

2017

Customer Satisfaction

Benchmarking Survey

Report prepared exclusively for:

Florida State University

CONFIDENTIAL

Copyright © 2018. The National Association of College & University Food Services. All rights reserved.

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)
- Importance of the dining experience in terms of students' decision to attend the institution and remain there
- 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 18th 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 92 schools that used the survey in 2017, 77 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.

For 2017, three new questions were added to the survey instrument in order to gauge responding students' attitudes regarding their campus dining experience. The three added questions were:

1. How important was the perceived campus dining experience in terms of your decision to attend this institution?
2. How important is the actual campus dining experience in terms of your decision to remain at this institution?
3. How important is the campus dining experience (i.e., wi-fi, social interaction, comfort, etc.) in terms of your academic success at this institution?

As in prior years, the survey also 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, 92 institutions took part in this year's survey, and 116,593 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 were sent 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	4 Rivers Smokehouse
2	Seminole Cafe	2	Chick fil A
3	FIGG Performance Table	3	COE Cafe
4		4	The Community Table
5		5	The Den
6		6	Doctor's Inn
7		7	Einstein Bros Bagels
8		8	JStreet Grill @ 1851
9		9	La Cocina @ Oglesby Union
10		10	Mein Bowl @ Oglesby Union
11		11	natural @ Oglesby Union
12		12	Noles Homecoming @ 1851
13		13	Passport @ 1851
14		14	Seminole Pies @ Oglesby Union
15		15	Starbucks Dirac
16		16	Starbucks Strozier
17		17	Starbucks Woodward
18		18	Subway Cafe
19		19	Tuscan Eatery @ 1851
20		20	Your Way Cafe

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

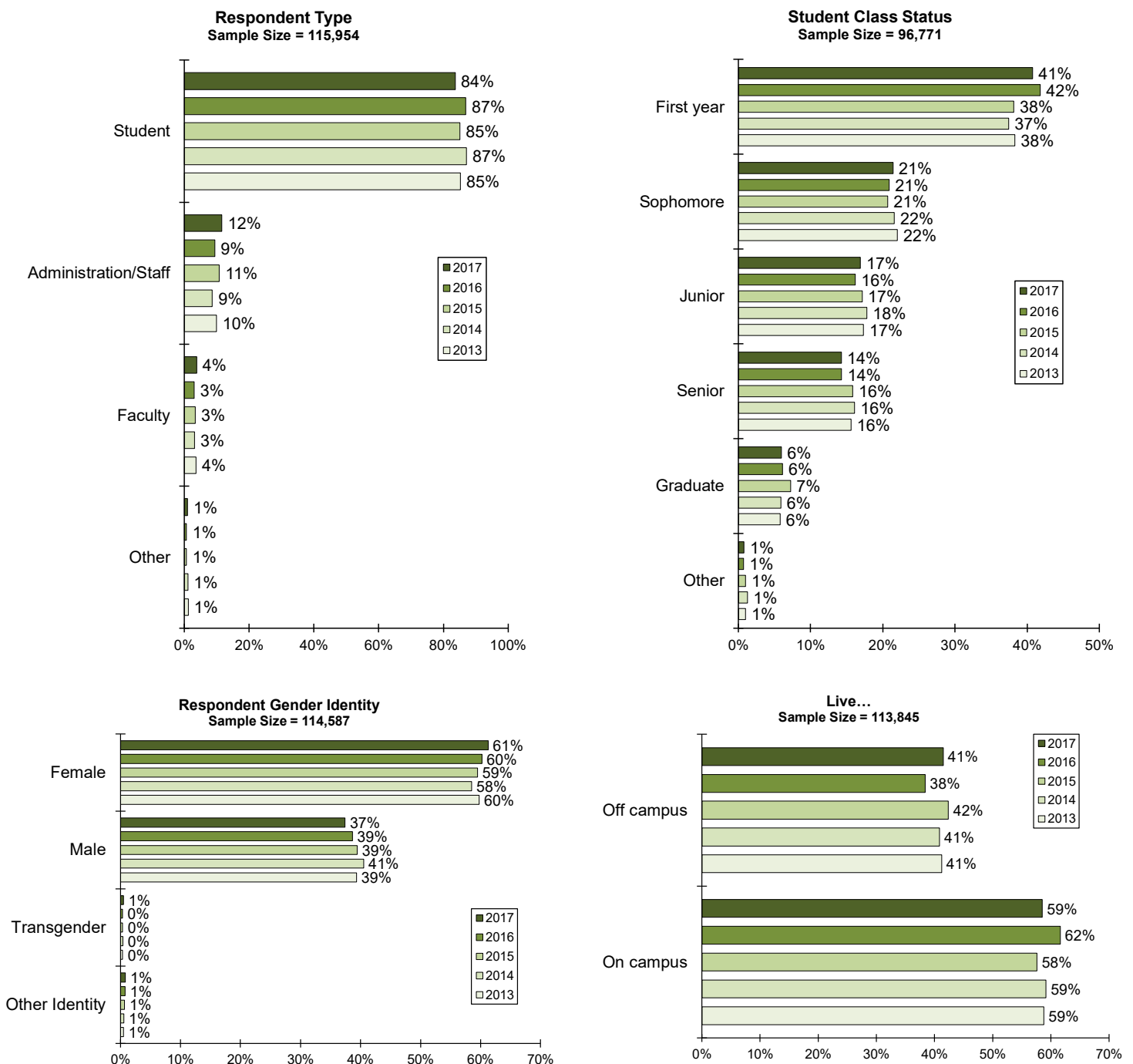
Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Puerto Rico, Virgin Islands

Industry Overview

The overall results of the 2017 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.

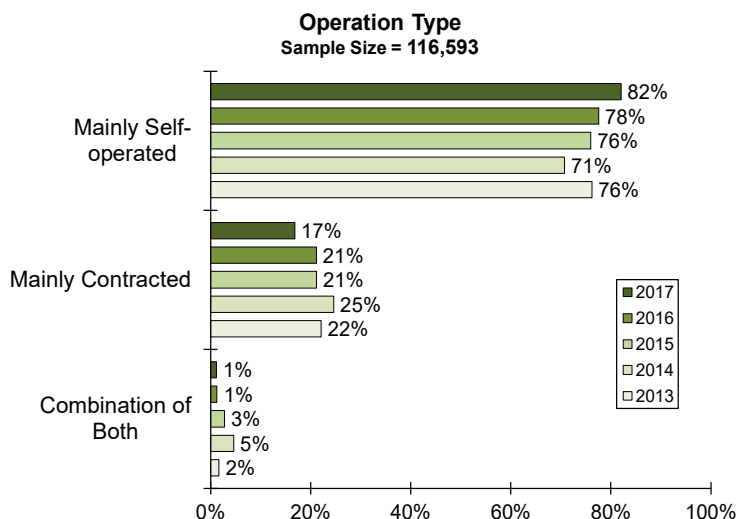
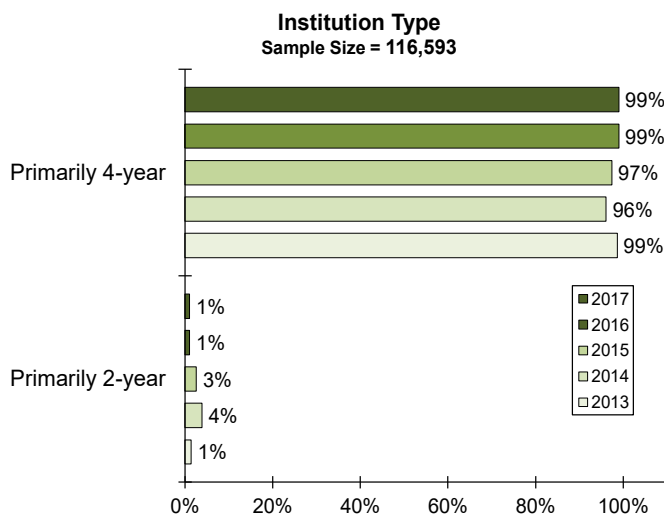
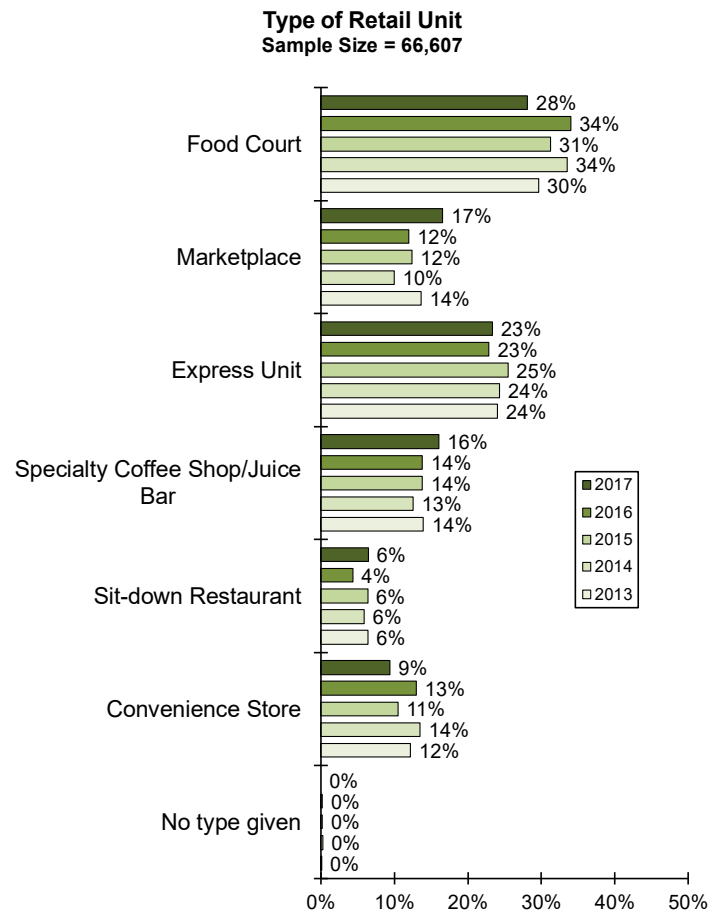
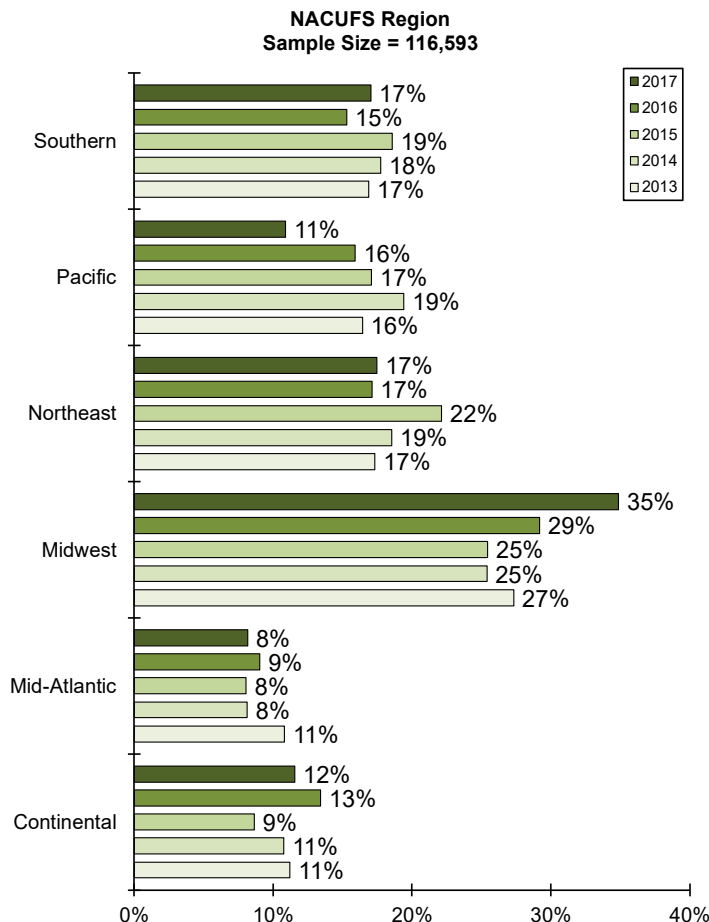
Respondent Demographics - All Schools

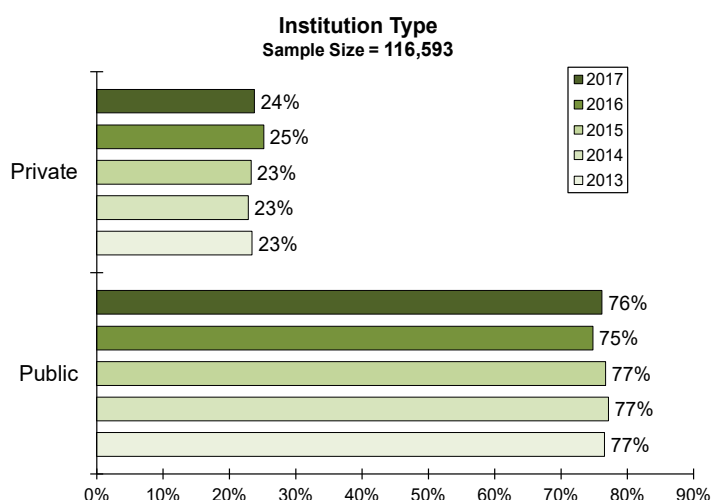
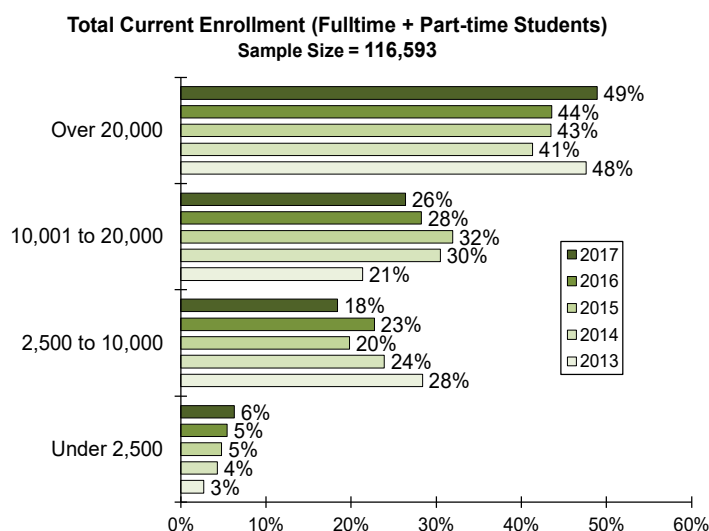
To provide context, the demographic makeup of the entire survey's respondents for 2013 through 2017 can be seen in the graphs below. As shown, the demographic characteristics of the individual respondents have remained consistent across the past five survey years. (All sample sizes shown are based on the 2017 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 2017 came from institutions in the Northeast Region, while 82% came from mainly self-operated institutions and 99% came from primarily four-year colleges. Of the 116,593 useable survey responses received, 43% were for dining halls, while the remaining 57% were for retail units. Of the retail unit types, food courts (28%) and express units (23%) received the highest number of surveys.

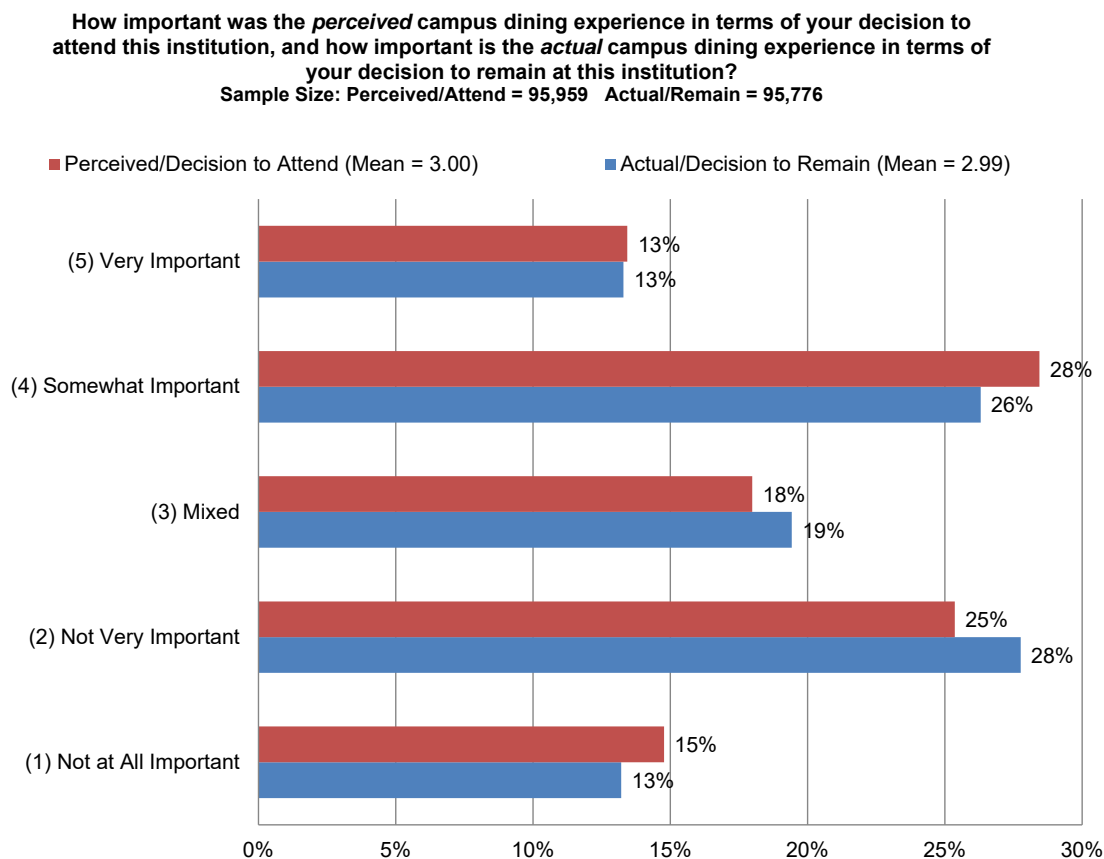




Almost half of the surveys received came from schools with more than 20,000 students, and just over three-quarters came from public institutions.

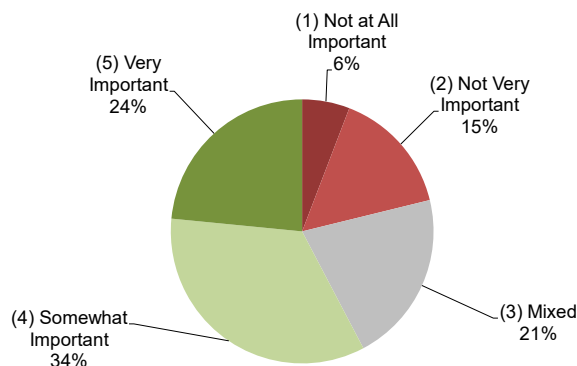
Your Thoughts

In 2017, three new questions were added to the survey in order to assess students' opinions regarding the importance of their schools' dining experience as it relates to their decision to attend that school and remain enrolled there, as well as the impact of dining services on their academic success. As shown below, approximately 40% of the responding students rated the dining services as somewhat or very important in terms of the decision to attend, and remain at, their institution.



Just under 60% of the student respondents rated their campus dining experience as either somewhat or very important to their academic success.

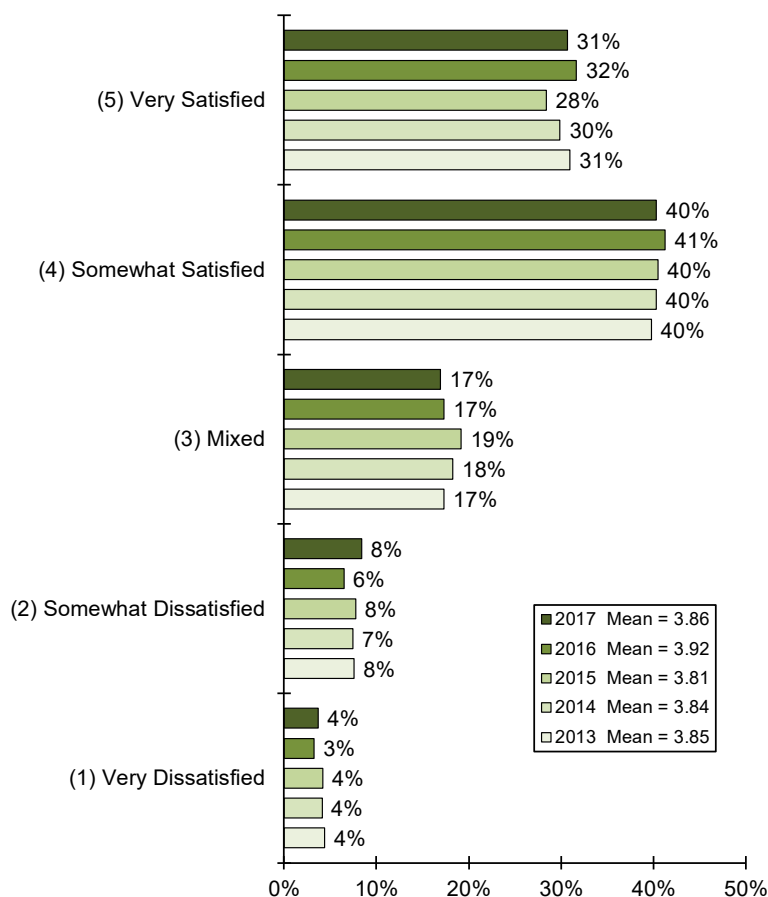
**How important is the campus dining experience
(i.e., wi-fi, social interaction, comfort, etc.) in terms of
your academic success at this institution?**
(Mean = 3.54)
Sample Size = 95,734



Satisfaction Ratings

As shown below, the mean (average) level of satisfaction with the participating institutions' dining services decreased slightly last year to 3.86 on the five-point scale (where 1 = low and 5 = high satisfaction), versus 3.92 in 2016. (However, the 2016 mean satisfaction level was the highest reported in the survey's 18 years.) Overall, seven out of 10 valid respondents (71%) were very or somewhat satisfied with their institution's dining services in 2017.

