	12%	20%	32%	30%	3.70	.00	97,055
	Mainly Contracted	7%	13%	19%	31%	29%	3.62	.01	26,428
	Combination of Both	5%	11%	17%	32%	34%	3.79	.03	1,593
Total Current Enrollment - YOUR	Over 20,000	5%	9%	15%	30%	42%	3.96	.03	1,497
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	13%	20%	32%	29%	3.62	.01	6,786
	2,500 to 10,000	6%	12%	20%	32%	31%	3.70	.01	28,527
	10,001 to 20,000	5%	12%	21%	33%	29%	3.67	.01	35,418
	Over 20,000	6%	12%	19%	32%	31%	3.69	.01	54,345
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	8%	14%	30%	44%	4.01	.05	476
	Express Unit	5%	12%	15%	31%	38%	3.84	.06	391
	Specialty Coffee Shop/ Juice Bar	3%	10%	16%	31%	40%	3.95	.09	154
	Sit-down Restaurant	5%	4%	14%	33%	43%	4.05	.08	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	19%	33%	33%	3.79	.01	23,159
	Marketplace	5%	12%	18%	33%	31%	3.74	.01	8,121
	Express Unit	4%	9%	16%	33%	38%	3.94	.01	15,594
	Specialty Coffee Shop/ Juice Bar	3%	8%	16%	33%	40%	3.99	.01	9,319
	Sit-down Restaurant	3%	7%	16%	34%	40%	4.00	.02	2,958
	Convenience Store	5%	10%	19%	33%	33%	3.79	.01	8,563

*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%	30%	50%	4.22	.03	1,204
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	30%	53%	4.29	.00	101,670
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	13%	32%	47%	4.15	.03	959
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	52%	4.27	.00	54,446
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	11%	21%	65%	4.46	.05	245
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.32	.00	47,224
Respondent Type - YOUR INSTITUTION	Student	3%	5%	12%	30%	51%	4.22	.04	795
	Faculty	3%	2%	17%	21%	56%	4.26	.11	94
	Administration/ Staff	2%	6%	11%	33%	48%	4.19	.06	302
	Other			8%	38%	54%	4.46	.18	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	30%	53%	4.28	.00	89,130
	Faculty	1%	2%	9%	29%	58%	4.41	.02	2,823
	Administration/Staff	1%	3%	10%	32%	54%	4.34	.01	9,015
	Other	2%	2%	12%	28%	56%	4.32	.04	552
Student Class Status - YOUR INSTITUTION	First year	5%	4%	11%	24%	56%	4.23	.11	107
	Sophomore	2%	3%	17%	31%	47%	4.18	.08	133
	Junior	3%	5%	12%	29%	51%	4.20	.07	223
	Senior	2%	8%	11%	26%	52%	4.18	.08	174
	Graduate	1%	2%	11%	38%	48%	4.32	.06	151
	Other			29%	29%	43%	4.14	.34	7
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	12%	29%	53%	4.29	.00	37,683
	Sophomore	2%	3%	12%	30%	52%	4.28	.01	18,536
	Junior	2%	4%	12%	30%	52%	4.27	.01	14,380
	Senior	2%	4%	12%	30%	53%	4.29	.01	12,650
	Graduate	2%	3%	11%	33%	51%	4.28	.01	5,166
	Other	2%	4%	13%	29%	52%	4.25	.04	617
Gender - YOUR INSTITUTION	Female	1%	3%	11%	30%	55%	4.33	.03	750
	Male	4%	7%	15%	30%	43%	4.02	.05	446
	Transgender			20%	80%		3.80	.20	5
	Other Identity					100%	5.00	.00	3
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	28%	60%	4.44	.00	60,427
	Male	3%	5%	16%	33%	43%	4.08	.01	39,594
	Transgender	4%	5%	12%	36%	42%	4.07	.06	349
	Other Identity	3%	4%	15%	30%	48%	4.14	.04	755
Live... - YOUR INSTITUTION	On campus	4%	6%	13%	23%	55%	4.20	.09	140
	Off campus	2%	4%	12%	31%	50%	4.22	.03	1,064
Live... - ENTIRE SAMPLE	On campus	2%	3%	12%	30%	53%	4.30	.00	63,003
	Off campus	2%	4%	12%	31%	53%	4.29	.00	37,415
NACUFS Region - YOUR	Southern	2%	5%	12%	30%	50%	4.22	.03	1,204
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	13%	32%	51%	4.26	.01	14,133
	Mid-Atlantic	2%	3%	11%	29%	55%	4.32	.01	9,692
	Midwest	2%	3%	12%	31%	52%	4.29	.01	29,603
	Northeast	1%	3%	12%	29%	55%	4.33	.01	17,549
	Pacific	2%	4%	13%	30%	51%	4.26	.01	15,501
	Southern	2%	4%	11%	29%	55%	4.31	.01	15,192
Institution Type - YOUR INSTITUTION	Public	2%	5%	12%	30%	50%	4.22	.03	1,204
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	30%	53%	4.29	.00	75,953
	Private	2%	4%	12%	31%	53%	4.29	.01	25,717
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	5%	12%	30%	50%	4.22	.03	1,204
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	11%	27%	57%	4.33	.03	923
	Primarily 4-year	2%	3%	12%	30%	53%	4.29	.00	100,747
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	12%	30%	50%	4.22	.03	1,204
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	12%	30%	53%	4.30	.00	79,743
	Mainly Contracted	2%	4%	12%	30%	52%	4.26	.01	20,577
	Combination of Both	2%	4%	11%	31%	52%	4.27	.03	1,350
Total Current Enrollment - YOUR	Over 20,000	2%	5%	12%	30%	50%	4.22	.03	1,204
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	10%	29%	57%	4.40	.01	5,739
	2,500 to 10,000	2%	3%	12%	30%	54%	4.30	.01	22,953
	10,001 to 20,000	2%	3%	13%	31%	51%	4.27	.01	28,753
	Over 20,000	2%	3%	12%	30%	53%	4.29	.00	44,225
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	14%	29%	51%	4.23	.05	370
	Express Unit	4%	6%	11%	35%	44%	4.11	.06	328
	Specialty Coffee Shop/ Juice Bar	2%	6%	14%	30%	48%	4.16	.09	122
	Sit-down Restaurant	2%	7%	14%	37%	40%	4.06	.09	139
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	30%	53%	4.28	.01	18,646
	Marketplace	1%	3%	12%	31%	53%	4.31	.01	6,690
	Express Unit	2%	4%	13%	31%	50%	4.22	.01	12,546
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	31%	51%	4.25	.01	7,294
	Sit-down Restaurant	2%	4%	11%	31%	51%	4.25	.02	2,331
	Convenience Store	2%	3%	12%	30%	54%	4.30	.01	6,940

*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%	10%	21%	29%	35%	3.77	.03	1,478
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	23%	31%	26%	3.56	.00	123,518
Aggregated Retail Units	YOUR INSTITUTION	6%	10%	23%	28%	34%	3.74	.03	1,177
Aggregated Retail Units	ENTIRE SAMPLE	6%	12%	22%	30%	29%	3.65	.00	66,761
Aggregated Dining Halls	YOUR INSTITUTION	7%	7%	15%	34%	38%	3.89	.07	301
Aggregated Dining Halls	ENTIRE SAMPLE	8%	14%	24%	32%	22%	3.45	.01	56,757
Respondent Type - YOUR INSTITUTION	Student	7%	10%	21%	27%	35%	3.73	.04	970
	Faculty	8%	7%	25%	27%	33%	3.70	.11	115
	Administration/ Staff	3%	9%	18%	37%	33%	3.87	.06	377
	Other			31%	25%	44%	4.13	.22	16
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	24%	31%	24%	3.51	.00	107,538
	Faculty	7%	9%	19%	33%	33%	3.75	.02	3,642
	Administration/Staff	4%	8%	18%	32%	38%	3.91	.01	11,373
	Other	3%	5%	17%	28%	46%	4.10	.04	745
Student Class Status - YOUR INSTITUTION	First year	5%	10%	23%	32%	30%	3.72	.10	121
	Sophomore	11%	10%	21%	27%	31%	3.56	.10	160
	Junior	5%	9%	21%	24%	40%	3.85	.07	284
	Senior	7%	11%	20%	27%	36%	3.75	.09	209
	Graduate	6%	13%	20%	26%	34%	3.70	.09	186
	Other		10%	30%	40%	20%	3.70	.30	10
Student Class Status - ENTIRE SAMPLE	First year	7%	14%	24%	31%	24%	3.49	.01	45,100
	Sophomore	8%	14%	24%	30%	23%	3.45	.01	22,472
	Junior	7%	13%	24%	31%	25%	3.54	.01	17,345
	Senior	7%	12%	23%	31%	26%	3.57	.01	15,260
	Graduate	6%	12%	23%	33%	26%	3.61	.01	6,447
	Other	9%	13%	24%	30%	23%	3.46	.04	768
Gender - YOUR INSTITUTION	Female	7%	10%	21%	29%	33%	3.70	.04	915
	Male	4%	8%	21%	30%	37%	3.89	.05	552
	Transgender	17%	50%	33%			2.17	.31	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	8%	14%	23%	30%	25%	3.50	.00	74,175
	Male	6%	11%	24%	33%	27%	3.65	.01	47,275
	Transgender	9%	13%	26%	29%	24%	3.44	.06	431
	Other Identity	10%	14%	24%	27%	25%	3.41	.04	940
Live... - YOUR INSTITUTION	On campus	8%	11%	22%	28%	31%	3.64	.10	159
	Off campus	6%	9%	21%	29%	35%	3.79	.03	1,319
Live... - ENTIRE SAMPLE	On campus	8%	15%	25%	30%	22%	3.44	.00	75,733
	Off campus	5%	10%	21%	32%	32%	3.75	.01	46,233
NACUFS Region - YOUR INSTITUTION	Southern	6%	10%	21%	29%	35%	3.77	.03	1,478
NACUFS Region - ENTIRE SAMPLE	Continental	5%	12%	24%	34%	26%	3.63	.01	16,518
	Mid-Atlantic	10%	16%	24%	29%	22%	3.37	.01	11,266
	Midwest	7%	13%	23%	31%	26%	3.56	.01	35,971
	Northeast	7%	13%	23%	30%	26%	3.55	.01	21,369
	Pacific	6%	13%	25%	32%	24%	3.54	.01	19,584
	Southern	7%	12%	22%	29%	30%	3.63	.01	18,810
Institution Type - YOUR INSTITUTION	Public	6%	10%	21%	29%	35%	3.77	.03	1,478
Institution Type - ENTIRE SAMPLE	Public	7%	13%	23%	31%	26%	3.56	.00	92,461
	Private	7%	13%	24%	31%	25%	3.54	.01	31,057
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	10%	21%	29%	35%	3.77	.03	1,478
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	13%	19%	27%	32%	3.63	.04	1,208
	Primarily 4-year	7%	13%	23%	31%	26%	3.56	.00	122,310
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	10%	21%	29%	35%	3.77	.03	1,478
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	23%	31%	26%	3.57	.00	95,945
	Mainly Contracted	9%	13%	23%	30%	25%	3.50	.01	26,012
	Combination of Both	7%	14%	23%	31%	25%	3.54	.03	1,561
Total Current Enrollment - YOUR	Over 20,000	6%	10%	21%	29%	35%	3.77	.03	1,478
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	14%	23%	30%	25%	3.48	.02	6,709
	2,500 to 10,000	7%	13%	23%	30%	26%	3.55	.01	28,152
	10,001 to 20,000	6%	12%	24%	32%	26%	3.62	.01	35,017
	Over 20,000	8%	13%	23%	31%	25%	3.53	.01	53,640
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	9%	19%	29%	39%	3.87	.05	469
	Express Unit	4%	12%	28%	30%	25%	3.60	.06	386
	Specialty Coffee Shop/ Juice Bar	9%	13%	21%	22%	35%	3.61	.11	150
	Sit-down Restaurant	8%	7%	20%	26%	38%	3.80	.10	172
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	13%	23%	30%	26%	3.55	.01	22,832
	Marketplace	7%	13%	22%	31%	27%	3.58	.01	8,039
	Express Unit	5%	10%	21%	30%	33%	3.75	.01	15,387
	Specialty Coffee Shop/ Juice Bar	4%	10%	22%	31%	32%	3.77	.01	9,097
	Sit-down Restaurant	4%	9%	20%	31%	36%	3.86	.02	2,905
	Convenience Store	7%	13%	22%	30%	27%	3.56	.01	8,502

*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%	19%	34%	3.33	.05	1,105
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	18%	12%	15%	21%	34%	3.43	.01	86,991
Aggregated Retail Units	YOUR INSTITUTION	23%	11%	14%	20%	32%	3.27	.05	885
Aggregated Retail Units	ENTIRE SAMPLE	17%	11%	15%	21%	35%	3.46	.01	46,654
Aggregated Dining Halls	YOUR INSTITUTION	16%	12%	14%	16%	42%	3.57	.10	220
Aggregated Dining Halls	ENTIRE SAMPLE	18%	12%	16%	21%	33%	3.38	.01	40,337
Respondent Type - YOUR INSTITUTION	Student	22%	9%	14%	18%	37%	3.38	.06	740
	Faculty	19%	13%	16%	23%	29%	3.31	.16	86
	Administration/ Staff	21%	17%	13%	21%	28%	3.17	.09	266
	Other	15%		8%	46%	31%	3.77	.38	13
Respondent Type - ENTIRE SAMPLE	Student	18%	12%	15%	21%	34%	3.43	.01	76,176
	Faculty	16%	11%	14%	23%	37%	3.54	.03	2,497
	Administration/Staff	20%	12%	14%	23%	32%	3.35	.02	7,665
	Other	12%	9%	15%	19%	44%	3.74	.06	515
Student Class Status - YOUR INSTITUTION	First year	27%	10%	10%	14%	39%	3.28	.17	100
	Sophomore	22%	10%	19%	16%	33%	3.29	.14	129
	Junior	23%	9%	12%	16%	39%	3.39	.11	210
	Senior	23%	6%	13%	20%	38%	3.45	.13	159
	Graduate	16%	13%	15%	20%	35%	3.44	.13	134
	Other	13%		25%	25%	38%	3.75	.49	8
Student Class Status - ENTIRE SAMPLE	First year	19%	12%	15%	20%	33%	3.37	.01	31,991
	Sophomore	17%	12%	15%	22%	34%	3.44	.01	15,829
	Junior	17%	11%	15%	22%	35%	3.46	.01	12,340
	Senior	16%	11%	15%	22%	36%	3.50	.01	10,790
	Graduate	15%	11%	15%	24%	36%	3.55	.02	4,595
	Other	18%	11%	14%	23%	35%	3.46	.06	537
Gender - YOUR INSTITUTION	Female	20%	11%	13%	20%	36%	3.41	.06	688
	Male	24%	12%	15%	18%	31%	3.20	.08	410
	Transgender	25%			50%	25%	3.50	.87	4
	Other Identity					100%	5.00	.00	3
Gender - ENTIRE SAMPLE	Female	14%	11%	14%	22%	39%	3.62	.01	51,703
	Male	24%	13%	16%	20%	27%	3.13	.01	33,815
	Transgender	15%	9%	12%	26%	37%	3.60	.08	322
	Other Identity	13%	9%	16%	19%	43%	3.71	.05	675
Live... - YOUR INSTITUTION	On campus	23%	11%	11%	15%	39%	3.35	.14	133
	Off campus	21%	11%	14%	20%	34%	3.33	.05	972
Live... - ENTIRE SAMPLE	On campus	18%	12%	15%	21%	34%	3.41	.01	53,427
	Off campus	18%	11%	14%	22%	35%	3.45	.01	32,449
NACUFS Region - YOUR	Southern	22%	11%	14%	19%	34%	3.33	.05	1,105
NACUFS Region - ENTIRE SAMPLE	Continental	22%	13%	16%	21%	28%	3.20	.01	11,433
	Mid-Atlantic	20%	12%	15%	19%	34%	3.36	.02	8,165
	Midwest	18%	12%	15%	22%	33%	3.39	.01	25,246
	Northeast	15%	10%	15%	22%	38%	3.58	.01	15,258
	Pacific	15%	11%	16%	22%	36%	3.53	.01	13,493
	Southern	18%	11%	14%	20%	36%	3.46	.01	13,396
Institution Type - YOUR INSTITUTION	Public	22%	11%	14%	19%	34%	3.33	.05	1,105
Institution Type - ENTIRE SAMPLE	Public	18%	11%	15%	21%	35%	3.45	.01	65,266
	Private	18%	13%	15%	22%	32%	3.36	.01	21,725
Institution Type - YOUR INSTITUTION	Primarily 4-year	22%	11%	14%	19%	34%	3.33	.05	1,105
Institution Type - ENTIRE SAMPLE	Primarily 2-year	18%	10%	13%	23%	37%	3.52	.05	791
	Primarily 4-year	18%	12%	15%	21%	34%	3.43	.01	86,200
Operation Type - YOUR INSTITUTION	Mainly Contracted	22%	11%	14%	19%	34%	3.33	.05	1,105
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	18%	12%	15%	22%	34%	3.42	.01	68,045
	Mainly Contracted	17%	12%	15%	21%	35%	3.44	.01	17,805
	Combination of Both	16%	13%	15%	24%	32%	3.42	.04	1,141
Total Current Enrollment - YOUR	Over 20,000	22%	11%	14%	19%	34%	3.33	.05	1,105
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	16%	11%	14%	23%	36%	3.52	.02	4,789
	2,500 to 10,000	15%	11%	15%	21%	37%	3.54	.01	19,589
	10,001 to 20,000	17%	11%	15%	22%	34%	3.43	.01	24,638
	Over 20,000	19%	12%	15%	21%	33%	3.35	.01	37,975
Type of Retail Unit - YOUR INSTITUTION	Food Court	24%	9%	13%	18%	36%	3.33	.09	347
	Express Unit	24%	14%	15%	22%	24%	3.09	.09	305
	Specialty Coffee Shop/ Juice Bar	14%	10%	11%	21%	43%	3.69	.14	106
	Sit-down Restaurant	24%	13%	14%	18%	31%	3.21	.14	127
Type of Retail Unit - ENTIRE SAMPLE	Food Court	18%	11%	15%	21%	35%	3.44	.01	15,776
	Marketplace	18%	12%	15%	22%	33%	3.41	.02	5,600
	Express Unit	18%	11%	14%	21%	35%	3.45	.01	10,911
	Specialty Coffee Shop/ Juice Bar	14%	11%	14%	23%	38%	3.59	.02	6,278
	Sit-down Restaurant	17%	11%	12%	22%	37%	3.50	.03	2,069
	Convenience Store	17%	11%	15%	21%	36%	3.47	.02	6,020

*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%	10%	23%	23%	36%	3.67	.04	1,234
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	11%	25%	28%	29%	3.61	.00	95,846
Aggregated Retail Units	YOUR INSTITUTION	8%	11%	24%	22%	35%	3.64	.04	985
Aggregated Retail Units	ENTIRE SAMPLE	6%	10%	25%	27%	32%	3.68	.01	52,074
Aggregated Dining Halls	YOUR INSTITUTION	8%	8%	18%	29%	38%	3.81	.08	249
Aggregated Dining Halls	ENTIRE SAMPLE	8%	11%	26%	29%	26%	3.53	.01	43,772
Respondent Type - YOUR INSTITUTION	Student	10%	12%	21%	22%	36%	3.62	.05	828
	Faculty	5%	10%	24%	22%	38%	3.78	.12	98
	Administration/ Staff	6%	7%	25%	27%	35%	3.77	.07	294
	Other			43%	14%	43%	4.00	.26	14
Respondent Type - ENTIRE SAMPLE	Student	8%	11%	26%	27%	28%	3.57	.00	84,187
	Faculty	8%	9%	20%	29%	34%	3.73	.02	2,803
	Administration/Staff	5%	7%	20%	28%	40%	3.92	.01	8,014
	Other	3%	6%	20%	25%	47%	4.07	.04	645
Student Class Status - YOUR INSTITUTION	First year	6%	5%	31%	24%	34%	3.75	.12	100
	Sophomore	16%	10%	21%	21%	33%	3.44	.12	144
	Junior	10%	12%	19%	20%	39%	3.67	.09	242
	Senior	9%	15%	22%	17%	37%	3.57	.10	171
	Graduate	7%	12%	18%	29%	34%	3.68	.10	161
	Other		30%	20%	40%	10%	3.30	.33	10
Student Class Status - ENTIRE SAMPLE	First year	7%	11%	27%	28%	28%	3.58	.01	34,932
	Sophomore	8%	12%	26%	27%	27%	3.52	.01	17,522
	Junior	7%	11%	26%	27%	28%	3.58	.01	13,726
	Senior	7%	11%	26%	27%	29%	3.61	.01	11,956
	Graduate	8%	11%	23%	29%	28%	3.60	.02	5,314
	Other	10%	11%	25%	28%	26%	3.49	.05	606
Gender - YOUR INSTITUTION	Female	9%	12%	22%	23%	33%	3.59	.05	748
	Male	7%	8%	23%	23%	39%	3.79	.06	476
	Transgender	20%	20%	40%		20%	2.80	.66	5
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	8%	12%	24%	27%	28%	3.54	.01	57,405
	Male	5%	8%	27%	28%	31%	3.72	.01	36,659
	Transgender	12%	15%	25%	23%	25%	3.33	.07	369
	Other Identity	14%	15%	22%	21%	29%	3.37	.05	800
Live... - YOUR INSTITUTION	On campus	10%	9%	26%	22%	32%	3.58	.11	139
	Off campus	8%	11%	22%	23%	36%	3.68	.04	1,095
Live... - ENTIRE SAMPLE	On campus	8%	11%	27%	28%	26%	3.53	.01	58,573
	Off campus	6%	9%	23%	27%	34%	3.74	.01	35,902
NACUFS Region - YOUR INSTITUTION	Southern	8%	10%	23%	23%	36%	3.67	.04	1,234
NACUFS Region - ENTIRE SAMPLE	Continental	5%	10%	28%	28%	29%	3.66	.01	12,108
	Mid-Atlantic	10%	12%	27%	26%	25%	3.45	.01	8,405
	Midwest	7%	11%	25%	28%	29%	3.61	.01	27,560
	Northeast	7%	11%	25%	28%	30%	3.62	.01	17,024
	Pacific	7%	11%	26%	28%	28%	3.60	.01	15,919
	Southern	8%	10%	24%	26%	32%	3.64	.01	14,830
Institution Type - YOUR INSTITUTION	Public	8%	10%	23%	23%	36%	3.67	.04	1,234
Institution Type - ENTIRE SAMPLE	Public	7%	10%	25%	28%	29%	3.61	.00	71,868
	Private	7%	11%	26%	28%	29%	3.61	.01	23,978
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	10%	23%	23%	36%	3.67	.04	1,234
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	13%	23%	24%	32%	3.59	.04	891
	Primarily 4-year	7%	11%	25%	28%	29%	3.61	.00	94,955
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	10%	23%	23%	36%	3.67	.04	1,234
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	10%	26%	28%	30%	3.64	.00	74,220
	Mainly Contracted	9%	12%	25%	26%	28%	3.51	.01	20,441
	Combination of Both	6%	12%	24%	31%	28%	3.63	.03	1,185
Total Current Enrollment - YOUR	Over 20,000	8%	10%	23%	23%	36%	3.67	.04	1,234
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	12%	25%	27%	28%	3.53	.02	4,973
	2,500 to 10,000	7%	11%	25%	27%	29%	3.60	.01	22,076
	10,001 to 20,000	6%	9%	26%	29%	30%	3.68	.01	27,636
	Over 20,000	8%	11%	25%	27%	29%	3.57	.01	41,161
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	10%	23%	22%	37%	3.70	.06	396
	Express Unit	8%	13%	25%	23%	32%	3.57	.07	314
	Specialty Coffee Shop/ Juice Bar	12%	13%	22%	15%	38%	3.52	.12	130
	Sit-down Restaurant	8%	8%	27%	22%	35%	3.68	.10	145
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	11%	26%	26%	30%	3.60	.01	17,592
	Marketplace	7%	11%	26%	27%	30%	3.63	.02	5,985
	Express Unit	6%	10%	23%	26%	35%	3.75	.01	12,244
	Specialty Coffee Shop/ Juice Bar	5%	9%	23%	27%	36%	3.80	.01	7,206
	Sit-down Restaurant	5%	8%	23%	28%	36%	3.80	.02	2,325
	Convenience Store	7%	10%	26%	27%	30%	3.62	.01	6,722

*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%	1%	6%	28%	64%	4.55	.02	1,219
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	32%	58%	4.46	.00	102,895
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	6%	29%	64%	4.55	.02	972
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	30%	62%	4.52	.00	55,457
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	7%	25%	67%	4.57	.04	247
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	34%	54%	4.40	.00	47,438
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	27%	65%	4.56	.02	810
	Faculty	1%	1%	8%	24%	65%	4.52	.08	95
	Administration/ Staff	0%	1%	5%	32%	62%	4.54	.04	301
	Other			8%	31%	62%	4.54	.18	13
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	9%	32%	57%	4.44	.00	90,121
	Faculty	0%	1%	5%	32%	62%	4.55	.01	2,884
	Administration/Staff	0%	0%	3%	27%	69%	4.64	.01	9,153
	Other	1%	0%	6%	25%	68%	4.59	.03	579
Student Class Status - YOUR INSTITUTION	First year			11%	25%	64%	4.53	.07	108
	Sophomore	2%	2%	5%	23%	70%	4.58	.07	132
	Junior		1%	4%	28%	66%	4.60	.04	223
	Senior		3%	7%	28%	62%	4.49	.06	182
	Graduate			7%	27%	66%	4.59	.05	157
	Other			13%	38%	50%	4.38	.26	8
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	9%	32%	57%	4.44	.00	38,098
	Sophomore	0%	1%	9%	33%	56%	4.43	.01	18,665
	Junior	0%	1%	9%	31%	58%	4.45	.01	14,562
	Senior	0%	1%	8%	31%	60%	4.48	.01	12,841
	Graduate	0%	1%	8%	37%	54%	4.42	.01	5,233
	Other	0%	2%	10%	28%	61%	4.47	.03	621
Gender - YOUR INSTITUTION	Female	0%	1%	5%	27%	67%	4.60	.02	750
	Male	1%	1%	8%	30%	60%	4.48	.03	461
	Transgender			20%	60%	20%	4.00	.32	5
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	30%	61%	4.52	.00	61,048
	Male	1%	2%	10%	34%	54%	4.39	.00	40,171
	Transgender	0%	2%	14%	34%	49%	4.30	.04	355
	Other Identity	2%	3%	15%	34%	46%	4.20	.03	767
Live... - YOUR INSTITUTION	On campus	1%		7%	28%	65%	4.55	.06	141
	Off campus	0%	1%	6%	28%	64%	4.55	.02	1,078
Live... - ENTIRE SAMPLE	On campus	0%	1%	9%	33%	56%	4.43	.00	63,599
	Off campus	0%	1%	7%	30%	62%	4.53	.00	38,030
NACUFS Region - YOUR	Southern	0%	1%	6%	28%	64%	4.55	.02	1,219
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	34%	56%	4.44	.01	14,321
	Mid-Atlantic	0%	1%	8%	32%	59%	4.48	.01	9,772
	Midwest	0%	1%	8%	33%	57%	4.44	.00	29,917
	Northeast	0%	1%	8%	30%	61%	4.49	.01	17,737
	Pacific	1%	1%	10%	32%	56%	4.42	.01	15,725
	Southern	0%	1%	7%	28%	63%	4.54	.01	15,423
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	28%	64%	4.55	.02	1,219
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	31%	59%	4.47	.00	76,909
	Private	0%	1%	8%	33%	58%	4.46	.00	25,986
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	28%	64%	4.55	.02	1,219
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	5%	24%	70%	4.64	.02	958
	Primarily 4-year	0%	1%	8%	32%	58%	4.46	.00	101,937
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	28%	64%	4.55	.02	1,219
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	32%	58%	4.46	.00	80,606
	Mainly Contracted	0%	1%	8%	32%	59%	4.47	.01	20,933
	Combination of Both		1%	8%	32%	60%	4.50	.02	1,356
Total Current Enrollment - YOUR	Over 20,000	0%	1%	6%	28%	64%	4.55	.02	1,219
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	30%	62%	4.52	.01	5,819
	2,500 to 10,000	0%	1%	8%	30%	61%	4.49	.00	23,308
	10,001 to 20,000	1%	1%	9%	32%	57%	4.43	.00	29,002
	Over 20,000	0%	1%	8%	32%	58%	4.46	.00	44,766
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	5%	23%	70%	4.60	.04	374
	Express Unit	1%	0%	6%	31%	62%	4.53	.04	333
	Specialty Coffee Shop/ Juice Bar	1%	3%	6%	33%	57%	4.42	.07	128
	Sit-down Restaurant			7%	34%	60%	4.53	.05	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	31%	60%	4.49	.01	18,864
	Marketplace	0%	1%	7%	32%	60%	4.50	.01	6,784
	Express Unit	0%	1%	7%	29%	63%	4.54	.01	12,761
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	27%	66%	4.57	.01	7,488
	Sit-down Restaurant	0%	1%	6%	27%	66%	4.58	.01	2,369
	Convenience Store	0%	1%	7%	30%	61%	4.49	.01	7,192

*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	3%	4%	11%	30%	52%	4.25	.03	1,495
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	34%	49%	4.24	.00	125,648
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	11%	32%	50%	4.22	.03	1,192
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	33%	50%	4.25	.00	68,386
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	13%	26%	58%	4.39	.05	303
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	35%	47%	4.22	.00	57,262
Respondent Type - YOUR INSTITUTION	Student	2%	3%	12%	31%	51%	4.26	.03	983
	Faculty	4%	4%	16%	22%	53%	4.16	.10	118
	Administration/ Staff	3%	4%	8%	31%	53%	4.27	.05	378
	Other			19%	38%	44%	4.25	.19	16
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	35%	47%	4.22	.00	109,282
	Faculty	3%	3%	9%	27%	57%	4.33	.02	3,722
	Administration/Staff	2%	3%	9%	27%	58%	4.37	.01	11,644
	Other	2%	2%	8%	24%	64%	4.46	.03	777
Student Class Status - YOUR INSTITUTION	First year	1%	2%	15%	29%	54%	4.33	.08	119
	Sophomore	2%	3%	15%	31%	49%	4.23	.07	158
	Junior	3%	2%	12%	30%	53%	4.27	.06	287
	Senior	1%	5%	8%	36%	49%	4.27	.06	218
	Graduate	3%	5%	12%	29%	52%	4.23	.07	191
	Other		10%	10%	40%	40%	4.10	.31	10
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	12%	35%	48%	4.25	.00	45,717
	Sophomore	2%	4%	13%	35%	46%	4.20	.01	22,789
	Junior	2%	4%	12%	35%	46%	4.19	.01	17,662
	Senior	2%	4%	12%	35%	47%	4.21	.01	15,600
	Graduate	2%	4%	11%	36%	46%	4.21	.01	6,601
	Other	3%	3%	11%	34%	50%	4.25	.03	769
Gender - YOUR INSTITUTION	Female	3%	4%	12%	30%	51%	4.22	.03	918
	Male	2%	3%	11%	32%	53%	4.31	.04	566
	Transgender				67%	33%	4.33	.21	6
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Female	2%	3%	12%	33%	50%	4.26	.00	75,305
	Male	2%	4%	12%	35%	47%	4.22	.00	48,213
	Transgender	3%	5%	16%	30%	46%	4.11	.05	438
	Other Identity	4%	3%	14%	31%	48%	4.17	.03	968
Live... - YOUR INSTITUTION	On campus	1%	3%	18%	25%	53%	4.27	.07	159
	Off campus	3%	4%	11%	31%	52%	4.25	.03	1,336
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	35%	46%	4.21	.00	76,796
	Off campus	2%	3%	11%	32%	52%	4.29	.00	47,271
NACUFS Region - YOUR INSTITUTION	Southern	3%	4%	11%	30%	52%	4.25	.03	1,495
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	33%	54%	4.37	.01	16,812
	Mid-Atlantic	3%	5%	13%	35%	44%	4.13	.01	11,433
	Midwest	2%	3%	12%	35%	49%	4.24	.00	36,623
	Northeast	2%	4%	13%	34%	48%	4.22	.01	21,662
	Pacific	2%	3%	13%	35%	46%	4.19	.01	19,948
	Southern	2%	4%	12%	31%	51%	4.25	.01	19,170
Institution Type - YOUR INSTITUTION	Public	3%	4%	11%	30%	52%	4.25	.03	1,495
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	34%	48%	4.22	.00	94,087
	Private	2%	3%	11%	33%	52%	4.29	.01	31,561
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	4%	11%	30%	52%	4.25	.03	1,495
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	10%	29%	55%	4.29	.03	1,280
	Primarily 4-year	2%	3%	12%	34%	49%	4.24	.00	124,368
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	11%	30%	52%	4.25	.03	1,495
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	34%	50%	4.27	.00	97,526
	Mainly Contracted	3%	5%	14%	33%	45%	4.12	.01	26,530
	Combination of Both	1%	3%	10%	35%	50%	4.30	.02	1,592
Total Current Enrollment - YOUR	Over 20,000	3%	4%	11%	30%	52%	4.25	.03	1,495
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	11%	31%	53%	4.31	.01	6,835
	2,500 to 10,000	2%	4%	12%	34%	48%	4.22	.01	28,666
	10,001 to 20,000	2%	3%	11%	34%	50%	4.28	.00	35,543
	Over 20,000	2%	4%	12%	35%	47%	4.21	.00	54,604
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	9%	29%	55%	4.30	.05	474
	Express Unit	1%	3%	13%	33%	50%	4.29	.04	391
	Specialty Coffee Shop/ Juice Bar	6%	6%	12%	29%	47%	4.03	.10	156
	Sit-down Restaurant	4%	6%	13%	37%	39%	4.00	.08	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	34%	48%	4.22	.01	23,219
	Marketplace	2%	4%	12%	34%	47%	4.21	.01	8,197
	Express Unit	2%	3%	11%	32%	52%	4.27	.01	15,699
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	30%	53%	4.28	.01	9,435
	Sit-down Restaurant	3%	4%	12%	30%	51%	4.24	.02	2,994
	Convenience Store	2%	3%	10%	33%	53%	4.32	.01	8,843

*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%	5%	28%	65%	4.57	.02	1,226
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	2%	8%	33%	57%	4.44	.00	103,018
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	5%	27%	67%	4.59	.02	980
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	30%	62%	4.52	.00	55,579
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	8%	30%	61%	4.50	.05	246
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	36%	51%	4.35	.00	47,439
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	26%	67%	4.57	.02	815
	Faculty		2%	3%	29%	65%	4.58	.07	95
	Administration/ Staff	0%	1%	3%	33%	62%	4.56	.04	303
	Other			8%	38%	54%	4.46	.18	13
Respondent Type - ENTIRE SAMPLE	Student	0%	2%	9%	33%	56%	4.42	.00	90,232
	Faculty	0%	1%	5%	33%	61%	4.54	.01	2,874
	Administration/Staff	0%	1%	4%	30%	66%	4.60	.01	9,179
	Other	1%	1%	6%	29%	63%	4.53	.03	571
Student Class Status - YOUR INSTITUTION	First year			9%	24%	67%	4.58	.06	109
	Sophomore	1%	1%	4%	24%	69%	4.59	.06	135
	Junior			0%	4%	25%	4.64	.04	224
	Senior	1%	2%	7%	28%	62%	4.49	.06	183
	Graduate		1%	8%	25%	66%	4.56	.05	156
	Other			13%	38%	50%	4.38	.26	8
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	10%	34%	54%	4.39	.00	38,120
	Sophomore	0%	2%	10%	33%	55%	4.41	.01	18,703
	Junior	0%	2%	8%	32%	58%	4.45	.01	14,576
	Senior	0%	2%	8%	31%	59%	4.47	.01	12,849
	Graduate	0%	1%	8%	33%	57%	4.45	.01	5,252
	Other	0%	2%	8%	30%	60%	4.46	.03	626
Gender - YOUR INSTITUTION	Female	0%	1%	4%	27%	67%	4.60	.02	758
	Male	0%	1%	7%	29%	62%	4.52	.03	460
	Transgender				80%	20%	4.20	.20	5
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	31%	60%	4.49	.00	61,153
	Male	1%	2%	10%	34%	53%	4.37	.00	40,176
	Transgender	0%	3%	13%	37%	46%	4.26	.04	357
	Other Identity	2%	3%	15%	36%	44%	4.18	.03	774
Live... - YOUR INSTITUTION	On campus	1%		7%	27%	65%	4.54	.06	143
	Off campus	0%	1%	5%	28%	65%	4.57	.02	1,083
Live... - ENTIRE SAMPLE	On campus	0%	2%	10%	34%	54%	4.39	.00	63,648
	Off campus	0%	1%	6%	30%	62%	4.52	.00	38,094
NACUFS Region - YOUR	Southern	0%	1%	5%	28%	65%	4.57	.02	1,226
NACUFS Region - ENTIRE SAMPLE	Continental	0%	2%	9%	35%	54%	4.41	.01	14,393
	Mid-Atlantic	0%	2%	7%	31%	59%	4.48	.01	9,793
	Midwest	0%	2%	9%	35%	54%	4.41	.00	29,960
	Northeast	0%	2%	9%	31%	58%	4.45	.01	17,719
	Pacific	1%	2%	9%	32%	56%	4.42	.01	15,712
	Southern	0%	1%	7%	29%	62%	4.52	.01	15,441
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	28%	65%	4.57	.02	1,226
Institution Type - ENTIRE SAMPLE	Public	0%	2%	8%	32%	57%	4.45	.00	76,979
	Private	0%	2%	9%	34%	55%	4.42	.00	26,039
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	28%	65%	4.57	.02	1,226
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	5%	28%	66%	4.60	.02	966
	Primarily 4-year	0%	2%	8%	33%	57%	4.44	.00	102,052
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	28%	65%	4.57	.02	1,226
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	2%	9%	33%	57%	4.44	.00	80,687
	Mainly Contracted	0%	2%	8%	32%	58%	4.46	.01	20,968
	Combination of Both	0%	2%	7%	35%	56%	4.44	.02	1,363
Total Current Enrollment - YOUR	Over 20,000	0%	1%	5%	28%	65%	4.57	.02	1,226
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	8%	33%	57%	4.46	.01	5,818
	2,500 to 10,000	0%	2%	8%	31%	58%	4.46	.00	23,281
	10,001 to 20,000	0%	2%	10%	34%	54%	4.39	.00	29,054
	Over 20,000	0%	1%	8%	32%	58%	4.46	.00	44,865
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	5%	23%	70%	4.62	.04	376
	Express Unit		1%	5%	32%	61%	4.54	.04	335
	Specialty Coffee Shop/ Juice Bar	1%	2%	4%	25%	69%	4.60	.06	129
	Sit-down Restaurant	1%	1%	3%	29%	66%	4.60	.06	140
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	30%	61%	4.50	.01	18,909
	Marketplace	0%	1%	7%	31%	61%	4.52	.01	6,812
	Express Unit	0%	1%	6%	29%	63%	4.54	.01	12,797
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	27%	66%	4.57	.01	7,505
	Sit-down Restaurant	0%	1%	6%	29%	64%	4.56	.01	2,371
	Convenience Store	1%	1%	8%	31%	59%	4.47	.01	7,186

*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	4%	6%	12%	29%	49%	4.13	.03	1,499
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	14%	33%	44%	4.08	.00	125,539
Aggregated Retail Units	YOUR INSTITUTION	5%	7%	13%	30%	46%	4.05	.03	1,197
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	15%	31%	43%	4.03	.00	68,391
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	10%	28%	59%	4.42	.05	302
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	35%	44%	4.13	.00	57,148
Respondent Type - YOUR INSTITUTION	Student	4%	5%	13%	29%	48%	4.13	.03	984
	Faculty	7%	6%	15%	16%	56%	4.09	.12	117
	Administration/ Staff	4%	6%	9%	33%	48%	4.14	.06	382
	Other			31%	25%	44%	4.13	.22	16
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	15%	33%	42%	4.06	.00	109,151
	Faculty	4%	5%	11%	29%	50%	4.15	.02	3,725
	Administration/Staff	3%	6%	11%	28%	52%	4.20	.01	11,662
	Other	3%	3%	11%	24%	60%	4.37	.03	775
Student Class Status - YOUR INSTITUTION	First year	2%	6%	9%	27%	57%	4.31	.09	120
	Sophomore	3%	4%	15%	30%	49%	4.19	.08	158
	Junior	5%	6%	12%	28%	49%	4.09	.07	286
	Senior	4%	6%	17%	31%	43%	4.02	.07	218
	Graduate	5%	6%	10%	31%	48%	4.13	.08	192
	Other			10%	40%	50%	4.40	.22	10
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	15%	34%	43%	4.09	.00	45,645
	Sophomore	3%	7%	15%	34%	41%	4.03	.01	22,786
	Junior	3%	7%	15%	33%	42%	4.03	.01	17,636
	Senior	4%	7%	15%	33%	42%	4.03	.01	15,566
	Graduate	3%	6%	13%	34%	43%	4.07	.01	6,603
	Other	4%	6%	13%	32%	46%	4.11	.04	769
Gender - YOUR INSTITUTION	Female	5%	6%	13%	28%	48%	4.08	.04	925
	Male	2%	6%	11%	30%	51%	4.21	.04	563
	Transgender		17%		67%	17%	3.83	.40	6
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Female	3%	6%	14%	32%	44%	4.08	.00	75,257
	Male	3%	6%	15%	33%	43%	4.07	.00	48,151
	Transgender	5%	6%	15%	31%	43%	4.01	.05	441
	Other Identity	4%	6%	14%	33%	43%	4.05	.04	968
Live... - YOUR INSTITUTION	On campus	2%	7%	9%	25%	57%	4.29	.08	159
	Off campus	5%	5%	12%	30%	48%	4.11	.03	1,340
Live... - ENTIRE SAMPLE	On campus	3%	6%	15%	34%	42%	4.05	.00	76,711
	Off campus	3%	6%	13%	31%	47%	4.11	.00	47,243
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	12%	29%	49%	4.13	.03	1,499
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	12%	34%	47%	4.20	.01	16,816
	Mid-Atlantic	6%	9%	16%	31%	39%	3.89	.01	11,429
	Midwest	3%	6%	13%	34%	45%	4.12	.01	36,632
	Northeast	3%	7%	16%	32%	42%	4.03	.01	21,612
	Pacific	3%	6%	16%	33%	41%	4.01	.01	19,891
	Southern	3%	6%	13%	31%	46%	4.11	.01	19,159
Institution Type - YOUR INSTITUTION	Public	4%	6%	12%	29%	49%	4.13	.03	1,499
Institution Type - ENTIRE SAMPLE	Public	3%	6%	14%	33%	43%	4.08	.00	93,988
	Private	3%	6%	14%	32%	44%	4.08	.01	31,551
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	12%	29%	49%	4.13	.03	1,499
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	6%	13%	28%	47%	4.07	.03	1,279
	Primarily 4-year	3%	6%	14%	33%	44%	4.08	.00	124,260
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	12%	29%	49%	4.13	.03	1,499
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	14%	33%	44%	4.11	.00	97,387
	Mainly Contracted	5%	8%	15%	32%	41%	3.96	.01	26,560
	Combination of Both	2%	6%	13%	35%	44%	4.12	.02	1,592
Total Current Enrollment - YOUR	Over 20,000	4%	6%	12%	29%	49%	4.13	.03	1,499
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	13%	31%	46%	4.09	.01	6,827
	2,500 to 10,000	4%	7%	16%	31%	42%	4.02	.01	28,649
	10,001 to 20,000	2%	5%	13%	33%	46%	4.16	.01	35,483
	Over 20,000	3%	6%	14%	33%	42%	4.05	.00	54,580
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	11%	26%	55%	4.24	.05	474
	Express Unit	3%	6%	14%	34%	43%	4.07	.05	394
	Specialty Coffee Shop/ Juice Bar	10%	8%	13%	30%	39%	3.80	.10	157
	Sit-down Restaurant	10%	11%	10%	31%	38%	3.76	.10	172
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	16%	33%	41%	4.02	.01	23,239
	Marketplace	6%	9%	17%	31%	37%	3.85	.01	8,208
	Express Unit	4%	7%	14%	29%	45%	4.04	.01	15,697
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	30%	44%	4.01	.01	9,431
	Sit-down Restaurant	5%	9%	15%	28%	43%	3.95	.02	2,991
	Convenience Store	2%	4%	12%	31%	50%	4.22	.01	8,826

*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	1%	3%	10%	30%	57%	4.40	.02	1,218
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	31%	57%	4.42	.00	102,815
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	9%	30%	57%	4.40	.03	970
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	31%	57%	4.42	.00	55,298
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	11%	29%	57%	4.39	.05	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	9%	31%	57%	4.43	.00	47,517
Respondent Type - YOUR INSTITUTION	Student	1%	2%	11%	28%	58%	4.42	.03	809
	Faculty	1%	5%	8%	36%	49%	4.27	.10	91
	Administration/ Staff	1%	4%	8%	31%	57%	4.39	.05	305
	Other			8%	46%	46%	4.38	.18	13
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	30%	58%	4.43	.00	90,144
	Faculty	1%	3%	8%	37%	51%	4.35	.02	2,852
	Administration/Staff	1%	2%	8%	35%	54%	4.40	.01	9,106
	Other	2%	3%	10%	30%	56%	4.34	.04	560
Student Class Status - YOUR INSTITUTION	First year			8%	25%	67%	4.58	.06	108
	Sophomore	1%	1%	9%	32%	57%	4.43	.07	134
	Junior		4%	11%	25%	60%	4.42	.06	220
	Senior	1%	4%	12%	30%	53%	4.31	.07	182
	Graduate	1%	1%	11%	28%	59%	4.42	.07	157
	Other			13%	50%	38%	4.25	.25	8
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	30%	59%	4.45	.00	38,137
	Sophomore	0%	2%	10%	31%	57%	4.42	.01	18,692
	Junior	1%	2%	10%	30%	58%	4.42	.01	14,530
	Senior	0%	2%	10%	31%	57%	4.41	.01	12,818
	Graduate	1%	2%	10%	33%	54%	4.38	.01	5,233
	Other	1%	3%	11%	31%	54%	4.34	.03	630
Gender - YOUR INSTITUTION	Female	1%	2%	9%	31%	58%	4.43	.03	753
	Male	1%	4%	10%	28%	56%	4.35	.04	457
	Transgender			20%	60%	20%	4.00	.32	5
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	30%	60%	4.48	.00	61,042
	Male	1%	3%	11%	32%	53%	4.35	.00	40,104
	Transgender	1%	4%	13%	30%	53%	4.29	.05	357
	Other Identity	2%	4%	13%	28%	52%	4.25	.03	772
Live... - YOUR INSTITUTION	On campus	1%	1%	8%	32%	58%	4.44	.07	142
	Off campus	1%	3%	10%	29%	57%	4.39	.03	1,076
Live... - ENTIRE SAMPLE	On campus	0%	2%	9%	30%	58%	4.44	.00	63,720
	Off campus	1%	2%	9%	32%	55%	4.39	.00	37,835
NACUFS Region - YOUR	Southern	1%	3%	10%	30%	57%	4.40	.02	1,218
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	34%	53%	4.37	.01	14,310
	Mid-Atlantic	0%	2%	9%	31%	58%	4.43	.01	9,799
	Midwest	1%	2%	9%	32%	56%	4.41	.00	29,942
	Northeast	0%	2%	9%	29%	60%	4.47	.01	17,724
	Pacific	1%	2%	10%	31%	56%	4.39	.01	15,643
	Southern	1%	2%	8%	29%	61%	4.47	.01	15,397
Institution Type - YOUR INSTITUTION	Public	1%	3%	10%	30%	57%	4.40	.02	1,218
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	30%	58%	4.43	.00	76,833
	Private	1%	2%	9%	32%	56%	4.40	.00	25,982
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	10%	30%	57%	4.40	.02	1,218
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	8%	32%	57%	4.43	.03	953
	Primarily 4-year	1%	2%	9%	31%	57%	4.42	.00	101,862
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	10%	30%	57%	4.40	.02	1,218
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	31%	57%	4.42	.00	80,547
	Mainly Contracted	1%	2%	9%	30%	57%	4.42	.01	20,910
	Combination of Both	0%	2%	8%	29%	62%	4.50	.02	1,358
Total Current Enrollment - YOUR	Over 20,000	1%	3%	10%	30%	57%	4.40	.02	1,218
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	8%	31%	58%	4.44	.01	5,812
	2,500 to 10,000	0%	2%	9%	29%	60%	4.47	.01	23,270
	10,001 to 20,000	1%	2%	10%	32%	56%	4.40	.00	28,991
	Over 20,000	1%	2%	9%	32%	56%	4.41	.00	44,742
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	7%	28%	62%	4.48	.04	372
	Express Unit		3%	10%	31%	56%	4.39	.04	334
	Specialty Coffee Shop/ Juice Bar	2%	2%	12%	32%	52%	4.31	.08	127
	Sit-down Restaurant	1%	4%	10%	31%	53%	4.30	.08	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	56%	4.39	.01	18,797
	Marketplace	1%	2%	10%	34%	54%	4.38	.01	6,753
	Express Unit	1%	2%	9%	31%	57%	4.42	.01	12,749
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	29%	61%	4.48	.01	7,475
	Sit-down Restaurant	1%	3%	9%	31%	57%	4.40	.02	2,348
	Convenience Store	1%	2%	8%	29%	60%	4.46	.01	7,177

*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	3%	7%	13%	27%	50%	4.13	.03	1,481
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	10%	15%	29%	40%	3.88	.00	125,151
Aggregated Retail Units	YOUR INSTITUTION	3%	8%	13%	27%	49%	4.10	.03	1,181
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	15%	29%	43%	3.99	.00	67,952
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	11%	27%	54%	4.25	.06	300
Aggregated Dining Halls	ENTIRE SAMPLE	7%	12%	16%	30%	35%	3.75	.01	57,199
Respondent Type - YOUR INSTITUTION	Student	3%	8%	14%	27%	48%	4.08	.04	975
	Faculty	5%	7%	12%	26%	50%	4.09	.11	113
	Administration/ Staff	2%	5%	10%	27%	56%	4.30	.05	377
	Other	6%		25%	25%	44%	4.00	.29	16
Respondent Type - ENTIRE SAMPLE	Student	6%	11%	16%	30%	38%	3.83	.00	109,036
	Faculty	4%	6%	11%	29%	50%	4.15	.02	3,669
	Administration/Staff	2%	5%	10%	27%	56%	4.30	.01	11,475
	Other	3%	4%	10%	26%	58%	4.32	.04	758
Student Class Status - YOUR INSTITUTION	First year	4%	9%	13%	29%	45%	4.02	.11	119
	Sophomore	4%	8%	16%	27%	44%	3.98	.09	159
	Junior	2%	7%	16%	24%	51%	4.14	.06	279
	Senior	3%	10%	11%	32%	44%	4.05	.07	218
	Graduate	5%	6%	13%	25%	51%	4.12	.08	190
	Other			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	7%	12%	17%	29%	35%	3.74	.01	45,659
	Sophomore	6%	10%	16%	30%	38%	3.86	.01	22,768
	Junior	6%	9%	16%	30%	39%	3.88	.01	17,588
	Senior	5%	9%	15%	31%	40%	3.93	.01	15,526
	Graduate	5%	9%	16%	32%	39%	3.92	.01	6,575
	Other	6%	8%	16%	30%	40%	3.91	.04	766
Gender - YOUR INSTITUTION	Female	4%	7%	13%	25%	51%	4.14	.04	913
	Male	3%	8%	13%	29%	48%	4.12	.05	557
	Transgender			17%	50%	33%	4.17	.31	6
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Female	5%	10%	15%	29%	40%	3.89	.00	74,981
	Male	6%	10%	16%	30%	39%	3.87	.01	48,053
	Transgender	7%	11%	17%	27%	38%	3.77	.06	441
	Other Identity	8%	9%	17%	27%	38%	3.78	.04	965
Live... - YOUR INSTITUTION	On campus	3%	6%	19%	29%	42%	4.01	.09	156
	Off campus	3%	7%	12%	27%	51%	4.15	.03	1,325
Live... - ENTIRE SAMPLE	On campus	6%	12%	17%	29%	36%	3.77	.00	76,750
	Off campus	4%	7%	14%	30%	46%	4.07	.01	46,835
NACUFS Region - YOUR INSTITUTION	Southern	3%	7%	13%	27%	50%	4.13	.03	1,481
NACUFS Region - ENTIRE SAMPLE	Continental	4%	11%	16%	30%	38%	3.87	.01	16,737
	Mid-Atlantic	6%	11%	15%	31%	38%	3.84	.01	11,409
	Midwest	5%	10%	14%	30%	41%	3.92	.01	36,537
	Northeast	6%	10%	16%	30%	39%	3.85	.01	21,561
	Pacific	6%	10%	16%	29%	38%	3.84	.01	19,834
	Southern	5%	9%	15%	28%	42%	3.93	.01	19,073
Institution Type - YOUR INSTITUTION	Public	3%	7%	13%	27%	50%	4.13	.03	1,481
Institution Type - ENTIRE SAMPLE	Public	5%	10%	15%	30%	40%	3.88	.00	93,694
	Private	5%	10%	15%	29%	40%	3.89	.01	31,457
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	13%	27%	50%	4.13	.03	1,481
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	7%	13%	29%	48%	4.13	.03	1,258
	Primarily 4-year	5%	10%	15%	29%	40%	3.88	.00	123,893
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	13%	27%	50%	4.13	.03	1,481
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	10%	15%	29%	40%	3.90	.00	97,128
	Mainly Contracted	6%	10%	16%	30%	39%	3.85	.01	26,442
	Combination of Both	11%	15%	16%	25%	33%	3.54	.03	1,581
Total Current Enrollment - YOUR	Over 20,000	3%	7%	13%	27%	50%	4.13	.03	1,481
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	9%	14%	28%	44%	3.95	.01	6,793
	2,500 to 10,000	6%	11%	16%	29%	39%	3.84	.01	28,585
	10,001 to 20,000	5%	9%	15%	30%	41%	3.93	.01	35,399
	Over 20,000	5%	10%	16%	30%	39%	3.86	.01	54,374
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	12%	25%	52%	4.14	.05	466
	Express Unit	2%	8%	17%	29%	44%	4.04	.05	390
	Specialty Coffee Shop/ Juice Bar	6%	8%	11%	23%	52%	4.08	.10	157
	Sit-down Restaurant	4%	5%	10%	31%	50%	4.17	.08	168
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	16%	30%	39%	3.88	.01	23,049
	Marketplace	4%	9%	14%	31%	43%	4.00	.01	8,142
	Express Unit	4%	8%	15%	28%	45%	4.03	.01	15,616
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	29%	45%	4.03	.01	9,355
	Sit-down Restaurant	5%	8%	15%	30%	43%	3.98	.02	2,960
	Convenience Store	3%	6%	12%	28%	51%	4.17	.01	8,831

*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%	6%	30%	61%	4.50	.02	1,218
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	32%	54%	4.36	.00	102,432
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	6%	31%	61%	4.50	.02	970
Aggregated Retail Units	ENTIRE SAMPLE	0%	2%	10%	31%	57%	4.42	.00	55,236
Aggregated Dining Halls	YOUR INSTITUTION		2%	9%	25%	63%	4.50	.05	248
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	34%	50%	4.29	.00	47,196
Respondent Type - YOUR INSTITUTION	Student	0%	2%	7%	31%	60%	4.48	.03	809
	Faculty		2%	6%	27%	64%	4.54	.07	95
	Administration/ Staff	1%	2%	6%	28%	64%	4.52	.04	302
	Other			8%	33%	58%	4.50	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	33%	52%	4.33	.00	89,682
	Faculty	0%	1%	6%	32%	61%	4.51	.01	2,888
	Administration/Staff	0%	1%	4%	28%	67%	4.60	.01	9,132
	Other	1%	1%	7%	23%	68%	4.54	.03	574
Student Class Status - YOUR INSTITUTION	First year		2%	8%	30%	60%	4.48	.07	108
	Sophomore	1%	5%	7%	22%	66%	4.48	.08	133
	Junior		1%	3%	33%	63%	4.57	.04	224
	Senior	1%	2%	8%	34%	55%	4.40	.06	181
	Graduate		1%	8%	34%	57%	4.47	.06	155
	Other			13%	38%	50%	4.38	.26	8
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	33%	52%	4.32	.00	37,912
	Sophomore	1%	3%	12%	33%	52%	4.32	.01	18,543
	Junior	1%	3%	11%	32%	53%	4.35	.01	14,478
	Senior	1%	2%	11%	32%	54%	4.36	.01	12,790
	Graduate	1%	3%	11%	36%	50%	4.32	.01	5,243
	Other	0%	3%	9%	29%	59%	4.45	.03	622
Gender - YOUR INSTITUTION	Female	0%	2%	5%	28%	65%	4.55	.03	753
	Male	1%	2%	9%	33%	56%	4.42	.04	457
	Transgender				100%		4.00	.00	5
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Female	0%	2%	9%	31%	58%	4.44	.00	60,822
	Male	1%	3%	14%	33%	48%	4.25	.00	39,954
	Transgender	3%	4%	16%	36%	42%	4.11	.05	352
	Other Identity	2%	4%	16%	32%	46%	4.15	.04	761
Live... - YOUR INSTITUTION	On campus	1%	1%	8%	33%	58%	4.46	.06	140
	Off campus	0%	2%	6%	30%	62%	4.50	.02	1,078
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	33%	51%	4.31	.00	63,291
	Off campus	1%	2%	9%	30%	58%	4.43	.00	37,893
NACUFS Region - YOUR	Southern	0%	2%	6%	30%	61%	4.50	.02	1,218
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	51%	4.32	.01	14,262
	Mid-Atlantic	1%	3%	11%	34%	52%	4.33	.01	9,715
	Midwest	1%	3%	11%	33%	52%	4.33	.00	29,841
	Northeast	1%	2%	10%	31%	56%	4.40	.01	17,643
	Pacific	1%	3%	12%	32%	53%	4.33	.01	15,613
	Southern	1%	2%	9%	29%	59%	4.45	.01	15,358
Institution Type - YOUR INSTITUTION	Public	0%	2%	6%	30%	61%	4.50	.02	1,218
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	32%	54%	4.36	.00	76,563
	Private	1%	2%	11%	33%	53%	4.36	.01	25,869
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	2%	6%	30%	61%	4.50	.02	1,218
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	5%	22%	71%	4.63	.02	957
	Primarily 4-year	1%	3%	11%	32%	54%	4.36	.00	101,475
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	2%	6%	30%	61%	4.50	.02	1,218
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	32%	54%	4.36	.00	80,196
	Mainly Contracted	1%	3%	10%	32%	54%	4.37	.01	20,878
	Combination of Both	0%	2%	11%	36%	51%	4.35	.02	1,358
Total Current Enrollment - YOUR	Over 20,000	0%	2%	6%	30%	61%	4.50	.02	1,218
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	8%	30%	60%	4.47	.01	5,797
	2,500 to 10,000	1%	2%	10%	30%	56%	4.40	.01	23,192
	10,001 to 20,000	1%	3%	11%	33%	53%	4.34	.00	28,871
	Over 20,000	1%	3%	11%	33%	52%	4.34	.00	44,572
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	3%	6%	27%	64%	4.52	.04	374
	Express Unit	0%	1%	6%	32%	61%	4.51	.04	332
	Specialty Coffee Shop/ Juice Bar	2%	2%	5%	35%	57%	4.44	.07	126
	Sit-down Restaurant	1%	1%	4%	37%	57%	4.46	.06	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	11%	31%	55%	4.38	.01	18,746
	Marketplace	0%	2%	10%	34%	54%	4.38	.01	6,756
	Express Unit	0%	2%	9%	30%	59%	4.46	.01	12,752
	Specialty Coffee Shop/ Juice Bar	0%	1%	8%	29%	61%	4.49	.01	7,451
	Sit-down Restaurant	0%	1%	7%	29%	63%	4.53	.01	2,352
	Convenience Store	1%	3%	10%	31%	56%	4.39	.01	7,180