**In general, how satisfied or dissatisfied are you with the
dining services provided by your college/university?**
Sample Size = 98,143



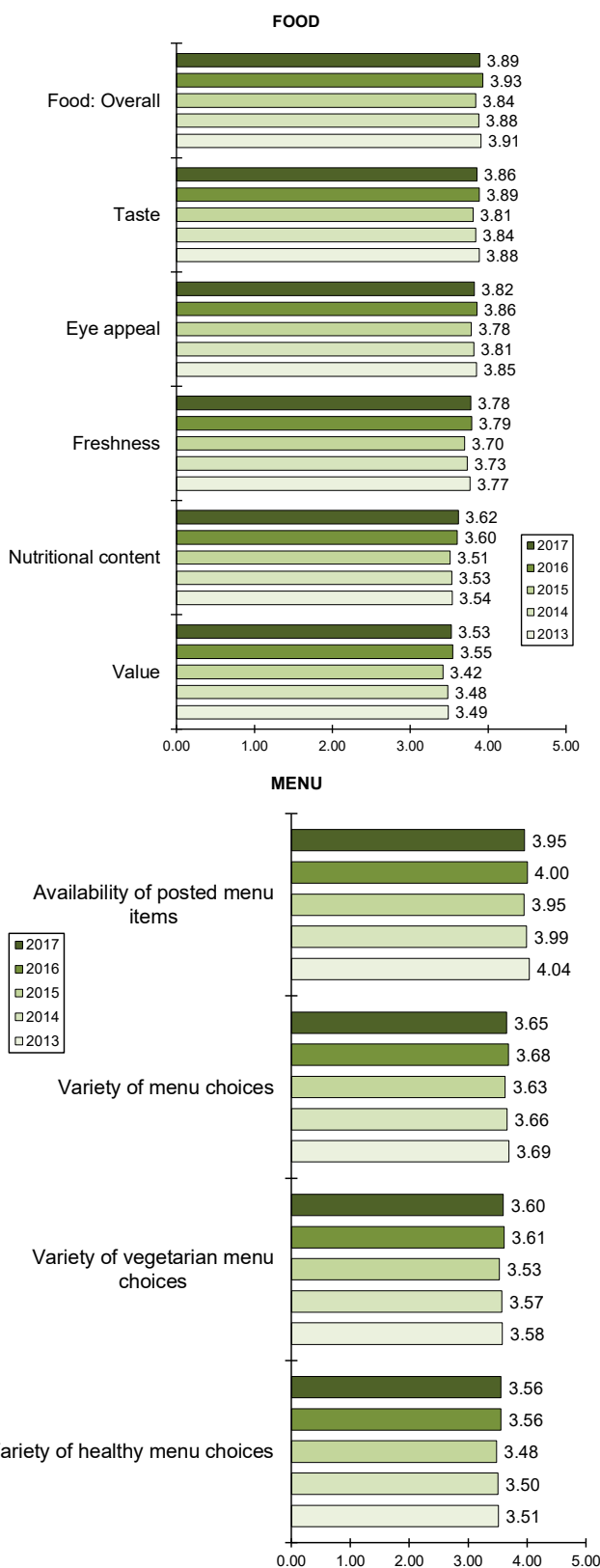
In addition to rating their **overall** satisfaction with their institutions' dining services, the respondents were also asked to rate the importance of **specific dining attributes** and their satisfaction with each attribute. The results are summarized beginning below.

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	1%	2%	10%	32%	55%	4.40	102,490
Taste	0%	1%	7%	25%	67%	4.56	102,329
Eye appeal	3%	11%	21%	34%	31%	3.80	102,075
Freshness	1%	1%	8%	26%	64%	4.51	101,911
Nutritional content	1%	3%	13%	30%	53%	4.30	101,573
Value	1%	2%	13%	30%	54%	4.33	100,751
MENU							
Availability of posted menu items	1%	4%	13%	35%	47%	4.24	99,858
Variety of menu choices	1%	2%	10%	34%	53%	4.37	100,358
Variety of healthy menu choices	2%	4%	12%	30%	52%	4.27	99,749
Variety of vegetarian menu choices	18%	11%	15%	22%	35%	3.45	86,828
SERVICE							
Overall	1%	2%	9%	33%	56%	4.41	100,806
Speed of service	1%	2%	9%	33%	55%	4.40	100,845
Hours of operation	1%	2%	10%	31%	57%	4.41	100,665
Helpfulness of staff	1%	3%	12%	32%	52%	4.31	100,234
Friendliness of staff	1%	3%	11%	31%	54%	4.35	100,369
CLEANLINESS							
Overall	0%	1%	7%	25%	67%	4.57	100,545
Serving areas	0%	2%	8%	26%	64%	4.52	99,827
Eating areas (tables, chairs, etc.)	1%	2%	8%	27%	63%	4.50	98,309
DINING ENVIRONMENT							
Location	1%	3%	11%	32%	53%	4.32	100,186
Layout of facility	2%	8%	18%	37%	36%	3.98	99,837
Appearance	2%	7%	18%	37%	36%	3.98	99,725
Availability of seating	1%	3%	10%	32%	54%	4.34	98,070
Comfort (seats, temperature, lighting, sound level, etc.)	1%	4%	13%	37%	46%	4.22	97,839
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	4%	6%	16%	29%	45%	4.04	91,844
Social/ethical practices related to food	5%	6%	17%	28%	43%	3.98	89,836

Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean Satisfaction	Number of Responses
FOOD							
Overall	3%	7%	17%	41%	31%	3.89	114,255
Taste	3%	8%	19%	38%	32%	3.86	114,062
Eye appeal	3%	8%	22%	35%	31%	3.82	113,556
Freshness	4%	10%	21%	33%	32%	3.78	113,613
Nutritional content	5%	11%	25%	32%	26%	3.62	112,476
Value	7%	13%	25%	29%	26%	3.53	111,896
MENU							
Availability of posted menu items	4%	8%	16%	33%	39%	3.95	111,750
Variety of menu choices	7%	13%	20%	31%	30%	3.65	112,912
Variety of healthy menu choices	7%	13%	23%	30%	27%	3.56	111,606
Variety of vegetarian menu choices	8%	11%	25%	27%	30%	3.60	86,088
SERVICE							
Overall	2%	3%	12%	34%	49%	4.24	113,166
Speed of service	3%	6%	14%	33%	44%	4.09	113,037
Hours of operation	6%	10%	15%	29%	40%	3.85	112,645
Helpfulness of staff	2%	4%	12%	29%	53%	4.27	112,185
Friendliness of staff	2%	3%	11%	27%	56%	4.32	112,513
CLEANLINESS							
Overall	2%	3%	11%	35%	49%	4.27	113,072
Serving areas	1%	3%	11%	34%	51%	4.30	112,120
Eating areas (tables, chairs, etc.)	2%	7%	16%	34%	41%	4.04	110,463
DINING ENVIRONMENT							
Location	1%	2%	9%	29%	58%	4.41	112,809
Layout of facility	2%	3%	12%	34%	49%	4.26	112,422
Appearance	1%	2%	11%	34%	51%	4.32	112,077
Availability of seating	4%	8%	16%	31%	41%	3.97	110,069
Comfort (seats, temperature, lighting, sound level, etc.)	2%	5%	14%	34%	45%	4.15	110,219
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	3%	4%	19%	34%	41%	4.05	102,117
Social/ethical practices related to food	2%	4%	20%	33%	41%	4.07	99,418

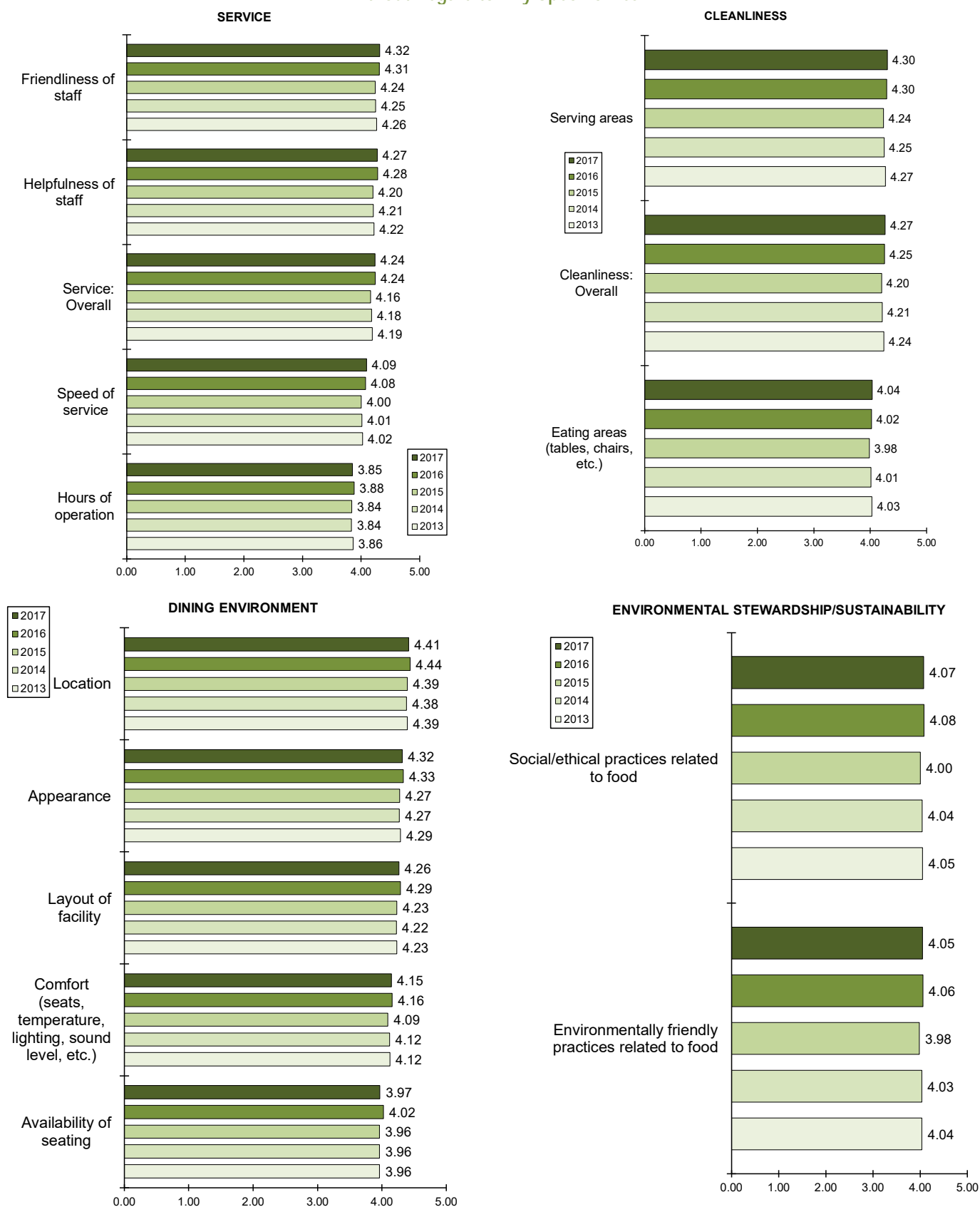
The following series of graphs shows the mean satisfaction ratings for the various dining service attributes over the past five years on the one to five scale. As shown, there were slight decreases in mean satisfaction ratings in 2017 for almost all items.

**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

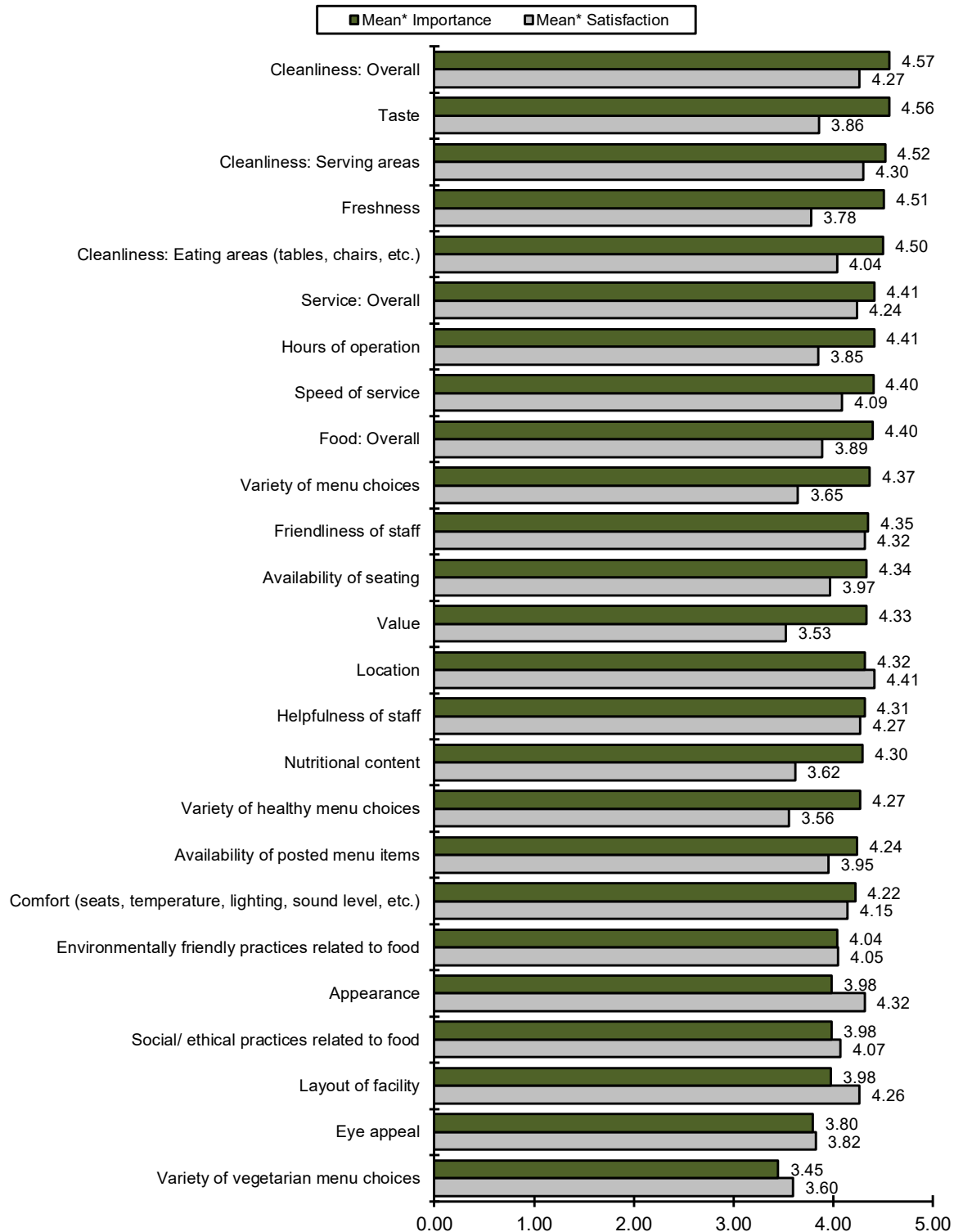


* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("Not Applicable" Responses Removed)

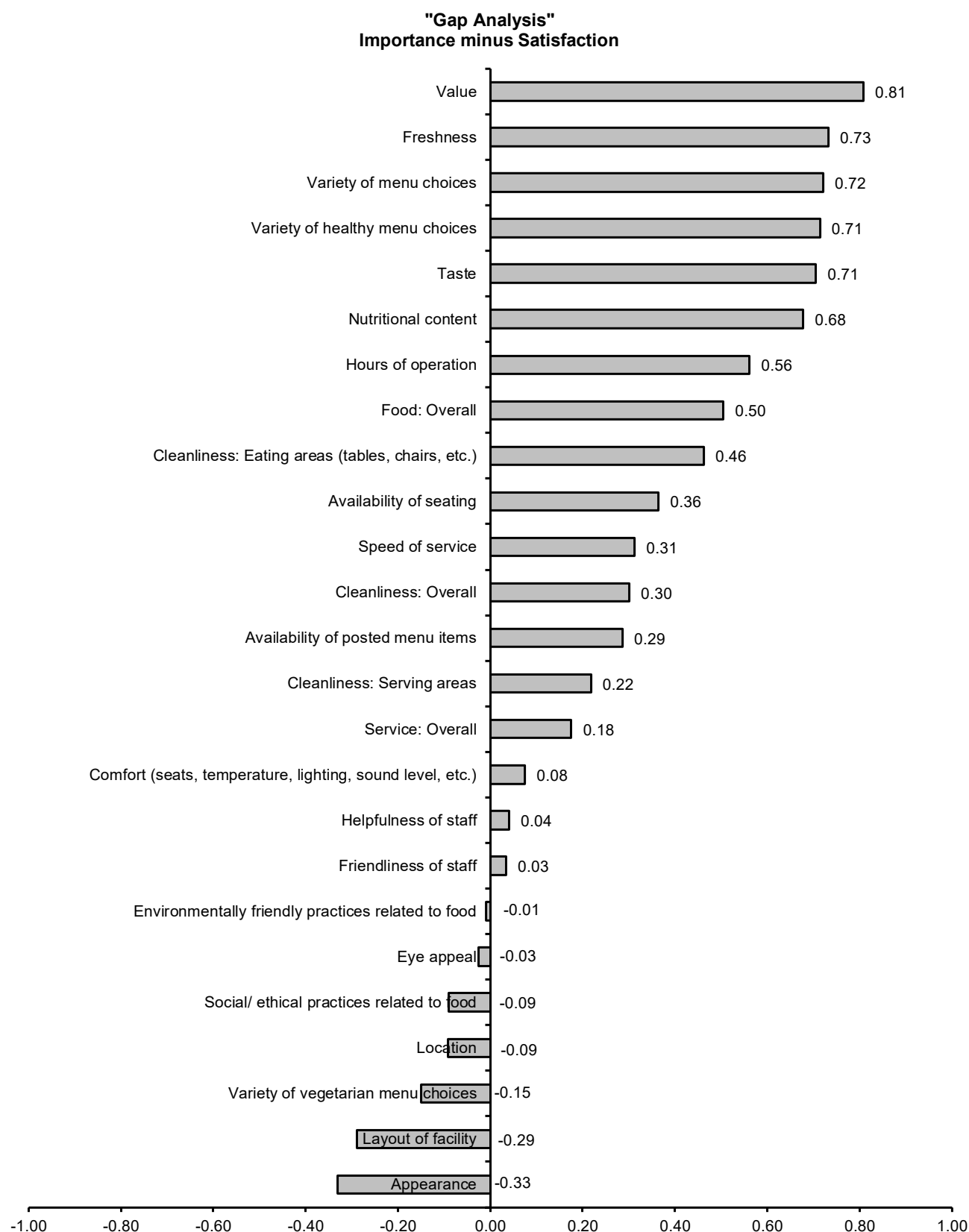
Examining the difference between an item's mean importance and its mean satisfaction ratings can yield significant insights. Using this "gap analysis," areas where importance significantly outscored satisfaction should be looked at as possible opportunities for improvement. The graphs below and on the 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.

**Mean* Importance of, and Satisfaction with,
Various Items as They Apply to the Surveyed Facility in General**



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

As shown below, value, freshness, variety of menu choices and taste 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.

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.

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.

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.

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.

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.

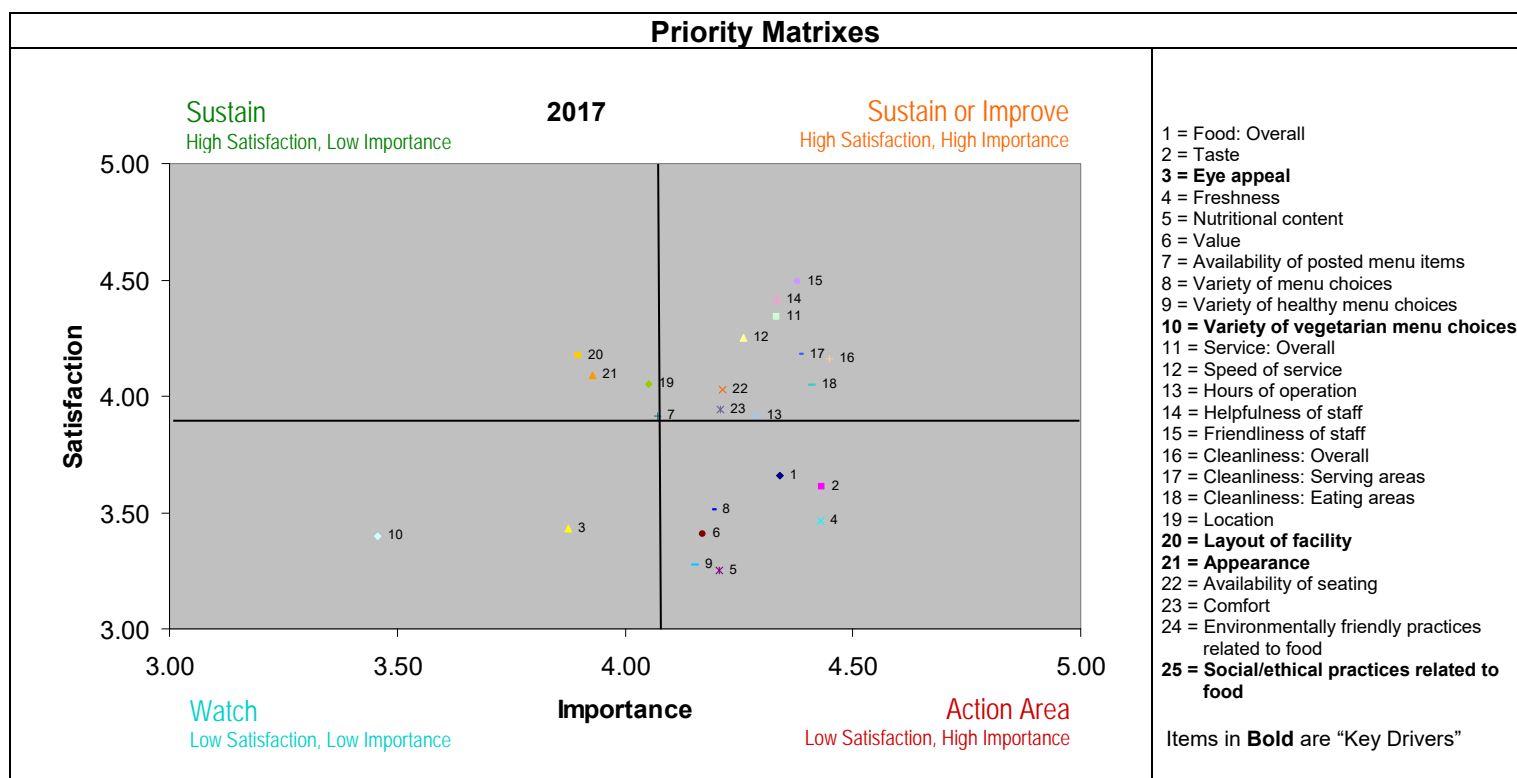
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 25 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's 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.