*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	2%	4%	10%	26%	57%	4.31	.03	1,486
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	29%	53%	4.28	.00	124,775
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	10%	26%	57%	4.29	.03	1,185
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	29%	55%	4.30	.00	68,000
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	11%	25%	60%	4.39	.05	301
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	30%	51%	4.25	.00	56,775
Respondent Type - YOUR INSTITUTION	Student	2%	4%	11%	28%	55%	4.29	.03	977
	Faculty	4%	6%	8%	17%	65%	4.32	.10	116
	Administration/ Staff	3%	4%	8%	22%	62%	4.37	.05	377
	Other			25%	31%	44%	4.19	.21	16
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	30%	51%	4.25	.00	108,492
	Faculty	3%	2%	7%	23%	65%	4.45	.02	3,714
	Administration/Staff	2%	3%	8%	23%	65%	4.46	.01	11,578
	Other	2%	1%	10%	20%	67%	4.48	.03	765
Student Class Status - YOUR INSTITUTION	First year	1%	3%	17%	25%	55%	4.31	.08	118
	Sophomore	3%	6%	12%	25%	55%	4.25	.08	159
	Junior	3%	5%	10%	27%	55%	4.28	.06	284
	Senior	2%	5%	9%	33%	51%	4.27	.06	217
	Graduate	2%	3%	11%	27%	57%	4.34	.07	189
	Other			10%	40%	50%	4.40	.22	10
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	30%	52%	4.26	.00	45,396
	Sophomore	2%	4%	13%	31%	50%	4.24	.01	22,629
	Junior	2%	4%	12%	31%	51%	4.24	.01	17,493
	Senior	2%	4%	12%	31%	51%	4.25	.01	15,501
	Graduate	2%	4%	11%	32%	51%	4.27	.01	6,560
	Other	3%	3%	9%	27%	58%	4.34	.04	764
Gender - YOUR INSTITUTION	Female	2%	5%	10%	25%	58%	4.31	.03	915
	Male	3%	4%	11%	27%	56%	4.30	.04	560
	Transgender			17%	17%	67%	4.50	.34	6
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	29%	54%	4.29	.00	74,757
	Male	2%	4%	12%	31%	51%	4.26	.00	47,892
	Transgender	4%	5%	13%	30%	47%	4.11	.05	435
	Other Identity	3%	3%	13%	28%	54%	4.26	.03	967
Live... - YOUR INSTITUTION	On campus	1%	5%	13%	24%	57%	4.30	.08	157
	Off campus	3%	4%	10%	26%	57%	4.31	.03	1,329
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	31%	51%	4.25	.00	76,229
	Off campus	2%	3%	10%	27%	57%	4.33	.00	46,960
NACUFS Region - YOUR INSTITUTION	Southern	2%	4%	10%	26%	57%	4.31	.03	1,486
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	29%	57%	4.38	.01	16,707
	Mid-Atlantic	3%	5%	13%	29%	50%	4.20	.01	11,346
	Midwest	2%	4%	12%	30%	53%	4.28	.00	36,383
	Northeast	2%	3%	12%	30%	53%	4.28	.01	21,515
	Pacific	2%	4%	13%	30%	51%	4.24	.01	19,760
	Southern	3%	4%	11%	28%	55%	4.28	.01	19,064
Institution Type - YOUR INSTITUTION	Public	2%	4%	10%	26%	57%	4.31	.03	1,486
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	30%	52%	4.25	.00	93,359
	Private	2%	3%	10%	28%	58%	4.37	.01	31,416
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	10%	26%	57%	4.31	.03	1,486
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	10%	23%	61%	4.36	.03	1,275
	Primarily 4-year	2%	4%	12%	30%	53%	4.28	.00	123,500
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	10%	26%	57%	4.31	.03	1,486
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	12%	29%	54%	4.31	.00	96,744
	Mainly Contracted	3%	5%	12%	30%	50%	4.18	.01	26,443
	Combination of Both	1%	4%	12%	30%	54%	4.30	.02	1,588
Total Current Enrollment - YOUR	Over 20,000	2%	4%	10%	26%	57%	4.31	.03	1,486
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	9%	25%	62%	4.42	.01	6,804
	2,500 to 10,000	2%	4%	12%	29%	53%	4.27	.01	28,474
	10,001 to 20,000	2%	3%	11%	30%	54%	4.31	.00	35,303
	Over 20,000	2%	4%	12%	30%	51%	4.25	.00	54,194
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	11%	24%	59%	4.34	.04	467
	Express Unit	3%	3%	10%	27%	57%	4.33	.05	393
	Specialty Coffee Shop/ Juice Bar	4%	8%	8%	23%	57%	4.21	.09	154
	Sit-down Restaurant	4%	7%	11%	32%	47%	4.12	.08	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	31%	51%	4.26	.01	23,066
	Marketplace	2%	4%	10%	30%	54%	4.31	.01	8,156
	Express Unit	2%	4%	10%	27%	56%	4.32	.01	15,624
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	27%	58%	4.35	.01	9,392
	Sit-down Restaurant	3%	3%	10%	28%	56%	4.31	.02	2,979
	Convenience Store	2%	3%	11%	28%	56%	4.34	.01	8,784

*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%	7%	25%	66%	4.55	.02	1,213
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	30%	57%	4.40	.00	102,572
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	7%	26%	65%	4.55	.02	967
Aggregated Retail Units	ENTIRE SAMPLE	0%	2%	9%	29%	60%	4.46	.00	55,278
Aggregated Dining Halls	YOUR INSTITUTION		2%	9%	20%	69%	4.56	.05	246
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	32%	53%	4.33	.00	47,294
Respondent Type - YOUR INSTITUTION	Student	0%	1%	8%	25%	66%	4.54	.03	805
	Faculty		3%	5%	27%	64%	4.53	.08	95
	Administration/ Staff	0%	1%	7%	23%	68%	4.57	.04	301
	Other			8%	33%	58%	4.50	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	31%	55%	4.37	.00	89,886
	Faculty	0%	1%	6%	31%	62%	4.52	.01	2,872
	Administration/Staff	0%	1%	4%	26%	69%	4.63	.01	9,104
	Other	1%	1%	7%	23%	68%	4.57	.03	566
Student Class Status - YOUR INSTITUTION	First year		2%	9%	22%	67%	4.54	.07	109
	Sophomore	1%	1%	7%	22%	68%	4.55	.07	134
	Junior	0%	0%	6%	21%	72%	4.63	.05	218
	Senior	1%	1%	8%	29%	61%	4.47	.06	181
	Graduate			8%	32%	60%	4.52	.05	155
	Other		13%	13%	13%	63%	4.25	.41	8
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	31%	55%	4.37	.00	38,016
	Sophomore	1%	3%	11%	31%	55%	4.37	.01	18,606
	Junior	1%	3%	10%	30%	56%	4.39	.01	14,513
	Senior	1%	2%	10%	30%	57%	4.40	.01	12,804
	Graduate	1%	3%	10%	35%	52%	4.33	.01	5,228
	Other	0%	4%	9%	26%	61%	4.44	.03	627
Gender - YOUR INSTITUTION	Female	0%	1%	6%	23%	69%	4.59	.03	749
	Male	0%	1%	9%	27%	62%	4.49	.03	456
	Transgender				80%	20%	4.20	.20	5
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	30%	60%	4.48	.00	60,899
	Male	1%	3%	13%	32%	51%	4.29	.00	40,025
	Transgender	2%	6%	12%	34%	46%	4.17	.05	353
	Other Identity	2%	5%	17%	30%	47%	4.14	.04	762
Live... - YOUR INSTITUTION	On campus	1%	1%	6%	27%	65%	4.56	.06	142
	Off campus	0%	1%	7%	25%	66%	4.55	.02	1,071
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	32%	54%	4.36	.00	63,447
	Off campus	1%	2%	8%	29%	61%	4.47	.00	37,885
NACUFS Region - YOUR	Southern	0%	1%	7%	25%	66%	4.55	.02	1,213
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	32%	54%	4.37	.01	14,299
	Mid-Atlantic	1%	3%	10%	32%	55%	4.38	.01	9,769
	Midwest	1%	3%	10%	32%	55%	4.38	.00	29,837
	Northeast	1%	2%	9%	29%	59%	4.44	.01	17,667
	Pacific	1%	3%	11%	31%	55%	4.37	.01	15,635
	Southern	1%	2%	8%	27%	62%	4.49	.01	15,365
Institution Type - YOUR INSTITUTION	Public	0%	1%	7%	25%	66%	4.55	.02	1,213
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	30%	57%	4.40	.00	76,718
	Private	1%	2%	10%	31%	56%	4.39	.00	25,854
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	7%	25%	66%	4.55	.02	1,213
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	2%	5%	22%	72%	4.63	.02	956
	Primarily 4-year	1%	2%	10%	31%	57%	4.40	.00	101,616
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	7%	25%	66%	4.55	.02	1,213
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	30%	57%	4.40	.00	80,338
	Mainly Contracted	1%	2%	9%	30%	58%	4.42	.01	20,883
	Combination of Both	1%	1%	9%	34%	55%	4.41	.02	1,351
Total Current Enrollment - YOUR	Over 20,000	0%	1%	7%	25%	66%	4.55	.02	1,213
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	7%	28%	62%	4.50	.01	5,788
	2,500 to 10,000	1%	2%	9%	28%	60%	4.45	.01	23,201
	10,001 to 20,000	1%	2%	10%	31%	56%	4.38	.00	28,929
	Over 20,000	1%	3%	10%	31%	55%	4.38	.00	44,654
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	6%	24%	68%	4.57	.04	371
	Express Unit		1%	7%	29%	64%	4.55	.04	332
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	28%	61%	4.48	.07	126
	Sit-down Restaurant	1%	1%	7%	26%	65%	4.54	.06	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	29%	58%	4.42	.01	18,789
	Marketplace	0%	2%	9%	32%	57%	4.43	.01	6,778
	Express Unit	0%	2%	8%	28%	62%	4.49	.01	12,735
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	27%	65%	4.54	.01	7,454
	Sit-down Restaurant	0%	1%	7%	26%	66%	4.56	.01	2,359
	Convenience Store	1%	2%	9%	29%	59%	4.43	.01	7,164

*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	2%	3%	10%	25%	60%	4.37	.02	1,487
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	11%	27%	56%	4.31	.00	125,087
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	10%	26%	59%	4.35	.03	1,187
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	26%	58%	4.34	.00	68,064
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	10%	20%	65%	4.43	.05	300
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	27%	54%	4.27	.00	57,023
Respondent Type - YOUR INSTITUTION	Student	2%	3%	10%	27%	58%	4.36	.03	978
	Faculty	4%	6%	4%	15%	71%	4.41	.10	116
	Administration/ Staff	2%	3%	11%	22%	62%	4.39	.05	377
	Other			25%	25%	50%	4.25	.21	16
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	28%	55%	4.29	.00	108,809
	Faculty	2%	2%	6%	21%	68%	4.50	.01	3,713
	Administration/Staff	2%	2%	8%	21%	67%	4.49	.01	11,581
	Other	2%	1%	9%	19%	69%	4.52	.03	769
Student Class Status - YOUR INSTITUTION	First year	2%	3%	14%	23%	59%	4.36	.09	118
	Sophomore	1%	4%	11%	26%	58%	4.36	.07	159
	Junior	2%	3%	8%	28%	58%	4.36	.06	283
	Senior	2%	3%	11%	29%	54%	4.31	.06	217
	Graduate	2%	3%	10%	25%	61%	4.41	.06	191
	Other		10%	10%	30%	50%	4.20	.33	10
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	27%	56%	4.30	.00	45,546
	Sophomore	2%	4%	12%	29%	53%	4.27	.01	22,702
	Junior	2%	4%	12%	28%	54%	4.27	.01	17,555
	Senior	2%	4%	12%	28%	54%	4.28	.01	15,524
	Graduate	2%	4%	10%	30%	54%	4.31	.01	6,570
	Other	3%	3%	11%	24%	59%	4.32	.04	767
Gender - YOUR INSTITUTION	Female	2%	4%	11%	24%	60%	4.35	.03	914
	Male	2%	2%	9%	26%	60%	4.40	.04	562
	Transgender			17%	33%	50%	4.33	.33	6
	Other Identity		20%			80%	4.40	.60	5
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	26%	57%	4.31	.00	74,987
	Male	2%	3%	11%	28%	56%	4.31	.00	47,979
	Transgender	3%	6%	12%	28%	51%	4.16	.05	439
	Other Identity	3%	4%	12%	25%	57%	4.28	.03	969
Live... - YOUR INSTITUTION	On campus	3%	3%	11%	22%	61%	4.36	.08	156
	Off campus	2%	3%	10%	25%	60%	4.37	.03	1,331
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	28%	54%	4.28	.00	76,494
	Off campus	2%	3%	10%	25%	60%	4.37	.00	47,023
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	10%	25%	60%	4.37	.02	1,487
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	9%	26%	61%	4.43	.01	16,748
	Mid-Atlantic	3%	4%	12%	27%	54%	4.24	.01	11,400
	Midwest	2%	4%	11%	27%	55%	4.29	.01	36,468
	Northeast	2%	4%	11%	27%	56%	4.31	.01	21,565
	Pacific	2%	3%	12%	28%	55%	4.30	.01	19,815
	Southern	3%	4%	10%	25%	58%	4.31	.01	19,091
Institution Type - YOUR INSTITUTION	Public	2%	3%	10%	25%	60%	4.37	.02	1,487
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	27%	54%	4.28	.00	93,659
	Private	2%	3%	9%	25%	62%	4.42	.01	31,428
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	10%	25%	60%	4.37	.02	1,487
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	8%	21%	65%	4.43	.03	1,280
	Primarily 4-year	2%	4%	11%	27%	56%	4.31	.00	123,807
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	10%	25%	60%	4.37	.02	1,487
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	27%	57%	4.34	.00	97,019
	Mainly Contracted	3%	5%	12%	27%	53%	4.22	.01	26,487
	Combination of Both	2%	4%	10%	27%	57%	4.32	.02	1,581
Total Current Enrollment - YOUR	Over 20,000	2%	3%	10%	25%	60%	4.37	.02	1,487
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	8%	22%	65%	4.46	.01	6,808
	2,500 to 10,000	2%	4%	12%	26%	56%	4.29	.01	28,530
	10,001 to 20,000	2%	3%	11%	27%	58%	4.36	.00	35,381
	Over 20,000	3%	4%	12%	28%	54%	4.27	.00	54,368
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	10%	23%	60%	4.36	.04	467
	Express Unit	1%	3%	10%	24%	62%	4.43	.04	391
	Specialty Coffee Shop/ Juice Bar	4%	4%	8%	26%	58%	4.28	.08	158
	Sit-down Restaurant	4%	2%	11%	36%	47%	4.20	.08	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	28%	55%	4.30	.01	23,086
	Marketplace	2%	3%	10%	27%	59%	4.37	.01	8,171
	Express Unit	2%	3%	10%	25%	59%	4.36	.01	15,633
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	24%	61%	4.39	.01	9,387
	Sit-down Restaurant	3%	2%	9%	25%	60%	4.38	.02	2,977
	Convenience Store	2%	3%	10%	26%	58%	4.35	.01	8,811

*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	1%	1%	5%	21%	72%	4.63	.02	1,220
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.58	.00	102,635
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	6%	23%	70%	4.61	.02	972
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	69%	4.59	.00	55,154
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	4%	16%	79%	4.71	.04	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.57	.00	47,481
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	21%	72%	4.63	.02	810
	Faculty	4%	1%	6%	9%	80%	4.58	.10	93
	Administration/ Staff	0%	1%	4%	26%	69%	4.63	.04	304
	Other			8%	38%	54%	4.46	.18	13
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	25%	66%	4.56	.00	89,900
	Faculty	0%	1%	3%	19%	77%	4.71	.01	2,872
	Administration/Staff	0%	0%	2%	17%	80%	4.77	.01	9,139
	Other	1%	0%	4%	16%	78%	4.70	.03	575
Student Class Status - YOUR INSTITUTION	First year	1%	1%	7%	15%	77%	4.65	.07	107
	Sophomore	1%	2%	5%	17%	74%	4.62	.07	132
	Junior	0%	0%	8%	19%	72%	4.62	.05	223
	Senior		1%	5%	26%	68%	4.60	.05	184
	Graduate			4%	22%	73%	4.69	.04	156
	Other			13%	38%	50%	4.38	.26	8
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	25%	66%	4.56	.00	38,023
	Sophomore	0%	1%	7%	26%	65%	4.55	.01	18,596
	Junior	0%	1%	7%	25%	66%	4.55	.01	14,493
	Senior	0%	1%	7%	24%	68%	4.58	.01	12,828
	Graduate	0%	1%	5%	26%	67%	4.58	.01	5,240
	Other	0%	1%	6%	24%	69%	4.60	.03	621
Gender - YOUR INSTITUTION	Female	0%	1%	4%	20%	75%	4.68	.02	749
	Male	1%	1%	8%	24%	67%	4.54	.04	463
	Transgender				40%	60%	4.60	.24	5
	Other Identity			33%	33%	33%	4.00	.58	3
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	22%	73%	4.66	.00	60,864
	Male	1%	2%	9%	28%	61%	4.48	.00	40,135
	Transgender	1%	3%	10%	29%	57%	4.39	.05	356
	Other Identity	1%	2%	11%	29%	57%	4.39	.03	755
Live... - YOUR INSTITUTION	On campus	1%	1%	7%	15%	75%	4.63	.06	142
	Off campus	1%	1%	5%	22%	71%	4.63	.02	1,078
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	66%	4.55	.00	63,469
	Off campus	0%	1%	5%	22%	72%	4.64	.00	37,915
NACUFS Region - YOUR	Southern	1%	1%	5%	21%	72%	4.63	.02	1,220
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	27%	66%	4.56	.01	14,304
	Mid-Atlantic	0%	1%	6%	25%	68%	4.58	.01	9,786
	Midwest	0%	1%	6%	25%	68%	4.59	.00	29,873
	Northeast	0%	1%	7%	23%	69%	4.59	.01	17,679
	Pacific	1%	1%	8%	26%	65%	4.53	.01	15,618
	Southern	0%	1%	6%	21%	72%	4.63	.01	15,375
Institution Type - YOUR INSTITUTION	Public	1%	1%	5%	21%	72%	4.63	.02	1,220
Institution Type - ENTIRE SAMPLE	Public	0%	1%	6%	24%	69%	4.59	.00	76,734
	Private	0%	1%	7%	26%	66%	4.56	.00	25,901
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	5%	21%	72%	4.63	.02	1,220
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	3%	15%	80%	4.75	.02	942
	Primarily 4-year	0%	1%	6%	24%	68%	4.58	.00	101,693
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	5%	21%	72%	4.63	.02	1,220
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	6%	24%	68%	4.59	.00	80,436
	Mainly Contracted	0%	1%	7%	25%	67%	4.56	.00	20,849
	Combination of Both	0%	1%	7%	26%	66%	4.57	.02	1,350
Total Current Enrollment - YOUR	Over 20,000	1%	1%	5%	21%	72%	4.63	.02	1,220
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	5%	24%	70%	4.63	.01	5,781
	2,500 to 10,000	0%	1%	7%	23%	68%	4.58	.00	23,228
	10,001 to 20,000	0%	1%	7%	25%	67%	4.56	.00	28,927
	Over 20,000	0%	1%	6%	25%	68%	4.59	.00	44,699
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	7%	23%	69%	4.60	.03	373
	Express Unit	1%	1%	7%	21%	70%	4.60	.04	332
	Specialty Coffee Shop/ Juice Bar	1%	2%	4%	27%	67%	4.58	.06	130
	Sit-down Restaurant	1%	1%	4%	20%	74%	4.66	.06	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	24%	68%	4.58	.01	18,834
	Marketplace	0%	1%	6%	25%	67%	4.58	.01	6,746
	Express Unit	0%	1%	6%	24%	68%	4.58	.01	12,668
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	23%	70%	4.62	.01	7,446
	Sit-down Restaurant	0%	1%	4%	19%	75%	4.68	.01	2,356
	Convenience Store	1%	1%	7%	23%	69%	4.58	.01	7,105

*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	2%	2%	10%	30%	55%	4.33	.02	1,490
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	11%	35%	49%	4.25	.00	125,527
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	10%	29%	57%	4.36	.03	1,186
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	54%	4.36	.00	68,122
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	11%	35%	48%	4.22	.05	304
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	38%	42%	4.13	.00	57,405
Respondent Type - YOUR INSTITUTION	Student	2%	2%	11%	30%	55%	4.33	.03	981
	Faculty	3%	4%	9%	22%	62%	4.34	.10	116
	Administration/ Staff	2%	3%	8%	33%	53%	4.32	.05	377
	Other			25%	31%	44%	4.19	.21	16
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	36%	47%	4.22	.00	109,200
	Faculty	1%	2%	7%	28%	61%	4.45	.01	3,734
	Administration/Staff	2%	2%	6%	30%	61%	4.47	.01	11,606
	Other	2%	1%	8%	25%	63%	4.47	.03	769
Student Class Status - YOUR INSTITUTION	First year	1%	5%	11%	28%	55%	4.32	.08	120
	Sophomore	3%	3%	12%	30%	53%	4.28	.08	158
	Junior	2%	1%	11%	28%	58%	4.39	.05	287
	Senior	2%	1%	12%	31%	53%	4.31	.06	216
	Graduate	2%	3%	8%	33%	54%	4.33	.07	190
	Other				80%	20%	4.20	.13	10
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	36%	46%	4.21	.00	45,695
	Sophomore	2%	4%	13%	37%	44%	4.17	.01	22,807
	Junior	2%	3%	11%	36%	47%	4.23	.01	17,618
	Senior	2%	3%	11%	35%	49%	4.27	.01	15,569
	Graduate	2%	3%	9%	35%	52%	4.32	.01	6,600
	Other	3%	4%	10%	33%	49%	4.22	.04	767
Gender - YOUR INSTITUTION	Female	2%	3%	10%	30%	54%	4.31	.03	914
	Male	2%	2%	10%	31%	56%	4.36	.04	565
	Transgender			17%	33%	50%	4.33	.33	6
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	34%	49%	4.26	.00	75,197
	Male	2%	3%	11%	36%	48%	4.25	.00	48,223
	Transgender	4%	5%	17%	32%	43%	4.05	.05	439
	Other Identity	2%	5%	13%	35%	45%	4.15	.03	964
Live... - YOUR INSTITUTION	On campus	2%	6%	12%	27%	53%	4.22	.08	161
	Off campus	2%	2%	10%	31%	55%	4.34	.02	1,329
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	37%	45%	4.18	.00	76,768
	Off campus	2%	3%	9%	32%	55%	4.37	.00	47,185
NACUFS Region - YOUR INSTITUTION	Southern	2%	2%	10%	30%	55%	4.33	.02	1,490
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	35%	52%	4.33	.01	16,836
	Mid-Atlantic	2%	5%	12%	35%	45%	4.16	.01	11,440
	Midwest	2%	4%	11%	35%	49%	4.26	.00	36,621
	Northeast	2%	4%	12%	35%	47%	4.22	.01	21,610
	Pacific	2%	3%	12%	36%	47%	4.22	.01	19,885
	Southern	2%	3%	10%	33%	52%	4.30	.01	19,135
Institution Type - YOUR INSTITUTION	Public	2%	2%	10%	30%	55%	4.33	.02	1,490
Institution Type - ENTIRE SAMPLE	Public	2%	4%	11%	35%	48%	4.24	.00	93,973
	Private	2%	3%	10%	34%	51%	4.30	.01	31,554
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	10%	30%	55%	4.33	.02	1,490
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	2%	8%	28%	60%	4.41	.02	1,268
	Primarily 4-year	2%	4%	11%	35%	49%	4.25	.00	124,259
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	10%	30%	55%	4.33	.02	1,490
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	35%	49%	4.27	.00	97,443
	Mainly Contracted	3%	5%	12%	35%	46%	4.17	.01	26,499
	Combination of Both	1%	2%	9%	34%	54%	4.38	.02	1,585
Total Current Enrollment - YOUR	Over 20,000	2%	2%	10%	30%	55%	4.33	.02	1,490
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	9%	32%	54%	4.34	.01	6,815
	2,500 to 10,000	2%	4%	11%	34%	49%	4.25	.01	28,651
	10,001 to 20,000	2%	3%	12%	35%	49%	4.26	.00	35,507
	Over 20,000	2%	4%	11%	36%	48%	4.24	.00	54,554
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	1%	10%	30%	56%	4.36	.04	468
	Express Unit	1%	2%	8%	26%	63%	4.47	.04	388
	Specialty Coffee Shop/ Juice Bar	3%	3%	14%	29%	51%	4.24	.08	156
	Sit-down Restaurant	4%	2%	10%	34%	49%	4.22	.08	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	35%	50%	4.28	.01	23,160
	Marketplace	1%	2%	9%	34%	54%	4.37	.01	8,187
	Express Unit	1%	2%	9%	31%	56%	4.39	.01	15,607
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	29%	60%	4.45	.01	9,385
	Sit-down Restaurant	2%	2%	7%	27%	62%	4.47	.02	2,988
	Convenience Store	2%	2%	9%	33%	54%	4.37	.01	8,796

*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%	22%	70%	4.60	.02	1,211
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	26%	64%	4.53	.00	101,840
Aggregated Retail Units	YOUR INSTITUTION	0%	2%	7%	24%	67%	4.56	.02	963
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	65%	4.52	.00	54,432
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	3%	17%	79%	4.72	.04	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	47,408
Respondent Type - YOUR INSTITUTION	Student	0%	1%	7%	22%	69%	4.59	.02	806
	Faculty	2%	3%	3%	11%	80%	4.64	.09	92
	Administration/ Staff	0%	1%	5%	26%	69%	4.62	.04	301
	Other			17%	42%	42%	4.25	.22	12
Respondent Type - ENTIRE SAMPLE	Student	0%	2%	8%	27%	63%	4.50	.00	89,291
	Faculty	1%	1%	4%	22%	73%	4.65	.01	2,837
	Administration/Staff	0%	1%	3%	19%	77%	4.71	.01	8,998
	Other	1%	1%	4%	20%	74%	4.64	.03	557
Student Class Status - YOUR INSTITUTION	First year		3%	7%	19%	72%	4.60	.07	107
	Sophomore	1%		8%	21%	70%	4.60	.06	134
	Junior	0%	1%	8%	21%	70%	4.59	.05	221
	Senior	1%	2%	6%	24%	68%	4.55	.06	182
	Graduate		1%	5%	27%	68%	4.62	.05	154
	Other		13%	13%	25%	50%	4.13	.40	8
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	28%	62%	4.50	.00	37,766
	Sophomore	0%	2%	9%	28%	62%	4.49	.01	18,496
	Junior	0%	2%	8%	27%	62%	4.50	.01	14,392
	Senior	0%	1%	8%	26%	64%	4.53	.01	12,725
	Graduate	1%	2%	7%	27%	63%	4.51	.01	5,199
	Other	0%	2%	8%	24%	66%	4.53	.03	619
Gender - YOUR INSTITUTION	Female		1%	5%	20%	74%	4.67	.02	742
	Male	1%	1%	8%	27%	63%	4.49	.04	461
	Transgender				60%	40%	4.40	.24	5
	Other Identity			33%	33%	33%	4.00	.58	3
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	24%	69%	4.61	.00	60,353
	Male	1%	2%	10%	31%	57%	4.40	.00	39,852
	Transgender	1%	1%	12%	29%	56%	4.37	.05	353
	Other Identity	1%	3%	11%	30%	55%	4.34	.03	749
Live... - YOUR INSTITUTION	On campus	1%	1%	7%	20%	71%	4.59	.06	143
	Off campus	0%	1%	6%	23%	69%	4.60	.02	1,068
Live... - ENTIRE SAMPLE	On campus	0%	1%	8%	28%	62%	4.50	.00	63,094
	Off campus	0%	1%	6%	24%	68%	4.57	.00	37,502
NACUFS Region - YOUR	Southern	0%	1%	6%	22%	70%	4.60	.02	1,211
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	29%	61%	4.49	.01	14,180
	Mid-Atlantic	0%	1%	8%	27%	63%	4.52	.01	9,733
	Midwest	0%	1%	7%	27%	65%	4.53	.00	29,657
	Northeast	0%	1%	8%	25%	65%	4.54	.01	17,573
	Pacific	1%	2%	9%	28%	61%	4.47	.01	15,440
	Southern	1%	1%	6%	23%	69%	4.58	.01	15,257
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	22%	70%	4.60	.02	1,211
Institution Type - ENTIRE SAMPLE	Public	0%	1%	7%	26%	65%	4.54	.00	76,173
	Private	0%	2%	8%	28%	62%	4.49	.00	25,667
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	22%	70%	4.60	.02	1,211
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	4%	19%	75%	4.67	.02	937
	Primarily 4-year	0%	1%	8%	26%	64%	4.52	.00	100,903
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	22%	70%	4.60	.02	1,211
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	26%	65%	4.53	.00	79,829
	Mainly Contracted	0%	2%	8%	27%	63%	4.51	.01	20,666
	Combination of Both	1%	1%	8%	29%	62%	4.49	.02	1,345
Total Current Enrollment - YOUR	Over 20,000	0%	1%	6%	22%	70%	4.60	.02	1,211
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	26%	67%	4.58	.01	5,746
	2,500 to 10,000	0%	1%	8%	26%	64%	4.52	.00	23,021
	10,001 to 20,000	0%	1%	8%	26%	64%	4.51	.00	28,727
	Over 20,000	0%	1%	7%	27%	64%	4.53	.00	44,346
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	1%	6%	26%	66%	4.56	.04	369
	Express Unit	0%	1%	8%	23%	68%	4.58	.04	332
	Specialty Coffee Shop/ Juice Bar	1%	5%	5%	25%	65%	4.48	.08	128
	Sit-down Restaurant	1%	1%	7%	19%	72%	4.60	.06	134
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	8%	26%	65%	4.53	.01	18,688
	Marketplace	0%	1%	7%	27%	64%	4.52	.01	6,683
	Express Unit	1%	2%	8%	26%	63%	4.50	.01	12,547
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	26%	65%	4.53	.01	7,388
	Sit-down Restaurant	0%	1%	5%	21%	72%	4.63	.01	2,327
	Convenience Store	1%	2%	8%	25%	64%	4.50	.01	6,800

*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	3%	3%	10%	31%	54%	4.30	.02	1,481
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	10%	34%	51%	4.30	.00	124,439
Aggregated Retail Units	YOUR INSTITUTION	3%	2%	11%	31%	53%	4.29	.03	1,179
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	33%	54%	4.35	.00	67,121
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	7%	31%	56%	4.35	.05	302
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	11%	36%	47%	4.24	.00	57,318
Respondent Type - YOUR INSTITUTION	Student	2%	3%	11%	31%	53%	4.31	.03	975
	Faculty	4%	2%	9%	22%	63%	4.37	.10	116
	Administration/ Staff	3%	4%	8%	33%	52%	4.27	.05	374
	Other			25%	31%	44%	4.19	.21	16
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	11%	35%	49%	4.27	.00	108,388
	Faculty	2%	2%	7%	28%	61%	4.45	.01	3,681
	Administration/Staff	2%	2%	6%	29%	61%	4.46	.01	11,402
	Other	1%	2%	10%	23%	64%	4.47	.03	748
Student Class Status - YOUR INSTITUTION	First year		4%	8%	30%	58%	4.42	.07	119
	Sophomore	3%	3%	14%	28%	52%	4.22	.08	160
	Junior	2%	2%	10%	31%	55%	4.35	.05	283
	Senior	2%	3%	13%	32%	51%	4.26	.06	215
	Graduate	2%	3%	9%	34%	53%	4.32	.07	188
	Other				70%	30%	4.30	.15	10
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	35%	50%	4.29	.00	45,385
	Sophomore	2%	4%	12%	35%	47%	4.23	.01	22,655
	Junior	2%	3%	11%	36%	48%	4.25	.01	17,465
	Senior	2%	3%	11%	34%	50%	4.28	.01	15,447
	Graduate	2%	3%	9%	35%	52%	4.32	.01	6,530
	Other	3%	4%	11%	33%	49%	4.23	.04	760
Gender - YOUR INSTITUTION	Female	3%	4%	10%	31%	53%	4.27	.03	908
	Male	2%	2%	9%	32%	55%	4.35	.04	562
	Transgender			33%	17%	50%	4.17	.40	6
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Female	2%	3%	10%	34%	52%	4.30	.00	74,441
	Male	2%	3%	11%	35%	50%	4.29	.00	47,892
	Transgender	3%	4%	15%	31%	47%	4.17	.05	438
	Other Identity	2%	4%	12%	33%	48%	4.21	.03	962
Live... - YOUR INSTITUTION	On campus	1%	4%	9%	31%	54%	4.32	.07	160
	Off campus	3%	3%	10%	31%	54%	4.30	.03	1,321
Live... - ENTIRE SAMPLE	On campus	2%	3%	11%	36%	48%	4.25	.00	76,251
	Off campus	2%	3%	9%	32%	55%	4.36	.00	46,619
NACUFS Region - YOUR INSTITUTION	Southern	3%	3%	10%	31%	54%	4.30	.02	1,481
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	34%	53%	4.37	.01	16,669
	Mid-Atlantic	2%	4%	11%	35%	48%	4.22	.01	11,380
	Midwest	1%	3%	10%	34%	51%	4.31	.00	36,287
	Northeast	2%	3%	11%	35%	49%	4.26	.01	21,466
	Pacific	2%	3%	12%	36%	48%	4.25	.01	19,633
	Southern	2%	3%	10%	31%	54%	4.33	.01	19,004
Institution Type - YOUR INSTITUTION	Public	3%	3%	10%	31%	54%	4.30	.02	1,481
Institution Type - ENTIRE SAMPLE	Public	2%	3%	10%	34%	50%	4.28	.00	93,159
	Private	1%	3%	10%	33%	53%	4.33	.00	31,280
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	3%	10%	31%	54%	4.30	.02	1,481
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	9%	28%	58%	4.38	.03	1,254
	Primarily 4-year	2%	3%	10%	34%	51%	4.29	.00	123,185
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	3%	10%	31%	54%	4.30	.02	1,481
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	34%	52%	4.32	.00	96,575
	Mainly Contracted	2%	4%	12%	35%	48%	4.22	.01	26,288
	Combination of Both	1%	2%	10%	31%	56%	4.39	.02	1,576
Total Current Enrollment - YOUR	Over 20,000	3%	3%	10%	31%	54%	4.30	.02	1,481
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	8%	31%	56%	4.39	.01	6,770
	2,500 to 10,000	2%	3%	11%	34%	51%	4.28	.01	28,369
	10,001 to 20,000	1%	3%	11%	34%	51%	4.30	.00	35,243
	Over 20,000	2%	3%	10%	35%	50%	4.29	.00	54,057
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	10%	31%	54%	4.30	.04	463
	Express Unit	3%	2%	10%	30%	55%	4.33	.05	391
	Specialty Coffee Shop/ Juice Bar	3%	4%	14%	27%	53%	4.23	.08	154
	Sit-down Restaurant	3%	2%	11%	36%	48%	4.24	.07	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	10%	35%	50%	4.29	.01	23,019
	Marketplace	1%	2%	9%	33%	54%	4.36	.01	8,113
	Express Unit	1%	3%	9%	31%	55%	4.36	.01	15,411
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	58%	4.41	.01	9,272
	Sit-down Restaurant	2%	2%	7%	28%	62%	4.47	.02	2,953
	Convenience Store	2%	2%	10%	33%	54%	4.35	.01	8,354

*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%	2%	6%	24%	67%	4.55	.02	1,201
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	7%	27%	63%	4.50	.00	100,346
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	25%	65%	4.52	.02	953
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	27%	62%	4.47	.00	53,162
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	4%	19%	75%	4.66	.04	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	64%	4.53	.00	47,184
Respondent Type - YOUR INSTITUTION	Student	1%	2%	7%	23%	68%	4.56	.03	800
	Faculty	3%	2%	2%	14%	78%	4.62	.09	91
	Administration/ Staff	0%	2%	6%	29%	63%	4.53	.04	298
	Other			17%	42%	42%	4.25	.22	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	28%	62%	4.49	.00	88,265
	Faculty	1%	1%	5%	26%	66%	4.54	.01	2,737
	Administration/Staff	1%	1%	4%	23%	71%	4.60	.01	8,640
	Other	1%	2%	5%	20%	72%	4.59	.03	547
Student Class Status - YOUR INSTITUTION	First year		3%	7%	20%	70%	4.57	.07	107
	Sophomore	1%	2%	6%	23%	67%	4.52	.07	134
	Junior	0%	2%	7%	22%	68%	4.56	.05	219
	Senior	1%	1%	6%	26%	66%	4.54	.06	180
	Graduate		1%	6%	22%	70%	4.62	.05	152
	Other		13%	13%	25%	50%	4.13	.40	8
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	8%	28%	62%	4.49	.00	37,420
	Sophomore	1%	2%	8%	28%	62%	4.49	.01	18,278
	Junior	1%	2%	8%	27%	62%	4.49	.01	14,235
	Senior	1%	2%	8%	27%	63%	4.50	.01	12,520
	Graduate	1%	2%	7%	28%	61%	4.47	.01	5,106
	Other		2%	9%	23%	66%	4.52	.03	619
Gender - YOUR INSTITUTION	Female	0%	2%	5%	23%	70%	4.61	.03	732
	Male	2%	2%	8%	25%	64%	4.48	.04	461
	Transgender				80%	20%	4.20	.20	5
	Other Identity			33%	33%	33%	4.00	.58	3
Gender - ENTIRE SAMPLE	Female	1%	1%	6%	25%	67%	4.57	.00	59,399
	Male	1%	2%	10%	30%	57%	4.41	.00	39,349
	Transgender	2%	3%	11%	32%	52%	4.29	.05	347
	Other Identity	2%	3%	13%	30%	52%	4.27	.03	733
Live... - YOUR INSTITUTION	On campus	1%	1%	7%	24%	67%	4.55	.06	143
	Off campus	1%	2%	6%	24%	67%	4.55	.02	1,058
Live... - ENTIRE SAMPLE	On campus	1%	2%	8%	28%	62%	4.49	.00	62,456
	Off campus	1%	2%	7%	25%	65%	4.52	.00	36,671
NACUFS Region - YOUR	Southern	1%	2%	6%	24%	67%	4.55	.02	1,201
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	29%	60%	4.48	.01	13,976
	Mid-Atlantic	0%	2%	7%	28%	63%	4.50	.01	9,650
	Midwest	1%	2%	7%	27%	64%	4.52	.00	29,234
	Northeast	1%	2%	8%	26%	64%	4.52	.01	17,340
	Pacific	1%	2%	9%	29%	60%	4.45	.01	15,198
	Southern	1%	2%	7%	24%	67%	4.54	.01	14,948
Institution Type - YOUR INSTITUTION	Public	1%	2%	6%	24%	67%	4.55	.02	1,201
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	26%	64%	4.51	.00	75,017
	Private	1%	2%	8%	30%	60%	4.46	.00	25,329
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	6%	24%	67%	4.55	.02	1,201
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	6%	21%	70%	4.57	.03	897
	Primarily 4-year	1%	2%	7%	27%	63%	4.50	.00	99,449
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	6%	24%	67%	4.55	.02	1,201
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	7%	27%	63%	4.51	.00	78,671
	Mainly Contracted	1%	2%	8%	28%	62%	4.47	.01	20,349
	Combination of Both	1%	2%	8%	29%	60%	4.44	.02	1,326
Total Current Enrollment - YOUR	Over 20,000	1%	2%	6%	24%	67%	4.55	.02	1,201
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	1%	6%	28%	65%	4.55	.01	5,674
	2,500 to 10,000	1%	2%	8%	27%	63%	4.50	.01	22,666
	10,001 to 20,000	1%	2%	8%	27%	63%	4.49	.00	28,325
	Over 20,000	1%	2%	7%	27%	63%	4.50	.00	43,681
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	6%	26%	66%	4.54	.04	366
	Express Unit	1%	2%	9%	25%	63%	4.46	.05	327
	Specialty Coffee Shop/ Juice Bar	1%	3%	6%	26%	64%	4.49	.07	125
	Sit-down Restaurant	1%		3%	24%	73%	4.67	.05	135
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	27%	63%	4.49	.01	18,405
	Marketplace	1%	2%	7%	29%	61%	4.47	.01	6,584
	Express Unit	1%	3%	8%	27%	61%	4.43	.01	12,167
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	64%	4.49	.01	7,183
	Sit-down Restaurant	0%	1%	5%	22%	72%	4.63	.01	2,330
	Convenience Store	2%	2%	8%	26%	62%	4.43	.01	6,494

*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	3%	5%	13%	31%	48%	4.16	.03	1,462
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	34%	40%	4.02	.00	122,564
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	12%	31%	49%	4.18	.03	1,160
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	15%	32%	45%	4.11	.00	65,385
Aggregated Dining Halls	YOUR INSTITUTION	2%	7%	14%	31%	46%	4.11	.06	302
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	18%	35%	36%	3.92	.00	57,179
Respondent Type - YOUR INSTITUTION	Student	2%	6%	13%	32%	47%	4.16	.03	966
	Faculty	6%	4%	11%	20%	58%	4.19	.11	114
	Administration/ Staff	3%	5%	12%	31%	49%	4.17	.05	366
	Other			31%	25%	44%	4.13	.22	16
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	17%	34%	39%	3.99	.00	107,248
	Faculty	2%	4%	12%	31%	50%	4.22	.02	3,553
	Administration/Staff	2%	5%	12%	31%	51%	4.23	.01	10,810
	Other	2%	2%	12%	26%	57%	4.33	.03	739
Student Class Status - YOUR INSTITUTION	First year	2%	3%	19%	36%	40%	4.09	.09	118
	Sophomore	3%	11%	12%	32%	43%	4.02	.09	158
	Junior	3%	4%	12%	31%	50%	4.21	.06	281
	Senior	2%	7%	13%	27%	50%	4.16	.07	215
	Graduate	2%	5%	9%	36%	48%	4.23	.07	184
	Other			20%	40%	40%	4.20	.25	10
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	17%	34%	38%	3.98	.00	45,037
	Sophomore	3%	8%	17%	34%	37%	3.95	.01	22,420
	Junior	3%	7%	17%	35%	39%	3.99	.01	17,254
	Senior	3%	7%	16%	34%	41%	4.04	.01	15,220
	Graduate	3%	5%	14%	34%	44%	4.11	.01	6,418
	Other	4%	8%	15%	33%	40%	3.96	.04	754
Gender - YOUR INSTITUTION	Female	3%	6%	12%	30%	48%	4.14	.04	895
	Male	2%	5%	13%	32%	48%	4.19	.04	556
	Transgender			33%	17%	50%	4.17	.40	6
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Female	3%	8%	16%	33%	40%	4.00	.00	73,141
	Male	2%	6%	16%	34%	41%	4.06	.00	47,344
	Transgender	4%	8%	21%	29%	38%	3.88	.05	431
	Other Identity	4%	9%	18%	30%	38%	3.90	.04	948
Live... - YOUR INSTITUTION	On campus	3%	4%	18%	33%	43%	4.08	.08	160
	Off campus	3%	6%	12%	31%	49%	4.17	.03	1,302
Live... - ENTIRE SAMPLE	On campus	3%	8%	17%	35%	37%	3.96	.00	75,594
	Off campus	2%	6%	14%	32%	46%	4.13	.00	45,417
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	13%	31%	48%	4.16	.03	1,462
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	16%	34%	41%	4.06	.01	16,439
	Mid-Atlantic	3%	8%	17%	35%	37%	3.96	.01	11,262
	Midwest	3%	7%	16%	34%	41%	4.04	.01	35,723
	Northeast	3%	7%	17%	34%	39%	4.00	.01	21,239
	Pacific	3%	8%	17%	34%	38%	3.98	.01	19,339
	Southern	3%	7%	15%	32%	44%	4.07	.01	18,562
Institution Type - YOUR INSTITUTION	Public	3%	5%	13%	31%	48%	4.16	.03	1,462
Institution Type - ENTIRE SAMPLE	Public	3%	7%	16%	34%	40%	4.00	.00	91,670
	Private	2%	6%	15%	34%	42%	4.08	.01	30,894
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	13%	31%	48%	4.16	.03	1,462
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	13%	28%	48%	4.10	.03	1,196
	Primarily 4-year	3%	7%	16%	34%	40%	4.02	.00	121,368
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	13%	31%	48%	4.16	.03	1,462
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	34%	41%	4.03	.00	95,174
	Mainly Contracted	3%	8%	16%	34%	39%	3.98	.01	25,842
	Combination of Both	1%	4%	13%	34%	48%	4.24	.02	1,548
Total Current Enrollment - YOUR	Over 20,000	3%	5%	13%	31%	48%	4.16	.03	1,462
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	13%	34%	45%	4.16	.01	6,691
	2,500 to 10,000	3%	7%	16%	33%	42%	4.06	.01	27,947
	10,001 to 20,000	2%	7%	16%	34%	41%	4.05	.01	34,816
	Over 20,000	3%	8%	17%	34%	38%	3.97	.00	53,110
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	13%	32%	48%	4.16	.05	461
	Express Unit	3%	5%	12%	28%	52%	4.21	.05	380
	Specialty Coffee Shop/ Juice Bar	3%	10%	12%	26%	49%	4.10	.09	146
	Sit-down Restaurant	3%	3%	10%	36%	47%	4.21	.07	173
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	16%	34%	40%	4.02	.01	22,647
	Marketplace	2%	6%	14%	34%	43%	4.11	.01	7,965
	Express Unit	2%	6%	14%	31%	47%	4.13	.01	14,895
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	30%	51%	4.23	.01	9,005
	Sit-down Restaurant	2%	3%	9%	29%	57%	4.36	.02	2,957
	Convenience Store	3%	6%	15%	33%	44%	4.09	.01	7,917

*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%	29%	59%	4.41	.02	1,213
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	12%	34%	50%	4.27	.00	102,348
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	9%	29%	58%	4.41	.03	963
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	52%	4.31	.00	54,815
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	10%	26%	61%	4.45	.05	250
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	13%	34%	48%	4.23	.00	47,533
Respondent Type - YOUR INSTITUTION	Student	1%	4%	10%	28%	57%	4.38	.03	808
	Faculty		2%	5%	26%	66%	4.57	.07	92
	Administration/ Staff	1%	1%	9%	29%	60%	4.46	.04	302
	Other				45%	55%	4.55	.16	11
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	12%	33%	49%	4.26	.00	89,778
	Faculty	1%	3%	8%	34%	54%	4.38	.02	2,836
	Administration/Staff	1%	2%	8%	35%	54%	4.40	.01	9,027
	Other	2%	3%	11%	31%	54%	4.33	.04	559
Student Class Status - YOUR INSTITUTION	First year		4%	12%	26%	58%	4.39	.08	108
	Sophomore	2%	4%	4%	31%	58%	4.39	.08	134
	Junior	0%	4%	9%	28%	59%	4.42	.06	226
	Senior	1%	4%	12%	24%	59%	4.35	.07	181
	Graduate		3%	13%	30%	54%	4.35	.07	151
	Other			13%	75%	13%	4.00	.19	8
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	12%	33%	50%	4.27	.00	38,070
	Sophomore	1%	5%	13%	33%	48%	4.23	.01	18,588
	Junior	1%	4%	13%	34%	48%	4.24	.01	14,464
	Senior	1%	4%	12%	34%	49%	4.25	.01	12,725
	Graduate	1%	3%	11%	35%	50%	4.31	.01	5,231
	Other	1%	3%	14%	31%	51%	4.28	.04	614
Gender - YOUR INSTITUTION	Female	1%	3%	7%	27%	62%	4.48	.03	749
	Male	1%	3%	13%	31%	52%	4.31	.04	456
	Transgender			20%	40%	40%	4.20	.37	5
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	33%	53%	4.35	.00	60,769
	Male	1%	5%	14%	35%	45%	4.16	.00	39,936
	Transgender	1%	4%	15%	34%	46%	4.19	.05	353
	Other Identity	4%	6%	16%	31%	43%	4.03	.04	759
Live... - YOUR INSTITUTION	On campus	1%	5%	10%	27%	56%	4.32	.08	144
	Off campus	1%	3%	9%	29%	59%	4.43	.02	1,069
Live... - ENTIRE SAMPLE	On campus	1%	4%	12%	33%	49%	4.25	.00	63,507
	Off campus	1%	3%	11%	34%	51%	4.31	.00	37,619
NACUFS Region - YOUR	Southern	1%	3%	9%	29%	59%	4.41	.02	1,213
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	37%	44%	4.18	.01	14,169
	Mid-Atlantic	1%	4%	11%	35%	49%	4.26	.01	9,788
	Midwest	1%	3%	11%	34%	51%	4.31	.00	29,849
	Northeast	1%	4%	12%	32%	51%	4.27	.01	17,639
	Pacific	1%	4%	14%	34%	47%	4.21	.01	15,539
	Southern	1%	3%	10%	30%	55%	4.35	.01	15,364
Institution Type - YOUR INSTITUTION	Public	1%	3%	9%	29%	59%	4.41	.02	1,213
Institution Type - ENTIRE SAMPLE	Public	1%	4%	11%	33%	51%	4.29	.00	76,661
	Private	1%	5%	13%	36%	46%	4.20	.01	25,687
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	9%	29%	59%	4.41	.02	1,213
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	5%	11%	37%	46%	4.22	.03	925
	Primarily 4-year	1%	4%	12%	33%	50%	4.27	.00	101,423
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	9%	29%	59%	4.41	.02	1,213
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	12%	34%	50%	4.27	.00	80,189
	Mainly Contracted	1%	4%	12%	33%	50%	4.26	.01	20,811
	Combination of Both	1%	4%	10%	36%	51%	4.32	.02	1,348
Total Current Enrollment - YOUR	Over 20,000	1%	3%	9%	29%	59%	4.41	.02	1,213
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	6%	12%	38%	43%	4.15	.01	5,761
	2,500 to 10,000	1%	4%	12%	33%	50%	4.27	.01	23,148
	10,001 to 20,000	1%	4%	12%	33%	50%	4.27	.01	28,839
	Over 20,000	1%	4%	11%	34%	51%	4.29	.00	44,600
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	9%	28%	59%	4.43	.04	369
	Express Unit	1%	4%	10%	28%	57%	4.37	.05	334
	Specialty Coffee Shop/ Juice Bar	1%	4%	7%	29%	59%	4.42	.08	125
	Sit-down Restaurant	1%	3%	7%	33%	56%	4.41	.07	135
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	12%	34%	49%	4.26	.01	18,710
	Marketplace	1%	4%	11%	36%	48%	4.25	.01	6,707
	Express Unit	1%	3%	11%	33%	52%	4.31	.01	12,632
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	31%	56%	4.39	.01	7,429
	Sit-down Restaurant	1%	2%	9%	34%	54%	4.39	.02	2,339
	Convenience Store	1%	3%	10%	30%	55%	4.35	.01	6,999

*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%	8%	25%	63%	4.48	.02	1,495
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	28%	60%	4.44	.00	125,306
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	27%	63%	4.48	.02	1,189
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	29%	60%	4.44	.00	67,913
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	10%	21%	66%	4.48	.05	306
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	28%	60%	4.43	.00	57,393
Respondent Type - YOUR INSTITUTION	Student	1%	2%	9%	25%	62%	4.45	.03	985
	Faculty	3%	2%	5%	17%	73%	4.54	.09	118
	Administration/ Staff	1%	2%	5%	28%	65%	4.54	.04	377
	Other			13%	40%	47%	4.33	.19	15
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	29%	59%	4.42	.00	109,158
	Faculty	1%	2%	6%	25%	66%	4.53	.01	3,699
	Administration/Staff	1%	1%	6%	24%	68%	4.57	.01	11,476
	Other	2%	2%	6%	25%	65%	4.50	.03	757
Student Class Status - YOUR INSTITUTION	First year		2%	15%	21%	61%	4.41	.08	121
	Sophomore	3%	1%	10%	28%	58%	4.38	.07	158
	Junior	2%	2%	8%	25%	64%	4.47	.05	289
	Senior	0%	2%	10%	32%	56%	4.41	.05	217
	Graduate	2%	2%	7%	19%	69%	4.53	.06	190
	Other			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	8%	27%	62%	4.46	.00	45,775
	Sophomore	1%	2%	9%	30%	58%	4.41	.01	22,766
	Junior	1%	2%	10%	31%	56%	4.38	.01	17,599
	Senior	1%	2%	9%	30%	57%	4.40	.01	15,516
	Graduate	2%	2%	9%	31%	56%	4.38	.01	6,596
	Other	3%	3%	9%	26%	59%	4.36	.04	761
Gender - YOUR INSTITUTION	Female	2%	2%	6%	25%	65%	4.51	.03	915
	Male	1%	2%	10%	26%	60%	4.42	.04	569
	Transgender			33%	17%	50%	4.17	.40	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	27%	62%	4.47	.00	75,133
	Male	1%	2%	10%	30%	57%	4.39	.00	48,069
	Transgender	3%	3%	12%	26%	56%	4.28	.05	441
	Other Identity	2%	3%	12%	28%	55%	4.31	.03	951
Live... - YOUR INSTITUTION	On campus		1%	13%	28%	58%	4.43	.06	159
	Off campus	2%	2%	7%	25%	64%	4.48	.02	1,336
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	28%	60%	4.44	.00	76,812
	Off campus	1%	2%	8%	29%	60%	4.44	.00	46,938
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	8%	25%	63%	4.48	.02	1,495
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	7%	28%	62%	4.49	.01	16,739
	Mid-Atlantic	1%	2%	9%	30%	58%	4.41	.01	11,430
	Midwest	1%	2%	8%	27%	62%	4.47	.00	36,545
	Northeast	1%	2%	9%	29%	58%	4.41	.01	21,627
	Pacific	1%	2%	10%	30%	56%	4.36	.01	19,817
	Southern	1%	2%	8%	27%	62%	4.47	.01	19,148
Institution Type - YOUR INSTITUTION	Public	1%	2%	8%	25%	63%	4.48	.02	1,495
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	28%	60%	4.43	.00	93,897
	Private	1%	2%	8%	28%	61%	4.46	.00	31,409
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	8%	25%	63%	4.48	.02	1,495
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	8%	28%	60%	4.44	.02	1,249
	Primarily 4-year	1%	2%	8%	28%	60%	4.44	.00	124,057
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	8%	25%	63%	4.48	.02	1,495
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	28%	61%	4.45	.00	97,250
	Mainly Contracted	2%	2%	9%	30%	57%	4.39	.01	26,475
	Combination of Both	1%	2%	6%	26%	65%	4.52	.02	1,581
Total Current Enrollment - YOUR	Over 20,000	1%	2%	8%	25%	63%	4.48	.02	1,495
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	6%	27%	64%	4.52	.01	6,801
	2,500 to 10,000	1%	2%	9%	29%	58%	4.41	.00	28,594
	10,001 to 20,000	1%	2%	8%	27%	61%	4.45	.00	35,428
	Over 20,000	1%	2%	8%	29%	60%	4.43	.00	54,483
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	9%	30%	57%	4.40	.04	469
	Express Unit		3%	8%	23%	67%	4.54	.04	391
	Specialty Coffee Shop/ Juice Bar	2%	1%	6%	23%	68%	4.54	.07	155
	Sit-down Restaurant	3%		4%	28%	65%	4.51	.07	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	31%	57%	4.41	.01	23,145
	Marketplace	1%	2%	8%	29%	60%	4.45	.01	8,159
	Express Unit	1%	2%	8%	27%	61%	4.45	.01	15,582
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	63%	4.47	.01	9,382
	Sit-down Restaurant	1%	2%	8%	26%	63%	4.48	.01	2,980
	Convenience Store	1%	2%	8%	27%	63%	4.48	.01	8,666

*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%	14%	36%	40%	4.04	.03	1,212
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	8%	17%	38%	35%	3.97	.00	101,870
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	14%	37%	40%	4.04	.03	964
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	17%	37%	37%	4.01	.00	54,519
Aggregated Dining Halls	YOUR INSTITUTION	2%	8%	15%	32%	42%	4.04	.07	248
Aggregated Dining Halls	ENTIRE SAMPLE	2%	8%	18%	38%	34%	3.93	.00	47,351
Respondent Type - YOUR INSTITUTION	Student	2%	7%	14%	34%	42%	4.05	.04	804
	Faculty	4%	6%	12%	42%	35%	3.98	.11	93
	Administration/ Staff	2%	8%	15%	38%	37%	4.01	.06	304
	Other		9%		45%	45%	4.27	.27	11
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	18%	37%	35%	3.96	.00	89,345
	Faculty	2%	6%	14%	43%	36%	4.05	.02	2,826
	Administration/Staff	1%	5%	13%	43%	38%	4.10	.01	8,992
	Other	2%	3%	15%	35%	44%	4.15	.04	550
Student Class Status - YOUR INSTITUTION	First year		8%	19%	27%	46%	4.10	.09	109
	Sophomore	2%	10%	10%	37%	42%	4.06	.09	134
	Junior	4%	5%	15%	29%	47%	4.11	.07	224
	Senior	3%	8%	13%	32%	45%	4.08	.08	179
	Graduate	1%	9%	15%	47%	28%	3.92	.08	150
	Other	13%		25%	25%	38%	3.75	.49	8
Student Class Status - ENTIRE SAMPLE	First year	2%	8%	18%	37%	35%	3.94	.01	37,887
	Sophomore	2%	8%	18%	37%	35%	3.94	.01	18,500
	Junior	2%	7%	17%	37%	37%	3.99	.01	14,391
	Senior	2%	7%	17%	37%	37%	3.99	.01	12,665
	Graduate	2%	8%	18%	39%	33%	3.93	.01	5,210
	Other	1%	7%	18%	36%	38%	4.02	.04	607
Gender - YOUR INSTITUTION	Female	2%	8%	12%	36%	41%	4.06	.04	748
	Male	3%	6%	17%	35%	39%	4.01	.05	456
	Transgender		20%	20%	60%		3.40	.40	5
	Other Identity			33%	33%	33%	4.00	.58	3
Gender - ENTIRE SAMPLE	Female	1%	7%	15%	38%	38%	4.04	.00	60,466
	Male	2%	8%	20%	37%	32%	3.88	.01	39,765
	Transgender	3%	10%	18%	38%	31%	3.82	.06	353
	Other Identity	6%	11%	23%	32%	28%	3.66	.04	759
Live... - YOUR INSTITUTION	On campus	1%	11%	17%	30%	40%	3.96	.09	142
	Off campus	3%	7%	14%	36%	40%	4.05	.03	1,070
Live... - ENTIRE SAMPLE	On campus	2%	8%	18%	37%	34%	3.94	.00	63,180
	Off campus	2%	7%	16%	38%	37%	4.02	.01	37,466
NACUFS Region - YOUR	Southern	2%	8%	14%	36%	40%	4.04	.03	1,212
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	19%	40%	31%	3.90	.01	14,094
	Mid-Atlantic	2%	8%	17%	39%	35%	3.97	.01	9,762
	Midwest	2%	8%	17%	39%	34%	3.96	.01	29,714
	Northeast	2%	7%	16%	37%	39%	4.05	.01	17,532
	Pacific	2%	8%	19%	36%	34%	3.92	.01	15,444
	Southern	2%	7%	16%	35%	39%	4.02	.01	15,324
Institution Type - YOUR INSTITUTION	Public	2%	8%	14%	36%	40%	4.04	.03	1,212
Institution Type - ENTIRE SAMPLE	Public	2%	7%	17%	37%	37%	3.99	.00	76,306
	Private	2%	8%	18%	40%	32%	3.93	.01	25,564
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	8%	14%	36%	40%	4.04	.03	1,212
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	15%	38%	40%	4.08	.03	925
	Primarily 4-year	2%	8%	17%	38%	35%	3.97	.00	100,945
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	8%	14%	36%	40%	4.04	.03	1,212
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	17%	38%	36%	3.98	.00	79,816
	Mainly Contracted	2%	9%	18%	37%	34%	3.93	.01	20,714
	Combination of Both	1%	7%	16%	40%	36%	4.03	.03	1,340
Total Current Enrollment - YOUR	Over 20,000	2%	8%	14%	36%	40%	4.04	.03	1,212
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	15%	42%	36%	4.03	.01	5,734
	2,500 to 10,000	2%	7%	17%	36%	38%	4.01	.01	23,016
	10,001 to 20,000	2%	7%	18%	37%	36%	3.98	.01	28,663
	Over 20,000	2%	8%	18%	38%	34%	3.94	.00	44,457
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	13%	32%	46%	4.14	.05	369
	Express Unit	2%	8%	14%	41%	35%	3.98	.06	333
	Specialty Coffee Shop/ Juice Bar	3%	9%	13%	36%	39%	3.99	.10	125
	Sit-down Restaurant	4%	7%	15%	39%	35%	3.93	.09	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	8%	17%	37%	36%	3.97	.01	18,630
	Marketplace	2%	7%	17%	40%	34%	3.97	.01	6,685
	Express Unit	2%	7%	17%	37%	38%	4.00	.01	12,481
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	37%	40%	4.08	.01	7,379
	Sit-down Restaurant	2%	6%	13%	38%	41%	4.12	.02	2,333
	Convenience Store	2%	7%	17%	36%	38%	4.02	.01	7,012

*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	1%	3%	12%	32%	52%	4.30	.02	1,486
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	11%	34%	51%	4.29	.00	124,798
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	12%	32%	50%	4.26	.03	1,180
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	33%	50%	4.28	.00	67,498
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	9%	29%	59%	4.44	.05	306
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	34%	51%	4.30	.00	57,300
Respondent Type - YOUR INSTITUTION	Student	1%	3%	12%	32%	51%	4.29	.03	978
	Faculty	4%	4%	8%	34%	49%	4.19	.10	118
	Administration/ Staff	1%	3%	10%	31%	54%	4.34	.05	376
	Other			14%	36%	50%	4.36	.20	14
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	11%	34%	50%	4.29	.00	108,718
	Faculty	3%	4%	11%	33%	50%	4.23	.02	3,698
	Administration/Staff	2%	4%	10%	31%	53%	4.30	.01	11,421
	Other	2%	2%	9%	27%	59%	4.40	.03	748
Student Class Status - YOUR INSTITUTION	First year			12%	35%	54%	4.42	.06	121
	Sophomore	1%	4%	11%	36%	48%	4.27	.07	158
	Junior	2%	3%	14%	27%	54%	4.28	.06	286
	Senior	0%	5%	14%	32%	48%	4.23	.06	215
	Graduate	1%	3%	11%	33%	52%	4.32	.06	188
	Other			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	33%	54%	4.36	.00	45,582
	Sophomore	2%	3%	11%	35%	49%	4.26	.01	22,697
	Junior	2%	4%	12%	35%	47%	4.22	.01	17,518
	Senior	2%	4%	12%	35%	48%	4.22	.01	15,446
	Graduate	2%	4%	12%	36%	46%	4.20	.01	6,584
	Other	3%	4%	12%	32%	49%	4.19	.04	755
Gender - YOUR INSTITUTION	Female	1%	3%	11%	33%	52%	4.32	.03	914
	Male	1%	4%	13%	30%	52%	4.27	.04	561
	Transgender			17%	67%	17%	4.00	.26	6
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	2%	3%	10%	33%	53%	4.32	.00	74,794
	Male	2%	3%	12%	35%	48%	4.24	.00	47,912
	Transgender	3%	6%	14%	30%	47%	4.12	.05	438
	Other Identity	3%	4%	14%	34%	45%	4.14	.03	952
Live... - YOUR INSTITUTION	On campus		1%	13%	38%	48%	4.33	.06	159
	Off campus	1%	4%	11%	31%	52%	4.29	.02	1,327
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	34%	51%	4.31	.00	76,531
	Off campus	2%	4%	11%	33%	50%	4.25	.00	46,720
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	12%	32%	52%	4.30	.02	1,486
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	33%	55%	4.38	.01	16,678
	Mid-Atlantic	3%	5%	13%	35%	45%	4.13	.01	11,401
	Midwest	1%	3%	10%	33%	52%	4.31	.00	36,464
	Northeast	2%	3%	12%	34%	50%	4.26	.01	21,502
	Pacific	1%	3%	12%	35%	48%	4.25	.01	19,672
	Southern	2%	3%	10%	32%	53%	4.32	.01	19,081
Institution Type - YOUR INSTITUTION	Public	1%	3%	12%	32%	52%	4.30	.02	1,486
Institution Type - ENTIRE SAMPLE	Public	2%	3%	11%	34%	50%	4.28	.00	93,486
	Private	2%	3%	10%	33%	51%	4.30	.01	31,312
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	12%	32%	52%	4.30	.02	1,486
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	11%	32%	53%	4.33	.02	1,248
	Primarily 4-year	2%	3%	11%	34%	51%	4.29	.00	123,550
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	12%	32%	52%	4.30	.02	1,486
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	33%	52%	4.30	.00	96,848
	Mainly Contracted	2%	4%	12%	35%	47%	4.21	.01	26,384
	Combination of Both	1%	2%	8%	30%	59%	4.44	.02	1,566
Total Current Enrollment - YOUR	Over 20,000	1%	3%	12%	32%	52%	4.30	.02	1,486
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	10%	31%	54%	4.32	.01	6,786
	2,500 to 10,000	2%	3%	11%	34%	51%	4.30	.01	28,471
	10,001 to 20,000	1%	3%	11%	33%	51%	4.30	.00	35,287
	Over 20,000	2%	3%	11%	34%	50%	4.27	.00	54,254
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	10%	33%	52%	4.32	.04	467
	Express Unit	1%	5%	16%	32%	46%	4.17	.05	388
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	29%	51%	4.24	.08	156
	Sit-down Restaurant	3%	3%	7%	33%	54%	4.32	.07	169
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	12%	35%	48%	4.26	.01	23,004
	Marketplace	2%	4%	11%	33%	49%	4.23	.01	8,150
	Express Unit	2%	4%	12%	33%	50%	4.26	.01	15,383
	Specialty Coffee Shop/ Juice Bar	1%	3%	10%	32%	54%	4.33	.01	9,325
	Sit-down Restaurant	1%	2%	10%	30%	56%	4.38	.02	2,964
	Convenience Store	2%	3%	10%	33%	52%	4.31	.01	8,673