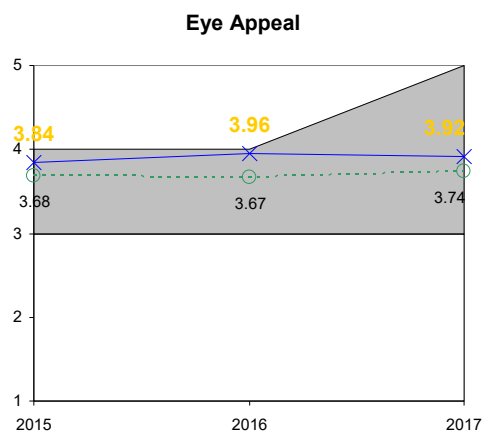
THREE YEAR TREND DATA

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	3.98	0.49	3.89	0.50
Variety of menu choices	2nd Predictor	0.15	0.00	3.75	0.65	3.65	0.72
Value	3rd Predictor	0.12	0.00	3.66	0.83	3.53	0.81
Friendliness of staff	4th Predictor	0.08	0.00	4.22	0.29	4.32	0.03
Taste				4.00	0.67	3.86	0.71
Eye appeal				4.00	-0.10	3.82	-0.03
Freshness				3.94	0.64	3.78	0.73
Nutritional content				3.71	0.57	3.62	0.68
Availability of posted menu items				3.96	0.38	3.95	0.29
Variety of healthy menu choices				3.63	0.59	3.56	0.71
Variety of vegetarian menu choices				3.48	0.04	3.60	-0.15
Service: Overall				4.15	0.40	4.24	0.18
Speed of service				4.02	0.52	4.09	0.31
Hours of operation				3.96	0.47	3.85	0.56
Helpfulness of staff				4.19	0.28	4.27	0.04
Cleanliness: Overall				4.28	0.36	4.27	0.30
Cleanliness: Serving areas				4.29	0.34	4.30	0.22
Cleanliness: Eating areas (tables, chairs, etc.)				4.08	0.53	4.04	0.46
Location				4.37	0.10	4.41	-0.09
Layout of facility				4.28	-0.28	4.26	-0.29
Appearance				4.32	-0.20	4.32	-0.33
Availability of seating				3.91	0.50	3.97	0.36
Comfort (seats, temperature, lighting, sound level, etc.)				4.13	0.18	4.15	0.08
Environmentally friendly practices related to food				3.97	0.08	4.05	-0.01
Social/ethical practices related to food				4.01	0.00	4.07	-0.09

* 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.

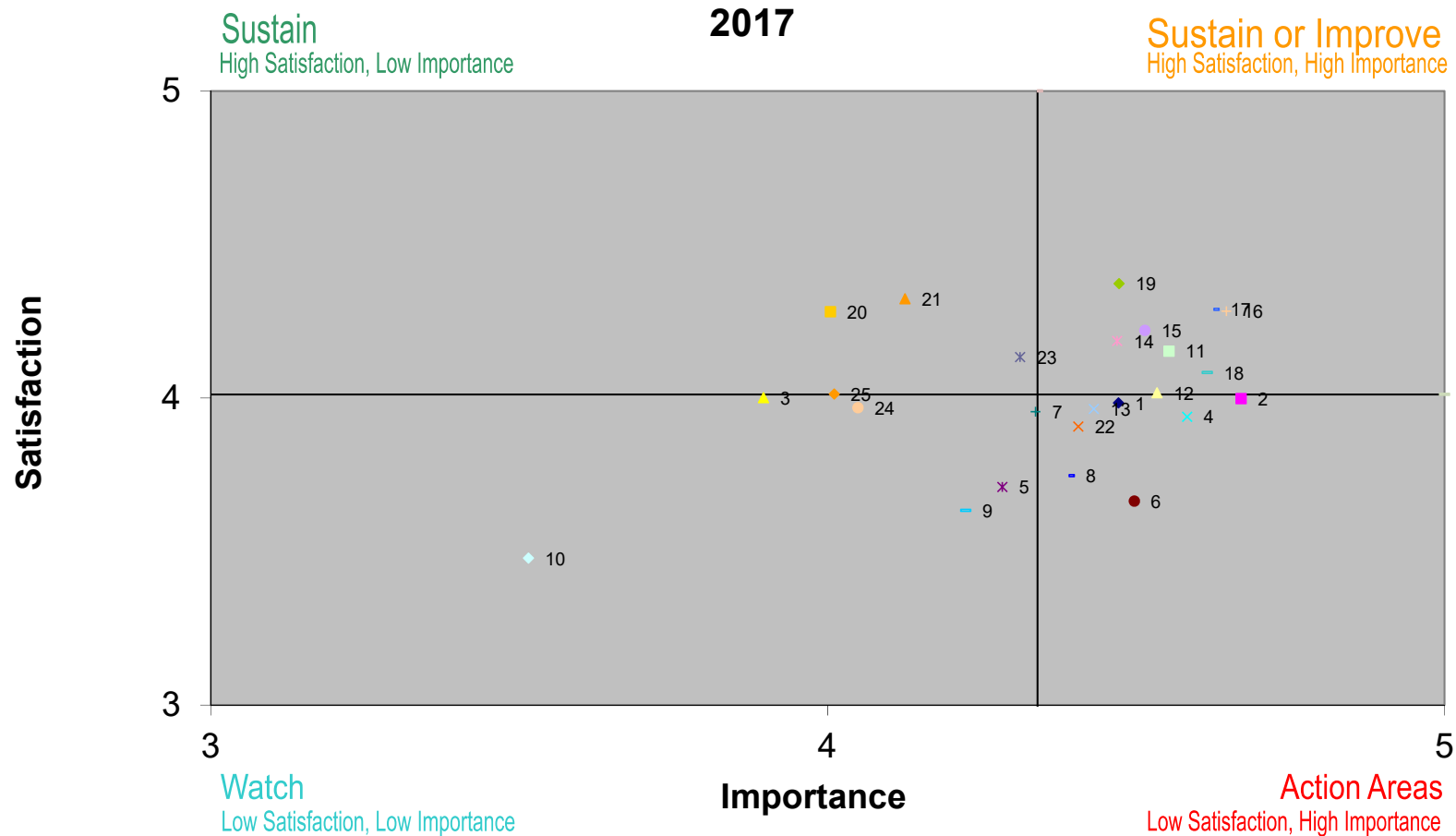
** If cell is blank, that item was not a predictor of overall satisfaction.

*** 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 = 0.448	0.000

2017 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

2017 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

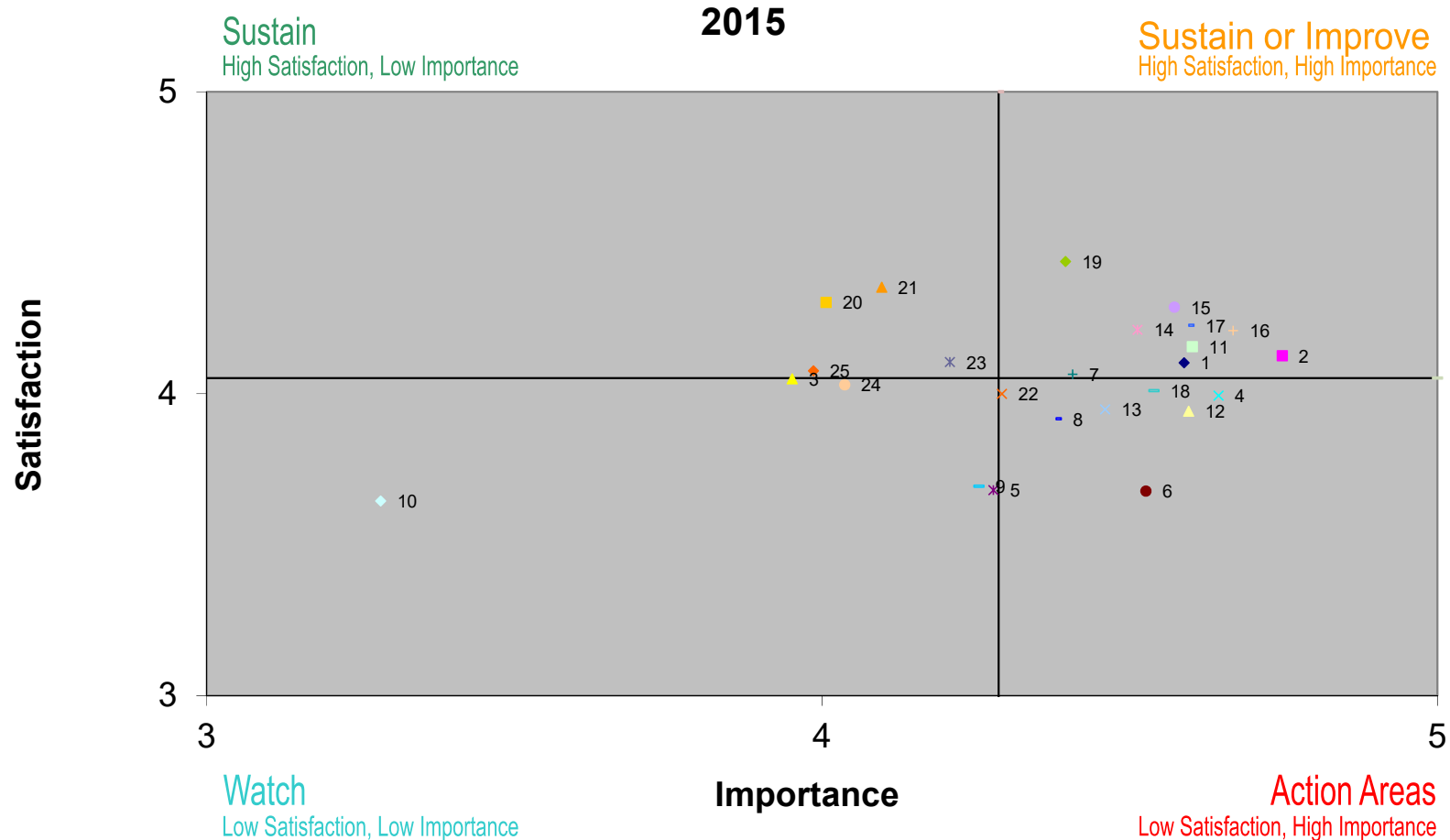
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2017 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

All Survey Respondents By Respondent Demographics

	YOUR INSTITUTION																																	
	All Valid Respondents	Respondent Type								Student Class Status								Gender Identity								Live...								
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus		
Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
Food: Overall	3.98	0.49	3.96	0.48	3.92	0.59	4.11	0.46	3.29	1.29	3.89	0.57	4.08	0.34	4.08	0.35	4.04	0.50	3.77	0.63	4.00	0.67	4.04	0.51	3.90	0.45	3.71	0.57	3.50	0.50	3.89	0.56	4.03	0.45
Taste	4.00	0.67	3.98	0.66	3.82	0.91	4.16	0.65	3.71	0.79	3.87	0.76	4.08	0.57	4.11	0.55	4.08	0.62	3.81	0.73	4.57	-0.07	4.04	0.70	3.93	0.61	3.86	0.71	3.60	0.98	3.87	0.76	4.07	0.62
Eye appeal	4.00	-0.10	3.98	-0.16	3.98	0.11	4.12	0.05	3.64	0.64	3.89	-0.12	4.04	-0.22	4.12	-0.27	4.06	-0.12	3.85	-0.03	3.71	-0.21	4.06	-0.05	3.91	-0.20	3.71	-0.43	3.40	0.07	3.88	-0.11	4.06	-0.10
Freshness	3.94	0.64	3.88	0.67	4.06	0.66	4.20	0.52	3.43	1.21	3.75	0.81	3.99	0.60	3.95	0.50	3.98	0.60	3.85	0.69	4.50	-0.36	3.96	0.70	3.92	0.54	3.29	1.14	3.55	1.03	3.77	0.77	4.03	0.58
Nutritional content	3.71	0.57	3.64	0.61	3.78	0.66	4.02	0.37	3.50	1.07	3.55	0.74	3.77	0.50	3.70	0.44	3.75	0.54	3.52	0.69	4.00	0.33	3.73	0.61	3.69	0.50	3.00	0.86	3.45	0.66	3.55	0.74	3.79	0.49
Value	3.66	0.83	3.59	0.87	3.80	0.69	3.95	0.71	3.36	1.41	3.53	0.82	3.76	0.76	3.71	0.80	3.46	1.11	3.48	1.05	3.86	0.81	3.71	0.85	3.60	0.79	3.14	1.29	3.30	1.20	3.54	0.83	3.73	0.84
Availability of posted menu items	3.96	0.38	3.92	0.39	3.91	0.40	4.13	0.33	3.58	0.42	3.80	0.47	4.02	0.31	4.00	0.35	4.07	0.37	3.88	0.36	4.00	0.00	3.96	0.44	3.95	0.27	4.00	0.14	3.42	0.89	3.80	0.47	4.04	0.34
Variety of menu choices	3.75	0.65	3.70	0.66	3.76	0.71	3.94	0.57	3.77	0.23	3.58	0.83	3.74	0.58	3.87	0.43	3.90	0.51	3.55	0.76	4.00	0.50	3.79	0.67	3.69	0.59	3.86	0.00	3.00	1.20	3.55	0.81	3.85	0.56
Variety of healthy menu choices	3.63	0.59	3.57	0.62	3.71	0.69	3.89	0.44	3.69	0.31	3.48	0.76	3.63	0.57	3.68	0.40	3.73	0.45	3.41	0.81	4.14	0.02	3.65	0.63	3.63	0.50	3.50	0.36	2.89	1.36	3.45	0.78	3.73	0.49
Variety of vegetarian menu choices	3.48	0.04	3.40	0.09	3.48	0.18	3.86	-0.28	3.60	0.18	3.22	0.18	3.51	0.14	3.59	-0.14	3.62	0.10	3.31	0.06	3.67	-0.27	3.48	0.14	3.50	-0.18	3.40	-0.57	2.50	1.23	3.23	0.22	3.62	-0.06
Service: Overall	4.15	0.40	4.13	0.42	4.18	0.33	4.27	0.35	3.85	0.74	4.07	0.44	4.26	0.35	4.15	0.36	4.15	0.43	4.06	0.49	4.00	0.83	4.20	0.41	4.07	0.38	3.57	0.14	3.84	0.55	4.05	0.44	4.21	0.38
Speed of service	4.02	0.52	3.99	0.54	3.91	0.62	4.17	0.38	3.92	0.66	3.96	0.50	4.03	0.58	4.04	0.53	3.98	0.61	3.97	0.55	4.00	0.33	4.05	0.55	3.98	0.45	3.43	0.43	3.47	0.92	3.91	0.56	4.08	0.50
Hours of operation	3.96	0.47	3.87	0.57	4.12	0.34	4.32	0.07	4.00	0.50	3.78	0.69	3.97	0.52	3.92	0.45	3.95	0.49	3.88	0.48	3.86	0.64	4.03	0.46	3.87	0.46	3.57	0.71	3.37	1.04	3.72	0.74	4.09	0.32
Helpfulness of staff	4.19	0.28	4.13	0.30	4.36	0.18	4.38	0.22	3.92	0.58	4.04	0.35	4.23	0.29	4.19	0.22	4.14	0.31	4.16	0.32	4.29	0.38	4.23	0.30	4.11	0.25	3.86	0.14	3.94	-0.06	4.02	0.35	4.27	0.25
Friendliness of staff	4.22	0.29	4.17	0.31	4.44	0.12	4.39	0.26	3.77	0.73	4.08	0.37	4.27	0.27	4.21	0.28	4.18	0.29	4.22	0.28	4.14	0.36	4.25	0.34	4.18	0.22	4.14	-0.43	3.89	0.11	4.07	0.37	4.30	0.26
Cleanliness: Overall	4.28	0.36	4.28	0.35	4.25	0.36	4.33	0.41	4.08	0.46	4.24	0.37	4.33	0.33	4.29	0.34	4.34	0.33	4.22	0.39	4.57	0.43	4.32	0.39	4.23	0.30	3.71	0.29	3.72	0.89	4.21	0.38	4.32	0.36
Cleanliness: Serving areas	4.29	0.34	4.28	0.32	4.24	0.35	4.36	0.39	3.83	0.53	4.28	0.29	4.34	0.33	4.26	0.34	4.31	0.35	4.18	0.37	4.14	0.52	4.33	0.37	4.24	0.27	3.57	0.71	3.56	0.78	4.27	0.30	4.30	0.36
Cleanliness: Eating areas (tables, chairs, etc.)	4.08	0.53	4.08	0.51	4.07	0.50	4.09	0.63	3.83	0.62	4.06	0.49	4.14	0.49	4.11	0.53	4.07	0.60	4.02	0.50	4.14	0.52	4.11	0.57	4.06	0.46	3.29	0.71	3.56	0.94	4.05	0.51	4.10	0.55
Location	4.37	0.10	4.35	0.11	4.48	0.07	4.45	0.09	4.33	0.12	4.31	0.16	4.40	0.06	4.38	-0.02	4.39	0.09	4.29	0.21	4.71	0.12	4.40	0.15	4.33	0.01	3.86	0.43	3.84	0.05	4.33	0.10	4.39	0.10
Layout of facility	4.28	-0.28	4.30	-0.35	4.18	0.00	4.21	-0.02	4.33	-0.15	4.36	-0.52	4.40	-0.44	4.25	-0.22	4.27	-0.04	4.12	-0.19	3.83	0.33	4.32	-0.26	4.23	-0.31	3.57	0.14	3.78	-0.01	4.36	-0.51	4.24	-0.15
Appearance	4.32	-0.20	4.35	-0.27	4.18	0.03	4.25	0.07	4.33	0.03	4.40	-0.41	4.42	-0.28	4.32	-0.23	4.28	0.05	4.19	-0.19	4.29	0.05	4.39	-0.19	4.23	-0.23	3.71	0.00	3.68	0.37	4.40	-0.42	4.28	-0.07
Availability of seating	3.91	0.50	3.89	0.51	3.91	0.52	3.96	0.46	3.92	0.48	3.82	0.60	3.99	0.46	3.93	0.49	3.88	0.62	3.93	0.20	4.14	0.36	3.92	0.55	3.91	0.40	3.14	0.86	3.26	1.13	3.85	0.56	3.94	0.47
Comfort (seats, temperature, lighting, sound level, etc.)	4.13	0.18	4.15	0.16	4.02	0.30	4.11	0.25	4.25	0.11	4.26	0.00	4.22	0.10	4.08	0.26	3.98	0.46	3.92	0.27	4.57	0.43	4.18	0.18	4.08	0.16	3.29	0.43	3.32	1.02	4.25	-0.01	4.07	0.28
Environmentally friendly practices related to food	3.97	0.08	3.97	0.05	3.83	0.30	4.05	0.14	3.36	0.84	4.02	-0.04	4.02	0.00	3.87	0.05	3.89	0.23	3.92	0.24	4.00	0.50	3.98	0.18	3.97	-0.12	3.50	0.36	3.06	1.06	4.00	-0.06	3.95	0.16
Social/ethical practices related to food	4.01	0.00	4.02	-0.04	3.89	0.15	4.05	0.09	3.00	1.20	4.06	-0.15	4.08	-0.12	3.95	-0.01	3.98	0.14	3.93	0.23	4.80	-0.30	4.01	0.10	4.05	-0.21	3.50	0.36	3.07	1.20	4.03	-0.16	4.00	0.09