*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%	5%	14%	34%	46%	4.17	.03	1,198
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	18%	37%	36%	3.97	.00	101,622
Aggregated Retail Units	YOUR INSTITUTION	1%	5%	14%	34%	45%	4.18	.03	952
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	17%	37%	38%	4.02	.00	54,384
Aggregated Dining Halls	YOUR INSTITUTION	1%	8%	13%	32%	46%	4.15	.06	246
Aggregated Dining Halls	ENTIRE SAMPLE	2%	8%	19%	38%	33%	3.92	.00	47,238
Respondent Type - YOUR INSTITUTION	Student	2%	6%	15%	30%	47%	4.15	.04	800
	Faculty	2%	3%	12%	43%	39%	4.13	.10	89
	Administration/ Staff	1%	4%	11%	41%	44%	4.23	.05	298
	Other			9%	36%	55%	4.45	.21	11
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	18%	37%	35%	3.95	.00	89,170
	Faculty	1%	5%	14%	42%	38%	4.11	.02	2,805
	Administration/Staff	1%	3%	13%	42%	42%	4.20	.01	8,960
	Other	2%	4%	14%	33%	47%	4.21	.04	536
Student Class Status - YOUR INSTITUTION	First year		5%	17%	29%	49%	4.22	.09	109
	Sophomore	1%	8%	11%	30%	50%	4.21	.09	133
	Junior	3%	4%	16%	27%	50%	4.17	.07	226
	Senior	1%	6%	16%	28%	49%	4.18	.07	177
	Graduate	1%	9%	16%	37%	37%	3.99	.08	147
	Other	13%	13%	13%	25%	38%	3.63	.53	8
Student Class Status - ENTIRE SAMPLE	First year	2%	8%	19%	37%	35%	3.94	.01	37,812
	Sophomore	2%	9%	19%	36%	34%	3.92	.01	18,436
	Junior	2%	8%	18%	36%	36%	3.97	.01	14,359
	Senior	2%	8%	18%	36%	36%	3.96	.01	12,672
	Graduate	2%	8%	18%	41%	31%	3.92	.01	5,188
	Other	1%	8%	18%	37%	37%	4.00	.04	610
Gender - YOUR INSTITUTION	Female	1%	5%	13%	32%	49%	4.22	.03	744
	Male	2%	5%	15%	36%	41%	4.11	.05	446
	Transgender			40%	60%		3.60	.24	5
	Other Identity		33%	33%		33%	3.33	.88	3
Gender - ENTIRE SAMPLE	Female	1%	7%	16%	38%	38%	4.05	.00	60,344
	Male	3%	9%	21%	36%	32%	3.86	.01	39,661
	Transgender	3%	14%	20%	37%	27%	3.71	.06	350
	Other Identity	6%	13%	25%	29%	27%	3.58	.04	745
Live... - YOUR INSTITUTION	On campus	1%	5%	15%	33%	45%	4.15	.08	142
	Off campus	1%	5%	14%	34%	46%	4.17	.03	1,056
Live... - ENTIRE SAMPLE	On campus	2%	8%	19%	37%	34%	3.93	.00	63,023
	Off campus	2%	6%	16%	37%	38%	4.05	.01	37,395
NACUFS Region - YOUR	Southern	1%	5%	14%	34%	46%	4.17	.03	1,198
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	19%	39%	31%	3.90	.01	14,031
	Mid-Atlantic	2%	9%	19%	37%	33%	3.90	.01	9,745
	Midwest	2%	8%	17%	38%	35%	3.97	.01	29,611
	Northeast	2%	6%	17%	36%	39%	4.05	.01	17,522
	Pacific	2%	8%	19%	36%	35%	3.93	.01	15,439
	Southern	2%	7%	16%	34%	41%	4.06	.01	15,274
Institution Type - YOUR INSTITUTION	Public	1%	5%	14%	34%	46%	4.17	.03	1,198
Institution Type - ENTIRE SAMPLE	Public	2%	7%	18%	36%	37%	3.99	.00	76,175
	Private	2%	8%	18%	39%	33%	3.93	.01	25,447
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	5%	14%	34%	46%	4.17	.03	1,198
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	12%	38%	44%	4.17	.03	925
	Primarily 4-year	2%	8%	18%	37%	36%	3.97	.00	100,697
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	5%	14%	34%	46%	4.17	.03	1,198
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	18%	37%	36%	3.98	.00	79,609
	Mainly Contracted	2%	8%	18%	36%	35%	3.94	.01	20,670
	Combination of Both	2%	7%	16%	40%	35%	4.00	.03	1,343
Total Current Enrollment - YOUR	Over 20,000	1%	5%	14%	34%	46%	4.17	.03	1,198
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	15%	40%	36%	4.04	.01	5,705
	2,500 to 10,000	2%	7%	17%	36%	39%	4.03	.01	23,002
	10,001 to 20,000	2%	7%	18%	37%	36%	3.97	.01	28,565
	Over 20,000	2%	8%	18%	38%	34%	3.94	.00	44,350
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	14%	28%	51%	4.22	.05	362
	Express Unit	1%	3%	16%	37%	42%	4.16	.05	330
	Specialty Coffee Shop/ Juice Bar	2%	7%	15%	34%	42%	4.07	.09	125
	Sit-down Restaurant	2%	4%	10%	41%	42%	4.18	.08	135
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	37%	37%	3.99	.01	18,530
	Marketplace	2%	8%	18%	39%	33%	3.94	.01	6,665
	Express Unit	2%	7%	17%	36%	39%	4.02	.01	12,532
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	37%	41%	4.11	.01	7,359
	Sit-down Restaurant	1%	4%	12%	37%	46%	4.23	.02	2,327
	Convenience Store	2%	7%	18%	36%	38%	4.01	.01	6,972

*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	2%	1%	9%	32%	55%	4.38	.02	1,485
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	52%	4.33	.00	124,654
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	10%	33%	54%	4.36	.02	1,181
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	52%	4.34	.00	67,473
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	9%	28%	61%	4.46	.05	304
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	10%	34%	52%	4.32	.00	57,181
Respondent Type - YOUR INSTITUTION	Student	1%	1%	11%	32%	55%	4.38	.03	977
	Faculty	4%	3%	5%	30%	58%	4.33	.09	118
	Administration/ Staff	1%	2%	7%	34%	55%	4.40	.04	375
	Other			20%	33%	47%	4.27	.21	15
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	34%	52%	4.32	.00	108,610
	Faculty	2%	3%	10%	32%	53%	4.32	.01	3,680
	Administration/Staff	1%	2%	8%	32%	56%	4.40	.01	11,405
	Other	2%	2%	8%	28%	60%	4.44	.03	750
Student Class Status - YOUR INSTITUTION	First year			9%	33%	58%	4.49	.06	121
	Sophomore	2%	2%	8%	33%	55%	4.37	.07	157
	Junior	2%	1%	10%	30%	57%	4.40	.05	285
	Senior	1%	1%	14%	32%	52%	4.32	.06	215
	Graduate	2%	1%	11%	33%	54%	4.37	.06	189
	Other				40%	60%	4.60	.16	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	32%	55%	4.37	.00	45,490
	Sophomore	1%	3%	11%	35%	51%	4.31	.01	22,671
	Junior	2%	3%	11%	36%	49%	4.28	.01	17,535
	Senior	1%	2%	11%	35%	50%	4.29	.01	15,455
	Graduate	2%	3%	11%	36%	48%	4.27	.01	6,566
	Other	3%	3%	10%	35%	50%	4.26	.03	754
Gender - YOUR INSTITUTION	Female	2%	1%	8%	33%	56%	4.40	.03	915
	Male	1%	2%	12%	30%	55%	4.35	.04	559
	Transgender			17%	83%		3.83	.17	6
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	32%	55%	4.37	.00	74,712
	Male	1%	3%	11%	36%	49%	4.28	.00	47,861
	Transgender	3%	3%	14%	33%	47%	4.18	.05	438
	Other Identity	3%	4%	16%	31%	46%	4.14	.03	942
Live... - YOUR INSTITUTION	On campus			9%	39%	52%	4.42	.05	159
	Off campus	2%	2%	10%	31%	56%	4.38	.02	1,326
Live... - ENTIRE SAMPLE	On campus	1%	2%	10%	34%	52%	4.33	.00	76,408
	Off campus	1%	2%	10%	33%	52%	4.33	.00	46,693
NACUFS Region - YOUR INSTITUTION	Southern	2%	1%	9%	32%	55%	4.38	.02	1,485
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	33%	57%	4.43	.01	16,619
	Mid-Atlantic	2%	3%	12%	35%	47%	4.22	.01	11,390
	Midwest	1%	2%	9%	33%	54%	4.36	.00	36,416
	Northeast	1%	3%	11%	34%	50%	4.29	.01	21,523
	Pacific	2%	3%	12%	36%	48%	4.26	.01	19,664
	Southern	1%	2%	10%	33%	55%	4.37	.01	19,042
Institution Type - YOUR INSTITUTION	Public	2%	1%	9%	32%	55%	4.38	.02	1,485
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	34%	52%	4.33	.00	93,413
	Private	1%	2%	10%	34%	53%	4.34	.00	31,241
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	1%	9%	32%	55%	4.38	.02	1,485
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	4%	11%	32%	52%	4.30	.03	1,254
	Primarily 4-year	1%	2%	10%	34%	52%	4.33	.00	123,400
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	1%	9%	32%	55%	4.38	.02	1,485
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	33%	53%	4.35	.00	96,708
	Mainly Contracted	2%	3%	12%	35%	48%	4.25	.01	26,365
	Combination of Both	1%	1%	8%	28%	62%	4.51	.02	1,581
Total Current Enrollment - YOUR	Over 20,000	2%	1%	9%	32%	55%	4.38	.02	1,485
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	9%	32%	55%	4.37	.01	6,770
	2,500 to 10,000	1%	2%	10%	34%	52%	4.33	.01	28,489
	10,001 to 20,000	1%	2%	10%	34%	53%	4.35	.00	35,215
	Over 20,000	2%	3%	10%	34%	52%	4.32	.00	54,180
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	1%	8%	34%	55%	4.39	.04	465
	Express Unit	1%	3%	13%	31%	53%	4.32	.04	388
	Specialty Coffee Shop/ Juice Bar	2%	1%	9%	33%	55%	4.37	.07	154
	Sit-down Restaurant	3%		7%	37%	53%	4.37	.06	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	36%	49%	4.28	.01	22,949
	Marketplace	1%	2%	10%	34%	53%	4.35	.01	8,125
	Express Unit	1%	2%	10%	33%	53%	4.34	.01	15,460
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	31%	58%	4.42	.01	9,322
	Sit-down Restaurant	1%	1%	7%	30%	60%	4.45	.01	2,971
	Convenience Store	1%	2%	11%	33%	53%	4.34	.01	8,647

*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	1%	3%	10%	31%	55%	4.35	.03	1,197
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	52%	4.30	.00	100,045
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	11%	31%	53%	4.30	.03	950
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	32%	50%	4.26	.00	52,827
Aggregated Dining Halls	YOUR INSTITUTION		2%	7%	29%	62%	4.51	.05	247
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	34%	53%	4.36	.00	47,218
Respondent Type - YOUR INSTITUTION	Student	1%	3%	10%	32%	54%	4.35	.03	800
	Faculty	2%	4%	10%	27%	57%	4.31	.10	90
	Administration/ Staff	2%	4%	9%	28%	57%	4.34	.05	296
	Other			9%	36%	55%	4.45	.21	11
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	33%	52%	4.31	.00	88,056
	Faculty	2%	4%	10%	33%	51%	4.26	.02	2,733
	Administration/Staff	2%	4%	9%	34%	52%	4.29	.01	8,608
	Other	2%	3%	9%	32%	55%	4.35	.04	518
Student Class Status - YOUR INSTITUTION	First year		5%	10%	30%	55%	4.36	.08	107
	Sophomore	1%	3%	11%	32%	53%	4.35	.07	133
	Junior		2%	8%	30%	60%	4.49	.05	224
	Senior	2%	3%	13%	30%	51%	4.26	.07	178
	Graduate	1%	3%	11%	41%	45%	4.27	.07	150
	Other	13%		13%	13%	63%	4.13	.52	8
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	34%	51%	4.30	.00	37,425
	Sophomore	1%	3%	11%	33%	52%	4.31	.01	18,209
	Junior	1%	3%	11%	31%	53%	4.33	.01	14,191
	Senior	1%	3%	10%	32%	53%	4.32	.01	12,416
	Graduate	2%	4%	12%	35%	47%	4.23	.01	5,125
	Other	1%	2%	13%	32%	52%	4.32	.03	598
Gender - YOUR INSTITUTION	Female	1%	4%	8%	29%	58%	4.39	.03	737
	Male	2%	3%	13%	33%	50%	4.28	.04	452
	Transgender			20%	60%	20%	4.00	.32	5
	Other Identity			33%	33%	33%	4.00	.58	3
Gender - ENTIRE SAMPLE	Female	1%	3%	9%	32%	55%	4.36	.00	59,200
	Male	1%	4%	13%	34%	47%	4.22	.00	39,275
	Transgender	2%	4%	10%	37%	46%	4.21	.05	340
	Other Identity	4%	4%	19%	28%	45%	4.07	.04	735
Live... - YOUR INSTITUTION	On campus	1%	3%	11%	36%	49%	4.29	.07	143
	Off campus	1%	3%	10%	30%	55%	4.36	.03	1,054
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	34%	51%	4.30	.00	62,310
	Off campus	1%	4%	10%	32%	53%	4.32	.00	36,563
NACUFS Region - YOUR	Southern	1%	3%	10%	31%	55%	4.35	.03	1,197
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	36%	49%	4.27	.01	13,800
	Mid-Atlantic	1%	4%	10%	33%	53%	4.33	.01	9,666
	Midwest	1%	3%	10%	34%	52%	4.32	.01	29,141
	Northeast	1%	3%	11%	33%	52%	4.31	.01	17,308
	Pacific	1%	4%	13%	33%	49%	4.25	.01	15,113
	Southern	2%	3%	10%	29%	55%	4.33	.01	15,017
Institution Type - YOUR INSTITUTION	Public	1%	3%	10%	31%	55%	4.35	.03	1,197
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	32%	53%	4.32	.00	75,052
	Private	1%	4%	11%	36%	48%	4.25	.01	24,993
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	10%	31%	55%	4.35	.03	1,197
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	8%	34%	51%	4.29	.03	888
	Primarily 4-year	1%	3%	11%	33%	52%	4.30	.00	99,157
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	10%	31%	55%	4.35	.03	1,197
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	33%	52%	4.32	.00	78,404
	Mainly Contracted	1%	4%	12%	33%	50%	4.27	.01	20,316
	Combination of Both	1%	5%	10%	37%	48%	4.25	.02	1,325
Total Current Enrollment - YOUR	Over 20,000	1%	3%	10%	31%	55%	4.35	.03	1,197
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	9%	35%	52%	4.33	.01	5,609
	2,500 to 10,000	1%	4%	11%	34%	51%	4.29	.01	22,534
	10,001 to 20,000	1%	3%	11%	34%	51%	4.29	.01	28,140
	Over 20,000	1%	3%	11%	32%	53%	4.32	.00	43,762
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	4%	11%	28%	57%	4.38	.04	365
	Express Unit	3%	4%	13%	34%	46%	4.17	.05	325
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	28%	52%	4.25	.09	125
	Sit-down Restaurant	1%	2%	3%	38%	56%	4.47	.06	135
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	11%	32%	52%	4.30	.01	18,301
	Marketplace	1%	4%	11%	35%	50%	4.27	.01	6,546
	Express Unit	2%	5%	13%	33%	48%	4.19	.01	12,133
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	31%	51%	4.26	.01	7,159
	Sit-down Restaurant	1%	2%	8%	32%	57%	4.43	.02	2,315
	Convenience Store	3%	5%	12%	31%	49%	4.19	.01	6,374

*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	3%	7%	16%	26%	48%	4.07	.03	1,466
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	31%	43%	4.02	.00	122,445
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	16%	26%	46%	4.03	.03	1,164
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	16%	30%	43%	4.00	.00	65,203
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	15%	25%	54%	4.23	.06	302
Aggregated Dining Halls	ENTIRE SAMPLE	3%	7%	16%	32%	43%	4.05	.00	57,242
Respondent Type - YOUR INSTITUTION	Student	3%	8%	16%	25%	47%	4.06	.04	971
	Faculty	5%	4%	10%	21%	60%	4.26	.11	115
	Administration/ Staff	4%	6%	16%	29%	45%	4.05	.06	365
	Other			20%	33%	47%	4.27	.21	15
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	16%	31%	42%	4.00	.00	107,160
	Faculty	3%	6%	13%	29%	49%	4.15	.02	3,568
	Administration/Staff	3%	5%	13%	29%	50%	4.18	.01	10,774
	Other	3%	4%	9%	27%	58%	4.32	.04	739
Student Class Status - YOUR INSTITUTION	First year	1%	2%	20%	30%	47%	4.21	.08	119
	Sophomore		8%	21%	28%	41%	3.97	.09	154
	Junior	5%	10%	14%	22%	49%	4.01	.07	284
	Senior	3%	8%	19%	27%	44%	4.01	.07	215
	Graduate	3%	11%	12%	21%	54%	4.12	.08	189
	Other				40%	60%	4.60	.16	10
Student Class Status - ENTIRE SAMPLE	First year	2%	6%	15%	31%	46%	4.11	.00	45,078
	Sophomore	4%	9%	17%	31%	40%	3.94	.01	22,384
	Junior	4%	9%	17%	31%	38%	3.90	.01	17,229
	Senior	4%	9%	17%	30%	39%	3.89	.01	15,141
	Graduate	4%	8%	16%	32%	40%	3.97	.01	6,444
	Other	6%	6%	15%	31%	42%	3.98	.04	745
Gender - YOUR INSTITUTION	Female	4%	8%	16%	25%	47%	4.02	.04	897
	Male	2%	6%	15%	27%	50%	4.16	.04	558
	Transgender		33%	17%	50%		3.17	.40	6
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	3%	8%	16%	30%	43%	4.02	.00	73,056
	Male	3%	7%	16%	31%	43%	4.04	.00	47,327
	Transgender	6%	10%	15%	29%	41%	3.88	.06	431
	Other Identity	6%	7%	20%	26%	42%	3.89	.04	937
Live... - YOUR INSTITUTION	On campus	3%	3%	20%	30%	45%	4.11	.08	157
	Off campus	4%	8%	15%	25%	48%	4.07	.03	1,309
Live... - ENTIRE SAMPLE	On campus	3%	7%	16%	31%	43%	4.05	.00	75,511
	Off campus	4%	8%	16%	29%	42%	3.98	.01	45,400
NACUFS Region - YOUR INSTITUTION	Southern	3%	7%	16%	26%	48%	4.07	.03	1,466
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	16%	31%	42%	4.02	.01	16,375
	Mid-Atlantic	4%	9%	17%	32%	38%	3.91	.01	11,273
	Midwest	3%	7%	15%	31%	45%	4.08	.01	35,774
	Northeast	3%	6%	15%	31%	46%	4.11	.01	21,188
	Pacific	4%	8%	18%	31%	39%	3.94	.01	19,284
	Southern	4%	8%	17%	28%	43%	3.98	.01	18,551
Institution Type - YOUR INSTITUTION	Public	3%	7%	16%	26%	48%	4.07	.03	1,466
Institution Type - ENTIRE SAMPLE	Public	4%	7%	16%	31%	42%	4.01	.00	91,664
	Private	3%	7%	15%	31%	45%	4.07	.01	30,781
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	16%	26%	48%	4.07	.03	1,466
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	14%	29%	46%	4.06	.03	1,200
	Primarily 4-year	3%	7%	16%	31%	43%	4.02	.00	121,245
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	16%	26%	48%	4.07	.03	1,466
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	31%	44%	4.04	.00	94,997
	Mainly Contracted	4%	8%	17%	31%	40%	3.95	.01	25,890
	Combination of Both	2%	5%	14%	34%	46%	4.18	.02	1,558
Total Current Enrollment - YOUR	Over 20,000	3%	7%	16%	26%	48%	4.07	.03	1,466
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	14%	30%	47%	4.11	.01	6,667
	2,500 to 10,000	3%	6%	15%	32%	45%	4.10	.01	27,877
	10,001 to 20,000	3%	6%	15%	31%	45%	4.09	.01	34,705
	Over 20,000	4%	9%	17%	30%	40%	3.93	.00	53,196
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	17%	27%	47%	4.09	.05	464
	Express Unit	5%	9%	18%	26%	43%	3.92	.06	377
	Specialty Coffee Shop/ Juice Bar	5%	13%	15%	25%	41%	3.83	.10	151
	Sit-down Restaurant	2%	5%	10%	26%	56%	4.28	.08	172
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	17%	31%	41%	3.98	.01	22,668
	Marketplace	4%	9%	16%	29%	41%	3.93	.01	7,974
	Express Unit	3%	7%	16%	29%	44%	4.04	.01	14,852
	Specialty Coffee Shop/ Juice Bar	3%	9%	17%	29%	42%	3.97	.01	9,009
	Sit-down Restaurant	2%	4%	12%	30%	51%	4.23	.02	2,956
	Convenience Store	3%	8%	17%	30%	43%	4.01	.01	7,745

*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%	9%	33%	53%	4.33	.03	1,195
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	13%	37%	44%	4.19	.00	99,660
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	10%	33%	52%	4.31	.03	951
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	36%	45%	4.19	.00	52,769
Aggregated Dining Halls	YOUR INSTITUTION	0%	4%	9%	30%	57%	4.40	.05	244
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	39%	43%	4.20	.00	46,891
Respondent Type - YOUR INSTITUTION	Student	1%	4%	9%	32%	54%	4.35	.03	792
	Faculty	2%	3%	12%	26%	56%	4.31	.10	91
	Administration/ Staff	2%	3%	9%	36%	50%	4.29	.05	301
	Other			9%	45%	45%	4.36	.20	11
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	14%	37%	44%	4.19	.00	87,684
	Faculty	2%	4%	12%	39%	44%	4.19	.02	2,724
	Administration/Staff	2%	3%	10%	40%	45%	4.23	.01	8,600
	Other	2%	2%	10%	31%	55%	4.36	.04	514
Student Class Status - YOUR INSTITUTION	First year	2%	4%	12%	28%	54%	4.29	.09	109
	Sophomore	1%	5%	6%	32%	57%	4.39	.08	129
	Junior	0%	4%	8%	26%	62%	4.45	.06	223
	Senior	1%	3%	10%	32%	53%	4.33	.07	172
	Graduate		5%	10%	43%	42%	4.23	.07	151
	Other	13%		13%	38%	38%	3.88	.48	8
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	37%	44%	4.19	.00	37,262
	Sophomore	1%	4%	14%	38%	43%	4.17	.01	18,126
	Junior	1%	4%	14%	36%	46%	4.21	.01	14,114
	Senior	1%	4%	13%	37%	45%	4.20	.01	12,385
	Graduate	2%	5%	13%	39%	42%	4.14	.01	5,113
	Other	1%	3%	15%	36%	46%	4.23	.03	599
Gender - YOUR INSTITUTION	Female	1%	4%	7%	32%	56%	4.37	.03	740
	Male	1%	3%	14%	33%	50%	4.26	.04	448
	Transgender				100%		4.00	.00	4
	Other Identity			33%	33%	33%	4.00	.58	3
Gender - ENTIRE SAMPLE	Female	1%	4%	12%	37%	47%	4.24	.00	59,086
	Male	2%	4%	16%	38%	40%	4.11	.00	39,015
	Transgender	3%	3%	18%	36%	41%	4.10	.05	340
	Other Identity	4%	4%	18%	33%	40%	4.02	.04	737
Live... - YOUR INSTITUTION	On campus	1%	3%	13%	32%	50%	4.27	.08	141
	Off campus	1%	4%	9%	33%	53%	4.34	.03	1,054
Live... - ENTIRE SAMPLE	On campus	1%	4%	14%	38%	43%	4.18	.00	62,072
	Off campus	2%	4%	12%	37%	46%	4.21	.00	36,473
NACUFS Region - YOUR INSTITUTION	Southern	1%	4%	9%	33%	53%	4.33	.03	1,195
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	14%	40%	40%	4.15	.01	13,732
	Mid-Atlantic	1%	4%	13%	38%	43%	4.19	.01	9,653
	Midwest	1%	4%	13%	38%	44%	4.19	.01	29,024
	Northeast	1%	4%	13%	36%	47%	4.24	.01	17,227
	Pacific	2%	4%	15%	36%	43%	4.15	.01	15,046
	Southern	2%	4%	12%	35%	47%	4.22	.01	14,978
Institution Type - YOUR INSTITUTION	Public	1%	4%	9%	33%	53%	4.33	.03	1,195
Institution Type - ENTIRE SAMPLE	Public	1%	4%	13%	37%	45%	4.20	.00	74,890
	Private	1%	4%	14%	40%	41%	4.15	.01	24,770
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	4%	9%	33%	53%	4.33	.03	1,195
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	10%	35%	49%	4.25	.03	886
	Primarily 4-year	1%	4%	13%	37%	44%	4.19	.00	98,774
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	4%	9%	33%	53%	4.33	.03	1,195
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	13%	37%	44%	4.20	.00	78,159
	Mainly Contracted	1%	4%	14%	37%	43%	4.16	.01	20,182
	Combination of Both	1%	5%	12%	39%	43%	4.17	.03	1,319
Total Current Enrollment - YOUR	Over 20,000	1%	4%	9%	33%	53%	4.33	.03	1,195
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	40%	45%	4.23	.01	5,552
	2,500 to 10,000	1%	4%	13%	36%	46%	4.22	.01	22,489
	10,001 to 20,000	1%	4%	14%	37%	44%	4.19	.01	27,956
	Over 20,000	1%	4%	13%	38%	43%	4.17	.00	43,663
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	10%	28%	57%	4.38	.05	363
	Express Unit	2%	4%	12%	37%	45%	4.19	.05	328
	Specialty Coffee Shop/ Juice Bar	2%	4%	9%	36%	49%	4.27	.08	124
	Sit-down Restaurant	1%	3%	4%	36%	57%	4.45	.07	136
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	13%	37%	45%	4.19	.01	18,163
	Marketplace	1%	4%	14%	39%	41%	4.15	.01	6,539
	Express Unit	2%	5%	14%	35%	44%	4.15	.01	12,121
	Specialty Coffee Shop/ Juice Bar	1%	4%	11%	35%	48%	4.25	.01	7,143
	Sit-down Restaurant	1%	2%	8%	35%	54%	4.38	.02	2,300
	Convenience Store	3%	5%	14%	35%	44%	4.12	.01	6,504

*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	3%	6%	14%	31%	47%	4.14	.03	1,466
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	14%	34%	45%	4.16	.00	122,567
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	15%	30%	47%	4.11	.03	1,162
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	14%	33%	45%	4.14	.00	65,384
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	13%	34%	48%	4.23	.05	304
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	35%	46%	4.19	.00	57,183
Respondent Type - YOUR INSTITUTION	Student	2%	6%	15%	29%	48%	4.14	.03	972
	Faculty	3%	4%	11%	28%	53%	4.22	.10	116
	Administration/ Staff	3%	4%	15%	36%	42%	4.10	.05	363
	Other			20%	33%	47%	4.27	.21	15
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	14%	34%	45%	4.16	.00	107,282
	Faculty	2%	5%	14%	34%	45%	4.14	.02	3,561
	Administration/Staff	2%	5%	13%	33%	47%	4.17	.01	10,787
	Other	3%	3%	10%	28%	56%	4.33	.03	733
Student Class Status - YOUR INSTITUTION	First year		3%	14%	33%	50%	4.31	.07	120
	Sophomore	2%	5%	16%	30%	46%	4.14	.08	155
	Junior	2%	7%	13%	28%	50%	4.16	.06	286
	Senior	2%	7%	18%	30%	43%	4.07	.07	212
	Graduate	4%	8%	13%	25%	50%	4.08	.08	189
	Other		10%	10%	50%	30%	4.00	.30	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	34%	49%	4.25	.00	45,145
	Sophomore	2%	5%	14%	35%	44%	4.14	.01	22,349
	Junior	2%	6%	15%	35%	42%	4.08	.01	17,293
	Senior	3%	6%	15%	34%	42%	4.07	.01	15,185
	Graduate	2%	6%	15%	35%	41%	4.07	.01	6,436
	Other	4%	5%	15%	33%	43%	4.05	.04	740
Gender - YOUR INSTITUTION	Female	3%	6%	14%	31%	46%	4.11	.03	898
	Male	2%	5%	15%	30%	48%	4.18	.04	557
	Transgender		33%	17%	50%		3.17	.40	6
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	2%	5%	13%	33%	46%	4.17	.00	73,232
	Male	2%	5%	14%	35%	44%	4.15	.00	47,294
	Transgender	4%	6%	18%	32%	40%	3.98	.05	429
	Other Identity	5%	8%	18%	29%	41%	3.94	.04	941
Live... - YOUR INSTITUTION	On campus	1%	3%	16%	34%	47%	4.22	.07	158
	Off campus	3%	6%	14%	30%	47%	4.13	.03	1,308
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	35%	46%	4.19	.00	75,664
	Off campus	2%	6%	14%	33%	44%	4.10	.00	45,380
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	14%	31%	47%	4.14	.03	1,466
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	12%	35%	48%	4.24	.01	16,406
	Mid-Atlantic	3%	5%	15%	36%	41%	4.09	.01	11,247
	Midwest	2%	5%	13%	33%	48%	4.21	.01	35,772
	Northeast	2%	5%	14%	34%	45%	4.15	.01	21,227
	Pacific	2%	6%	17%	34%	41%	4.06	.01	19,270
	Southern	2%	5%	14%	33%	46%	4.16	.01	18,645
Institution Type - YOUR INSTITUTION	Public	3%	6%	14%	31%	47%	4.14	.03	1,466
Institution Type - ENTIRE SAMPLE	Public	2%	5%	14%	34%	45%	4.15	.00	91,815
	Private	2%	5%	13%	34%	46%	4.18	.01	30,752
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	14%	31%	47%	4.14	.03	1,466
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	17%	30%	42%	3.99	.03	1,194
	Primarily 4-year	2%	5%	14%	34%	45%	4.16	.00	121,373
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	14%	31%	47%	4.14	.03	1,466
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	14%	34%	46%	4.18	.00	95,138
	Mainly Contracted	3%	6%	15%	35%	42%	4.07	.01	25,883
	Combination of Both	1%	4%	10%	33%	52%	4.31	.02	1,546
Total Current Enrollment - YOUR	Over 20,000	3%	6%	14%	31%	47%	4.14	.03	1,466
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	13%	34%	47%	4.18	.01	6,678
	2,500 to 10,000	2%	4%	13%	34%	46%	4.18	.01	27,902
	10,001 to 20,000	2%	4%	13%	34%	47%	4.20	.01	34,745
	Over 20,000	2%	5%	14%	34%	44%	4.12	.00	53,242
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	6%	14%	29%	49%	4.16	.05	464
	Express Unit	4%	7%	19%	28%	42%	3.97	.06	377
	Specialty Coffee Shop/ Juice Bar	2%	9%	11%	32%	46%	4.12	.09	151
	Sit-down Restaurant	2%	2%	11%	34%	50%	4.27	.07	170
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	15%	35%	42%	4.09	.01	22,598
	Marketplace	2%	5%	14%	34%	45%	4.16	.01	7,992
	Express Unit	2%	6%	14%	32%	45%	4.13	.01	14,867
	Specialty Coffee Shop/ Juice Bar	2%	5%	14%	31%	48%	4.18	.01	9,026
	Sit-down Restaurant	2%	3%	11%	31%	53%	4.30	.02	2,950
	Convenience Store	2%	5%	14%	33%	46%	4.15	.01	7,952