	OVERALL SAMPLE																																	Live...			
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity																	
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other									
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	On campus	Off campus						
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap						
Food: Overall	3.89	0.50	3.84	0.52	4.03	0.55	4.17	0.46	4.24	0.18	3.83	0.52	3.78	0.59	3.86	0.51	3.93	0.45	3.89	0.40	3.98	0.32	3.89	0.54	3.90	0.46	3.82	0.47	3.72	0.57	3.77	0.61	4.06	0.37			
Taste	3.86	0.71	3.80	0.73	4.04	0.69	4.20	0.59	4.21	0.28	3.76	0.78	3.74	0.80	3.84	0.69	3.92	0.63	3.85	0.61	3.91	0.55	3.85	0.76	3.86	0.63	3.80	0.64	3.71	0.74	3.71	0.83	4.06	0.54			
Eye appeal	3.82	-0.03	3.76	-0.01	4.05	-0.07	4.17	-0.04	4.12	-0.14	3.73	-0.01	3.69	0.05	3.79	-0.01	3.85	-0.05	3.89	-0.17	3.90	-0.14	3.84	0.04	3.80	-0.13	3.77	-0.06	3.69	-0.11	3.69	0.03	4.01	-0.11			
Freshness	3.78	0.73	3.69	0.78	4.15	0.54	4.24	0.51	4.17	0.24	3.65	0.83	3.61	0.85	3.73	0.75	3.79	0.69	3.95	0.53	3.87	0.56	3.76	0.83	3.80	0.58	3.75	0.65	3.66	0.67	3.60	0.88	4.02	0.53			
Nutritional content	3.62	0.68	3.55	0.74	3.92	0.52	4.01	0.33	4.00	0.12	3.52	0.77	3.49	0.79	3.57	0.72	3.60	0.68	3.72	0.60	3.67	0.56	3.57	0.81	3.69	0.47	3.55	0.61	3.53	0.57	3.48	0.83	3.81	0.48			
Value	3.53	0.81	3.49	0.81	3.73	0.77	3.70	0.89	4.01	0.29	3.56	0.66	3.43	0.85	3.44	0.92	3.41	0.98	3.45	1.00	3.62	0.69	3.51	0.87	3.55	0.72	3.50	0.77	3.40	0.81	3.48	0.77	3.58	0.89			
Availability of posted menu items	3.95	0.29	3.90	0.32	4.21	0.09	4.26	0.14	4.25	0.00	3.85	0.33	3.85	0.36	3.94	0.33	4.00	0.28	3.97	0.23	3.98	0.15	3.96	0.33	3.95	0.22	3.80	0.39	3.83	0.30	3.83	0.38	4.13	0.17			
Variety of menu choices	3.65	0.72	3.59	0.76	3.82	0.58	3.94	0.53	4.09	0.18	3.55	0.82	3.52	0.84	3.65	0.71	3.73	0.63	3.66	0.61	3.75	0.50	3.63	0.80	3.68	0.60	3.54	0.73	3.55	0.65	3.49	0.89	3.86	0.50			
Variety of healthy menu choices	3.56	0.71	3.49	0.77	3.79	0.61	3.91	0.42	3.99	0.09	3.47	0.80	3.44	0.81	3.52	0.73	3.56	0.70	3.61	0.67	3.67	0.53	3.50	0.89	3.65	0.43	3.48	0.71	3.41	0.70	3.42	0.86	3.75	0.51			
Variety of vegetarian menu choices	3.60	-0.15	3.55	-0.09	3.75	-0.24	3.92	-0.60	3.94	-0.36	3.56	-0.18	3.49	-0.01	3.55	-0.04	3.57	-0.06	3.59	0.03	3.63	-0.05	3.54	0.07	3.70	-0.54	3.50	0.31	3.34	0.31	3.50	-0.07	3.73	-0.27			
Service: Overall	4.24	0.18	4.20	0.18	4.39	0.16	4.40	0.24	4.49	-0.03	4.23	0.14	4.17	0.20	4.19	0.22	4.21	0.20	4.26	0.16	4.24	-0.09	4.26	0.20	4.20	0.14	4.33	-0.05	4.14	0.12	4.19	0.18	4.30	0.17			
Speed of service	4.09	0.31	4.06	0.31	4.23	0.31	4.24	0.36	4.35	0.05	4.08	0.27	4.02	0.33	4.05	0.36	4.06	0.37	4.08	0.32	4.13	0.18	4.10	0.35	4.07	0.27	4.19	0.07	4.04	0.17	4.04	0.31	4.15	0.33			
Hours of operation	3.85	0.56	3.77	0.65	4.20	0.19	4.31	0.08	4.31	-0.04	3.66	0.77	3.75	0.65	3.86	0.55	3.89	0.53	3.90	0.46	3.99	0.34	3.86	0.60	3.83	0.51	3.93	0.39	3.81	0.47	3.69	0.75	4.07	0.31			
Helpfulness of staff	4.27	0.04	4.23	0.04	4.52	-0.01	4.48	0.12	4.50	-0.08	4.23	0.03	4.22	0.03	4.23	0.07	4.25	0.07	4.27	0.01	4.26	0.03	4.29	0.10	4.25	-0.04	4.33	-0.11	4.19	-0.06	4.21	0.04	4.35	0.05			
Friendliness of staff	4.32	0.03	4.28	0.04	4.57	-0.05	4.51	0.11	4.54	-0.08	4.28	0.02	4.26	0.03	4.27	0.08	4.29	0.06	4.31	-0.01	4.30	0.02	4.32	0.10	4.31	-0.06	4.37	-0.15	4.25	-0.08	4.26	0.04	4.39	0.04			
Cleanliness: Overall	4.27	0.30	4.22	0.32	4.48	0.22	4.49	0.27	4.43	0.12	4.21	0.33	4.18	0.34	4.23	0.32	4.27	0.29	4.34	0.21	4.28	0.24	4.27	0.36	4.25	0.21	4.23	0.11	4.15	0.23	4.18	0.36	4.39	0.23			
Cleanliness: Serving areas	4.30	0.22	4.27	0.22	4.46	0.19	4.48	0.22	4.43	0.08	4.28	0.21	4.23	0.24	4.26	0.24	4.28	0.23	4.33	0.17	4.28	0.20	4.32	0.28	4.29	0.13	4.24	0.09	4.18	0.16	4.25	0.25	4.38	0.19			
Cleanliness: Eating areas (tables, chairs, etc.)	4.04	0.46	4.00	0.48	4.20	0.34	4.22	0.38	4.30	0.19	3.99	0.50	3.98	0.50	4.00	0.50	4.04	0.46	4.11	0.35	4.06	0.37	4.03	0.53	4.05	0.36	4.03	0.34	3.92	0.41	3.97	0.52	4.12	0.39			
Location	4.41	-0.09	4.39	-0.08	4.53	-0.10	4.56	-0.15	4.43	-0.25	4.43	-0.10	4.37	-0.09	4.36	-0.07	4.36	-0.06	4.34	-0.01	4.32	-0.14	4.45	-0.06	4.37	-0.15	4.29	-0.12	4.23	-0.11	4.41	-0.09	4.42	-0.09			
Layout of facility	4.26	-0.29	4.27	-0.31	4.24	-0.17	4.25	-0.13	4.35	-0.35	4.34	-0.40	4.24	-0.30	4.22	-0.24	4.20	-0.20	4.19	-0.24	4.15	-0.23	4.29	-0.26	4.22	-0.33	4.19	-0.28	4.10	-0.31	4.29	-0.34	4.23	-0.21			
Appearance	4.32	-0.33	4.30	-0.35	4.34	-0.22	4.38	-0.18	4.40	-0.36	4.35	-0.40	4.29	-0.36	4.27	-0.29	4.27	-0.28	4.26	-0.34	4.20	-0.28	4.35	-0.30	4.27	-0.39	4.26	-0.40	4.14	-0.35	4.32	-0.38	4.31	-0.27			
Availability of seating	3.97	0.36	3.94	0.40	4.08	0.23	4.11	0.18	4.25	0.01	4.03	0.31	3.89	0.45	3.87	0.49	3.86	0.50	3.91	0.34	4.06	0.19	3.96	0.42	3.98	0.28	3.98	0.24	3.84	0.34	3.98	0.36	3.95	0.38			
Comfort (seats, temperature, lighting, sound level, etc.)	4.15	0.08	4.14	0.07	4.12	0.13	4.15	0.08	4.31	-0.09	4.23	-0.01	4.12	0.05	4.08	0.17	4.05	0.19	4.04	0.14	4.07	0.12	4.16	0.12	4.13	0.01	4.09	0.05	3.89	0.21	4.18	0.03	4.09	0.14			
Environmentally friendly practices related to food	4.05	-0.01	4.03	0.00	4.07	0.08	4.21	-0.12	4.25	-0.16	4.09	-0.09	3.99	0.02	3.98	0.09	3.96	0.12	4.01	0.08	3.97	0.13	4.05	0.13	4.06	-0.24	3.98	0.24	3.80	0.20	4.02	-0.01	4.09	0.00			
Social/ethical practices related to food	4.07	-0.09	4.05	-0.07	4.09	-0.05	4.20	-0.23	4.26	-0.25	4.11	-0.16	4.02	-0.07	4.02	0.02	4.00	0.02	4.03	0.01	4.00	0.06	4.07	0.05	4.09	-0.34	3.94	0.25	3.77	0.19	4.04	-0.09	4.11	-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		Over 20,000	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.98	0.49	3.89	0.50	3.94	0.48	3.90	0.49	3.89	0.51	3.77	0.60	3.92	0.46
Taste	4.00	0.67	3.86	0.71	3.91	0.68	3.86	0.70	3.85	0.71	3.75	0.79	3.88	0.67
Eye appeal	4.00	-0.10	3.82	-0.03	3.87	0.01	3.84	-0.01	3.82	-0.03	3.73	0.04	3.85	-0.10
Freshness	3.94	0.64	3.78	0.73	3.83	0.72	3.79	0.73	3.78	0.73	3.68	0.79	3.80	0.70
Nutritional content	3.71	0.57	3.62	0.68	3.66	0.64	3.64	0.66	3.62	0.68	3.55	0.71	3.62	0.66
Value	3.66	0.83	3.53	0.81	3.57	0.86	3.55	0.80	3.53	0.81	3.43	0.87	3.56	0.78
Availability of posted menu items	3.96	0.38	3.95	0.29	3.97	0.31	3.95	0.32	3.95	0.29	3.84	0.35	3.96	0.27
Variety of menu choices	3.75	0.65	3.65	0.72	3.71	0.67	3.66	0.72	3.65	0.72	3.57	0.74	3.66	0.69
Variety of healthy menu choices	3.63	0.59	3.56	0.71	3.58	0.69	3.58	0.70	3.56	0.72	3.48	0.73	3.56	0.70
Variety of vegetarian menu choices	3.48	0.04	3.60	-0.15	3.56	-0.05	3.61	-0.11	3.60	-0.15	3.45	0.05	3.60	-0.21
Service: Overall	4.15	0.40	4.24	0.18	4.24	0.25	4.23	0.20	4.24	0.18	4.14	0.25	4.23	0.16
Speed of service	4.02	0.52	4.09	0.31	4.12	0.35	4.10	0.32	4.09	0.31	3.99	0.38	4.08	0.32
Hours of operation	3.96	0.47	3.85	0.56	3.88	0.57	3.85	0.58	3.85	0.56	3.80	0.58	3.85	0.55
Helpfulness of staff	4.19	0.28	4.27	0.04	4.25	0.15	4.25	0.07	4.27	0.04	4.18	0.12	4.26	0.01
Friendliness of staff	4.22	0.29	4.32	0.03	4.28	0.16	4.29	0.07	4.32	0.03	4.23	0.11	4.30	0.01
Cleanliness: Overall	4.28	0.36	4.27	0.30	4.31	0.32	4.26	0.31	4.27	0.30	4.17	0.35	4.25	0.30
Cleanliness: Serving areas	4.29	0.34	4.30	0.22	4.34	0.25	4.30	0.23	4.30	0.22	4.20	0.26	4.30	0.21
Cleanliness: Eating areas (tables, chairs, etc.)	4.08	0.53	4.04	0.46	4.10	0.44	4.04	0.47	4.04	0.46	3.99	0.46	4.00	0.48
Location	4.37	0.10	4.41	-0.09	4.41	-0.04	4.41	-0.06	4.41	-0.09	4.32	-0.06	4.42	-0.07
Layout of facility	4.28	-0.28	4.26	-0.29	4.31	-0.31	4.27	-0.27	4.26	-0.29	4.22	-0.32	4.26	-0.33
Appearance	4.32	-0.20	4.32	-0.33	4.35	-0.29	4.32	-0.30	4.32	-0.33	4.25	-0.32	4.32	-0.38
Availability of seating	3.91	0.50	3.97	0.36	4.04	0.30	3.98	0.37	3.97	0.37	3.98	0.29	3.88	0.46
Comfort (seats, temperature, lighting, sound level, etc.)	4.13	0.18	4.15	0.08	4.16	0.09	4.15	0.08	4.15	0.07	4.13	0.06	4.13	0.05
Environmentally friendly practices related to food	3.97	0.08	4.05	-0.01	4.07	0.04	4.07	0.01	4.05	-0.01	3.94	0.03	4.06	-0.05
Social/ethical practices related to food	4.01	0.00	4.07	-0.09	4.09	-0.03	4.09	-0.06	4.07	-0.09	3.96	-0.04	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	3.62	0.87	3.71	0.68	3.74	0.65	3.72	0.65	3.71	0.68	3.54	0.82	3.75	0.63
Taste	3.53	1.17	3.60	0.94	3.61	0.94	3.61	0.93	3.60	0.94	3.44	1.09	3.64	0.92
Eye appeal	3.61	0.20	3.61	0.08	3.61	0.17	3.63	0.09	3.61	0.08	3.46	0.19	3.66	-0.02
Freshness	3.64	0.98	3.56	0.93	3.57	0.93	3.58	0.92	3.56	0.93	3.40	1.06	3.59	0.90
Nutritional content	3.50	0.96	3.52	0.80	3.55	0.76	3.54	0.77	3.52	0.80	3.41	0.88	3.53	0.78
Value	3.50	0.91	3.52	0.68	3.62	0.71	3.56	0.66	3.52	0.68	3.35	0.80	3.57	0.63
Availability of posted menu items	3.59	0.63	3.78	0.38	3.76	0.41	3.78	0.41	3.78	0.38	3.61	0.46	3.79	0.37
Variety of menu choices	3.42	1.07	3.44	0.94	3.53	0.85	3.47	0.92	3.44	0.94	3.33	0.99	3.47	0.92
Variety of healthy menu choices	3.40	0.95	3.45	0.84	3.50	0.77	3.48	0.81	3.45	0.84	3.33	0.92	3.46	0.82
Variety of vegetarian menu choices	3.23	0.34	3.51	-0.11	3.49	0.01	3.53	-0.11	3.51	-0.11	3.32	0.11	3.53	-0.19
Service: Overall	4.00	0.50	4.20	0.13	4.17	0.24	4.18	0.16	4.20	0.13	4.13	0.20	4.20	0.12
Speed of service	4.01	0.39	4.12	0.19	4.13	0.24	4.12	0.19	4.12	0.19	4.01	0.26	4.13	0.16
Hours of operation	3.79	0.59	3.71	0.70	3.74	0.70	3.72	0.71	3.71	0.70	3.69	0.69	3.69	0.72
Helpfulness of staff	4.04	0.36	4.23	-0.01	4.17	0.15	4.20	0.03	4.23	-0.01	4.18	0.06	4.21	-0.04
Friendliness of staff	4.08	0.36	4.28	-0.01	4.21	0.17	4.23	0.03	4.27	-0.01	4.26	0.02	4.23	-0.03
Cleanliness: Overall	4.01	0.63	4.13	0.42	4.13	0.46	4.11	0.44	4.13	0.42	4.01	0.50	4.11	0.43
Cleanliness: Serving areas	4.13	0.51	4.23	0.28	4.23	0.33	4.22	0.31	4.23	0.28	4.12	0.35	4.23	0.28
Cleanliness: Eating areas (tables, chairs, etc.)	3.84	0.79	3.92	0.59	3.95	0.60	3.90	0.63	3.92	0.59	3.89	0.57	3.88	0.63
Location	4.26	0.17	4.39	-0.11	4.34	-0.03	4.39	-0.07	4.39	-0.11	4.34	-0.12	4.40	-0.07
Layout of facility	4.26	-0.37	4.27	-0.36	4.32	-0.38	4.27	-0.34	4.27	-0.36	4.26	-0.44	4.27	-0.41
Appearance	4.28	-0.25	4.30	-0.39	4.32	-0.33	4.30	-0.36	4.30	-0.39	4.26	-0.40	4.31	-0.45
Availability of seating	3.69	0.82	3.97	0.42	4.00	0.40	3.96	0.45	3.97	0.42	4.02	0.29	3.88	0.53
Comfort (seats, temperature, lighting, sound level, etc.)	4.11	0.16	4.16	0.05	4.17	0.09	4.17	0.06	4.16	0.05	4.15	0.01	4.17	0.02
Environmentally friendly practices related to food	3.87	0.12	4.02	-0.03	4.02	0.00	4.05	-0.04	4.02	-0.03	3.92	-0.02	4.04	-0.10
Social/ethical practices related to food	3.88	0.08	4.03	-0.10	4.04	-0.06	4.05	-0.10	4.03	-0.10	3.93	-0.08	4.05	-0.17

* 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	4.12	0.35	4.03	0.37	4.06	0.39	4.03	0.38	4.04	0.37	3.94	0.44	4.04	0.35
Taste	4.17	0.49	4.05	0.52	4.08	0.53	4.04	0.54	4.05	0.52	3.98	0.57	4.05	0.50
Eye appeal	4.14	-0.22	3.99	-0.10	4.02	-0.08	3.98	-0.07	3.99	-0.11	3.92	-0.06	3.98	-0.16
Freshness	4.05	0.52	3.94	0.58	3.98	0.59	3.94	0.59	3.94	0.58	3.88	0.60	3.94	0.56
Nutritional content	3.79	0.43	3.69	0.59	3.72	0.57	3.70	0.59	3.69	0.59	3.65	0.58	3.69	0.57
Value	3.73	0.80	3.53	0.90	3.54	0.96	3.55	0.90	3.54	0.90	3.49	0.92	3.55	0.89
Availability of posted menu items	4.09	0.29	4.09	0.22	4.09	0.26	4.08	0.25	4.09	0.22	4.01	0.27	4.07	0.21
Variety of menu choices	3.87	0.49	3.80	0.56	3.83	0.56	3.80	0.58	3.80	0.56	3.75	0.55	3.80	0.54
Variety of healthy menu choices	3.72	0.46	3.64	0.62	3.63	0.64	3.64	0.63	3.64	0.62	3.60	0.59	3.63	0.61
Variety of vegetarian menu choices	3.57	-0.07	3.66	-0.18	3.61	-0.09	3.66	-0.11	3.66	-0.17	3.54	0.01	3.64	-0.22
Service: Overall	4.21	0.36	4.26	0.21	4.28	0.26	4.26	0.22	4.26	0.21	4.14	0.29	4.25	0.20
Speed of service	4.02	0.56	4.07	0.41	4.11	0.42	4.08	0.40	4.07	0.41	3.98	0.46	4.04	0.42
Hours of operation	4.03	0.42	3.96	0.45	3.96	0.50	3.94	0.49	3.95	0.46	3.88	0.50	3.96	0.43
Helpfulness of staff	4.24	0.25	4.30	0.08	4.30	0.15	4.29	0.11	4.30	0.08	4.18	0.16	4.29	0.05
Friendliness of staff	4.27	0.27	4.35	0.07	4.33	0.16	4.34	0.10	4.35	0.07	4.21	0.17	4.34	0.04
Cleanliness: Overall	4.38	0.27	4.37	0.21	4.42	0.23	4.37	0.22	4.37	0.21	4.28	0.25	4.35	0.21
Cleanliness: Serving areas	4.35	0.28	4.36	0.17	4.40	0.20	4.36	0.18	4.36	0.16	4.27	0.19	4.34	0.16
Cleanliness: Eating areas (tables, chairs, etc.)	4.17	0.44	4.13	0.36	4.19	0.35	4.14	0.36	4.13	0.36	4.07	0.37	4.08	0.38
Location	4.41	0.07	4.43	-0.08	4.46	-0.04	4.43	-0.05	4.43	-0.08	4.31	-0.01	4.43	-0.06
Layout of facility	4.29	-0.24	4.26	-0.23	4.31	-0.26	4.27	-0.22	4.26	-0.23	4.19	-0.23	4.25	-0.27
Appearance	4.34	-0.18	4.33	-0.29	4.37	-0.26	4.34	-0.26	4.33	-0.29	4.25	-0.25	4.32	-0.33
Availability of seating	3.99	0.38	3.97	0.32	4.06	0.25	3.99	0.31	3.97	0.32	3.95	0.29	3.88	0.40
Comfort (seats, temperature, lighting, sound level, etc.)	4.14	0.19	4.13	0.09	4.16	0.10	4.14	0.10	4.13	0.09	4.10	0.09	4.10	0.08
Environmentally friendly practices related to food	4.01	0.06	4.07	0.01	4.10	0.07	4.09	0.05	4.07	0.01	3.96	0.07	4.08	-0.02
Social/ethical practices related to food	4.06	-0.03	4.10	-0.08	4.12	-0.02	4.11	-0.04	4.10	-0.08	3.99	-0.01	4.10	-0.11

* Gap = Mean Importance minus Mean Satisfaction.

3 Year Trend For Your Institution

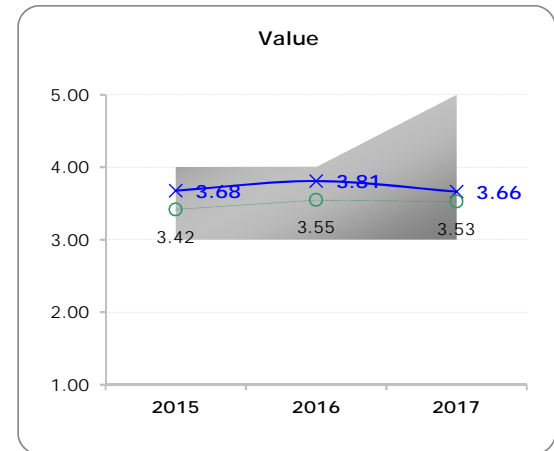
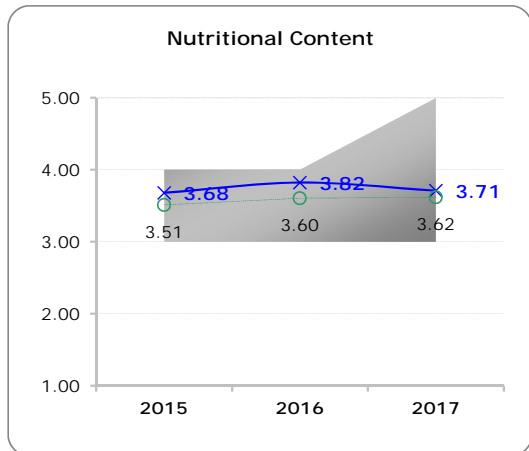
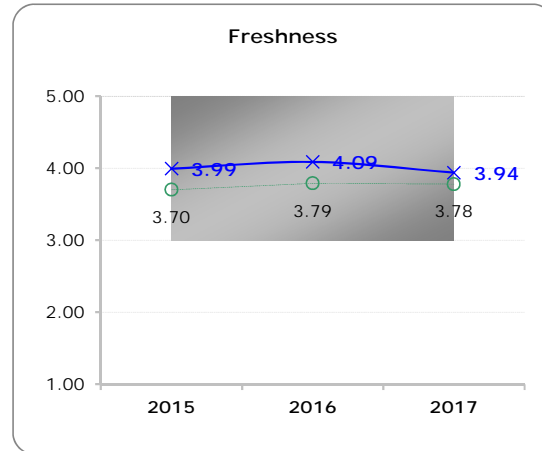
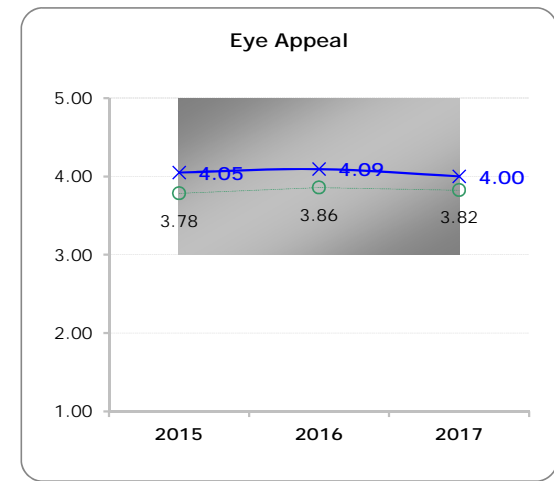
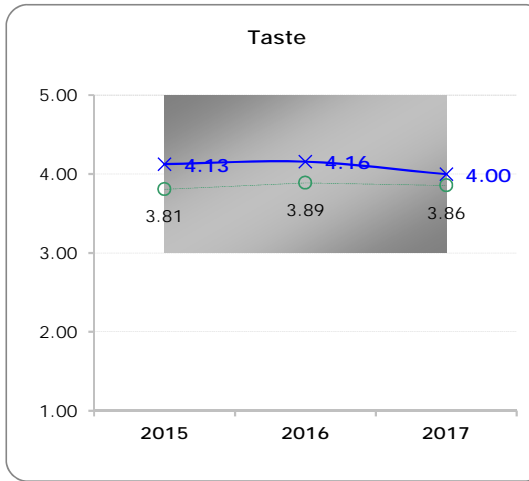
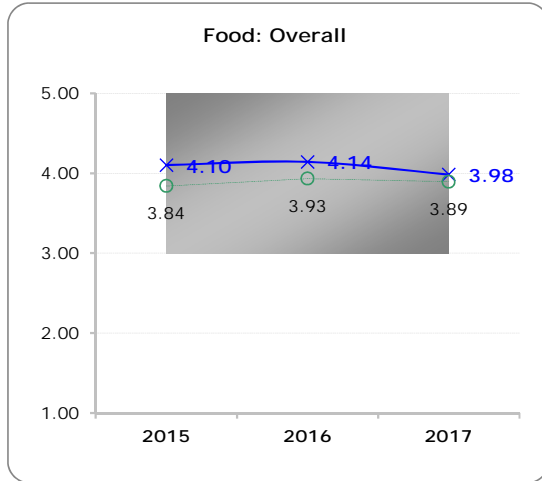
	Your Institution		Your Institution			Your Institution		
	2015		2016			2017		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall	4.10	0.49	4.14	0.39	0.04	3.98	0.49	-0.16
Taste	4.13	0.62	4.16	0.56	0.03	4.00	0.67	-0.16
Eye appeal	4.05	-0.10	4.09	-0.10	0.04	4.00	-0.10	-0.09
Freshness	3.99	0.65	4.09	0.56	0.09	3.94	0.64	-0.15
Nutritional content	3.68	0.60	3.82	0.46	0.14	3.71	0.57	-0.11
Value	3.68	0.85	3.81	0.75	0.13	3.66	0.83	-0.15
Availability of posted menu items	4.06	0.34	4.15	0.24	0.08	3.96	0.38	-0.19
Variety of menu choices	3.92	0.46	3.96	0.42	0.04	3.75	0.65	-0.21
Variety of healthy menu choices	3.69	0.56	3.77	0.45	0.08	3.63	0.59	-0.14
Variety of vegetarian menu choices	3.64	-0.36	3.67	-0.34	0.03	3.48	0.04	-0.19
Service: Overall	4.16	0.45	4.25	0.30	0.10	4.15	0.40	-0.10
Speed of service	3.94	0.65	4.13	0.44	0.19	4.02	0.52	-0.11
Hours of operation	3.95	0.51	4.13	0.27	0.19	3.96	0.47	-0.17
Helpfulness of staff	4.21	0.30	4.31	0.19	0.10	4.19	0.28	-0.12
Friendliness of staff	4.29	0.29	4.37	0.18	0.08	4.22	0.29	-0.15
Cleanliness: Overall	4.21	0.46	4.33	0.30	0.12	4.28	0.36	-0.05
Cleanliness: Serving areas	4.23	0.37	4.30	0.29	0.08	4.29	0.34	-0.01
Cleanliness: Eating areas (tables, chairs, etc.)	4.01	0.53	4.16	0.39	0.15	4.08	0.53	-0.08
Location	4.44	-0.04	4.48	-0.06	0.04	4.37	0.10	-0.11
Layout of facility	4.30	-0.30	4.30	-0.26	0.00	4.28	-0.28	-0.02
Appearance	4.35	-0.26	4.38	-0.21	0.03	4.32	-0.20	-0.06
Availability of seating	4.00	0.29	4.07	0.27	0.07	3.91	0.50	-0.17
Comfort (seats, temperature, lighting, sound level, etc.)	4.10	0.10	4.14	0.19	0.03	4.13	0.18	0.00
Environmentally friendly practices related to food	4.03	0.01	4.00	0.10	-0.03	3.97	0.08	-0.04
Social/ethical practices related to food	4.08	-0.09	4.03	0.04	-0.05	4.01	0.00	-0.01

* Gap = Mean Importance minus Mean Satisfaction.

2017 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

FOOD



X = YOUR RESULTS

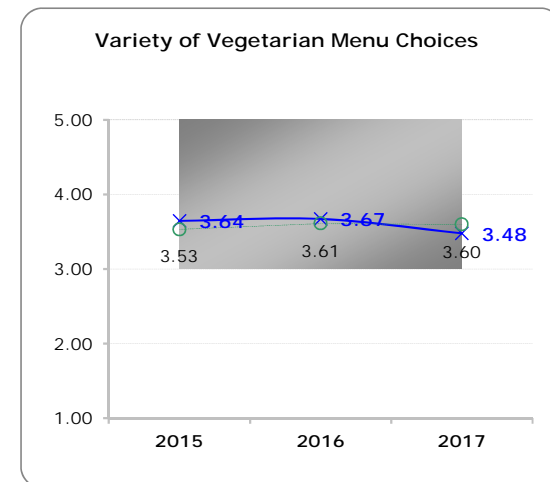
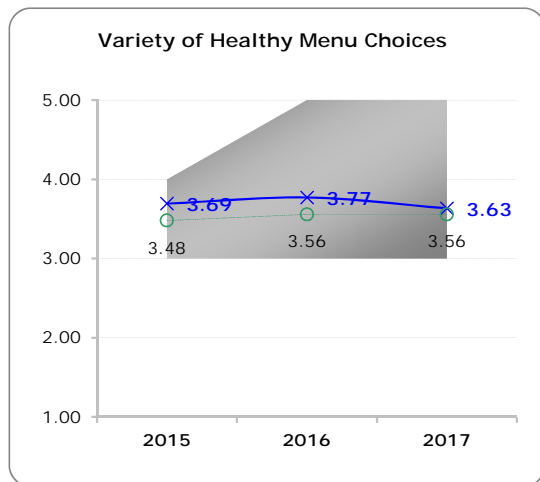
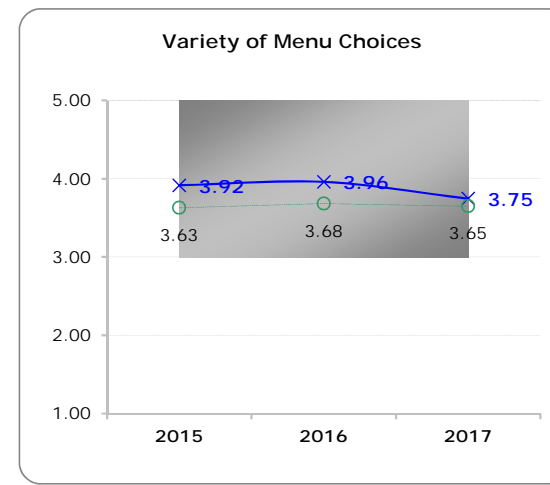
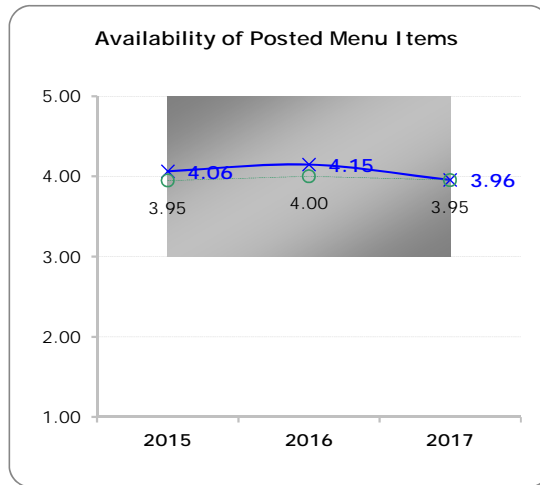
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2017 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

MENU



X = YOUR RESULTS

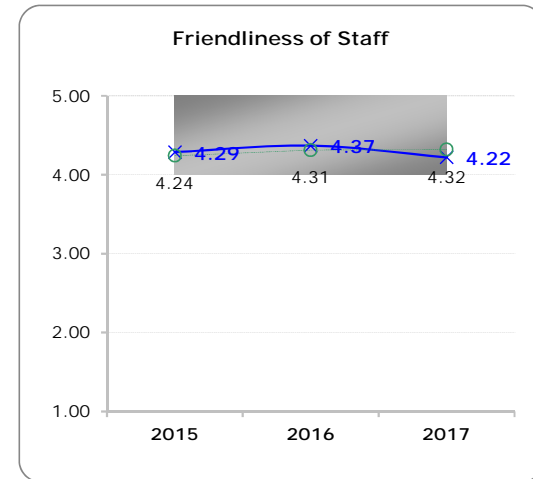
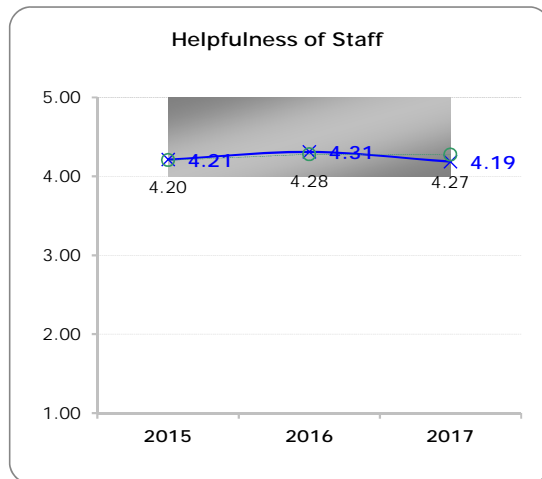
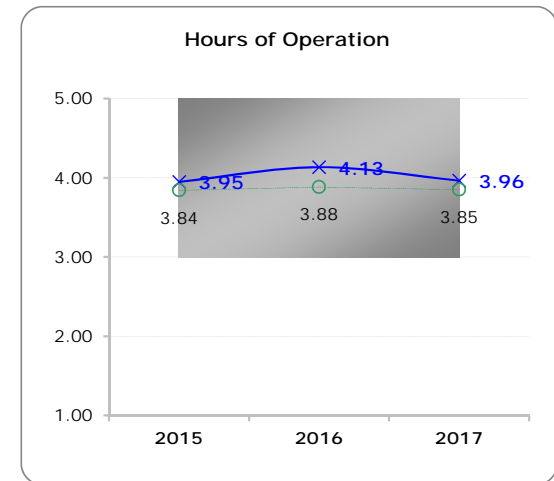
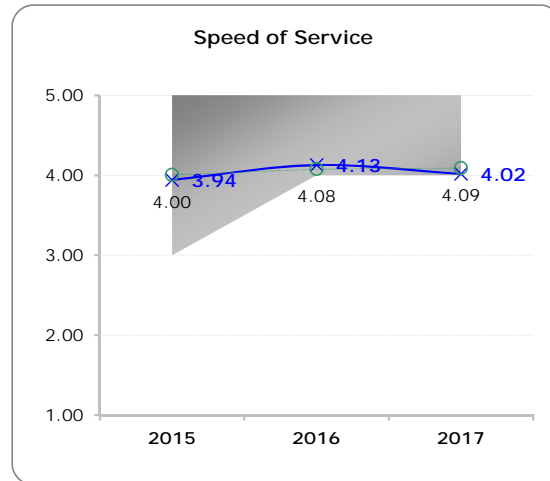
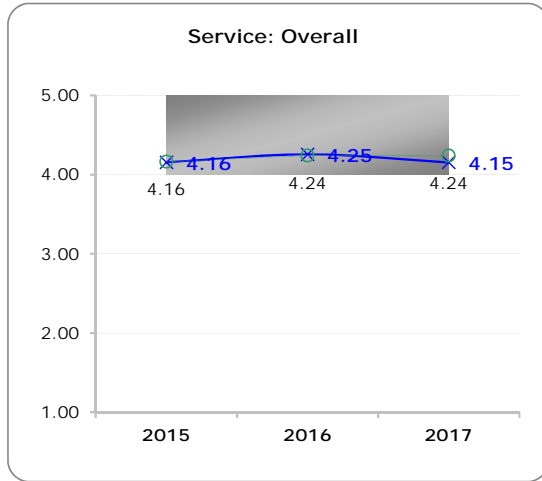
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2017 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

SERVICE



X = YOUR RESULTS

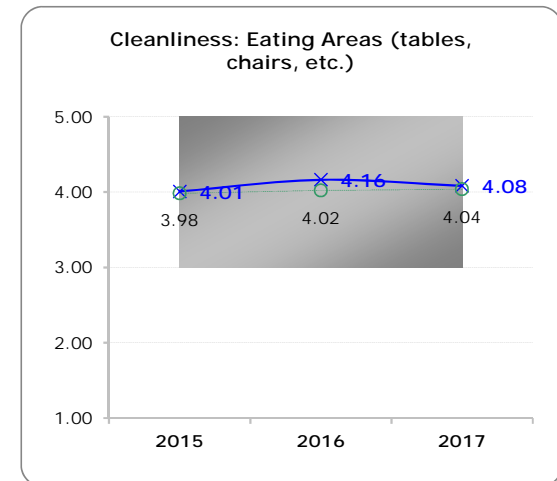
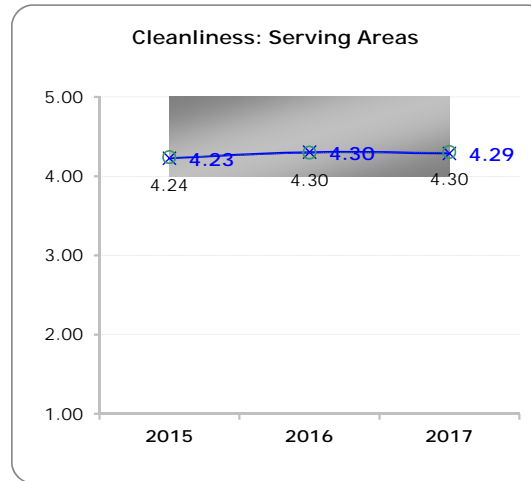
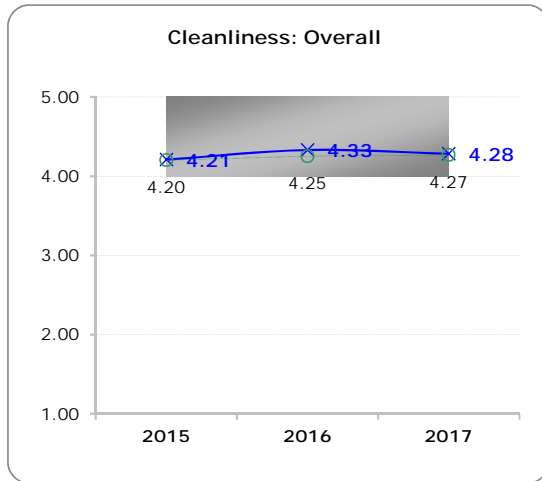
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

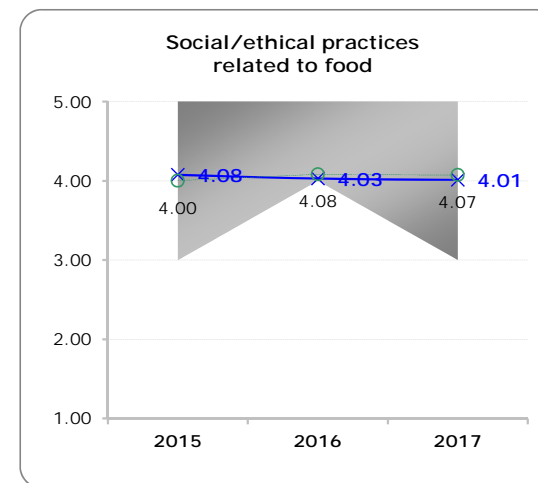
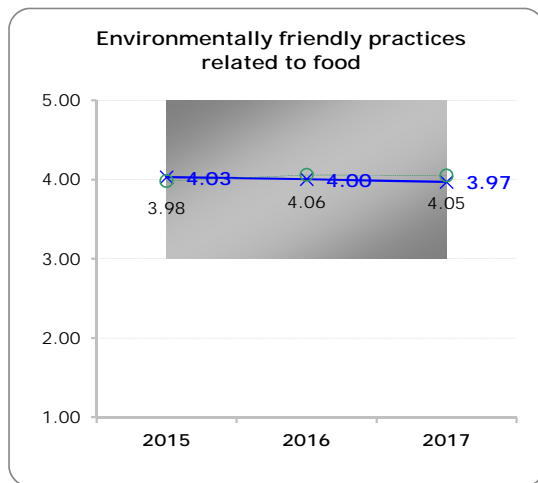
2017 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

CLEANLINESS



ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

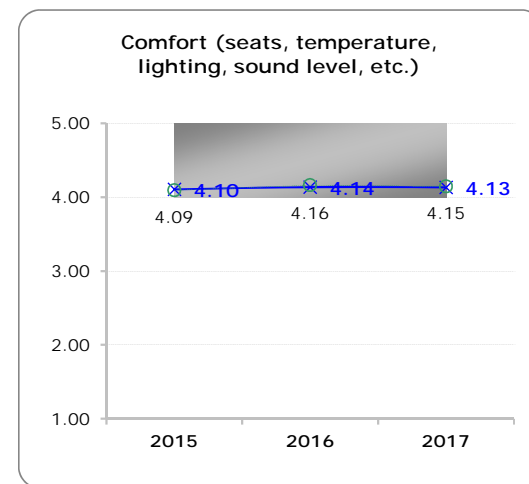
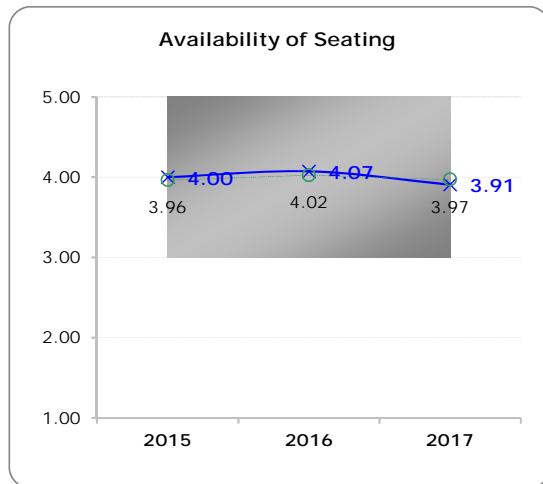
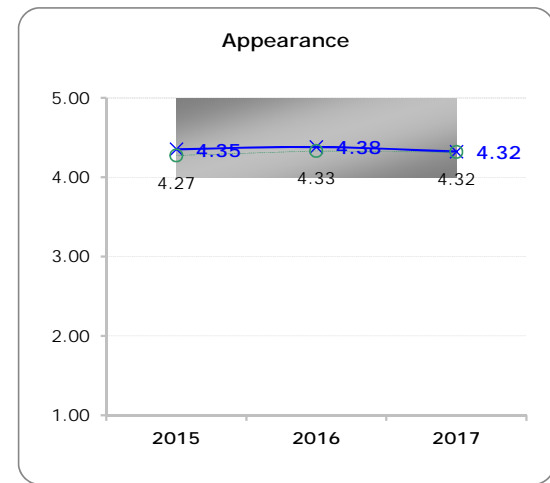
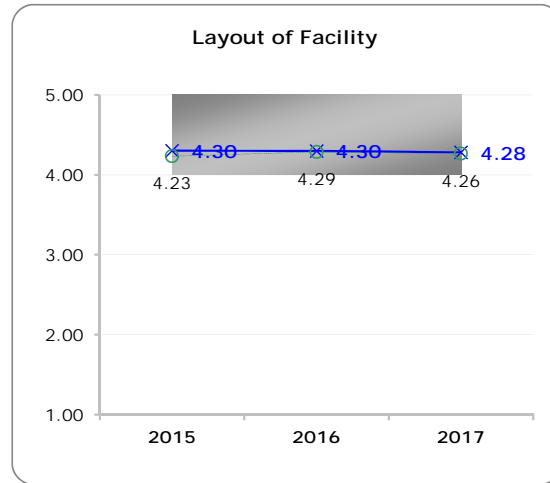
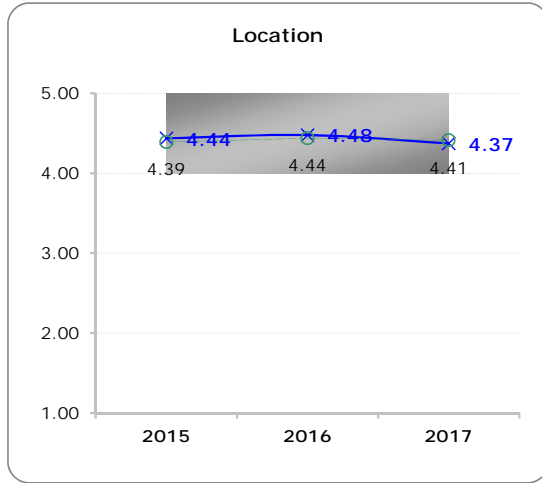
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2017 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	3.40	1.09	3.90	0.56	4.30	0.30				
Taste	3.31	1.40	3.80	0.87	4.23	0.44				
Eye appeal	3.41	0.43	3.87	-0.09	4.28	-0.40				
Freshness	3.41	1.23	3.96	0.63	4.23	0.34				
Nutritional content	3.31	1.17	3.74	0.67	4.09	0.38				
Value	3.29	1.10	3.74	0.67	4.23	0.36				
Availability of posted menu items	3.41	0.83	3.84	0.30	4.10	0.35				
Variety of menu choices	3.22	1.30	3.69	0.80	3.95	0.37				
Variety of healthy menu choices	3.22	1.17	3.62	0.67	4.02	0.28				
Variety of vegetarian menu choices	3.08	0.51	3.35	0.14	4.00	-0.23				
Service: Overall	3.83	0.66	4.26	0.24	4.17	0.28				
Speed of service	3.88	0.54	4.23	0.16	4.21	0.21				
Hours of operation	3.68	0.73	4.00	0.32	3.79	0.69				
Helpfulness of staff	3.85	0.50	4.32	0.13	4.34	0.16				
Friendliness of staff	3.84	0.57	4.48	0.00	4.33	0.12				
Cleanliness: Overall	3.90	0.72	4.13	0.55	4.45	0.22				
Cleanliness: Serving areas	4.04	0.59	4.25	0.42	4.43	0.22				
Cleanliness: Eating areas (tables, chairs, etc.)	3.68	0.95	4.05	0.58	4.26	0.34				
Location	4.20	0.19	4.33	0.13	4.51	0.09				
Layout of facility	4.20	-0.36	4.33	-0.43	4.40	-0.25				
Appearance	4.27	-0.25	4.29	-0.27	4.35	-0.25				
Availability of seating	3.45	1.12	4.01	0.44	4.33	0.02				
Comfort (seats, temperature, lighting, sound level, etc.)	4.02	0.26	4.20	0.05	4.44	-0.19				
Environmentally friendly practices related to food	3.79	0.17	4.02	0.05	3.87	0.07				
Social/ethical practices related to food	3.80	0.12	4.03	0.00	3.86	0.11				