*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	4%	5%	14%	29%	48%	4.11	.03	1,137
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	16%	28%	45%	4.04	.00	93,036
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	15%	28%	47%	4.10	.04	903
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	28%	47%	4.08	.00	49,708
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	11%	31%	49%	4.16	.07	234
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	17%	29%	43%	3.99	.01	43,328
Respondent Type - YOUR INSTITUTION	Student	4%	5%	15%	25%	51%	4.13	.04	759
	Faculty	2%	6%	22%	27%	43%	4.03	.11	88
	Administration/ Staff	5%	4%	11%	38%	42%	4.08	.06	278
	Other			17%	50%	33%	4.17	.21	12
Respondent Type - ENTIRE SAMPLE	Student	5%	6%	17%	28%	45%	4.03	.00	81,596
	Faculty	4%	5%	13%	29%	49%	4.13	.02	2,573
	Administration/Staff	5%	5%	13%	32%	45%	4.09	.01	8,214
	Other	6%	3%	12%	26%	52%	4.15	.05	512
Student Class Status - YOUR INSTITUTION	First year	2%	8%	19%	37%	35%	3.94	.10	101
	Sophomore	4%	6%	12%	29%	50%	4.15	.10	127
	Junior	5%	5%	14%	19%	57%	4.18	.08	211
	Senior	5%	4%	15%	18%	58%	4.20	.09	169
	Graduate	4%	5%	17%	30%	44%	4.05	.09	143
	Other			13%	13%	75%	4.63	.26	8
Student Class Status - ENTIRE SAMPLE	First year	5%	6%	17%	29%	44%	4.00	.01	34,458
	Sophomore	5%	6%	17%	28%	44%	4.01	.01	16,896
	Junior	5%	6%	16%	28%	46%	4.05	.01	13,226
	Senior	4%	6%	15%	27%	48%	4.09	.01	11,600
	Graduate	4%	5%	15%	30%	45%	4.09	.02	4,771
	Other	5%	5%	15%	30%	46%	4.06	.05	567
Gender - YOUR INSTITUTION	Female	4%	4%	12%	29%	51%	4.20	.04	703
	Male	6%	5%	19%	28%	42%	3.96	.06	426
	Transgender			20%	60%	20%	4.00	.32	5
	Other Identity					100%	5.00	.00	3
Gender - ENTIRE SAMPLE	Female	3%	4%	14%	29%	50%	4.18	.00	55,416
	Male	7%	8%	19%	28%	38%	3.82	.01	36,143
	Transgender	7%	3%	18%	29%	42%	3.95	.07	322
	Other Identity	6%	7%	16%	22%	49%	4.01	.05	687
Live... - YOUR INSTITUTION	On campus	4%	7%	15%	32%	42%	4.01	.09	138
	Off campus	4%	4%	14%	28%	49%	4.12	.03	999
Live... - ENTIRE SAMPLE	On campus	5%	6%	17%	28%	44%	4.01	.00	57,510
	Off campus	5%	5%	14%	29%	47%	4.09	.01	34,445
NACUFS Region - YOUR INSTITUTION	Southern	4%	5%	14%	29%	48%	4.11	.03	1,137
NACUFS Region - ENTIRE SAMPLE	Continental	5%	7%	17%	29%	42%	3.95	.01	12,710
	Mid-Atlantic	5%	7%	16%	30%	42%	3.97	.01	8,785
	Midwest	5%	6%	16%	29%	44%	4.02	.01	27,104
	Northeast	4%	5%	16%	27%	47%	4.09	.01	16,096
	Pacific	4%	5%	16%	28%	46%	4.07	.01	14,226
	Southern	4%	5%	15%	27%	48%	4.10	.01	14,115
Institution Type - YOUR INSTITUTION	Public	4%	5%	14%	29%	48%	4.11	.03	1,137
Institution Type - ENTIRE SAMPLE	Public	4%	5%	16%	29%	46%	4.06	.00	70,032
	Private	6%	7%	16%	28%	43%	3.96	.01	23,004
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	14%	29%	48%	4.11	.03	1,137
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	3%	12%	28%	51%	4.17	.04	863
	Primarily 4-year	5%	6%	16%	29%	45%	4.04	.00	92,173
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	14%	29%	48%	4.11	.03	1,137
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	6%	16%	29%	45%	4.05	.00	73,374
	Mainly Contracted	5%	6%	17%	29%	44%	4.01	.01	18,452
	Combination of Both	4%	7%	15%	27%	47%	4.05	.03	1,210
	Over 20,000	4%	5%	14%	29%	48%	4.11	.03	1,137
Total Current Enrollment - YOUR	Under 2,500	4%	5%	14%	28%	50%	4.16	.01	5,203
	2,500 to 10,000	4%	6%	16%	28%	47%	4.08	.01	20,896
	10,001 to 20,000	5%	6%	17%	28%	44%	4.02	.01	26,232
	Over 20,000	5%	6%	16%	29%	44%	4.02	.01	40,705
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	4%	14%	22%	54%	4.16	.06	348
	Express Unit	5%	5%	17%	31%	41%	3.98	.06	309
	Specialty Coffee Shop/ Juice Bar	4%	4%	14%	29%	48%	4.13	.10	120
	Sit-down Restaurant	2%	6%	13%	36%	44%	4.14	.09	126
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	16%	28%	46%	4.05	.01	16,976
	Marketplace	5%	5%	15%	30%	45%	4.05	.01	6,092
	Express Unit	5%	5%	15%	27%	47%	4.06	.01	11,446
	Specialty Coffee Shop/ Juice Bar	3%	4%	13%	28%	51%	4.20	.01	6,683
	Sit-down Restaurant	4%	5%	14%	29%	49%	4.14	.02	2,104
	Convenience Store	4%	5%	15%	28%	47%	4.08	.01	6,408

*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	4%	5%	17%	32%	41%	4.00	.03	1,355
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	19%	34%	40%	4.06	.00	112,171
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	18%	32%	41%	4.00	.03	1,078
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	18%	33%	42%	4.09	.00	60,649
Aggregated Dining Halls	YOUR INSTITUTION	6%	4%	14%	31%	43%	4.01	.07	277
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	19%	36%	38%	4.02	.00	51,522
Respondent Type - YOUR INSTITUTION	Student	5%	5%	19%	31%	40%	3.97	.04	903
	Faculty	6%	4%	15%	28%	48%	4.09	.11	109
	Administration/ Staff	3%	5%	15%	36%	41%	4.06	.06	328
	Other			27%	27%	47%	4.20	.22	15
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	19%	35%	40%	4.04	.00	98,071
	Faculty	4%	5%	17%	33%	41%	4.03	.02	3,230
	Administration/Staff	2%	3%	15%	32%	48%	4.21	.01	9,980
	Other	3%	3%	12%	27%	55%	4.29	.04	693
Student Class Status - YOUR INSTITUTION	First year	3%	2%	14%	31%	50%	4.24	.09	108
	Sophomore	7%	5%	18%	34%	36%	3.87	.10	147
	Junior	4%	7%	17%	25%	46%	4.01	.07	269
	Senior	6%	6%	24%	31%	34%	3.80	.08	197
	Graduate	3%	5%	17%	37%	38%	4.02	.08	172
	Other			40%	40%	20%	3.80	.25	10
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	18%	34%	42%	4.11	.00	41,046
	Sophomore	3%	5%	20%	35%	37%	4.00	.01	20,445
	Junior	3%	5%	19%	34%	39%	4.00	.01	15,895
	Senior	3%	5%	20%	34%	38%	3.98	.01	13,987
	Graduate	4%	5%	18%	37%	37%	3.98	.01	5,889
	Other	5%	5%	18%	32%	40%	3.97	.04	688
Gender - YOUR INSTITUTION	Female	5%	6%	18%	33%	38%	3.94	.04	826
	Male	3%	4%	16%	31%	46%	4.12	.05	518
	Transgender	17%	17%	33%	33%		2.83	.48	6
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	3%	4%	18%	34%	41%	4.06	.00	67,584
	Male	2%	4%	19%	35%	40%	4.07	.00	42,732
	Transgender	7%	8%	22%	28%	35%	3.75	.06	391
	Other Identity	7%	6%	22%	29%	36%	3.80	.04	837
Live... - YOUR INSTITUTION	On campus	6%	3%	16%	34%	41%	4.01	.09	152
	Off campus	4%	5%	18%	32%	41%	4.00	.03	1,203
Live... - ENTIRE SAMPLE	On campus	3%	4%	19%	35%	39%	4.04	.00	68,840
	Off campus	3%	4%	17%	33%	43%	4.08	.00	41,935
NACUFS Region - YOUR	Southern	4%	5%	17%	32%	41%	4.00	.03	1,355
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	17%	35%	43%	4.15	.01	15,015
	Mid-Atlantic	3%	5%	21%	35%	37%	3.97	.01	9,956
	Midwest	3%	4%	18%	35%	40%	4.05	.01	32,466
	Northeast	3%	5%	20%	34%	39%	4.01	.01	19,478
	Pacific	2%	4%	18%	35%	41%	4.09	.01	17,975
	Southern	3%	4%	18%	32%	42%	4.07	.01	17,281
Institution Type - YOUR INSTITUTION	Public	4%	5%	17%	32%	41%	4.00	.03	1,355
Institution Type - ENTIRE SAMPLE	Public	3%	4%	18%	34%	41%	4.07	.00	84,454
	Private	3%	5%	19%	34%	40%	4.03	.01	27,717
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	17%	32%	41%	4.00	.03	1,355
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	15%	31%	46%	4.12	.03	1,125
	Primarily 4-year	3%	4%	19%	34%	40%	4.06	.00	111,046
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	17%	32%	41%	4.00	.03	1,355
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	18%	34%	42%	4.09	.00	87,770
	Mainly Contracted	4%	5%	22%	35%	35%	3.93	.01	23,018
	Combination of Both	4%	7%	19%	33%	37%	3.94	.03	1,383
Total Current Enrollment - YOUR	Over 20,000	4%	5%	17%	32%	41%	4.00	.03	1,355
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	18%	32%	43%	4.08	.01	6,176
	2,500 to 10,000	3%	5%	20%	34%	39%	4.00	.01	25,485
	10,001 to 20,000	2%	4%	18%	34%	42%	4.10	.01	31,897
	Over 20,000	3%	4%	18%	35%	40%	4.06	.00	48,613
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	15%	31%	46%	4.12	.05	426
	Express Unit	3%	5%	22%	34%	36%	3.96	.05	352
	Specialty Coffee Shop/ Juice Bar	9%	8%	19%	30%	34%	3.73	.10	146
	Sit-down Restaurant	4%	5%	16%	33%	42%	4.03	.09	154
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	18%	34%	41%	4.06	.01	20,710
	Marketplace	3%	4%	18%	35%	40%	4.06	.01	7,297
	Express Unit	2%	4%	18%	32%	43%	4.10	.01	13,837
	Specialty Coffee Shop/ Juice Bar	2%	4%	17%	31%	45%	4.13	.01	8,365
	Sit-down Restaurant	2%	3%	16%	32%	46%	4.17	.02	2,605
	Convenience Store	3%	4%	18%	33%	43%	4.09	.01	7,836

*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			(5) Very Important	Mean*	Sampling Error**	# Resp
			(2) Not Very Important	(3) Mixed	(4) Somewhat Important				
Aggregated Dining Halls & Retail Units	Florida State University	5%	5%	14%	27%	48%	4.07	.03	1,122
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	17%	28%	43%	3.97	.00	90,892
Aggregated Retail Units	YOUR INSTITUTION	5%	5%	15%	27%	47%	4.07	.04	895
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	16%	27%	45%	4.02	.01	48,546
Aggregated Dining Halls	YOUR INSTITUTION	6%	6%	11%	27%	49%	4.08	.08	227
Aggregated Dining Halls	ENTIRE SAMPLE	5%	7%	18%	28%	41%	3.92	.01	42,346
Respondent Type - YOUR INSTITUTION	Student	5%	5%	15%	23%	52%	4.12	.04	757
	Faculty	6%	6%	19%	30%	40%	3.92	.13	86
	Administration/ Staff	7%	5%	11%	38%	39%	3.97	.07	267
	Other			17%	42%	42%	4.25	.22	12
Respondent Type - ENTIRE SAMPLE	Student	5%	6%	18%	28%	43%	3.97	.00	79,872
	Faculty	6%	5%	15%	28%	46%	4.02	.02	2,474
	Administration/Staff	7%	5%	15%	31%	42%	3.97	.01	7,912
	Other	7%	4%	13%	23%	53%	4.12	.05	498
Student Class Status - YOUR INSTITUTION	First year	3%	8%	18%	33%	38%	3.96	.10	104
	Sophomore	3%	6%	14%	28%	49%	4.14	.09	126
	Junior	5%	5%	13%	18%	59%	4.20	.08	211
	Senior	5%	4%	14%	18%	59%	4.20	.09	169
	Graduate	6%	5%	18%	27%	44%	3.99	.10	140
	Other			14%	14%	71%	4.57	.30	7
Student Class Status - ENTIRE SAMPLE	First year	5%	7%	18%	28%	42%	3.94	.01	33,764
	Sophomore	5%	7%	18%	27%	43%	3.95	.01	16,490
	Junior	5%	6%	17%	28%	45%	4.01	.01	12,973
	Senior	5%	6%	16%	27%	47%	4.04	.01	11,366
	Graduate	5%	5%	17%	30%	44%	4.02	.02	4,648
	Other	5%	5%	17%	27%	45%	4.03	.05	554
Gender - YOUR INSTITUTION	Female	4%	4%	11%	29%	51%	4.19	.04	686
	Male	7%	7%	19%	25%	42%	3.87	.06	428
	Transgender			20%	40%	40%	4.20	.37	5
	Other Identity					100%	5.00	.00	3
Gender - ENTIRE SAMPLE	Female	3%	5%	15%	28%	48%	4.13	.00	54,064
	Male	8%	8%	20%	27%	36%	3.74	.01	35,375
	Transgender	9%	3%	18%	29%	41%	3.91	.07	320
	Other Identity	7%	6%	16%	22%	49%	4.00	.05	664
Live... - YOUR INSTITUTION	On campus	4%	6%	17%	30%	43%	4.01	.09	138
	Off campus	5%	5%	14%	27%	48%	4.08	.04	984
Live... - ENTIRE SAMPLE	On campus	5%	7%	18%	28%	42%	3.95	.00	56,310
	Off campus	6%	6%	16%	28%	45%	4.02	.01	33,535
NACUFS Region - YOUR INSTITUTION	Southern	5%	5%	14%	27%	48%	4.07	.03	1,122
NACUFS Region - ENTIRE SAMPLE	Continental	6%	7%	19%	29%	39%	3.88	.01	12,426
	Mid-Atlantic	6%	8%	17%	29%	41%	3.91	.01	8,586
	Midwest	6%	7%	17%	29%	42%	3.94	.01	26,407
	Northeast	5%	6%	17%	27%	45%	4.02	.01	15,728
	Pacific	5%	6%	17%	28%	44%	4.01	.01	13,912
	Southern	5%	6%	16%	26%	48%	4.07	.01	13,833
Institution Type - YOUR INSTITUTION	Public	5%	5%	14%	27%	48%	4.07	.03	1,122
Institution Type - ENTIRE SAMPLE	Public	5%	6%	17%	28%	44%	4.00	.00	68,464
	Private	6%	7%	17%	28%	41%	3.90	.01	22,428
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	5%	14%	27%	48%	4.07	.03	1,122
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	4%	13%	26%	50%	4.11	.04	830
	Primarily 4-year	5%	6%	17%	28%	43%	3.97	.00	90,062
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	5%	14%	27%	48%	4.07	.03	1,122
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	6%	17%	28%	43%	3.98	.00	71,644
	Mainly Contracted	6%	6%	18%	28%	42%	3.95	.01	18,077
	Combination of Both	5%	8%	15%	26%	45%	3.99	.03	1,171
Total Current Enrollment - YOUR	Over 20,000	5%	5%	14%	27%	48%	4.07	.03	1,122
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	5%	15%	28%	48%	4.10	.02	5,066
	2,500 to 10,000	5%	6%	17%	27%	45%	4.02	.01	20,464
	10,001 to 20,000	6%	6%	18%	28%	42%	3.95	.01	25,595
	Over 20,000	5%	7%	17%	28%	42%	3.95	.01	39,767
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	6%	14%	21%	54%	4.11	.06	340
	Express Unit	5%	5%	18%	31%	42%	4.00	.06	306
	Specialty Coffee Shop/ Juice Bar	6%	4%	14%	29%	47%	4.07	.10	121
	Sit-down Restaurant	2%	5%	15%	34%	44%	4.11	.09	128
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	6%	17%	28%	44%	3.99	.01	16,555
	Marketplace	6%	6%	17%	29%	42%	3.96	.02	5,919
	Express Unit	6%	6%	16%	26%	46%	4.01	.01	11,210
	Specialty Coffee Shop/ Juice Bar	4%	5%	14%	27%	50%	4.14	.01	6,512
	Sit-down Restaurant	4%	5%	15%	28%	48%	4.09	.02	2,062
	Convenience Store	5%	6%	17%	27%	45%	4.02	.01	6,288

*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%	5%	19%	32%	41%	4.03	.03	1,322
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	19%	34%	41%	4.08	.00	109,591
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	19%	32%	41%	4.04	.03	1,053
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	18%	32%	43%	4.11	.00	59,139
Aggregated Dining Halls	YOUR INSTITUTION	6%	4%	16%	31%	42%	3.99	.07	269
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	35%	39%	4.04	.00	50,452
Respondent Type - YOUR INSTITUTION	Student	3%	6%	19%	31%	41%	4.01	.04	889
	Faculty	5%	4%	18%	29%	45%	4.06	.11	107
	Administration/ Staff	3%	4%	18%	35%	40%	4.05	.06	312
	Other			29%	29%	43%	4.14	.23	14
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	19%	34%	41%	4.07	.00	96,167
	Faculty	4%	5%	19%	31%	41%	4.01	.02	3,067
	Administration/Staff	2%	3%	16%	32%	48%	4.20	.01	9,480
	Other	3%	2%	13%	27%	56%	4.31	.04	678
Student Class Status - YOUR INSTITUTION	First year	3%	2%	16%	30%	50%	4.21	.09	107
	Sophomore	6%	7%	15%	35%	37%	3.90	.10	147
	Junior	3%	6%	21%	23%	47%	4.05	.07	262
	Senior	4%	6%	22%	35%	34%	3.91	.08	195
	Graduate	2%	5%	18%	35%	39%	4.04	.08	170
	Other			25%	38%	38%	4.13	.30	8
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	18%	34%	43%	4.14	.00	40,246
	Sophomore	2%	4%	20%	34%	39%	4.03	.01	20,063
	Junior	3%	4%	20%	34%	40%	4.04	.01	15,587
	Senior	3%	4%	20%	34%	38%	4.00	.01	13,746
	Graduate	3%	5%	18%	36%	38%	4.00	.01	5,735
	Other	4%	4%	19%	32%	41%	4.01	.04	666
Gender - YOUR INSTITUTION	Female	4%	6%	19%	32%	39%	3.95	.04	798
	Male	2%	4%	18%	30%	46%	4.14	.04	513
	Transgender		17%	50%	33%		3.17	.31	6
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	2%	4%	19%	34%	42%	4.08	.00	65,852
	Male	2%	3%	19%	34%	41%	4.09	.00	41,898
	Transgender	7%	6%	23%	29%	34%	3.75	.06	393
	Other Identity	7%	7%	20%	30%	36%	3.81	.04	817
Live... - YOUR INSTITUTION	On campus	5%	4%	15%	34%	42%	4.05	.09	148
	Off campus	3%	5%	19%	31%	41%	4.02	.03	1,174
Live... - ENTIRE SAMPLE	On campus	2%	4%	19%	35%	40%	4.07	.00	67,510
	Off campus	3%	4%	18%	32%	44%	4.10	.00	40,696
NACUFS Region - YOUR	Southern	3%	5%	19%	32%	41%	4.03	.03	1,322
NACUFS Region - ENTIRE SAMPLE	Continental	2%	2%	17%	34%	45%	4.18	.01	14,725
	Mid-Atlantic	3%	4%	21%	34%	38%	4.01	.01	9,671
	Midwest	2%	4%	19%	34%	41%	4.08	.01	31,648
	Northeast	3%	4%	20%	33%	40%	4.04	.01	19,024
	Pacific	2%	4%	19%	34%	41%	4.07	.01	17,588
	Southern	3%	4%	18%	32%	44%	4.10	.01	16,935
Institution Type - YOUR INSTITUTION	Public	3%	5%	19%	32%	41%	4.03	.03	1,322
Institution Type - ENTIRE SAMPLE	Public	2%	3%	19%	34%	42%	4.09	.00	82,491
	Private	2%	4%	19%	33%	41%	4.07	.01	27,100
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	19%	32%	41%	4.03	.03	1,322
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	4%	16%	29%	47%	4.12	.03	1,078
	Primarily 4-year	2%	4%	19%	34%	41%	4.08	.00	108,513
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	19%	32%	41%	4.03	.03	1,322
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	18%	34%	43%	4.11	.00	85,696
	Mainly Contracted	3%	4%	21%	34%	37%	3.97	.01	22,549
	Combination of Both	3%	5%	21%	33%	38%	3.97	.03	1,346
Total Current Enrollment - YOUR	Over 20,000	3%	5%	19%	32%	41%	4.03	.03	1,322
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	18%	32%	43%	4.09	.01	6,012
	2,500 to 10,000	3%	4%	20%	33%	40%	4.04	.01	24,947
	10,001 to 20,000	2%	3%	18%	34%	43%	4.12	.01	31,176
	Over 20,000	2%	4%	19%	34%	41%	4.08	.00	47,456
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	17%	30%	46%	4.13	.05	416
	Express Unit	1%	5%	22%	36%	36%	4.02	.05	343
	Specialty Coffee Shop/ Juice Bar	7%	6%	21%	26%	40%	3.85	.10	144
	Sit-down Restaurant	3%	7%	19%	32%	39%	3.99	.09	150
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	19%	34%	41%	4.07	.01	20,249
	Marketplace	2%	4%	19%	34%	41%	4.09	.01	7,067
	Express Unit	2%	3%	19%	31%	45%	4.13	.01	13,505
	Specialty Coffee Shop/ Juice Bar	2%	3%	17%	31%	47%	4.17	.01	8,135
	Sit-down Restaurant	2%	3%	16%	31%	48%	4.19	.02	2,536
	Convenience Store	2%	3%	18%	32%	44%	4.13	.01	7,648

*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

		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	YOUR INSTITUTION	4%	6%	13%	36%	41%	4.03	.07	261
Aggregated Dining Halls	ENTIRE SAMPLE	4%	8%	19%	42%	27%	3.82	.00	49,143
Dining Hall	# 1	6%	10%	14%	35%	35%	3.83	.11	120
Dining Hall	# 2	3%	3%	12%	37%	45%	4.19	.08	141
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	13%	33%	43%	4.04	.03	1,073
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	16%	41%	35%	4.00	.00	59,760
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	6%	10%	29%	50%	4.13	.06	423
	Express Unit	3%	8%	16%	35%	38%	3.95	.06	348
	Specialty Coffee Shop/ Juice Bar	5%	4%	15%	37%	39%	4.01	.09	149
	Sit-down Restaurant	3%	7%	12%	38%	39%	4.03	.08	153
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	17%	41%	33%	3.94	.01	20,285
	Marketplace	3%	6%	17%	41%	33%	3.94	.01	7,123
	Express Unit	3%	5%	14%	40%	38%	4.05	.01	13,777
	Specialty Coffee Shop/ Juice Bar	3%	5%	15%	41%	36%	4.04	.01	8,340
	Sit-down Restaurant	3%	5%	14%	39%	40%	4.08	.02	2,561
	Convenience Store	3%	5%	15%	41%	36%	4.04	.01	7,675
Retail Unit	# 1	2%	4%	9%	30%	56%	4.33	.06	243
Retail Unit	# 2	3%	6%	9%	21%	61%	4.30	.19	33
Retail Unit	# 3	3%	12%	18%	34%	33%	3.82	.14	67
Retail Unit	# 4		5%	8%	47%	39%	4.21	.13	38
Retail Unit	# 5	6%	2%	8%	35%	48%	4.17	.16	48
Retail Unit	# 6	2%	3%	13%	43%	38%	4.13	.12	60
Retail Unit	# 7	4%	4%	12%	25%	56%	4.26	.10	113
Retail Unit	# 8	9%	30%	9%	26%	26%	3.30	.29	23
Retail Unit	# 9	13%	2%	18%	29%	38%	3.76	.20	45
Retail Unit	# 10	14%	8%	10%	25%	42%	3.75	.19	59
Retail Unit	# 11	5%	5%	5%	35%	50%	4.20	.25	20
Retail Unit	# 12	5%	5%	7%	37%	47%	4.16	.16	43
Retail Unit	# 13	3%	6%	23%	35%	32%	3.87	.13	62
Retail Unit	# 14	7%		14%	39%	41%	4.07	.16	44

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

		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	YOUR INSTITUTION			8%	25%	67%	4.58	.04	251
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	48,486
Dining Hall	# 1			7%	27%	65%	4.58	.06	110
Dining Hall	# 2			9%	23%	67%	4.58	.06	141
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	8%	25%	65%	4.52	.02	989
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	56,259
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	8%	19%	71%	4.58	.04	385
	Express Unit	1%	0%	8%	27%	64%	4.54	.04	334
	Specialty Coffee Shop/ Juice Bar	2%	4%	8%	32%	54%	4.31	.08	128
	Sit-down Restaurant	1%		8%	31%	60%	4.49	.06	142
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	27%	63%	4.52	.01	19,234
	Marketplace	0%	1%	7%	28%	64%	4.54	.01	6,900
	Express Unit	0%	1%	7%	27%	65%	4.55	.01	12,914
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	28%	63%	4.52	.01	7,504
	Sit-down Restaurant	0%	1%	6%	24%	69%	4.61	.01	2,414
	Convenience Store	1%	1%	8%	28%	62%	4.50	.01	7,294
Retail Unit	# 1	0%	1%	9%	21%	69%	4.57	.05	238
Retail Unit	# 2		4%		12%	85%	4.77	.13	26
Retail Unit	# 3	2%		6%	29%	63%	4.52	.10	62
Retail Unit	# 4			5%	38%	57%	4.51	.10	37
Retail Unit	# 5			14%	28%	58%	4.44	.11	43
Retail Unit	# 6			7%	30%	63%	4.56	.09	54
Retail Unit	# 7			3%	14%	83%	4.81	.04	108
Retail Unit	# 8			6%	22%	72%	4.67	.14	18
Retail Unit	# 9		2%	2%	17%	78%	4.71	.10	41
Retail Unit	# 10	2%	4%	9%	18%	67%	4.42	.15	45
Retail Unit	# 11			12%	24%	65%	4.53	.17	17
Retail Unit	# 12	3%	5%	3%	26%	64%	4.44	.15	39
Retail Unit	# 13	2%	6%	12%	38%	42%	4.12	.14	50
Retail Unit	# 14	3%		8%	31%	59%	4.44	.14	39
Retail Unit	# 15	1%		14%	39%	47%	4.30	.08	103
Retail Unit	# 16			11%	42%	47%	4.37	.16	19
Retail Unit	# 17	2%	2%	8%	22%	66%	4.48	.13	50
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 28b

[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 29a

		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%		6%	16%	78%	4.71	.04	250
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	5%	21%	74%	4.67	.00	48,560
Dining Hall	# 1			6%	19%	75%	4.68	.06	110
Dining Hall	# 2	1%		6%	13%	81%	4.73	.05	140
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	0%	1%	3%	18%	78%	4.72	.02	983
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	56,266
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	2%	3%	15%	80%	4.73	.03	381
	Express Unit		0%	4%	17%	78%	4.74	.03	334
	Specialty Coffee Shop/ Juice Bar	1%	2%	2%	24%	71%	4.63	.06	129
	Sit-down Restaurant		1%	3%	19%	77%	4.73	.05	139
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	5%	20%	74%	4.67	.00	19,260
	Marketplace	0%	1%	4%	20%	75%	4.69	.01	6,901
	Express Unit	0%	1%	5%	20%	75%	4.69	.01	12,928
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	21%	73%	4.66	.01	7,507
	Sit-down Restaurant	0%	1%	3%	15%	81%	4.76	.01	2,403
	Convenience Store	1%	1%	5%	22%	71%	4.62	.01	7,268
Retail Unit	# 1	0%	1%	4%	15%	79%	4.71	.04	235
Retail Unit	# 2		4%		11%	85%	4.78	.12	27
Retail Unit	# 3		2%	3%	16%	79%	4.73	.08	62
Retail Unit	# 4				27%	73%	4.73	.07	37
Retail Unit	# 5			5%	18%	78%	4.73	.09	40
Retail Unit	# 6		2%	4%	13%	81%	4.74	.08	54
Retail Unit	# 7			4%	9%	87%	4.83	.04	109
Retail Unit	# 8			6%	22%	72%	4.67	.14	18
Retail Unit	# 9		2%		7%	90%	4.86	.08	42
Retail Unit	# 10		2%	5%	19%	74%	4.65	.10	43
Retail Unit	# 11				19%	81%	4.81	.10	16
Retail Unit	# 12	3%	3%		21%	74%	4.62	.14	39
Retail Unit	# 13		4%	2%	24%	71%	4.61	.10	51
Retail Unit	# 14			3%	28%	69%	4.67	.08	39
Retail Unit	# 15			5%	25%	70%	4.65	.06	102
Retail Unit	# 16			5%	16%	79%	4.74	.13	19
Retail Unit	# 17			2%	24%	74%	4.72	.07	50
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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.