	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	4.36	0.15	4.31	0.18	3.62	0.77	3.58	0.96	4.08	0.39
Taste	4.40	0.27	4.39	0.28	3.66	0.77	3.58	1.19	4.15	0.54
Eye appeal	4.32	-0.33	4.28	-0.43	3.64	0.16	3.92	0.06	4.12	-0.22
Freshness	4.20	0.36	4.18	0.41	3.63	0.83	3.72	0.88	3.99	0.55
Nutritional content	3.84	0.20	3.77	0.30	3.14	1.15	3.68	0.64	3.61	0.61
Value	3.74	0.79	3.77	0.74	3.28	1.17	3.39	1.32	3.89	0.68
Availability of posted menu items	4.30	0.14	4.24	0.21	3.90	0.34	3.94	0.60	4.25	0.02
Variety of menu choices	4.17	0.09	3.84	0.49	3.22	1.05	3.50	1.06	3.88	0.49
Variety of healthy menu choices	3.77	0.24	3.70	0.36	2.94	1.19	3.85	0.33	3.50	0.58
Variety of vegetarian menu choices	3.54	-0.19	3.52	-0.28	3.06	0.35	3.68	-0.44	3.15	0.39
Service: Overall	4.40	0.32	4.30	0.35	3.99	0.51	3.94	0.69	4.18	0.43
Speed of service	4.36	0.26	4.16	0.47	3.72	0.77	3.58	1.09	3.58	0.98
Hours of operation	4.07	0.30	4.07	0.46	3.60	0.85	4.02	0.36	4.60	0.01
Helpfulness of staff	4.38	0.17	4.30	0.21	4.15	0.37	4.09	0.46	4.19	0.29
Friendliness of staff	4.41	0.14	4.29	0.26	4.23	0.28	4.35	0.31	4.30	0.24
Cleanliness: Overall	4.57	0.08	4.36	0.29	4.17	0.33	4.34	0.42	4.31	0.41
Cleanliness: Serving areas	4.51	0.06	4.36	0.25	3.86	0.58	4.36	0.36	4.31	0.33
Cleanliness: Eating areas (tables, chairs, etc.)	4.23	0.32	4.21	0.44	3.73	0.71	4.21	0.52	4.09	0.55
Location	4.36	-0.05	4.34	0.18	4.14	0.30	4.42	-0.02	4.54	0.06
Layout of facility	4.25	-0.16	4.25	-0.23	3.50	0.64	4.43	-0.25	4.55	-0.82
Appearance	4.32	-0.27	4.40	-0.26	3.60	0.66	4.42	-0.04	4.46	-0.44
Availability of seating	3.69	0.62	3.98	0.41	3.58	0.55	4.47	0.01	4.28	0.03
Comfort (seats, temperature, lighting, sound level, etc.)	3.88	0.40	4.24	0.06	3.66	0.55	4.27	0.27	4.43	-0.03
Environmentally friendly practices related to food	3.92	0.22	4.14	-0.09	3.86	0.13	4.11	0.10	4.06	-0.12
Social/ethical practices related to food	4.06	0.03	4.18	-0.14	3.83	0.07	4.04	0.10	4.13	-0.36

	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	3.18	1.08	4.25	0.00	3.92	0.63	3.99	0.51	4.09	0.27
Taste	3.24	1.40	4.37	0.20	4.06	0.74	4.00	0.65	4.10	0.43
Eye appeal	3.24	0.48	4.16	-0.26	4.14	-0.23	3.95	-0.07	4.22	-0.14
Freshness	3.26	1.45	4.12	0.30	4.13	0.54	4.02	0.47	3.95	0.64
Nutritional content	3.20	1.18	3.84	0.41	3.69	0.20	3.82	0.51	3.98	0.45
Value	2.84	1.52	3.68	0.81	3.54	1.10	3.70	0.90	3.78	0.74
Availability of posted menu items	3.05	1.04	4.06	0.26	4.31	0.05	4.20	0.12	4.07	0.26
Variety of menu choices	2.48	1.83	4.04	0.26	4.04	0.43	3.91	0.43	3.89	0.38
Variety of healthy menu choices	2.82	1.44	3.70	0.52	3.85	0.15	3.65	0.64	3.93	0.34
Variety of vegetarian menu choices	2.73	0.77	3.63	0.02	3.69	-0.54	3.57	0.17	3.92	-0.21
Service: Overall	4.10	0.25	4.14	0.38	4.14	0.38	4.10	0.37	4.19	0.23
Speed of service	4.13	0.33	3.88	0.62	3.73	0.84	3.95	0.65	4.11	0.29
Hours of operation	3.48	1.05	3.46	0.91	4.06	0.05	3.94	0.36	4.07	0.14
Helpfulness of staff	4.31	0.17	3.99	0.29	4.12	0.44	4.06	0.27	4.23	0.25
Friendliness of staff	4.43	0.10	4.11	0.32	4.18	0.33	3.98	0.48	4.18	0.38
Cleanliness: Overall	4.33	0.30	4.26	0.30	4.65	-0.02	4.34	0.19	4.30	0.27
Cleanliness: Serving areas	4.30	0.36	4.19	0.34	4.58	0.00	4.27	0.23	4.21	0.46
Cleanliness: Eating areas (tables, chairs, etc.)	4.32	0.27	3.82	0.66	4.58	0.06	4.20	0.34	4.07	0.60
Location	4.57	0.07	4.35	0.04	4.52	-0.01	4.39	0.24	4.25	0.08
Layout of facility	4.24	-0.06	4.03	-0.08	4.54	-0.43	4.19	-0.16	4.32	-0.26
Appearance	4.24	0.03	4.21	-0.22	4.73	-0.53	4.05	0.11	4.27	-0.07
Availability of seating	4.02	0.05	3.43	0.61	4.67	-0.13	4.02	0.53	4.13	0.17
Comfort (seats, temperature, lighting, sound level, etc.)	3.97	0.27	3.69	0.37	4.48	-0.15	4.05	0.40	4.16	0.15
Environmentally friendly practices related to food	3.81	0.38	3.85	0.33	4.24	-0.53	3.83	0.08	3.82	0.12
Social/ethical practices related to food	4.00	0.15	3.88	0.15	4.27	-0.53	3.89	0.07	3.80	0.10

* 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	4.17	0.33	4.47	0.25	4.38	0.30	3.94	0.35	4.30	0.22
Taste	4.17	0.26	4.34	0.54	4.47	0.34	4.08	0.53	4.23	0.44
Eye appeal	4.10	0.25	4.49	-0.49	4.49	-0.47	4.04	-0.34	4.34	-0.41
Freshness	4.21	0.33	4.43	0.28	4.34	0.28	3.94	0.69	4.12	0.35
Nutritional content	4.10	0.33	4.36	-0.13	4.29	0.23	3.41	0.70	3.84	0.30
Value	3.76	0.67	4.56	0.09	4.21	0.33	3.98	0.54	3.74	0.70
Availability of posted menu items	4.13	0.14	4.13	0.45	4.22	0.24	3.84	0.49	4.09	0.18
Variety of menu choices	3.87	0.51	4.11	0.36	4.16	0.40	3.80	0.56	4.19	-0.01
Variety of healthy menu choices	4.41	0.14	4.19	0.10	4.25	0.31	3.46	0.36	4.04	0.14
Variety of vegetarian menu choices	4.00	0.21	3.32	0.22	4.28	-0.44	3.70	-0.54	3.74	0.04
Service: Overall	4.23	0.15	4.51	0.14	4.63	0.17	4.22	0.31	4.35	0.23
Speed of service	4.20	0.21	4.70	-0.06	4.33	0.44	4.35	0.22	4.13	0.52
Hours of operation	3.90	0.65	4.70	-0.22	4.39	0.23	4.21	0.09	4.16	0.27
Helpfulness of staff	4.23	0.21	4.61	0.08	4.75	-0.01	4.11	0.40	4.42	-0.09
Friendliness of staff	4.47	0.09	4.66	0.15	4.82	-0.10	4.15	0.17	4.35	0.17
Cleanliness: Overall	4.23	0.23	4.78	-0.09	4.57	0.19	4.23	0.30	4.54	0.21
Cleanliness: Serving areas	4.27	0.23	4.82	-0.01	4.63	0.14	4.19	0.28	4.45	0.22
Cleanliness: Eating areas (tables, chairs, etc.)	4.00	0.43	4.75	0.01	4.49	0.31	4.04	0.50	4.32	0.26
Location	4.50	-0.05	4.68	-0.09	4.53	0.11	4.48	-0.17	4.59	-0.04
Layout of facility	4.57	-0.46	4.70	-0.59	4.67	-0.49	4.30	-0.28	4.45	-0.34
Appearance	4.38	-0.10	4.80	-0.46	4.73	-0.37	4.15	0.01	4.53	-0.24
Availability of seating	4.52	-0.07	4.73	-0.27	4.61	0.00	3.98	0.34	3.90	0.48
Comfort (seats, temperature, lighting, sound level, etc.)	4.37	0.08	4.63	-0.13	4.58	0.00	3.89	0.42	4.25	0.17
Environmentally friendly practices related to food	4.16	0.00	4.29	-0.17	4.34	-0.11	3.83	0.07	4.07	0.10
Social/ethical practices related to food	4.08	0.09	4.36	-0.27	4.37	-0.18	3.80	0.04	4.18	-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	3.88	0.59	4.30	0.09	4.21	0.38	4.37	0.05	3.67	0.85
Taste	4.02	0.67	4.16	0.43	4.17	0.60	4.49	0.11	3.94	0.74
Eye appeal	3.98	-0.04	4.35	-0.30	4.08	-0.12	4.48	-0.53	3.88	0.38
Freshness	3.85	0.67	4.11	0.44	4.05	0.63	4.31	0.23	3.94	0.77
Nutritional content	3.57	0.66	3.95	0.41	4.03	0.40	4.21	-0.14	3.97	0.64
Value	3.37	1.20	3.80	0.77	3.93	0.65	3.94	0.51	3.61	1.01
Availability of posted menu items	3.43	0.96	3.84	0.59	4.36	0.07	4.42	-0.03	3.55	0.91
Variety of menu choices	3.78	0.50	4.02	0.41	4.14	0.35	4.15	0.25	3.64	0.88
Variety of healthy menu choices	3.49	0.78	3.77	0.64	4.09	0.29	3.98	0.05	3.82	0.73
Variety of vegetarian menu choices	3.28	0.33	3.44	0.46	3.95	-0.47	3.75	-0.45	4.07	0.00
Service: Overall	3.71	0.81	4.39	0.15	4.28	0.27	4.13	0.41	3.94	0.64
Speed of service	3.30	1.36	4.17	0.43	4.16	0.36	3.86	0.69	3.70	0.85
Hours of operation	3.89	0.67	3.96	0.50	4.11	0.36	4.26	0.09	3.33	1.27
Helpfulness of staff	3.86	0.62	4.41	0.10	4.19	0.32	4.33	0.25	4.15	0.46
Friendliness of staff	3.92	0.50	4.43	0.22	4.14	0.40	4.30	0.32	4.12	0.52
Cleanliness: Overall	4.03	0.60	4.39	0.31	4.30	0.37	4.76	0.03	4.38	0.29
Cleanliness: Serving areas	4.13	0.47	4.33	0.36	4.30	0.43	4.70	0.08	4.38	0.33
Cleanliness: Eating areas (tables, chairs, etc.)	3.88	0.65	4.15	0.55	4.07	0.53	4.67	0.12	4.00	0.60
Location	4.42	0.06	4.54	-0.04	4.30	0.19	4.50	-0.03	4.59	-0.05
Layout of facility	4.11	0.00	4.15	0.14	4.33	-0.38	4.71	-0.64	4.38	-0.18
Appearance	4.19	-0.10	4.30	0.08	4.29	-0.21	4.73	-0.63	4.29	0.00
Availability of seating	3.42	0.99	3.51	1.07	4.01	0.49	4.49	0.02	3.73	0.60
Comfort (seats, temperature, lighting, sound level, etc.)	3.88	0.50	4.11	0.31	4.24	0.04	4.48	-0.11	4.03	0.23
Environmentally friendly practices related to food	3.53	0.57	4.05	0.05	3.99	0.12	4.35	-0.20	3.96	0.14
Social/ethical practices related to food	3.72	0.37	3.83	0.24	4.11	-0.06	4.43	-0.23	4.07	-0.03

* 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.

The list of location names for your school is as follows:

Dining Halls		Retail Units	
1	Suwannee Room	1	4 Rivers Smokehouse
2	Seminole Cafe	2	Chick fil A
3	FIGG Performance Table	3	COE Cafe
4		4	The Community Table
5		5	The Den
6		6	Doctor's Inn
7		7	Einstein Bros Bagels
8		8	JStreet Grill @ 1851
9		9	La Cocina @ Oglesby Union
10		10	Mein Bowl @ Oglesby Union
11		11	natural @ Oglesby Union
12		12	Noles Homecoming @ 1851
13		13	Passport @ 1851
14		14	Seminole Pies @ Oglesby Union
15		15	Starbucks Dirac
16		16	Starbucks Strozier
17		17	Starbucks Woodward
18		18	Subway Cafe
19		19	Tuscan Eatery @ 1851
20		20	Your Way Cafe

DEMOGRAPHICS

YOUR INSTITUTION

		Florida State University
# Responses		2,393
Respondent Type	Student	76%
	Faculty	5%
	Administration/ Staff	18%
	Other	1%
	Total Resp	2,393
Student Class Status	First year	38%
	Sophomore	19%
	Junior	19%
	Senior	12%
	Graduate	12%
	Other	0%
	Total Resp	1,827
Gender Identity	Female	64%
	Male	35%
	Transgender	0%
	Other Identity	1%
	Total Resp	2,393
Live...	On campus	34%
	Off campus	66%
	Total Resp	2,393

"YOUR THOUGHTS" - QUESTION 1

		How important was the perceived campus dining experience in terms of your decision to attend this institution?					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	20%	30%	18%	24%	8%	2.70	.03	1,824
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	15%	25%	18%	28%	13%	3.00	.00	95,959
Aggregated Retail Units	YOUR INSTITUTION	20%	31%	18%	24%	7%	2.67	.03	1,345
Aggregated Retail Units	ENTIRE SAMPLE	16%	25%	18%	28%	14%	2.98	.01	51,232
Aggregated Dining Halls	YOUR INSTITUTION	19%	29%	17%	26%	9%	2.77	.06	479
Aggregated Dining Halls	ENTIRE SAMPLE	13%	26%	18%	29%	13%	3.03	.01	44,727
Respondent Type - YOUR INSTITUTION	Student	20%	30%	18%	24%	8%	2.70	.03	1,824
Respondent Type - ENTIRE SAMPLE	Student	15%	25%	18%	28%	13%	3.00	.00	95,959
Student Class Status - YOUR INSTITUTION	First year	14%	33%	18%	27%	7%	2.79	.05	692
	Sophomore	12%	33%	19%	26%	10%	2.88	.07	347
	Junior	22%	28%	20%	25%	5%	2.63	.07	345
	Senior	29%	25%	16%	21%	9%	2.54	.09	219
	Graduate	37%	26%	12%	15%	9%	2.33	.09	214
	Other	29%	14%		43%	14%	3.00	.62	7
Student Class Status - ENTIRE SAMPLE	First year	12%	26%	19%	30%	13%	3.05	.01	39,084
	Sophomore	13%	25%	19%	30%	14%	3.07	.01	20,502
	Junior	14%	25%	18%	28%	14%	3.02	.01	16,151
	Senior	17%	25%	16%	28%	14%	2.98	.01	13,631
	Graduate	34%	24%	14%	18%	10%	2.48	.02	5,696
	Other	23%	23%	17%	25%	13%	2.82	.05	713
Gender - YOUR INSTITUTION	Female	20%	30%	17%	25%	7%	2.69	.04	1,154
	Male	19%	31%	19%	22%	9%	2.71	.05	648
	Transgender	25%	25%	25%	25%		2.50	.65	4
	Other Identity	28%	17%	33%	17%	6%	2.56	.29	18
Gender - ENTIRE SAMPLE	Female	14%	25%	18%	29%	13%	3.02	.01	57,613
	Male	16%	26%	17%	28%	14%	2.97	.01	35,992
	Transgender	18%	23%	17%	24%	17%	2.98	.06	495
	Other Identity	20%	24%	20%	22%	14%	2.87	.05	752
Live... - YOUR INSTITUTION	On campus	13%	35%	19%	25%	8%	2.79	.04	812
	Off campus	25%	27%	17%	23%	8%	2.63	.04	1,012
Live... - ENTIRE SAMPLE	On campus	12%	25%	19%	30%	14%	3.10	.00	65,342
	Off campus	21%	26%	16%	25%	11%	2.79	.01	28,999
NACUFS Region - YOUR INSTITUTION	Southern	20%	30%	18%	24%	8%	2.70	.03	1,824
NACUFS Region - ENTIRE SAMPLE	Continental	20%	28%	17%	26%	9%	2.76	.01	11,177
	Mid-Atlantic	11%	21%	18%	31%	19%	3.24	.01	8,682
	Midwest	16%	27%	18%	27%	12%	2.91	.01	32,495
	Northeast	9%	19%	19%	35%	18%	3.34	.01	17,229
	Pacific	16%	27%	19%	26%	12%	2.90	.01	10,707
	Southern	16%	27%	17%	26%	13%	2.94	.01	15,669
Institution Type - YOUR INSTITUTION	Public	20%	30%	18%	24%	8%	2.70	.03	1,824
Institution Type - ENTIRE SAMPLE	Public	14%	25%	18%	29%	14%	3.03	.00	73,566
	Private	17%	27%	17%	27%	12%	2.90	.01	22,393
Institution Type - YOUR INSTITUTION	Primarily 4-year	20%	30%	18%	24%	8%	2.70	.03	1,824
Institution Type - ENTIRE SAMPLE	Primarily 2-year	32%	23%	16%	19%	10%	2.52	.05	626
	Primarily 4-year	15%	25%	18%	29%	13%	3.01	.00	95,333
Operation Type - YOUR INSTITUTION	Mainly Contracted	20%	30%	18%	24%	8%	2.70	.03	1,824
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	14%	25%	18%	29%	14%	3.04	.00	78,956
	Mainly Contracted	17%	28%	18%	25%	12%	2.87	.01	16,123
	Combination of Both	22%	29%	17%	24%	8%	2.67	.04	880
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	20%	30%	18%	24%	8%	2.70	.03	1,824
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	9%	22%	20%	35%	14%	3.23	.02	5,810
	2,500 to 10,000	9%	20%	19%	32%	20%	3.35	.01	17,567
	10,001 to 20,000	16%	26%	18%	28%	12%	2.93	.01	25,994
	Over 20,000	17%	27%	17%	27%	12%	2.89	.01	46,588
Type of Retail Unit - YOUR INSTITUTION	Food Court	20%	28%	19%	25%	7%	2.72	.06	504
	Express Unit	23%	31%	16%	23%	8%	2.62	.08	275
	Specialty Coffee Shop/ Juice Bar	26%	32%	15%	18%	8%	2.49	.09	195
	Sit-down Restaurant	16%	33%	19%	25%	7%	2.75	.06	371
Type of Retail Unit - ENTIRE SAMPLE	Food Court	18%	25%	17%	26%	13%	2.90	.01	14,471
	Marketplace	16%	26%	18%	28%	12%	2.93	.01	9,240
	Express Unit	13%	23%	19%	29%	16%	3.10	.01	12,328
	Specialty Coffee Shop/ Juice Bar	18%	24%	18%	27%	14%	2.94	.02	7,432
	Sit-down Restaurant	16%	26%	18%	27%	13%	2.95	.02	2,934
	Convenience Store	15%	24%	18%	29%	15%	3.06	.02	4,827

*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.