		Taste							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	19%	35%	36%	3.93	.06	308
Aggregated Dining Halls	ENTIRE SAMPLE	4%	10%	25%	40%	21%	3.65	.00	57,873
Dining Hall	# 1	4%	8%	20%	33%	36%	3.88	.09	138
Dining Hall	# 2	5%	3%	19%	38%	36%	3.97	.08	170
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	.						-	-	
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	9%	34%	49%	4.21	.03	1,199
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	38%	40%	4.09	.00	68,565
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	3%	6%	28%	57%	4.31	.05	478
	Express Unit	2%	6%	11%	33%	47%	4.17	.05	394
	Specialty Coffee Shop/ Juice Bar	4%	3%	12%	41%	40%	4.11	.08	154
	Sit-down Restaurant	3%	4%	8%	43%	41%	4.14	.07	173
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	39%	36%	4.01	.01	23,383
	Marketplace	2%	5%	14%	40%	38%	4.06	.01	8,239
	Express Unit	2%	5%	12%	36%	45%	4.17	.01	15,775
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	36%	45%	4.18	.01	9,307
	Sit-down Restaurant	2%	4%	12%	34%	47%	4.19	.02	3,010
	Convenience Store	2%	5%	17%	40%	37%	4.04	.01	8,852
Retail Unit	# 1	1%	1%	6%	28%	64%	4.51	.05	288
Retail Unit	# 2			3%	36%	61%	4.58	.09	36
Retail Unit	# 3	1%	7%	12%	44%	36%	4.07	.11	75
Retail Unit	# 4		2%	5%	48%	45%	4.36	.11	42
Retail Unit	# 5	9%	2%	5%	39%	45%	4.09	.16	56
Retail Unit	# 6		1%	6%	32%	60%	4.51	.08	68
Retail Unit	# 7	2%	4%	4%	16%	75%	4.59	.07	133
Retail Unit	# 8	13%	17%	13%	13%	46%	3.63	.31	24
Retail Unit	# 9	12%	12%	8%	27%	41%	3.71	.20	49
Retail Unit	# 10	14%	3%	9%	36%	38%	3.81	.18	58
Retail Unit	# 11	4%		4%	22%	70%	4.52	.20	23
Retail Unit	# 12	7%	2%	5%	39%	48%	4.18	.17	44
Retail Unit	# 13	5%	5%	16%	44%	31%	3.92	.13	64
Retail Unit	# 14			15%	39%	46%	4.30	.11	46
Retail Unit	# 15	3%	13%	26%	44%	13%	3.52	.10	106
Retail Unit	# 16		4%	4%	44%	52%	4.48	.12	25
Retail Unit	# 17	5%	8%	10%	48%	29%	3.89	.14	62
Retail Unit	.						-	-	
Retail Unit	.						-	-	
Retail Unit	.						-	-	

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

TABLE 30a

		Eye appeal							
		(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	2%	8%	15%	33%	42%	4.06	.06	249
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	22%	34%	28%	3.72	.00	48,362
Dining Hall	# 1	2%	7%	15%	34%	42%	4.07	.10	107
Dining Hall	# 2	1%	8%	15%	33%	42%	4.06	.09	142
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	2%	10%	14%	35%	39%	3.97	.03	981
Aggregated Retail Units	ENTIRE SAMPLE	2%	10%	18%	34%	35%	3.89	.00	55,997
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	13%	31%	44%	4.05	.05	383
	Express Unit	2%	10%	14%	38%	36%	3.96	.06	335
	Specialty Coffee Shop/ Juice Bar	2%	13%	11%	38%	36%	3.94	.10	125
	Sit-down Restaurant	4%	10%	19%	35%	33%	3.83	.09	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	11%	19%	33%	34%	3.86	.01	19,133
	Marketplace	3%	11%	21%	36%	30%	3.79	.01	6,869
	Express Unit	2%	10%	18%	34%	36%	3.91	.01	12,874
	Specialty Coffee Shop/ Juice Bar	2%	9%	16%	34%	39%	3.98	.01	7,507
	Sit-down Restaurant	1%	7%	14%	36%	42%	4.10	.02	2,390
	Convenience Store	2%	11%	18%	34%	34%	3.87	.01	7,225
Retail Unit	# 1	1%	8%	12%	34%	45%	4.15	.06	238
Retail Unit	# 2		15%	19%	22%	44%	3.96	.22	27
Retail Unit	# 3	2%	5%	25%	31%	37%	3.97	.13	59
Retail Unit	# 4	5%	14%	8%	46%	27%	3.76	.19	37
Retail Unit	# 5	5%	14%	19%	31%	31%	3.69	.19	42
Retail Unit	# 6	4%	13%	14%	36%	34%	3.84	.15	56
Retail Unit	# 7	3%	6%	12%	30%	50%	4.18	.10	107
Retail Unit	# 8	11%	11%	28%	17%	33%	3.50	.33	18
Retail Unit	# 9	5%	10%	10%	31%	45%	4.02	.18	42
Retail Unit	# 10	2%	14%	12%	26%	45%	3.98	.18	42
Retail Unit	# 11		19%	25%	31%	25%	3.63	.27	16
Retail Unit	# 12	3%	3%	11%	39%	45%	4.21	.15	38
Retail Unit	# 13		22%	12%	47%	18%	3.61	.15	49
Retail Unit	# 14	3%	11%	11%	26%	50%	4.11	.18	38
Retail Unit	# 15	2%	10%	14%	50%	25%	3.86	.10	103
Retail Unit	# 16		16%	11%	26%	47%	4.05	.26	19
Retail Unit	# 17		16%	18%	38%	28%	3.78	.15	50
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

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

TABLE 31a
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: 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	YOUR INSTITUTION			5%	16%	79%	4.74	.03	245
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	66%	4.57	.00	48,246
Dining Hall	# 1			5%	19%	77%	4.72	.05	107
Dining Hall	# 2			5%	14%	80%	4.75	.05	138
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%	2%	5%	22%	71%	4.63	.02	983
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.59	.00	55,983
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	4%	20%	74%	4.66	.03	381
	Express Unit	0%	1%	4%	19%	75%	4.67	.04	335
	Specialty Coffee Shop/ Juice Bar	1%	3%	5%	30%	61%	4.48	.07	129
	Sit-down Restaurant		1%	6%	28%	64%	4.56	.06	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	24%	67%	4.58	.00	19,144
	Marketplace	0%	1%	6%	24%	68%	4.59	.01	6,875
	Express Unit	0%	1%	6%	24%	69%	4.60	.01	12,879
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	23%	69%	4.59	.01	7,464
	Sit-down Restaurant	0%	1%	5%	22%	72%	4.64	.01	2,395
	Convenience Store	1%	1%	6%	24%	68%	4.57	.01	7,227
Retail Unit	# 1		1%	5%	21%	73%	4.67	.04	236
Retail Unit	# 2		4%		7%	89%	4.81	.12	27
Retail Unit	# 3		2%	7%	32%	60%	4.50	.09	60
Retail Unit	# 4		3%	3%	28%	67%	4.58	.12	36
Retail Unit	# 5			7%	24%	69%	4.62	.10	42
Retail Unit	# 6		2%	4%	16%	78%	4.71	.08	55
Retail Unit	# 7	1%	2%	6%	17%	75%	4.63	.07	108
Retail Unit	# 8			6%	22%	72%	4.67	.14	18
Retail Unit	# 9		5%	7%	15%	73%	4.56	.13	41
Retail Unit	# 10		2%	5%	21%	72%	4.63	.11	43
Retail Unit	# 11				31%	69%	4.69	.12	16
Retail Unit	# 12	3%	3%		21%	74%	4.62	.14	39
Retail Unit	# 13		4%	8%	39%	49%	4.33	.11	51
Retail Unit	# 14		3%	5%	28%	64%	4.54	.12	39
Retail Unit	# 15			4%	17%	80%	4.76	.05	103
Retail Unit	# 16			5%	26%	68%	4.63	.14	19
Retail Unit	# 17		4%	2%	28%	66%	4.56	.10	50
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 31b

**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

		Nutritional content							
		(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		3%	11%	24%	63%	4.46	.05	248
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	57%	4.38	.00	48,134
Dining Hall	# 1		1%	11%	28%	60%	4.47	.07	110
Dining Hall	# 2		4%	11%	20%	64%	4.45	.07	138
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	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	14%	28%	52%	4.23	.03	986
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	29%	55%	4.33	.00	55,780
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	13%	27%	54%	4.28	.05	381
	Express Unit	3%	4%	15%	27%	50%	4.18	.06	337
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	23%	59%	4.31	.09	128
	Sit-down Restaurant	1%	4%	14%	38%	43%	4.16	.08	140
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	28%	56%	4.34	.01	19,103
	Marketplace	1%	3%	11%	30%	56%	4.37	.01	6,843
	Express Unit	1%	3%	12%	30%	53%	4.29	.01	12,834
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	28%	55%	4.31	.01	7,418
	Sit-down Restaurant	1%	4%	12%	29%	54%	4.31	.02	2,381
	Convenience Store	1%	3%	11%	29%	56%	4.35	.01	7,202
Retail Unit	# 1	2%	3%	14%	27%	54%	4.28	.06	236
Retail Unit	# 2		4%	4%	19%	74%	4.63	.14	27
Retail Unit	# 3	3%	3%	15%	34%	45%	4.15	.13	62
Retail Unit	# 4		8%	11%	39%	42%	4.14	.16	36
Retail Unit	# 5		2%	14%	43%	40%	4.21	.12	42
Retail Unit	# 6	4%	2%	11%	23%	61%	4.36	.13	56
Retail Unit	# 7	6%	5%	20%	25%	45%	3.99	.11	109
Retail Unit	# 8		6%	17%	33%	44%	4.17	.22	18
Retail Unit	# 9		15%	33%	15%	38%	3.75	.18	40
Retail Unit	# 10		5%	5%	39%	52%	4.39	.12	44
Retail Unit	# 11				19%	81%	4.81	.10	16
Retail Unit	# 12	3%	5%	5%	18%	69%	4.46	.16	39
Retail Unit	# 13	2%	8%	16%	29%	45%	4.08	.15	51
Retail Unit	# 14		3%	13%	18%	66%	4.47	.13	38
Retail Unit	# 15	1%	2%	17%	23%	57%	4.34	.09	103
Retail Unit	# 16	5%	11%	5%	47%	32%	3.89	.26	19
Retail Unit	# 17		8%	12%	36%	44%	4.16	.13	50
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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 32b

		Nutritional content							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	6%	19%	36%	33%	3.85	.06	305
Aggregated Dining Halls	ENTIRE SAMPLE	6%	13%	26%	33%	21%	3.51	.00	57,163
Dining Hall	# 1	9%	8%	21%	28%	34%	3.71	.11	138
Dining Hall	# 2	3%	4%	18%	43%	32%	3.96	.07	167
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%	9%	24%	30%	34%	3.82	.03	1,188
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	25%	32%	28%	3.68	.00	67,577
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	8%	21%	28%	39%	3.92	.05	472
	Express Unit	3%	7%	29%	35%	26%	3.74	.05	390
	Specialty Coffee Shop/ Juice Bar	5%	14%	21%	30%	31%	3.68	.10	152
	Sit-down Restaurant	5%	10%	22%	26%	38%	3.83	.09	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	11%	27%	31%	25%	3.58	.01	23,058
	Marketplace	5%	11%	24%	34%	26%	3.65	.01	8,135
	Express Unit	4%	9%	24%	32%	31%	3.78	.01	15,546
	Specialty Coffee Shop/ Juice Bar	3%	10%	24%	32%	31%	3.78	.01	9,100
	Sit-down Restaurant	3%	7%	22%	32%	35%	3.88	.02	2,956
	Convenience Store	5%	12%	25%	30%	27%	3.62	.01	8,783
Retail Unit	# 1	3%	7%	23%	28%	40%	3.95	.06	283
Retail Unit	# 2		6%	6%	34%	54%	4.37	.14	35
Retail Unit	# 3	4%	16%	29%	21%	30%	3.58	.14	76
Retail Unit	# 4		7%	26%	36%	31%	3.90	.14	42
Retail Unit	# 5	9%	4%	9%	25%	54%	4.11	.17	56
Retail Unit	# 6		7%	32%	29%	31%	3.84	.12	68
Retail Unit	# 7	2%	3%	33%	26%	36%	3.91	.09	132
Retail Unit	# 8	4%	21%	25%	8%	42%	3.63	.27	24
Retail Unit	# 9	2%	11%	33%	28%	26%	3.65	.16	46
Retail Unit	# 10	10%	7%	15%	36%	33%	3.75	.16	61
Retail Unit	# 11	4%	4%	17%	22%	52%	4.13	.24	23
Retail Unit	# 12	5%	12%	14%	21%	49%	3.98	.19	43
Retail Unit	# 13	3%	24%	24%	32%	17%	3.37	.14	63
Retail Unit	# 14	7%	2%	24%	35%	33%	3.85	.16	46
Retail Unit	# 15	4%	16%	30%	40%	10%	3.36	.10	104
Retail Unit	# 16			12%	48%	40%	4.28	.14	25
Retail Unit	# 17	8%	3%	21%	46%	21%	3.69	.14	61
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.

		(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	YOUR INSTITUTION	1%	1%	8%	26%	64%	4.50	.05	249
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	15%	32%	49%	4.24	.00	47,033
Dining Hall	# 1	1%	1%	10%	25%	63%	4.49	.08	109
Dining Hall	# 2	1%	1%	7%	26%	64%	4.51	.07	140
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%	7%	23%	68%	4.57	.02	972
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	9%	27%	62%	4.49	.00	55,695
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	2%	5%	19%	74%	4.64	.04	373
	Express Unit	0%	1%	8%	24%	67%	4.56	.04	334
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	31%	57%	4.40	.07	127
	Sit-down Restaurant		1%	7%	26%	66%	4.57	.06	138
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	9%	25%	64%	4.52	.01	19,034
	Marketplace	0%	1%	9%	28%	61%	4.48	.01	6,848
	Express Unit	0%	1%	9%	27%	62%	4.49	.01	12,804
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	27%	63%	4.50	.01	7,429
	Sit-down Restaurant	0%	1%	7%	28%	64%	4.53	.01	2,374
	Convenience Store	1%	2%	10%	29%	59%	4.43	.01	7,207
Retail Unit	# 1	0%	1%	6%	21%	70%	4.60	.05	233
Retail Unit	# 2		4%		7%	89%	4.81	.12	27
Retail Unit	# 3		2%	5%	26%	67%	4.59	.09	61
Retail Unit	# 4			8%	33%	58%	4.50	.11	36
Retail Unit	# 5			10%	20%	71%	4.61	.10	41
Retail Unit	# 6		2%	9%	21%	68%	4.55	.10	56
Retail Unit	# 7			8%	23%	68%	4.60	.06	107
Retail Unit	# 8			6%	22%	72%	4.67	.14	18
Retail Unit	# 9			5%	11%	84%	4.78	.09	37
Retail Unit	# 10		5%	2%	16%	77%	4.65	.11	43
Retail Unit	# 11			7%	27%	67%	4.60	.16	15
Retail Unit	# 12	3%	3%	8%	21%	66%	4.45	.15	38
Retail Unit	# 13		2%	12%	39%	47%	4.31	.11	51
Retail Unit	# 14		3%	8%	29%	61%	4.47	.12	38
Retail Unit	# 15	1%	2%	11%	24%	63%	4.45	.08	102
Retail Unit	# 16			5%	21%	74%	4.68	.13	19
Retail Unit	# 17			4%	28%	68%	4.64	.08	50
Retail Unit	.						-	-	
Retail Unit	.						-	-	
Retail Unit	.						-	-	

**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

*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 34a

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

TABLE 34b

*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

		Variety of menu choices							
		(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%	2%	7%	26%	64%	4.51	.05	247
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	9%	34%	56%	4.43	.00	47,523
Dining Hall	# 1		4%	6%	26%	65%	4.51	.08	105
Dining Hall	# 2	1%	1%	8%	27%	63%	4.51	.06	142
Dining Hall	.						.	.	
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Aggregated Retail Units	YOUR INSTITUTION	1%	2%	12%	34%	52%	4.34	.03	969
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	35%	53%	4.38	.00	55,002
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	11%	32%	55%	4.40	.04	375
	Express Unit	1%	3%	9%	35%	52%	4.35	.04	331
	Specialty Coffee Shop/ Juice Bar	1%	3%	16%	36%	44%	4.19	.08	124
	Sit-down Restaurant	1%	1%	14%	35%	49%	4.28	.07	139
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	10%	34%	54%	4.39	.01	18,832
	Marketplace	0%	1%	9%	36%	53%	4.40	.01	6,721
	Express Unit	1%	2%	11%	35%	52%	4.35	.01	12,695
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	35%	52%	4.36	.01	7,415
	Sit-down Restaurant	1%	1%	8%	34%	56%	4.44	.02	2,359
	Convenience Store	1%	2%	10%	34%	54%	4.39	.01	6,981
Retail Unit	# 1		1%	12%	33%	54%	4.40	.05	231
Retail Unit	# 2		4%	4%	23%	69%	4.58	.15	26
Retail Unit	# 3	3%	2%	15%	26%	54%	4.26	.13	61
Retail Unit	# 4			5%	46%	49%	4.43	.10	37
Retail Unit	# 5		2%	20%	37%	41%	4.17	.13	41
Retail Unit	# 6		5%	16%	34%	45%	4.18	.12	56
Retail Unit	# 7	1%	2%	8%	26%	63%	4.48	.08	107
Retail Unit	# 8			28%	22%	50%	4.22	.21	18
Retail Unit	# 9		2%	7%	38%	52%	4.40	.11	42
Retail Unit	# 10		5%	7%	28%	60%	4.44	.13	43
Retail Unit	# 11		7%	13%	27%	53%	4.27	.25	15
Retail Unit	# 12	3%	3%	14%	24%	57%	4.30	.16	37
Retail Unit	# 13		4%	20%	51%	24%	3.96	.11	49
Retail Unit	# 14		3%	13%	29%	55%	4.37	.13	38
Retail Unit	# 15	1%	2%	8%	43%	46%	4.31	.08	102
Retail Unit	# 16			5%	42%	53%	4.47	.14	19
Retail Unit	# 17		4%	9%	38%	49%	4.32	.12	47
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

		Variety of menu choices							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	8%	16%	27%	44%	3.98	.07	302
Aggregated Dining Halls	ENTIRE SAMPLE	7%	15%	23%	31%	24%	3.48	.01	57,363
Dining Hall	# 1	3%	10%	16%	30%	41%	3.97	.10	135
Dining Hall	# 2	6%	7%	15%	25%	47%	3.99	.09	167
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*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

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

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

**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

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

TABLE 38a

		Service: Overall							
		(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%	1%	7%	25%	67%	4.57	.04	247
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	34%	54%	4.40	.00	47,438
Dining Hall	# 1		2%	8%	27%	63%	4.50	.07	107
Dining Hall	# 2	1%		6%	23%	70%	4.61	.06	140
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	6%	29%	64%	4.55	.02	972
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	30%	62%	4.52	.00	55,457
Type of Retail Unit - YOUR INSTITUTION	Food Court		2%	5%	23%	70%	4.60	.04	374
	Express Unit	1%	0%	6%	31%	62%	4.53	.04	333
	Specialty Coffee Shop/ Juice Bar	1%	3%	6%	33%	57%	4.42	.07	128
	Sit-down Restaurant			7%	34%	60%	4.53	.05	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	31%	60%	4.49	.01	18,864
	Marketplace	0%	1%	7%	32%	60%	4.50	.01	6,784
	Express Unit	0%	1%	7%	29%	63%	4.54	.01	12,761
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	27%	66%	4.57	.01	7,488
	Sit-down Restaurant	0%	1%	6%	27%	66%	4.58	.01	2,369
	Convenience Store	0%	1%	7%	30%	61%	4.49	.01	7,192
Retail Unit	# 1		2%	6%	21%	72%	4.63	.04	230
Retail Unit	# 2			4%	31%	65%	4.62	.11	26
				7%	25%	68%	4.61	.08	59
Retail Unit	# 4			8%	38%	54%	4.46	.11	37
Retail Unit	# 5			5%	41%	54%	4.49	.09	41
Retail Unit	# 6			9%	25%	66%	4.57	.09	56
Retail Unit	# 7		1%	6%	24%	70%	4.62	.06	105
Retail Unit	# 8		6%	11%	33%	50%	4.28	.21	18
Retail Unit	# 9			5%	24%	71%	4.66	.09	41
Retail Unit	# 10		2%	5%	20%	73%	4.64	.10	44
Retail Unit	# 11		7%		40%	53%	4.40	.21	15
Retail Unit	# 12	3%	5%	3%	28%	62%	4.41	.15	39
Retail Unit	# 13		2%	12%	41%	45%	4.29	.11	49
Retail Unit	# 14		3%	3%	28%	68%	4.60	.11	40
Retail Unit	# 15	2%		8%	39%	51%	4.38	.08	103
Retail Unit	# 16			5%	42%	53%	4.47	.14	19
Retail Unit	# 17				34%	66%	4.66	.07	50
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

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

TABLE 39a

		Speed of service							
		(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%	1%	8%	30%	61%	4.50	.05	246
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	36%	51%	4.35	.00	47,439
Dining Hall	# 1	1%	2%	10%	30%	57%	4.40	.08	106
Dining Hall	# 2			6%	30%	64%	4.57	.05	140
Dining Hall	.						.	.	
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Aggregated Retail Units	YOUR INSTITUTION	0%	1%	5%	27%	67%	4.59	.02	980
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	30%	62%	4.52	.00	55,579
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	5%	23%	70%	4.62	.04	376
	Express Unit		1%	5%	32%	61%	4.54	.04	335
	Specialty Coffee Shop/ Juice Bar	1%	2%	4%	25%	69%	4.60	.06	129
	Sit-down Restaurant	1%	1%	3%	29%	66%	4.60	.06	140
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	30%	61%	4.50	.01	18,909
	Marketplace	0%	1%	7%	31%	61%	4.52	.01	6,812
	Express Unit	0%	1%	6%	29%	63%	4.54	.01	12,797
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	27%	66%	4.57	.01	7,505
	Sit-down Restaurant	0%	1%	6%	29%	64%	4.56	.01	2,371
	Convenience Store	1%	1%	8%	31%	59%	4.47	.01	7,186
Retail Unit	# 1	0%	1%	5%	21%	72%	4.63	.04	232
Retail Unit	# 2	4%			33%	63%	4.52	.16	27
Retail Unit	# 3	2%		6%	24%	68%	4.56	.10	62
Retail Unit	# 4				35%	65%	4.65	.08	37
Retail Unit	# 5		2%		32%	66%	4.61	.10	41
Retail Unit	# 6		2%	7%	34%	57%	4.46	.10	56
Retail Unit	# 7		1%	6%	23%	71%	4.63	.06	106
Retail Unit	# 8			17%	28%	56%	4.39	.18	18
Retail Unit	# 9				27%	73%	4.73	.07	41
Retail Unit	# 10			2%	23%	74%	4.72	.08	43
Retail Unit	# 11		7%	13%	27%	53%	4.27	.25	15
Retail Unit	# 12	3%	3%	5%	21%	69%	4.51	.15	39
Retail Unit	# 13		2%	2%	32%	64%	4.58	.09	50
Retail Unit	# 14			5%	20%	75%	4.70	.09	40
Retail Unit	# 15		1%	4%	43%	52%	4.47	.06	103
Retail Unit	# 16			5%	32%	63%	4.58	.14	19
Retail Unit	# 17			6%	29%	65%	4.59	.08	51
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

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

*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

**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

**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
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: 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	YOUR INSTITUTION		2%	9%	20%	69%	4.56	.05	246
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	32%	53%	4.33	.00	47,294
Dining Hall	# 1		3%	12%	17%	68%	4.50	.08	106
Dining Hall	# 2		1%	6%	22%	70%	4.61	.06	140
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	7%	26%	65%	4.55	.02	967
Aggregated Retail Units	ENTIRE SAMPLE	0%	2%	9%	29%	60%	4.46	.00	55,278
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	6%	24%	68%	4.57	.04	371
	Express Unit		1%	7%	29%	64%	4.55	.04	332
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	28%	61%	4.48	.07	126
	Sit-down Restaurant	1%	1%	7%	26%	65%	4.54	.06	138
	Convenience Store								
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	29%	58%	4.42	.01	18,789
	Marketplace	0%	2%	9%	32%	57%	4.43	.01	6,778
	Express Unit	0%	2%	8%	28%	62%	4.49	.01	12,735
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	27%	65%	4.54	.01	7,454
	Sit-down Restaurant	0%	1%	7%	26%	66%	4.56	.01	2,359
	Convenience Store	1%	2%	9%	29%	59%	4.43	.01	7,164
Retail Unit	# 1	0%	0%	7%	24%	68%	4.60	.04	230
Retail Unit	# 2				24%	76%	4.76	.09	25
Retail Unit	# 3	2%		10%	21%	67%	4.52	.10	61
Retail Unit	# 4			5%	41%	54%	4.49	.10	37
Retail Unit	# 5		3%	5%	20%	73%	4.63	.11	40
Retail Unit	# 6		4%	11%	24%	62%	4.44	.11	55
Retail Unit	# 7		1%	9%	22%	69%	4.58	.07	105
Retail Unit	# 8		6%	11%	22%	61%	4.39	.22	18
Retail Unit	# 9		2%	7%	20%	71%	4.59	.12	41
Retail Unit	# 10	5%	2%	5%	19%	69%	4.45	.16	42
Retail Unit	# 11			7%	40%	53%	4.47	.17	15
Retail Unit	# 12	3%	3%	8%	16%	70%	4.49	.16	37
Retail Unit	# 13			16%	42%	42%	4.26	.10	50
Retail Unit	# 14			3%	21%	77%	4.74	.08	39
Retail Unit	# 15		1%	4%	36%	59%	4.53	.06	102
Retail Unit	# 16			5%	26%	68%	4.63	.14	19
Retail Unit	# 17			4%	33%	63%	4.59	.08	51
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 42b

		Friendliness of staff							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	10%	20%	65%	4.43	.05	300
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	27%	54%	4.27	.00	57,023
Dining Hall	# 1	2%	7%	11%	21%	60%	4.31	.09	132
Dining Hall	# 2	1%	1%	10%	20%	68%	4.53	.06	168
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	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	10%	26%	59%	4.35	.03	1,187
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	26%	58%	4.34	.00	68,064
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	10%	23%	60%	4.36	.04	467
	Express Unit	1%	3%	10%	24%	62%	4.43	.04	391
	Specialty Coffee Shop/ Juice Bar	4%	4%	8%	26%	58%	4.28	.08	158
	Sit-down Restaurant	4%	2%	11%	36%	47%	4.20	.08	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	28%	55%	4.30	.01	23,086
	Marketplace	2%	3%	10%	27%	59%	4.37	.01	8,171
	Express Unit	2%	3%	10%	25%	59%	4.36	.01	15,633
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	24%	61%	4.39	.01	9,387
	Sit-down Restaurant	3%	2%	9%	25%	60%	4.38	.02	2,977
	Convenience Store	2%	3%	10%	26%	58%	4.35	.01	8,811
Retail Unit	# 1	1%	4%	8%	24%	64%	4.45	.05	285
Retail Unit	# 2		9%	9%	23%	60%	4.34	.16	35
Retail Unit	# 3	4%	4%	14%	33%	45%	4.11	.12	76
Retail Unit	# 4			12%	29%	60%	4.48	.11	42
Retail Unit	# 5	8%		6%	45%	42%	4.13	.15	53
Retail Unit	# 6		3%	10%	27%	60%	4.43	.10	67
Retail Unit	# 7	2%	1%	10%	20%	66%	4.47	.08	134
Retail Unit	# 8		4%	13%	30%	52%	4.30	.18	23
Retail Unit	# 9			23%	21%	55%	4.32	.12	47
Retail Unit	# 10	11%	5%	11%	25%	48%	3.95	.18	56
Retail Unit	# 11		5%	10%	14%	71%	4.52	.19	21
Retail Unit	# 12	7%	4%	2%	18%	69%	4.38	.17	45
Retail Unit	# 13	5%	6%	11%	41%	38%	4.02	.13	66
Retail Unit	# 14	2%		11%	13%	74%	4.57	.12	47
Retail Unit	# 15	1%	6%	14%	22%	57%	4.29	.10	105
Retail Unit	# 16				20%	80%	4.80	.08	25
Retail Unit	# 17		3%	5%	35%	57%	4.45	.10	60
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

		Cleanliness: Overall							
		(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	1%	0%	4%	16%	79%	4.71	.04	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.57	.00	47,481
Dining Hall	# 1	1%	1%	4%	11%	83%	4.74	.06	105
Dining Hall	# 2	1%		3%	19%	76%	4.69	.06	143
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	1%	1%	6%	23%	70%	4.61	.02	972
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	69%	4.59	.00	55,154
Type of Retail Unit - YOUR INSTITUTION	Food Court		1%	7%	23%	69%	4.60	.03	373
	Express Unit	1%	1%	7%	21%	70%	4.60	.04	332
	Specialty Coffee Shop/ Juice Bar	1%	2%	4%	27%	67%	4.58	.06	130
	Sit-down Restaurant	1%	1%	4%	20%	74%	4.66	.06	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	24%	68%	4.58	.01	18,834
	Marketplace	0%	1%	6%	25%	67%	4.58	.01	6,746
	Express Unit	0%	1%	6%	24%	68%	4.58	.01	12,668
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	23%	70%	4.62	.01	7,446
	Sit-down Restaurant	0%	1%	4%	19%	75%	4.68	.01	2,356
	Convenience Store	1%	1%	7%	23%	69%	4.58	.01	7,105
Retail Unit	# 1		1%	6%	22%	71%	4.63	.04	230
Retail Unit	# 2			8%	12%	80%	4.72	.12	25
Retail Unit	# 3	2%	2%	5%	15%	76%	4.63	.11	59
Retail Unit	# 4			3%	24%	73%	4.70	.09	37
Retail Unit	# 5			5%	22%	73%	4.68	.09	41
Retail Unit	# 6	2%	2%	5%	20%	71%	4.57	.11	56
Retail Unit	# 7	1%	1%	6%	17%	76%	4.65	.07	107
Retail Unit	# 8		6%	6%	22%	67%	4.50	.20	18
Retail Unit	# 9			3%	28%	70%	4.68	.08	40
Retail Unit	# 10			16%	29%	56%	4.40	.11	45
Retail Unit	# 11			7%	40%	53%	4.47	.17	15
Retail Unit	# 12	3%	3%	3%	26%	67%	4.51	.14	39
Retail Unit	# 13		2%	6%	35%	57%	4.47	.10	51
Retail Unit	# 14			3%	18%	80%	4.78	.08	40
Retail Unit	# 15	1%		9%	25%	66%	4.54	.07	102
Retail Unit	# 16			12%	24%	65%	4.53	.17	17
Retail Unit	# 17			4%	26%	70%	4.66	.08	50
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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

**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.

		(1) Not at All Important	(2) Not Very Important	Serving areas (3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	3%	17%	79%	4.72	.04	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	27%	64%	4.53	.00	47,408
Dining Hall	# 1		1%	3%	14%	82%	4.77	.05	104
Dining Hall	# 2	1%		3%	19%	76%	4.69	.06	144
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%	7%	24%	67%	4.56	.02	963
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	65%	4.52	.00	54,432
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	1%	6%	26%	66%	4.56	.04	369
	Express Unit	0%	1%	8%	23%	68%	4.58	.04	332
	Specialty Coffee Shop/ Juice Bar	1%	5%	5%	25%	65%	4.48	.08	128
	Sit-down Restaurant	1%	1%	7%	19%	72%	4.60	.06	134
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	8%	26%	65%	4.53	.01	18,688
	Marketplace	0%	1%	7%	27%	64%	4.52	.01	6,683
	Express Unit	1%	2%	8%	26%	63%	4.50	.01	12,547
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	26%	65%	4.53	.01	7,388
	Sit-down Restaurant	0%	1%	5%	21%	72%	4.63	.01	2,327
	Convenience Store	1%	2%	8%	25%	64%	4.50	.01	6,800
Retail Unit	# 1	0%	1%	6%	25%	67%	4.58	.05	229
Retail Unit	# 2		4%	4%	12%	80%	4.68	.15	25
Retail Unit	# 3	2%	3%	8%	14%	73%	4.53	.12	59
Retail Unit	# 4				31%	69%	4.69	.08	35
Retail Unit	# 5			10%	18%	73%	4.63	.11	40
Retail Unit	# 6		4%	9%	18%	69%	4.53	.11	55
Retail Unit	# 7	1%		8%	21%	70%	4.58	.07	106
Retail Unit	# 8			11%	33%	56%	4.44	.17	18
Retail Unit	# 9			3%	33%	65%	4.63	.09	40
Retail Unit	# 10		2%	14%	26%	57%	4.38	.13	42
Retail Unit	# 11				33%	67%	4.67	.13	15
Retail Unit	# 12	3%	3%	3%	23%	69%	4.54	.14	39
Retail Unit	# 13		4%	4%	32%	60%	4.48	.11	50
Retail Unit	# 14		8%	8%	18%	67%	4.44	.15	39
Retail Unit	# 15			6%	25%	69%	4.63	.06	102
Retail Unit	# 16			17%	22%	61%	4.44	.18	18
Retail Unit	# 17			8%	27%	65%	4.57	.09	51
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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.