"YOUR THOUGHTS" - QUESTION 2

		How important is the actual campus dining experience in terms of your decision to remain at this institution?					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	19%	29%	19%	24%	9%	2.75	.03	1,815
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	13%	28%	19%	26%	13%	2.99	.00	95,776
Aggregated Retail Units	YOUR INSTITUTION	20%	29%	19%	24%	9%	2.73	.03	1,337
Aggregated Retail Units	ENTIRE SAMPLE	15%	28%	19%	25%	13%	2.95	.01	51,154
Aggregated Dining Halls	YOUR INSTITUTION	18%	28%	19%	24%	10%	2.79	.06	478
Aggregated Dining Halls	ENTIRE SAMPLE	12%	28%	20%	27%	13%	3.02	.01	44,622
Respondent Type - YOUR INSTITUTION	Student	19%	29%	19%	24%	9%	2.75	.03	1,815
Respondent Type - ENTIRE SAMPLE	Student	13%	28%	19%	26%	13%	2.99	.00	95,776
Student Class Status - YOUR INSTITUTION	First year	15%	28%	21%	27%	8%	2.85	.05	692
	Sophomore	13%	34%	19%	26%	8%	2.82	.06	341
	Junior	19%	28%	19%	23%	11%	2.78	.07	344
	Senior	28%	27%	16%	19%	9%	2.53	.09	219
	Graduate	33%	25%	15%	18%	9%	2.45	.09	212
	Other	14%	43%	14%	14%	14%	2.71	.52	7
Student Class Status - ENTIRE SAMPLE	First year	10%	28%	20%	29%	13%	3.07	.01	39,008
	Sophomore	12%	28%	20%	26%	14%	3.03	.01	20,456
	Junior	14%	28%	20%	25%	13%	2.97	.01	16,098
	Senior	16%	29%	18%	24%	13%	2.89	.01	13,629
	Graduate	30%	26%	15%	19%	12%	2.57	.02	5,694
	Other	20%	24%	20%	25%	11%	2.82	.05	715
Gender - YOUR INSTITUTION	Female	20%	29%	20%	23%	9%	2.72	.04	1,147
	Male	19%	29%	16%	26%	10%	2.80	.05	646
	Transgender		25%	50%	25%		3.00	.41	4
	Other Identity	22%	39%	17%	22%		2.39	.26	18
Gender - ENTIRE SAMPLE	Female	13%	29%	19%	26%	12%	2.96	.01	57,481
	Male	13%	26%	20%	27%	14%	3.03	.01	35,950
	Transgender	16%	27%	18%	22%	18%	2.99	.06	497
	Other Identity	18%	23%	21%	22%	16%	2.95	.05	750
Live... - YOUR INSTITUTION	On campus	14%	31%	19%	26%	9%	2.84	.04	807
	Off campus	23%	27%	18%	22%	9%	2.67	.04	1,008
Live... - ENTIRE SAMPLE	On campus	10%	27%	20%	28%	14%	3.08	.00	65,176
	Off campus	20%	29%	18%	22%	11%	2.76	.01	28,977
NACUFS Region - YOUR INSTITUTION	Southern	19%	29%	19%	24%	9%	2.75	.03	1,815
NACUFS Region - ENTIRE SAMPLE	Continental	17%	32%	19%	23%	9%	2.75	.01	11,158
	Mid-Atlantic	11%	26%	18%	27%	18%	3.15	.01	8,665
	Midwest	15%	30%	19%	25%	12%	2.89	.01	32,428
	Northeast	8%	23%	20%	32%	16%	3.25	.01	17,189
	Pacific	12%	27%	21%	27%	12%	3.01	.01	10,711
	Southern	14%	28%	19%	25%	14%	2.97	.01	15,625
Institution Type - YOUR INSTITUTION	Public	19%	29%	19%	24%	9%	2.75	.03	1,815
Institution Type - ENTIRE SAMPLE	Public	12%	27%	20%	27%	14%	3.02	.00	73,458
	Private	16%	29%	19%	24%	12%	2.87	.01	22,318
Institution Type - YOUR INSTITUTION	Primarily 4-year	19%	29%	19%	24%	9%	2.75	.03	1,815
Institution Type - ENTIRE SAMPLE	Primarily 2-year	23%	30%	16%	22%	9%	2.66	.05	625
	Primarily 4-year	13%	28%	19%	26%	13%	2.99	.00	95,151
Operation Type - YOUR INSTITUTION	Mainly Contracted	19%	29%	19%	24%	9%	2.75	.03	1,815
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	13%	27%	19%	27%	13%	3.01	.00	78,792
	Mainly Contracted	16%	29%	20%	23%	13%	2.86	.01	16,105
	Combination of Both	17%	33%	15%	25%	11%	2.79	.04	879
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	19%	29%	19%	24%	9%	2.75	.03	1,815
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	26%	23%	30%	14%	3.16	.02	5,784
	2,500 to 10,000	8%	23%	20%	29%	19%	3.28	.01	17,517
	10,001 to 20,000	14%	29%	19%	26%	11%	2.92	.01	25,963
	Over 20,000	15%	29%	19%	25%	12%	2.89	.01	46,512
Type of Retail Unit - YOUR INSTITUTION	Food Court	20%	30%	20%	22%	9%	2.71	.06	501
	Express Unit	20%	28%	18%	25%	9%	2.76	.08	275
	Specialty Coffee Shop/ Juice Bar	28%	29%	12%	25%	5%	2.51	.09	194
	Sit-down Restaurant	16%	29%	21%	25%	10%	2.86	.06	367
Type of Retail Unit - ENTIRE SAMPLE	Food Court	16%	28%	18%	25%	13%	2.91	.01	14,453
	Marketplace	15%	29%	19%	25%	11%	2.88	.01	9,223
	Express Unit	12%	26%	20%	26%	15%	3.07	.01	12,318
	Specialty Coffee Shop/ Juice Bar	17%	28%	19%	24%	13%	2.88	.02	7,430
	Sit-down Restaurant	14%	26%	20%	27%	12%	2.98	.02	2,921
	Convenience Store	13%	26%	19%	27%	15%	3.04	.02	4,809

*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.

"YOUR THOUGHTS" - QUESTION 3

		How important is the campus dining experience (i.e., wi-fi, social interaction, comfort, etc.) in terms of your academic success at this institution?					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	13%	22%	20%	27%	18%	3.16	.03	1,820
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	15%	21%	34%	23%	3.54	.00	95,734
Aggregated Retail Units	YOUR INSTITUTION	14%	22%	20%	27%	17%	3.12	.04	1,340
Aggregated Retail Units	ENTIRE SAMPLE	7%	15%	21%	33%	24%	3.52	.01	51,089
Aggregated Dining Halls	YOUR INSTITUTION	10%	19%	23%	27%	21%	3.30	.06	480
Aggregated Dining Halls	ENTIRE SAMPLE	5%	15%	21%	35%	23%	3.56	.01	44,645
Respondent Type - YOUR INSTITUTION	Student	13%	22%	20%	27%	18%	3.16	.03	1,820
Respondent Type - ENTIRE SAMPLE	Student	6%	15%	21%	34%	23%	3.54	.00	95,734
Student Class Status - YOUR INSTITUTION	First year	10%	21%	24%	30%	16%	3.21	.05	693
	Sophomore	10%	28%	20%	25%	17%	3.13	.07	344
	Junior	15%	22%	14%	27%	22%	3.18	.08	344
	Senior	12%	18%	22%	23%	24%	3.29	.09	218
	Graduate	23%	18%	18%	23%	17%	2.92	.10	214
	Other	29%		29%	43%		2.86	.51	7
Student Class Status - ENTIRE SAMPLE	First year	5%	15%	22%	36%	22%	3.55	.01	39,012
	Sophomore	5%	16%	21%	34%	24%	3.58	.01	20,454
	Junior	6%	14%	20%	35%	24%	3.57	.01	16,087
	Senior	7%	15%	20%	33%	26%	3.55	.01	13,601
	Graduate	13%	18%	19%	29%	20%	3.23	.02	5,693
	Other	11%	10%	23%	28%	27%	3.50	.05	716
Gender - YOUR INSTITUTION	Female	12%	23%	19%	27%	19%	3.17	.04	1,154
	Male	14%	18%	23%	27%	18%	3.17	.05	644
	Transgender	25%	50%		25%		2.25	.63	4
	Other Identity	17%	33%	11%	22%	17%	2.89	.33	18
Gender - ENTIRE SAMPLE	Female	5%	15%	21%	35%	23%	3.55	.00	57,489
	Male	6%	15%	21%	34%	24%	3.53	.01	35,906
	Transgender	6%	16%	18%	35%	25%	3.57	.05	497
	Other Identity	9%	14%	21%	31%	26%	3.50	.05	746
Live... - YOUR INSTITUTION	On campus	9%	23%	24%	28%	16%	3.21	.04	812
	Off campus	16%	20%	18%	26%	20%	3.13	.04	1,008
Live... - ENTIRE SAMPLE	On campus	4%	15%	21%	36%	24%	3.59	.00	65,183
	Off campus	9%	16%	20%	31%	23%	3.42	.01	28,935
NACUFS Region - YOUR INSTITUTION	Southern	13%	22%	20%	27%	18%	3.16	.03	1,820
NACUFS Region - ENTIRE SAMPLE	Continental	8%	19%	23%	33%	18%	3.34	.01	11,143
	Mid-Atlantic	4%	12%	20%	36%	29%	3.73	.01	8,661
	Midwest	7%	17%	22%	34%	21%	3.47	.01	32,415
	Northeast	4%	13%	20%	36%	26%	3.68	.01	17,188
	Pacific	5%	13%	21%	35%	26%	3.63	.01	10,693
	Southern	7%	16%	20%	33%	25%	3.53	.01	15,634
Institution Type - YOUR INSTITUTION	Public	13%	22%	20%	27%	18%	3.16	.03	1,820
Institution Type - ENTIRE SAMPLE	Public	6%	15%	21%	34%	24%	3.55	.00	73,380
	Private	6%	16%	21%	34%	22%	3.52	.01	22,354
Institution Type - YOUR INSTITUTION	Primarily 4-year	13%	22%	20%	27%	18%	3.16	.03	1,820
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	15%	21%	29%	22%	3.32	.05	622
	Primarily 4-year	6%	15%	21%	34%	23%	3.54	.00	95,112
Operation Type - YOUR INSTITUTION	Mainly Contracted	13%	22%	20%	27%	18%	3.16	.03	1,820
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	15%	21%	35%	24%	3.56	.00	78,767
	Mainly Contracted	7%	16%	22%	32%	22%	3.47	.01	16,093
	Combination of Both	7%	11%	20%	33%	28%	3.64	.04	874
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	13%	22%	20%	27%	18%	3.16	.03	1,820
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	14%	21%	37%	23%	3.61	.01	5,790
	2,500 to 10,000	4%	13%	20%	34%	29%	3.71	.01	17,511
	10,001 to 20,000	6%	16%	22%	35%	22%	3.51	.01	25,959
	Over 20,000	6%	16%	21%	34%	22%	3.49	.01	46,474
Type of Retail Unit - YOUR INSTITUTION	Food Court	14%	22%	20%	26%	18%	3.12	.06	502
	Express Unit	13%	24%	19%	29%	15%	3.09	.08	272
	Specialty Coffee Shop/ Juice Bar	19%	24%	19%	21%	17%	2.92	.10	195
	Sit-down Restaurant	11%	21%	21%	29%	19%	3.23	.07	371
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	15%	20%	33%	24%	3.51	.01	14,432
	Marketplace	6%	16%	22%	35%	21%	3.48	.01	9,217
	Express Unit	6%	14%	21%	33%	26%	3.59	.01	12,291
	Specialty Coffee Shop/ Juice Bar	8%	15%	21%	32%	24%	3.48	.01	7,418
	Sit-down Restaurant	7%	17%	21%	33%	21%	3.45	.02	2,926
	Convenience Store	7%	14%	21%	32%	26%	3.57	.02	4,805

*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 1a

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?					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	4%	8%	13%	33%	41%	3.97	.02	2,130
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	17%	40%	31%	3.86	.00	98,143
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	12%	32%	45%	4.10	.03	1,562
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	16%	41%	34%	3.95	.00	56,472
Aggregated Dining Halls	YOUR INSTITUTION	8%	13%	16%	34%	29%	3.62	.05	568
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	19%	40%	26%	3.73	.01	41,671
Respondent Type - YOUR INSTITUTION	Student	4%	9%	14%	33%	40%	3.96	.03	1,638
	Faculty	6%	10%	16%	33%	35%	3.82	.11	114
	Administration/ Staff	4%	6%	10%	34%	46%	4.13	.05	367
	Other	18%	27%	9%	27%	18%	3.00	.45	11
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	17%	41%	28%	3.82	.00	83,486
	Faculty	4%	6%	15%	35%	40%	4.01	.02	3,394
	Administration/Staff	3%	4%	13%	35%	44%	4.13	.01	10,212
	Other	2%	3%	14%	35%	45%	4.16	.03	944
Student Class Status - YOUR INSTITUTION	First year	6%	9%	15%	31%	40%	3.92	.05	638
	Sophomore	3%	8%	14%	28%	47%	4.08	.06	313
	Junior	4%	7%	9%	39%	40%	4.05	.06	298
	Senior	4%	11%	11%	30%	45%	4.02	.08	200
	Graduate	4%	12%	21%	38%	25%	3.68	.08	182
	Other		14%	29%	14%	43%	3.86	.46	7
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	17%	42%	29%	3.84	.01	33,443
	Sophomore	5%	11%	18%	40%	26%	3.73	.01	18,026
	Junior	4%	9%	18%	40%	29%	3.82	.01	14,183
	Senior	4%	8%	17%	42%	30%	3.87	.01	12,044
	Graduate	3%	9%	17%	42%	29%	3.84	.01	5,008
	Other	3%	6%	20%	39%	32%	3.92	.04	627
Gender - YOUR INSTITUTION	Female	4%	8%	13%	32%	43%	4.02	.03	1,365
	Male	5%	8%	14%	35%	38%	3.91	.04	741
	Transgender	14%	14%	14%	14%	43%	3.57	.61	7
	Other Identity	24%	12%	12%	35%	18%	3.12	.36	17
Gender - ENTIRE SAMPLE	Female	4%	9%	17%	41%	30%	3.85	.00	59,279
	Male	4%	8%	16%	40%	32%	3.88	.01	36,275
	Transgender	6%	9%	17%	38%	30%	3.77	.05	503
	Other Identity	6%	10%	21%	36%	27%	3.68	.04	774
Live... - YOUR INSTITUTION	On campus	5%	10%	14%	30%	40%	3.90	.04	748
	Off campus	4%	8%	13%	34%	41%	4.02	.03	1,382
Live... - ENTIRE SAMPLE	On campus	4%	10%	18%	41%	27%	3.76	.00	57,104
	Off campus	3%	6%	15%	40%	36%	4.00	.01	39,051
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	13%	33%	41%	3.97	.02	2,130
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	15%	43%	32%	3.93	.01	11,324
	Mid-Atlantic	6%	11%	17%	35%	31%	3.75	.01	8,370
	Midwest	3%	8%	17%	41%	30%	3.86	.01	34,033
	Northeast	4%	8%	16%	40%	32%	3.88	.01	17,204
	Pacific	3%	9%	20%	43%	25%	3.78	.01	10,644
	Southern	4%	8%	16%	38%	34%	3.90	.01	16,568
Institution Type - YOUR INSTITUTION	Public	4%	8%	13%	33%	41%	3.97	.02	2,130
Institution Type - ENTIRE SAMPLE	Public	4%	8%	17%	40%	31%	3.87	.00	73,881
	Private	4%	9%	18%	40%	29%	3.81	.01	24,262
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	13%	33%	41%	3.97	.02	2,130
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	8%	14%	37%	35%	3.88	.04	870
	Primarily 4-year	4%	8%	17%	40%	31%	3.86	.00	97,273
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	13%	33%	41%	3.97	.02	2,130
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	16%	41%	32%	3.90	.00	79,954
	Mainly Contracted	5%	11%	20%	39%	25%	3.67	.01	17,106
	Combination of Both	2%	4%	15%	41%	38%	4.07	.03	1,083
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	8%	13%	33%	41%	3.97	.02	2,130
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	10%	19%	40%	27%	3.78	.01	6,310
	2,500 to 10,000	5%	9%	16%	37%	33%	3.84	.01	18,224
	10,001 to 20,000	3%	9%	18%	42%	28%	3.82	.01	25,676
	Over 20,000	3%	8%	16%	41%	32%	3.90	.00	47,933
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	13%	33%	45%	4.12	.04	555
	Express Unit	1%	6%	11%	35%	47%	4.22	.05	295
	Specialty Coffee Shop/ Juice Bar	6%	9%	16%	32%	36%	3.84	.07	255
	Sit-down Restaurant	3%	7%	10%	31%	49%	4.16	.05	457
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	16%	40%	32%	3.89	.01	15,798
	Marketplace	3%	8%	17%	43%	28%	3.84	.01	9,356
	Express Unit	2%	6%	15%	40%	38%	4.05	.01	13,326
	Specialty Coffee Shop/ Juice Bar	2%	6%	16%	41%	35%	4.00	.01	9,072
	Sit-down Restaurant	3%	7%	15%	38%	37%	3.99	.02	3,593
	Convenience Store	3%	7%	16%	40%	34%	3.97	.01	5,327

*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	4.47
Food: Overall - SATISFACTION	3.98
Taste - IMPORTANCE	4.67
Taste - SATISFACTION	4.00
Eye appeal - IMPORTANCE	3.90
Eye appeal - SATISFACTION	4.00
Freshness - IMPORTANCE	4.58
Freshness - SATISFACTION	3.94
Nutritional content - IMPORTANCE	4.28
Nutritional content - SATISFACTION	3.71
Value - IMPORTANCE	4.50
Value - SATISFACTION	3.66
Availability of posted menu items - IMPORTANCE	4.34
Availability of posted menu items - SATISFACTION	3.96
Variety of menu choices - IMPORTANCE	4.39
Variety of menu choices - SATISFACTION	3.75
Variety of healthy menu choices - IMPORTANCE	4.22
Variety of healthy menu choices - SATISFACTION	3.63
Variety of vegetarian menu choices - IMPORTANCE	3.52
Variety of vegetarian menu choices - SATISFACTION	3.48
Service: Overall - IMPORTANCE	4.55
Service: Overall - SATISFACTION	4.15
Speed of service - IMPORTANCE	4.53
Speed of service - SATISFACTION	4.02
Hours of operation - IMPORTANCE	4.43
Hours of operation - SATISFACTION	3.96
Helpfulness of staff - IMPORTANCE	4.47
Helpfulness of staff - SATISFACTION	4.19
Friendliness of staff - IMPORTANCE	4.51
Friendliness of staff - SATISFACTION	4.22
Cleanliness: Overall - IMPORTANCE	4.65
Cleanliness: Overall - SATISFACTION	4.28
Cleanliness: Serving areas - IMPORTANCE	4.63
Cleanliness: Serving areas - SATISFACTION	4.29
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.62
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	4.08
Location - IMPORTANCE	4.47
Location - SATISFACTION	4.37
Layout of facility - IMPORTANCE	4.00
Layout of facility - SATISFACTION	4.28
Appearance - IMPORTANCE	4.13
Appearance - SATISFACTION	4.32
Availability of seating - IMPORTANCE	4.41
Availability of seating - SATISFACTION	3.91
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	4.31
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.13
Environmentally friendly practices related to food - IMPORTANCE	4.05
Environmentally friendly practices related to food - SATISFACTION	3.97
Social/ ethical practices related to food - IMPORTANCE	4.01
Social/ ethical practices related to food - SATISFACTION	4.01

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

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

		Food: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	1%	7%	30%	60%	4.47	.02	2,200
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	32%	55%	4.40	.00	102,490
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	8%	30%	60%	4.47	.02	1,609
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	56%	4.41	.00	57,634
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	7%	31%	60%	4.49	.03	591
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.38	.00	44,856
Respondent Type - YOUR INSTITUTION	Student	1%	2%	8%	30%	59%	4.45	.02	1,715
	Faculty		1%	9%	28%	62%	4.51	.07	108
	Administration/ Staff	0%	1%	3%	33%	63%	4.58	.03	363
	Other				43%	57%	4.57	.14	14
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	11%	33%	53%	4.36	.00	87,207
	Faculty	0%	1%	6%	27%	67%	4.59	.01	3,440
	Administration/Staff	0%	1%	4%	26%	69%	4.63	.01	10,562
	Other	2%	2%	11%	24%	62%	4.41	.03	904
Student Class Status - YOUR INSTITUTION	First year	1%	2%	8%	31%	59%	4.45	.03	667
	Sophomore	1%	2%	12%	24%	61%	4.42	.05	333
	Junior	2%	2%	5%	36%	56%	4.43	.05	313
	Senior	1%	1%	5%	26%	66%	4.54	.05	202
	Graduate	2%	2%	9%	29%	58%	4.40	.06	194
	Other			17%		83%	4.67	.33	6
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	34%	53%	4.36	.00	35,837
	Sophomore	1%	2%	11%	33%	54%	4.37	.01	18,673
	Junior	1%	2%	10%	33%	54%	4.37	.01	14,617
	Senior	1%	2%	11%	32%	55%	4.38	.01	12,260
	Graduate	1%	3%	12%	36%	48%	4.29	.01	5,007
	Other	2%	1%	13%	32%	52%	4.30	.04	655
Gender - YOUR INSTITUTION	Female	1%	1%	6%	28%	64%	4.54	.02	1,405
	Male	1%	2%	10%	33%	54%	4.35	.03	769
	Transgender				71%	29%	4.29	.18	7
	Other Identity			32%	37%	32%	4.00	.19	19
Gender - ENTIRE SAMPLE	Female	1%	1%	9%	32%	57%	4.43	.00	61,666
	Male	1%	2%	11%	32%	53%	4.35	.00	38,025
	Transgender	1%	2%	12%	34%	50%	4.29	.04	504
	Other Identity	1%	3%	13%	33%	51%	4.29	.03	806
Live... - YOUR INSTITUTION	On campus	1%	2%	8%	31%	58%	4.45	.03	786
	Off campus	1%	1%	7%	29%	61%	4.49	.02	1,414
Live... - ENTIRE SAMPLE	On campus	1%	2%	11%	34%	54%	4.38	.00	60,289
	Off campus	1%	2%	9%	31%	58%	4.43	.00	40,118
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	7%	30%	60%	4.47	.02	2,200
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	11%	36%	51%	4.33	.01	11,709
	Mid-Atlantic	0%	2%	8%	28%	61%	4.49	.01	8,736
	Midwest	1%	2%	11%	34%	53%	4.36	.00	35,371
	Northeast	0%	1%	8%	30%	60%	4.47	.01	18,049
	Pacific	1%	2%	12%	33%	52%	4.33	.01	10,901
	Southern	1%	2%	10%	30%	58%	4.43	.01	17,724
Institution Type - YOUR INSTITUTION	Public	1%	1%	7%	30%	60%	4.47	.02	2,200
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	32%	55%	4.40	.00	77,954
	Private	1%	2%	10%	32%	56%	4.40	.01	24,536
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	7%	30%	60%	4.47	.02	2,200
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	1%	11%	31%	55%	4.36	.03	919
	Primarily 4-year	1%	2%	10%	32%	55%	4.40	.00	101,571
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	7%	30%	60%	4.47	.02	2,200
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	33%	55%	4.40	.00	84,465
	Mainly Contracted	1%	2%	11%	31%	55%	4.37	.01	16,920
	Combination of Both	1%	1%	9%	31%	57%	4.42	.02	1,105
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	7%	30%	60%	4.47	.02	2,200
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	12%	34%	52%	4.35	.01	6,612
	2,500 to 10,000	1%	1%	8%	28%	62%	4.49	.01	18,921
	10,001 to 20,000	1%	2%	11%	34%	53%	4.37	.00	26,761
	Over 20,000	1%	2%	10%	33%	54%	4.38	.00	50,196
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	9%	27%	62%	4.46	.03	572
	Express Unit	1%	2%	8%	32%	56%	4.39	.05	320
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	36%	55%	4.42	.05	254
	Sit-down Restaurant	0%	1%	6%	29%	64%	4.55	.03	463
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	57%	4.41	.01	16,254
	Marketplace	0%	2%	10%	34%	53%	4.38	.01	9,645
	Express Unit	1%	2%	9%	30%	59%	4.44	.01	13,645
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	55%	4.39	.01	9,009
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.47	.01	3,710
	Convenience Store	1%	2%	11%	32%	54%	4.36	.01	5,371