		Serving areas							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	7%	31%	56%	4.35	.05	302
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	11%	36%	47%	4.24	.00	57,318
Dining Hall	# 1	1%	8%	7%	31%	53%	4.26	.09	136
Dining Hall	# 2	1%	3%	7%	31%	58%	4.42	.07	166
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	3%	2%	11%	31%	53%	4.29	.03	1,179
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	33%	54%	4.35	.00	67,121
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	10%	31%	54%	4.30	.04	463
	Express Unit	3%	2%	10%	30%	55%	4.33	.05	391
	Specialty Coffee Shop/ Juice Bar	3%	4%	14%	27%	53%	4.23	.08	154
	Sit-down Restaurant	3%	2%	11%	36%	48%	4.24	.07	171
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	10%	35%	50%	4.29	.01	23,019
	Marketplace	1%	2%	9%	33%	54%	4.36	.01	8,113
	Express Unit	1%	3%	9%	31%	55%	4.36	.01	15,411
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	58%	4.41	.01	9,272
	Sit-down Restaurant	2%	2%	7%	28%	62%	4.47	.02	2,953
	Convenience Store	2%	2%	10%	33%	54%	4.35	.01	8,354
Retail Unit	# 1	2%	2%	9%	30%	56%	4.37	.05	278
Retail Unit	# 2	3%		9%	27%	61%	4.42	.16	33
Retail Unit	# 3	3%	4%	9%	39%	45%	4.19	.11	74
Retail Unit	# 4			7%	36%	57%	4.50	.10	42
Retail Unit	# 5	5%	2%	15%	33%	45%	4.11	.15	55
Retail Unit	# 6		1%	16%	28%	54%	4.34	.10	67
Retail Unit	# 7	4%	3%	9%	28%	56%	4.28	.09	134
Retail Unit	# 8	4%		17%	50%	29%	4.00	.19	24
Retail Unit	# 9	2%		11%	37%	50%	4.33	.12	46
Retail Unit	# 10	12%	3%	12%	25%	48%	3.95	.17	60
Retail Unit	# 11			14%	32%	55%	4.41	.16	22
Retail Unit	# 12	7%	5%	9%	23%	57%	4.18	.18	44
Retail Unit	# 13	2%	6%	20%	33%	39%	4.02	.12	64
Retail Unit	# 14			11%	22%	67%	4.57	.10	46
Retail Unit	# 15	3%	2%	9%	28%				

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

TABLE 45a

		Eating areas (tables, chairs, etc.)							
		(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	1%	1%	4%	19%	75%	4.66	.04	248
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	64%	4.53	.00	47,184
Dining Hall	# 1		1%	5%	17%	77%	4.70	.06	105
Dining Hall	# 2	1%	1%	4%	20%	73%	4.62	.06	143
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	1%	2%	7%	25%	65%	4.52	.02	953
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	27%	62%	4.47	.00	53,162
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	6%	26%	66%	4.54	.04	366
	Express Unit	1%	2%	9%	25%	63%	4.46	.05	327
	Specialty Coffee Shop/ Juice Bar	1%	3%	6%	26%	64%	4.49	.07	125
	Sit-down Restaurant	1%		3%	24%	73%	4.67	.05	135
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	27%	63%	4.49	.01	18,405
	Marketplace	1%	2%	7%	29%	61%	4.47	.01	6,584
	Express Unit	1%	3%	8%	27%	61%	4.43	.01	12,167
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	64%	4.49	.01	7,183
	Sit-down Restaurant	0%	1%	5%	22%	72%	4.63	.01	2,330
	Convenience Store	2%	2%	8%	26%	62%	4.43	.01	6,494
Retail Unit	# 1	0%	1%	5%	22%	71%	4.61	.05	224
Retail Unit	# 2		4%	4%	16%	76%	4.64	.15	25
Retail Unit	# 3	2%		3%	22%	73%	4.65	.09	60
Retail Unit	# 4			3%	26%	71%	4.69	.09	35
Retail Unit	# 5			3%	25%	73%	4.70	.08	40
Retail Unit	# 6		7%	6%	20%	67%	4.46	.12	54
Retail Unit	# 7	2%	2%	11%	22%	63%	4.43	.09	104
Retail Unit	# 8		6%	11%	44%	39%	4.17	.20	18
Retail Unit	# 9	3%		3%	38%	58%	4.48	.12	40
Retail Unit	# 10		5%	14%	25%	57%	4.34	.13	44
Retail Unit	# 11				47%	53%	4.53	.13	15
Retail Unit	# 12	3%	3%	5%	21%	68%	4.50	.15	38
Retail Unit	# 13		2%	6%	31%	60%	4.50	.10	48
Retail Unit	# 14		5%	8%	23%	64%	4.46	.14	39
Retail Unit	# 15		1%	9%	31%	59%	4.49	.07	101
Retail Unit	# 16			17%	17%	67%	4.50	.19	18
Retail Unit	# 17	2%	2%	8%	26%	62%	4.44	.13	50
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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

*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 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

**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

		Layout of facility							
		(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	2%	8%	15%	32%	42%	4.04	.07	248
Aggregated Dining Halls	ENTIRE SAMPLE	2%	8%	18%	38%	34%	3.93	.00	47,351
Dining Hall	# 1		6%	17%	31%	46%	4.18	.09	106
Dining Hall	# 2	4%	11%	14%	33%	39%	3.93	.09	142
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	2%	7%	14%	37%	40%	4.04	.03	964
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	17%	37%	37%	4.01	.00	54,519
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	13%	32%	46%	4.14	.05	369
	Express Unit	2%	8%	14%	41%	35%	3.98	.06	333
	Specialty Coffee Shop/ Juice Bar	3%	9%	13%	36%	39%	3.99	.10	125
	Sit-down Restaurant	4%	7%	15%	39%	35%	3.93	.09	137
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	8%	17%	37%	36%	3.97	.01	18,630
	Marketplace	2%	7%	17%	40%	34%	3.97	.01	6,685
	Express Unit	2%	7%	17%	37%	38%	4.00	.01	12,481
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	37%	40%	4.08	.01	7,379
	Sit-down Restaurant	2%	6%	13%	38%	41%	4.12	.02	2,333
	Convenience Store	2%	7%	17%	36%	38%	4.02	.01	7,012
Retail Unit	# 1	1%	7%	12%	32%	48%	4.17	.07	229
Retail Unit	# 2		8%	12%	28%	52%	4.24	.19	25
Retail Unit	# 3	7%	5%	16%	40%	33%	3.86	.15	58
Retail Unit	# 4		5%	14%	43%	38%	4.14	.14	37
Retail Unit	# 5	5%	10%	17%	33%	36%	3.86	.18	42
Retail Unit	# 6	4%	5%	16%	40%	35%	3.96	.14	55
Retail Unit	# 7	2%	6%	15%	29%	49%	4.18	.10	108
Retail Unit	# 8		6%	28%	44%	22%	3.83	.20	18
Retail Unit	# 9	3%	3%	8%	36%	51%	4.31	.15	39
Retail Unit	# 10	5%	9%	11%	23%	52%	4.09	.18	44
Retail Unit	# 11		14%	29%	43%	14%	3.57	.25	14
Retail Unit	# 12	3%	3%	13%	38%	44%	4.18	.15	39
Retail Unit	# 13	6%	10%	15%	42%	27%	3.73	.17	48
Retail Unit	# 14		13%	11%	26%	50%	4.13	.17	38
Retail Unit	# 15	1%	9%	15%	52%	24%	3.88	.09	102
Retail Unit	# 16	5%	16%	5%	53%	21%	3.68	.27	19
Retail Unit	# 17	4%	8%	12%	43%	33%	3.92	.15	49
Retail Unit	.						-	-	
Retail Unit	.						-	-	
Retail Unit	.						-	-	

**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

		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	YOUR INSTITUTION	1%	2%	9%	29%	59%	4.44	.05	306
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	34%	51%	4.30	.00	57,300
Dining Hall	# 1	1%	3%	7%	30%	59%	4.43	.07	136
Dining Hall	# 2	1%	1%	10%	29%	59%	4.45	.06	170
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%	4%	12%	32%	50%	4.26	.03	1,180
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	33%	50%	4.28	.00	67,498
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	10%	33%	52%	4.32	.04	467
	Express Unit	1%	5%	16%	32%	46%	4.17	.05	388
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	29%	51%	4.24	.08	156
	Sit-down Restaurant	3%	3%	7%	33%	54%	4.32	.07	169
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	12%	35%	48%	4.26	.01	23,004
	Marketplace	2%	4%	11%	33%	49%	4.23	.01	8,150
	Express Unit	2%	4%	12%	33%	50%	4.26	.01	15,383
	Specialty Coffee Shop/ Juice Bar	1%	3%	10%	32%	54%	4.33	.01	9,325
	Sit-down Restaurant	1%	2%	10%	30%	56%	4.38	.02	2,964
	Convenience Store	2%	3%	10%	33%	52%	4.31	.01	8,673
Retail Unit	# 1	1%	4%	10%	32%	54%	4.35	.05	283
Retail Unit	# 2		6%	6%	29%	59%	4.41	.15	34
Retail Unit	# 3	3%	1%	7%	30%	59%	4.41	.10	73
Retail Unit	# 4			7%	43%	50%	4.43	.10	42
Retail Unit	# 5	6%	7%	7%	30%	50%	4.11	.16	54
Retail Unit	# 6		9%	19%	26%	46%	4.09	.12	68
Retail Unit	# 7		7%	18%	30%	45%	4.14	.08	133
Retail Unit	# 8		4%	9%	61%	26%	4.09	.15	23
Retail Unit	# 9		2%	4%	36%	58%	4.49	.10	45
Retail Unit	# 10	5%	2%	18%	30%	46%	4.10	.14	61
Retail Unit	# 11			19%	33%	48%	4.29	.17	21
Retail Unit	# 12	5%	9%	11%	23%	52%	4.09	.18	44
Retail Unit	# 13	2%	3%	18%	35%	42%	4.12	.11	65
Retail Unit	# 14			9%	28%	64%	4.55	.10	47
Retail Unit	# 15		1%	10%	31%	57%	4.45	.07	105
Retail Unit	# 16		4%	8%	40%	48%	4.32	.16	25
Retail Unit	# 17	5%	4%	23%	44%	25%	3.79	.14	57
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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

		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	Appearance (3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	9%	28%	61%	4.46	.05	304
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	10%	34%	52%	4.32	.00	57,181
Dining Hall	# 1	1%	2%	9%	26%	63%	4.47	.07	136
Dining Hall	# 2	2%	1%	8%	30%	60%	4.45	.06	168
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	2%	2%	10%	33%	54%	4.36	.02	1,181
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	52%	4.34	.00	67,473
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	1%	8%	34%	55%	4.39	.04	465
	Express Unit	1%	3%	13%	31%	53%	4.32	.04	388
	Specialty Coffee Shop/ Juice Bar	2%	1%	9%	33%	55%	4.37	.07	154
	Sit-down Restaurant	3%		7%	37%	53%	4.37	.06	174
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	36%	49%	4.28	.01	22,949
	Marketplace	1%	2%	10%	34%	53%	4.35	.01	8,125
	Express Unit	1%	2%	10%	33%	53%	4.34	.01	15,460
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	31%	58%	4.42	.01	9,322
	Sit-down Restaurant	1%	1%	7%	30%	60%	4.45	.01	2,971
	Convenience Store	1%	2%	11%	33%	53%	4.34	.01	8,647
Retail Unit	# 1	1%	1%	5%	35%	59%	4.49	.04	281
Retail Unit	# 2			12%	26%	62%	4.50	.12	34
Retail Unit	# 3	4%		5%	33%	57%	4.40	.11	75
Retail Unit	# 4			7%	51%	42%	4.35	.09	43
Retail Unit	# 5	4%		9%	32%	55%	4.36	.12	56
Retail Unit	# 6			13%	35%	51%	4.38	.09	68
Retail Unit	# 7	1%	4%	15%	24%	57%	4.33	.08	131
Retail Unit	# 8	8%	4%	13%	46%	29%	3.83	.24	24
Retail Unit	# 9			4%	49%	47%	4.42	.09	45
Retail Unit	# 10	5%	3%	24%	20%	47%	4.02	.15	59
Retail Unit	# 11			14%	27%	59%	4.45	.16	22
Retail Unit	# 12	5%	5%	2%	30%	58%	4.33	.16	43
Retail Unit	# 13	2%		16%	39%	44%	4.23	.10	64
Retail Unit	# 14			6%	28%	66%	4.60	.09	47
Retail Unit	# 15	1%	4%	9%	30%	56%	4.36	.08	106
Retail Unit	# 16			4%	28%	68%	4.64	.11	25
Retail Unit	# 17	2%	2%	19%	45%	33%	4.05	.11	58
Retail Unit	.						-	-	
Retail Unit	.						-	-	
Retail Unit	.						-	-	

**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 49a

		Availability of seating							
		(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		2%	7%	29%	62%	4.51	.05	247
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	34%	53%	4.36	.00	47,218
Dining Hall	# 1		2%	6%	27%	65%	4.56	.07	106
Dining Hall	# 2		2%	8%	30%	60%	4.48	.06	141
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	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	11%	31%	53%	4.30	.03	950
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	32%	50%	4.26	.00	52,827
Type of Retail Unit - YOUR INSTITUTION	Food Court	0%	4%	11%	28%	57%	4.38	.04	365
	Express Unit	3%	4%	13%	34%	46%	4.17	.05	325
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	28%	52%	4.25	.09	125
	Sit-down Restaurant	1%	2%	3%	38%	56%	4.47	.06	135
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	11%	32%	52%	4.30	.01	18,301
	Marketplace	1%	4%	11%	35%	50%	4.27	.01	6,546
	Express Unit	2%	5%	13%	33%	48%	4.19	.01	12,133
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	31%	51%	4.26	.01	7,159
	Sit-down Restaurant	1%	2%	8%	32%	57%	4.43	.02	2,315
	Convenience Store	3%	5%	12%	31%	49%	4.19	.01	6,374
Retail Unit	# 1		4%	10%	28%	58%	4.39	.06	226
Retail Unit	# 2		4%	8%	24%	64%	4.48	.16	25
Retail Unit	# 3	2%	2%	5%	33%	59%	4.45	.11	58
Retail Unit	# 4		3%	3%	43%	51%	4.43	.11	37
Retail Unit	# 5		3%		40%	58%	4.53	.10	40
Retail Unit	# 6	2%	5%	18%	27%	47%	4.13	.14	55
Retail Unit	# 7	1%	1%	16%	32%	50%	4.30	.08	103
Retail Unit	# 8			28%	28%	44%	4.17	.20	18
Retail Unit	# 9			8%	28%	64%	4.56	.10	39
Retail Unit	# 10	2%	5%	14%	21%	58%	4.28	.16	43
Retail Unit	# 11			14%	50%	36%	4.21	.19	14
Retail Unit	# 12	3%	5%	10%	26%	56%	4.28	.16	39
Retail Unit	# 13	2%	2%	23%	32%	40%	4.06	.14	47
Retail Unit	# 14		5%	8%	26%	62%	4.44	.14	39
Retail Unit	# 15	5%	6%	10%	33%	47%	4.10	.11	101
Retail Unit	# 16	5%	5%	11%	42%	37%	4.00	.25	19
Retail Unit	# 17	2%	4%	9%	47%	38%	4.15	.13	47
Retail Unit	.						-	-	
Retail Unit	.						-	-	
Retail Unit	.						-	-	

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TABLE 49b

		Availability of seating							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	15%	25%	54%	4.23	.06	302
Aggregated Dining Halls	ENTIRE SAMPLE	3%	7%	16%	32%	43%	4.05	.00	57,242
Dining Hall	# 1	3%	5%	17%	29%	46%	4.09	.09	133
Dining Hall	# 2	2%	4%	13%	22%	60%	4.34	.07	169
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	4%	8%	16%	26%	46%	4.03	.03	1,164
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	16%	30%	43%	4.00	.00	65,203
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	17%	27%	47%	4.09	.05	464
	Express Unit	5%	9%	18%	26%	43%	3.92	.06	377
	Specialty Coffee Shop/ Juice Bar	5%	13%	15%	25%	41%	3.83	.10	151
	Sit-down Restaurant	2%	5%	10%	26%	56%	4.28	.08	172
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	17%	31%	41%	3.98	.01	22,668
	Marketplace	4%	9%	16%	29%	41%	3.93	.01	7,974
	Express Unit	3%	7%	16%	29%	44%	4.04	.01	14,852
	Specialty Coffee Shop/ Juice Bar	3%	9%	17%	29%	42%	3.97	.01	9,009
	Sit-down Restaurant	2%	4%	12%	30%	51%	4.23	.02	2,956
	Convenience Store	3%	8%	17%	30%	43%	4.01	.01	7,745
Retail Unit	# 1	3%	8%	15%	28%	46%	4.08	.06	280
Retail Unit	# 2	6%	9%	18%	32%	35%	3.82	.20	34
Retail Unit	# 3	1%	5%	12%	24%	57%	4.31	.11	75
Retail Unit	# 4			10%	29%	62%	4.52	.10	42
Retail Unit	# 5	5%	9%	9%	27%	49%	4.05	.16	55
Retail Unit	# 6	6%	19%	27%	16%	31%	3.48	.16	67
Retail Unit	# 7	8%	12%	21%	20%	39%	3.71	.12	128
Retail Unit	# 8		5%	27%	36%	32%	3.95	.19	22
Retail Unit	# 9		2%	17%	20%	61%	4.39	.13	46
Retail Unit	# 10	5%	3%	23%	23%	46%	4.02	.15	61
Retail Unit	# 11	5%		10%	19%	67%	4.43	.22	21
Retail Unit	# 12	7%	20%	7%	22%	44%	3.78	.21	45
Retail Unit	# 13	7%	15%	18%	25%	35%	3.67	.17	60
Retail Unit	# 14	2%	4%	20%	28%	46%	4.11	.15	46
Retail Unit	# 15		2%	8%	23%	67%	4.55	.07	106
Retail Unit	# 16		9%	14%	45%	32%	4.00	.20	22
Retail Unit	# 17	7%	6%	17%	48%	22%	3.72	.15	54
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 50a
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)
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	YOUR INSTITUTION	0%	4%	9%	30%	57%	4.40	.05	244
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	39%	43%	4.20	.00	46,891
Dining Hall	# 1	1%	1%	8%	29%	62%	4.49	.07	104
Dining Hall	# 2		6%	9%	31%	54%	4.33	.07	140
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%	4%	10%	33%	52%	4.31	.03	951
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	36%	45%	4.19	.00	52,769
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	10%	28%	57%	4.38	.05	363
	Express Unit	2%	4%	12%	37%	45%	4.19	.05	328
	Specialty Coffee Shop/ Juice Bar	2%	4%	9%	36%	49%	4.27	.08	124
	Sit-down Restaurant	1%	3%	4%	36%	57%	4.45	.07	136
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	13%	37%	45%	4.19	.01	18,163
	Marketplace	1%	4%	14%	39%	41%	4.15	.01	6,539
	Express Unit	2%	5%	14%	35%	44%	4.15	.01	12,121
	Specialty Coffee Shop/ Juice Bar	1%	4%	11%	35%	48%	4.25	.01	7,143
	Sit-down Restaurant	1%	2%	8%	35%	54%	4.38	.02	2,300
	Convenience Store	3%	5%	14%	35%	44%	4.12	.01	6,504
Retail Unit	# 1	0%	4%	9%	29%	57%	4.38	.06	223
Retail Unit	# 2			16%	12%	72%	4.56	.15	25
Retail Unit	# 3		3%	2%	38%	57%	4.48	.09	58
Retail Unit	# 4		3%	8%	35%	54%	4.41	.13	37
Retail Unit	# 5	2%	2%	2%	34%	59%	4.44	.14	41
Retail Unit	# 6	4%	4%	22%	29%	42%	4.02	.14	55
Retail Unit	# 7	1%	3%	10%	37%	50%	4.31	.08	105
Retail Unit	# 8			28%	22%	50%	4.22	.21	18
Retail Unit	# 9			5%	33%	63%	4.58	.09	40
Retail Unit	# 10	5%	5%	9%	23%	59%	4.27	.17	44
Retail Unit	# 11		8%	8%	62%	23%	4.00	.23	13
Retail Unit	# 12	3%	5%	8%	34%	50%	4.24	.16	38
Retail Unit	# 13	2%	4%	11%	43%	40%	4.15	.14	47
Retail Unit	# 14		3%	8%	31%	59%	4.46	.12	39
Retail Unit	# 15	2%	5%	8%	37%	49%	4.25	.09	101
Retail Unit	# 16	5%	5%	16%	26%	47%	4.05	.27	19
Retail Unit	# 17	2%	4%	13%	48%	33%	4.06	.13	48
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 50b

[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 51a

		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	YOUR INSTITUTION	4%	5%	11%	31%	49%	4.16	.07	234
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	17%	29%	43%	3.99	.01	43,328
Dining Hall	# 1	2%	6%	12%	31%	50%	4.21	.10	104
Dining Hall	# 2	6%	4%	11%	31%	48%	4.12	.10	130
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	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	15%	28%	47%	4.10	.04	903
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	28%	47%	4.08	.00	49,708
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	4%	14%	22%	54%	4.16	.06	348
	Express Unit	5%	5%	17%	31%	41%	3.98	.06	309
	Specialty Coffee Shop/ Juice Bar	4%	4%	14%	29%	48%	4.13	.10	120
	Sit-down Restaurant	2%	6%	13%	36%	44%	4.14	.09	126
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	16%	28%	46%	4.05	.01	16,976
	Marketplace	5%	5%	15%	30%	45%	4.05	.01	6,092
	Express Unit	5%	5%	15%	27%	47%	4.06	.01	11,446
	Specialty Coffee Shop/ Juice Bar	3%	4%	13%	28%	51%	4.20	.01	6,683
	Sit-down Restaurant	4%	5%	14%	29%	49%	4.14	.02	2,104
	Convenience Store	4%	5%	15%	28%	47%	4.08	.01	6,408
Retail Unit	# 1	6%	6%	15%	23%	51%	4.06	.08	217
Retail Unit	# 2		4%		13%	83%	4.74	.14	23
Retail Unit	# 3	4%	4%	9%	37%	46%	4.19	.14	54
Retail Unit	# 4		6%	14%	46%	34%	4.09	.14	35
Retail Unit	# 5		8%	19%	24%	49%	4.14	.17	37
Retail Unit	# 6	2%	4%	13%	33%	48%	4.21	.14	48
Retail Unit	# 7	9%	4%	19%	26%	43%	3.89	.12	101
Retail Unit	# 8	12%		12%	24%	53%	4.06	.33	17
Retail Unit	# 9		3%	12%	29%	56%	4.38	.14	34
Retail Unit	# 10			21%	26%	52%	4.31	.13	42
Retail Unit	# 11	7%	7%	20%	7%	60%	4.07	.34	15
Retail Unit	# 12	8%	6%	8%	25%	53%	4.08	.21	36
Retail Unit	# 13	4%	2%	16%	29%	49%	4.16	.15	49
Retail Unit	# 14		6%	17%	34%	43%	4.14	.15	35
Retail Unit	# 15	3%	8%	16%	40%	34%	3.93	.10	101
Retail Unit	# 16			21%	29%	50%	4.29	.22	14
Retail Unit	# 17	7%	2%	22%	24%	44%	3.98	.18	45
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

TABLE 52a

		Social/ ethical practices related to food							
		(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	6%	6%	11%	27%	49%	4.08	.08	227
Aggregated Dining Halls	ENTIRE SAMPLE	5%	7%	18%	28%	41%	3.92	.01	42,346
Dining Hall	# 1	3%	6%	13%	28%	50%	4.16	.11	100
Dining Hall	# 2	8%	6%	10%	27%	49%	4.02	.11	127
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	5%	5%	15%	27%	47%	4.07	.04	895
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	16%	27%	45%	4.02	.01	48,546
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	6%	14%	21%	54%	4.11	.06	340
	Express Unit	5%	5%	18%	31%	42%	4.00	.06	306
	Specialty Coffee Shop/ Juice Bar	6%	4%	14%	29%	47%	4.07	.10	121
	Sit-down Restaurant	2%	5%	15%	34%	44%	4.11	.09	128
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	6%	17%	28%	44%	3.99	.01	16,555
	Marketplace	6%	6%	17%	29%	42%	3.96	.02	5,919
	Express Unit	6%	6%	16%	26%	46%	4.01	.01	11,210
	Specialty Coffee Shop/ Juice Bar	4%	5%	14%	27%	50%	4.14	.01	6,512
	Sit-down Restaurant	4%	5%	15%	28%	48%	4.09	.02	2,062
	Convenience Store	5%	6%	17%	27%	45%	4.02	.01	6,288
Retail Unit	# 1	8%	7%	13%	22%	51%	4.02	.09	213
Retail Unit	# 2	4%	8%		13%	75%	4.46	.23	24
Retail Unit	# 3	4%	7%	9%	36%	44%	4.09	.15	55
Retail Unit	# 4		6%	17%	44%	33%	4.06	.14	36
Retail Unit	# 5	3%	3%	22%	19%	54%	4.19	.17	37
Retail Unit	# 6	4%	4%	15%	32%	45%	4.09	.16	47
Retail Unit	# 7	8%	3%	19%	24%	45%	3.96	.12	99
Retail Unit	# 8	12%		12%	29%	47%	4.00	.32	17
Retail Unit	# 9		3%	13%	23%	60%	4.40	.16	30
Retail Unit	# 10			24%	24%	51%	4.27	.13	41
Retail Unit	# 11	7%	13%	13%	7%	60%	4.00	.37	15
Retail Unit	# 12	8%	6%	8%	25%	53%	4.08	.21	36
Retail Unit	# 13	6%		14%	35%	45%	4.12	.15	49
Retail Unit	# 14	3%	8%	19%	25%	44%	4.00	.19	36
Retail Unit	# 15	2%	8%	16%	42%	33%	3.95	.10	101
Retail Unit	# 16			20%	27%	53%	4.33	.21	15
Retail Unit	# 17	7%	2%	20%	23%	48%	4.02	.18	44
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

**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

		Social/ ethical practices related to food							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	4%	16%	31%	42%	3.99	.07	269
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	35%	39%	4.04	.00	50,452
Dining Hall	# 1	8%	3%	20%	28%	40%	3.89	.11	121
Dining Hall	# 2	5%	5%	14%	33%	44%	4.07	.09	148
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	19%	32%	41%	4.04	.03	1,053
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	18%	32%	43%	4.11	.00	59,139
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	17%	30%	46%	4.13	.05	416
	Express Unit	1%	5%	22%	36%	36%	4.02	.05	343
	Specialty Coffee Shop/ Juice Bar	7%	6%	21%	26%	40%	3.85	.10	144
	Sit-down Restaurant	3%	7%	19%	32%	39%	3.99	.09	150
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	19%	34%	41%	4.07	.01	20,249
	Marketplace	2%	4%	19%	34%	41%	4.09	.01	7,067
	Express Unit	2%	3%	19%	31%	45%	4.13	.01	13,505
	Specialty Coffee Shop/ Juice Bar	2%	3%	17%	31%	47%	4.17	.01	8,135
	Sit-down Restaurant	2%	3%	16%	31%	48%	4.19	.02	2,536
	Convenience Store	2%	3%	18%	32%	44%	4.13	.01	7,648
Retail Unit	# 1	1%	3%	14%	33%	49%	4.26	.05	253
Retail Unit	# 2		17%	10%	24%	48%	4.03	.21	29
Retail Unit	# 3	2%	8%	22%	31%	37%	3.93	.14	59
Retail Unit	# 4		5%	19%	43%	33%	4.05	.13	42
Retail Unit	# 5	6%	6%	16%	24%	47%	4.00	.17	49
Retail Unit	# 6	2%	13%	16%	36%	33%	3.85	.15	55
Retail Unit	# 7	2%	5%	18%	28%	47%	4.14	.09	114
Retail Unit	# 8	5%	9%	27%	27%	32%	3.73	.25	22
Retail Unit	# 9	5%		18%	24%	53%	4.18	.18	38
Retail Unit	# 10	9%	2%	27%	25%	36%	3.78	.17	55
Retail Unit	# 11		11%	16%	32%	42%	4.05	.24	19
Retail Unit	# 12	10%	5%	14%	24%	48%	3.95	.20	42
Retail Unit	# 13	7%	7%	26%	31%	30%	3.70	.15	61
Retail Unit	# 14	5%	7%	20%	22%	46%	3.98	.19	41
Retail Unit	# 15		3%	34%	33%	30%	3.90	.09	103
Retail Unit	# 16			5%	53%	42%	4.37	.14	19
Retail Unit	# 17	2%		19%	52%	27%	4.02	.11	52
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	


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

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)

- ☐ First year ☐ Sophomore ☐ Junior ☐ Senior ☐ Graduate ☐ Other

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.)
- | | SATISFACTION | IMPORTANCE |
|----------------------------|--------------|------------|
| 1. Food quality | | |
| 2. Food quantity | | |
| 3. Food variety | | |
| 4. Food presentation | | |
| 5. Food service | | |
| 6. Food cost | | |
| 7. Food safety | | |
| 8. Food hygiene | | |
| 9. Food freshness | | |
| 10. Food taste | | |
| 11. Food texture | | |
| 12. Food smell | | |
| 13. Food appearance | | |
| 14. Food packaging | | |
| 15. Food storage | | |
| 16. Food handling | | |
| 17. Food preparation | | |
| 18. Food service staff | | |
| 19. Food service area | | |
| 20. Food service equipment | | |

[illegible]

We welcome your comments on the back of this page.

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

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

SAM

Thank you for your valuable input.