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	8%	13%	37%	39%	3.98	.02	2,345
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	17%	41%	31%	3.89	.00	114,255
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	11%	35%	44%	4.12	.02	1,710
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	40%	37%	4.03	.00	65,008
Aggregated Dining Halls	YOUR INSTITUTION	6%	12%	20%	40%	23%	3.62	.04	635
Aggregated Dining Halls	ENTIRE SAMPLE	4%	10%	21%	42%	23%	3.71	.00	49,247
Respondent Type - YOUR INSTITUTION	Student	4%	8%	14%	36%	38%	3.96	.03	1,803
	Faculty	5%	10%	11%	37%	37%	3.92	.10	124
	Administration/ Staff	3%	5%	10%	41%	41%	4.11	.05	404
	Other	14%	14%	29%	14%	29%	3.29	.38	14
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	18%	42%	29%	3.84	.00	95,337
	Faculty	3%	6%	14%	38%	39%	4.03	.02	4,265
	Administration/Staff	2%	4%	12%	38%	44%	4.17	.01	12,991
	Other	3%	3%	11%	35%	48%	4.24	.03	1,075
Student Class Status - YOUR INSTITUTION	First year	4%	9%	15%	39%	33%	3.89	.04	688
	Sophomore	4%	6%	13%	30%	46%	4.08	.06	343
	Junior	3%	8%	13%	34%	43%	4.08	.06	344
	Senior	4%	7%	14%	33%	42%	4.04	.07	213
	Graduate	6%	9%	15%	40%	29%	3.77	.08	208
	Other		14%	14%	29%	43%	4.00	.44	7
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	19%	42%	28%	3.83	.01	38,885
	Sophomore	4%	9%	19%	41%	27%	3.78	.01	20,380
	Junior	4%	8%	17%	41%	30%	3.86	.01	16,063
	Senior	3%	6%	16%	42%	32%	3.93	.01	13,531
	Graduate	3%	8%	16%	43%	30%	3.89	.01	5,573
	Other	3%	5%	16%	41%	34%	3.98	.04	729
Gender - YOUR INSTITUTION	Female	3%	7%	13%	35%	41%	4.04	.03	1,491
	Male	4%	8%	14%	39%	34%	3.90	.04	827
	Transgender	14%		14%	43%	29%	3.71	.52	7
	Other Identity	15%		20%	50%	15%	3.50	.28	20
Gender - ENTIRE SAMPLE	Female	3%	8%	17%	40%	31%	3.89	.00	68,813
	Male	3%	7%	17%	42%	31%	3.90	.01	42,106
	Transgender	7%	7%	16%	38%	32%	3.82	.05	567
	Other Identity	6%	8%	20%	38%	27%	3.72	.04	902
Live.... - YOUR INSTITUTION	On campus	3%	10%	16%	37%	34%	3.89	.04	810
	Off campus	4%	7%	12%	36%	41%	4.03	.03	1,535
Live.... - ENTIRE SAMPLE	On campus	4%	9%	19%	41%	26%	3.77	.00	65,730
	Off campus	3%	5%	14%	40%	38%	4.06	.00	45,941
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	13%	37%	39%	3.98	.02	2,345
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	16%	43%	32%	3.95	.01	13,145
	Mid-Atlantic	6%	10%	16%	35%	33%	3.81	.01	9,396
	Midwest	3%	7%	18%	43%	30%	3.89	.01	39,793
	Northeast	4%	7%	17%	38%	33%	3.90	.01	20,030
	Pacific	3%	8%	20%	43%	27%	3.82	.01	12,452
	Southern	3%	7%	16%	39%	34%	3.94	.01	19,439
Institution Type - YOUR INSTITUTION	Public	4%	8%	13%	37%	39%	3.98	.02	2,345
Institution Type - ENTIRE SAMPLE	Public	3%	7%	17%	41%	32%	3.90	.00	87,013
	Private	3%	8%	18%	42%	29%	3.86	.01	27,242
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	13%	37%	39%	3.98	.02	2,345
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	16%	37%	37%	3.95	.03	1,145
	Primarily 4-year	3%	7%	17%	41%	31%	3.89	.00	113,110
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	13%	37%	39%	3.98	.02	2,345
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	17%	41%	32%	3.91	.00	93,840
	Mainly Contracted	4%	9%	20%	40%	27%	3.77	.01	19,108
	Combination of Both	2%	4%	15%	41%	38%	4.11	.03	1,307
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	8%	13%	37%	39%	3.98	.02	2,345
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	19%	44%	26%	3.81	.01	7,166
	2,500 to 10,000	5%	8%	16%	35%	35%	3.89	.01	21,036
	10,001 to 20,000	3%	8%	18%	42%	29%	3.86	.01	30,128
	Over 20,000	3%	7%	17%	42%	32%	3.92	.00	55,925
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	11%	33%	48%	4.17	.04	603
	Express Unit	2%	6%	14%	31%	47%	4.15	.05	342
	Specialty Coffee Shop/ Juice Bar	5%	7%	14%	40%	34%	3.91	.07	268
	Sit-down Restaurant	3%	6%	8%	38%	44%	4.15	.05	497
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	15%	41%	35%	3.97	.01	18,346
	Marketplace	3%	6%	17%	44%	29%	3.91	.01	10,883
	Express Unit	2%	5%	13%	37%	43%	4.14	.01	15,132
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	39%	39%	4.07	.01	10,298
	Sit-down Restaurant	2%	5%	12%	38%	42%	4.13	.01	4,224
	Convenience Store	2%	5%	15%	40%	37%	4.06	.01	6,125

*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%	5%	20%	75%	4.67	.01	2,193
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.56	.00	102,329
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	5%	19%	75%	4.66	.02	1,605
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	24%	68%	4.58	.00	57,514
Aggregated Dining Halls	YOUR INSTITUTION		1%	4%	22%	74%	4.70	.02	588
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	65%	4.54	.00	44,815
Respondent Type - YOUR INSTITUTION	Student	1%	1%	5%	20%	73%	4.64	.02	1,710
	Faculty		1%	3%	19%	78%	4.73	.05	107
	Administration/ Staff			1%	18%	81%	4.80	.02	362
	Other			7%	36%	57%	4.50	.17	14
Respondent Type - ENTIRE SAMPLE	Student	1%	1%	8%	26%	65%	4.53	.00	87,006
	Faculty	0%	0%	3%	20%	77%	4.73	.01	3,473
	Administration/Staff	0%	0%	2%	16%	82%	4.79	.00	10,568
	Other	1%	2%	9%	20%	67%	4.49	.03	902
Student Class Status - YOUR INSTITUTION	First year	0%	1%	5%	22%	71%	4.63	.03	665
	Sophomore	1%	0%	7%	16%	76%	4.66	.04	332
	Junior	1%	1%	4%	18%	75%	4.65	.04	312
	Senior	0%	1%	3%	18%	77%	4.70	.04	202
	Graduate	1%	1%	6%	25%	66%	4.55	.05	193
	Other			17%	17%	67%	4.50	.34	6
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	26%	65%	4.53	.00	35,791
	Sophomore	0%	1%	8%	26%	65%	4.53	.01	18,630
	Junior	1%	1%	7%	26%	65%	4.53	.01	14,560
	Senior	1%	1%	7%	25%	66%	4.55	.01	12,219
	Graduate	1%	2%	9%	29%	60%	4.46	.01	4,994
	Other	1%	1%	10%	27%	61%	4.46	.03	654
Gender - YOUR INSTITUTION	Female	0%	0%	4%	17%	79%	4.74	.01	1,402
	Male	1%	2%	6%	25%	67%	4.54	.03	765
	Transgender				43%	57%	4.57	.20	7
	Other Identity			5%	32%	63%	4.58	.14	19
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	23%	70%	4.61	.00	61,583
	Male	1%	2%	8%	27%	63%	4.49	.00	37,930
	Transgender	2%	2%	8%	27%	62%	4.44	.04	500
	Other Identity	1%	2%	11%	25%	61%	4.44	.03	802
Live... - YOUR INSTITUTION	On campus	0%	1%	5%	22%	71%	4.63	.02	783
	Off campus	1%	1%	4%	18%	76%	4.69	.02	1,410
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	65%	4.54	.00	60,162
	Off campus	1%	1%	6%	22%	70%	4.60	.00	40,078
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	5%	20%	75%	4.67	.01	2,193
NACUFS Region - ENTIRE SAMPLE	Continental	1%	1%	7%	26%	65%	4.53	.01	11,698
	Mid-Atlantic	0%	1%	6%	21%	72%	4.63	.01	8,706
	Midwest	0%	1%	7%	26%	65%	4.54	.00	35,388
	Northeast	0%	1%	6%	24%	69%	4.60	.01	18,012
	Pacific	0%	1%	9%	26%	64%	4.50	.01	10,868
	Southern	0%	1%	6%	23%	69%	4.59	.01	17,657
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	20%	75%	4.67	.01	2,193
Institution Type - ENTIRE SAMPLE	Public	0%	1%	7%	24%	67%	4.56	.00	77,811
	Private	0%	1%	7%	25%	66%	4.55	.00	24,518
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	20%	75%	4.67	.01	2,193
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	6%	21%	71%	4.59	.02	923
	Primarily 4-year	0%	1%	7%	25%	67%	4.56	.00	101,406
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	20%	75%	4.67	.01	2,193
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	25%	67%	4.57	.00	84,310
	Mainly Contracted	1%	2%	7%	24%	67%	4.54	.01	16,916
	Combination of Both	1%	1%	5%	24%	69%	4.58	.02	1,103
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	5%	20%	75%	4.67	.01	2,193
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	8%	27%	64%	4.52	.01	6,598
	2,500 to 10,000	1%	1%	6%	21%	72%	4.63	.00	18,897
	10,001 to 20,000	0%	1%	8%	26%	65%	4.53	.00	26,746
	Over 20,000	0%	1%	7%	25%	67%	4.56	.00	50,088
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	5%	19%	74%	4.64	.03	571
	Express Unit	1%	1%	7%	22%	69%	4.58	.04	320
	Specialty Coffee Shop/ Juice Bar	0%		5%	22%	72%	4.66	.04	252
	Sit-down Restaurant	0%	0%	4%	15%	80%	4.75	.03	462
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	6%	23%	69%	4.58	.01	16,243
	Marketplace	0%	1%	6%	25%	67%	4.58	.01	9,630
	Express Unit	0%	1%	6%	23%	69%	4.59	.01	13,615
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	24%	68%	4.57	.01	8,984
	Sit-down Restaurant	0%	1%	6%	20%	72%	4.63	.01	3,708
	Convenience Store	1%	2%	8%	26%	64%	4.51	.01	5,334

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	8%	15%	33%	41%	4.00	.02	2,347
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	8%	19%	38%	32%	3.86	.00	114,062
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	12%	32%	48%	4.17	.02	1,710
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	15%	37%	39%	4.05	.00	64,862
Aggregated Dining Halls	YOUR INSTITUTION	6%	13%	22%	37%	21%	3.53	.05	637
Aggregated Dining Halls	ENTIRE SAMPLE	5%	12%	24%	39%	21%	3.60	.00	49,200
Respondent Type - YOUR INSTITUTION	Student	4%	8%	15%	32%	41%	3.98	.03	1,801
	Faculty	5%	10%	17%	35%	33%	3.82	.10	126
	Administration/ Staff	3%	4%	11%	38%	44%	4.16	.05	406
	Other		21%	14%	36%	29%	3.71	.30	14
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	20%	38%	29%	3.80	.00	95,227
	Faculty	3%	6%	15%	37%	39%	4.04	.02	4,239
	Administration/Staff	2%	4%	12%	37%	46%	4.20	.01	12,954
	Other	2%	5%	12%	33%	48%	4.21	.03	1,074
Student Class Status - YOUR INSTITUTION	First year	4%	10%	17%	32%	37%	3.87	.04	690
	Sophomore	3%	8%	13%	31%	46%	4.08	.06	341
	Junior	4%	8%	11%	31%	47%	4.11	.06	342
	Senior	3%	4%	17%	32%	44%	4.08	.07	216
	Graduate	5%	8%	19%	34%	33%	3.81	.08	205
	Other				43%	57%	4.57	.20	7
Student Class Status - ENTIRE SAMPLE	First year	4%	10%	21%	38%	27%	3.76	.01	38,857
	Sophomore	5%	10%	21%	37%	28%	3.74	.01	20,349
	Junior	4%	8%	19%	38%	31%	3.84	.01	16,036
	Senior	3%	7%	18%	39%	33%	3.92	.01	13,512
	Graduate	3%	8%	19%	40%	30%	3.85	.01	5,564
	Other	3%	6%	18%	41%	32%	3.91	.04	727
Gender - YOUR INSTITUTION	Female	4%	8%	13%	31%	44%	4.04	.03	1,489
	Male	4%	7%	17%	37%	35%	3.93	.04	831
	Transgender	14%		14%	29%	43%	3.86	.55	7
	Other Identity	15%		30%	20%	35%	3.60	.31	20
Gender - ENTIRE SAMPLE	Female	3%	9%	18%	38%	32%	3.85	.00	68,742
	Male	3%	8%	19%	39%	31%	3.86	.01	41,998
	Transgender	5%	8%	19%	36%	32%	3.80	.05	567
	Other Identity	6%	9%	22%	33%	29%	3.71	.04	898
Live.... - YOUR INSTITUTION	On campus	4%	10%	17%	32%	36%	3.87	.04	812
	Off campus	4%	6%	13%	34%	43%	4.07	.03	1,535
Live.... - ENTIRE SAMPLE	On campus	4%	10%	21%	38%	26%	3.71	.00	65,653
	Off campus	2%	6%	15%	38%	39%	4.06	.00	45,832
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	15%	33%	41%	4.00	.02	2,347
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	18%	40%	32%	3.90	.01	13,115
	Mid-Atlantic	6%	10%	17%	33%	34%	3.81	.01	9,383
	Midwest	3%	8%	19%	40%	30%	3.86	.01	39,702
	Northeast	4%	8%	18%	36%	33%	3.85	.01	20,019
	Pacific	3%	9%	22%	38%	27%	3.76	.01	12,415
	Southern	4%	8%	18%	36%	35%	3.91	.01	19,428
Institution Type - YOUR INSTITUTION	Public	4%	8%	15%	33%	41%	4.00	.02	2,347
Institution Type - ENTIRE SAMPLE	Public	4%	8%	19%	38%	32%	3.86	.00	86,869
	Private	3%	9%	19%	39%	30%	3.84	.01	27,193
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	15%	33%	41%	4.00	.02	2,347
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	14%	35%	41%	4.03	.03	1,139
	Primarily 4-year	3%	8%	19%	38%	31%	3.85	.00	112,923
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	15%	33%	41%	4.00	.02	2,347
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	18%	38%	32%	3.87	.00	93,711
	Mainly Contracted	4%	10%	21%	36%	29%	3.75	.01	19,047
	Combination of Both	2%	4%	14%	41%	39%	4.11	.03	1,304
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	8%	15%	33%	41%	4.00	.02	2,347
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	9%	21%	40%	27%	3.79	.01	7,153
	2,500 to 10,000	5%	9%	18%	33%	36%	3.87	.01	21,010
	10,001 to 20,000	3%	9%	20%	39%	29%	3.81	.01	30,056
	Over 20,000	3%	8%	18%	39%	32%	3.88	.00	55,843
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	10%	27%	55%	4.25	.04	602
	Express Unit	2%	6%	12%	31%	50%	4.22	.05	344
	Specialty Coffee Shop/ Juice Bar	5%	7%	17%	35%	37%	3.92	.07	266
	Sit-down Restaurant	2%	5%	11%	35%	46%	4.18	.04	498
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	15%	38%	37%	4.00	.01	18,317
	Marketplace	2%	7%	17%	41%	32%	3.95	.01	10,863
	Express Unit	2%	5%	14%	34%	45%	4.14	.01	15,105
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	37%	41%	4.08	.01	10,261
	Sit-down Restaurant	2%	5%	13%	35%	45%	4.15	.02	4,225
	Convenience Store	2%	5%	15%	39%	39%	4.07	.01	6,091

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

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

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

		Eye appeal					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	10%	19%	34%	35%	3.90	.02	2,194
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	11%	21%	34%	31%	3.80	.00	102,075
Aggregated Retail Units	YOUR INSTITUTION	2%	9%	19%	33%	37%	3.92	.03	1,604
Aggregated Retail Units	ENTIRE SAMPLE	2%	10%	19%	34%	34%	3.88	.00	57,360
Aggregated Dining Halls	YOUR INSTITUTION	2%	11%	20%	37%	30%	3.82	.04	590
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	23%	35%	27%	3.69	.01	44,715
Respondent Type - YOUR INSTITUTION	Student	2%	11%	21%	33%	33%	3.82	.03	1,707
	Faculty	1%	2%	21%	39%	37%	4.09	.08	108
	Administration/ Staff	1%	5%	13%	37%	44%	4.17	.05	365
	Other		7%	7%	36%	50%	4.29	.24	14
Respondent Type - ENTIRE SAMPLE	Student	3%	12%	22%	34%	30%	3.75	.00	86,770
	Faculty	2%	7%	18%	38%	35%	3.99	.02	3,460
	Administration/Staff	1%	5%	14%	39%	40%	4.13	.01	10,587
	Other	2%	9%	17%	35%	38%	3.97	.03	895
Student Class Status - YOUR INSTITUTION	First year	3%	13%	22%	32%	31%	3.77	.04	664
	Sophomore	3%	9%	22%	34%	32%	3.83	.06	332
	Junior	2%	11%	18%	38%	31%	3.86	.06	311
	Senior	1%	14%	15%	29%	41%	3.93	.08	202
	Graduate	3%	9%	23%	32%	33%	3.83	.08	192
	Other		33%	17%	17%	33%	3.50	.56	6
Student Class Status - ENTIRE SAMPLE	First year	3%	12%	23%	33%	29%	3.72	.01	35,685
	Sophomore	3%	12%	22%	33%	29%	3.74	.01	18,575
	Junior	3%	12%	21%	34%	31%	3.78	.01	14,540
	Senior	3%	11%	21%	34%	32%	3.80	.01	12,187
	Graduate	3%	11%	23%	35%	28%	3.73	.02	4,980
	Other	4%	10%	24%	32%	31%	3.76	.04	652
Gender - YOUR INSTITUTION	Female	2%	8%	18%	34%	39%	4.01	.03	1,398
	Male	3%	13%	22%	34%	28%	3.71	.04	770
	Transgender		29%	14%	57%		3.29	.36	7
	Other Identity		26%	21%	32%	21%	3.47	.26	19
Gender - ENTIRE SAMPLE	Female	2%	10%	20%	36%	33%	3.88	.00	61,470
	Male	4%	13%	23%	33%	27%	3.67	.01	37,835
	Transgender	4%	14%	22%	28%	32%	3.71	.05	499
	Other Identity	6%	16%	21%	30%	27%	3.58	.04	797
Live... - YOUR INSTITUTION	On campus	2%	14%	20%	33%	31%	3.78	.04	782
	Off campus	2%	8%	19%	34%	37%	3.96	.03	1,412
Live... - ENTIRE SAMPLE	On campus	3%	12%	22%	34%	28%	3.72	.00	60,010
	Off campus	2%	9%	19%	35%	34%	3.90	.01	40,014
NACUFS Region - YOUR INSTITUTION	Southern	2%	10%	19%	34%	35%	3.90	.02	2,194
NACUFS Region - ENTIRE SAMPLE	Continental	3%	13%	23%	36%	25%	3.66	.01	11,632
	Mid-Atlantic	2%	11%	20%	31%	36%	3.87	.01	8,714
	Midwest	3%	12%	22%	36%	28%	3.74	.01	35,299
	Northeast	2%	9%	19%	34%	35%	3.91	.01	17,972
	Pacific	3%	12%	22%	33%	30%	3.76	.01	10,824
	Southern	2%	10%	20%	33%	35%	3.88	.01	17,634
Institution Type - YOUR INSTITUTION	Public	2%	10%	19%	34%	35%	3.90	.02	2,194
Institution Type - ENTIRE SAMPLE	Public	3%	11%	20%	34%	32%	3.83	.00	77,614
	Private	3%	13%	23%	35%	27%	3.69	.01	24,461
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	10%	19%	34%	35%	3.90	.02	2,194
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	7%	17%	36%	37%	4.00	.03	926
	Primarily 4-year	3%	11%	21%	34%	31%	3.80	.00	101,149
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	10%	19%	34%	35%	3.90	.02	2,194
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	11%	21%	35%	31%	3.80	.00	84,133
	Mainly Contracted	3%	12%	21%	32%	31%	3.77	.01	16,835
	Combination of Both	3%	10%	19%	36%	32%	3.83	.03	1,107
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	10%	19%	34%	35%	3.90	.02	2,194
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	10%	22%	37%	28%	3.78	.01	6,584
	2,500 to 10,000	2%	8%	17%	32%	41%	4.01	.01	18,857
	10,001 to 20,000	3%	12%	22%	35%	29%	3.74	.01	26,638
	Over 20,000	3%	12%	22%	35%	29%	3.75	.00	49,996
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	20%	31%	37%	3.91	.05	573
	Express Unit	3%	12%	15%	31%	39%	3.92	.06	319
	Specialty Coffee Shop/ Juice Bar	2%	8%	20%	39%	32%	3.90	.06	249
	Sit-down Restaurant	1%	10%	19%	34%	37%	3.95	.05	463
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	10%	20%	34%	33%	3.84	.01	16,179
	Marketplace	3%	13%	23%	34%	27%	3.69	.01	9,601
	Express Unit	2%	8%	18%	33%	39%	4.00	.01	13,598
	Specialty Coffee Shop/ Juice Bar	2%	9%	18%	35%	35%	3.92	.01	8,972
	Sit-down Restaurant	2%	8%	17%	35%	39%	4.00	.02	3,691
	Convenience Store	2%	9%	19%	34%	35%	3.90	.01	5,319

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	7%	16%	33%	40%	4.00	.02	2,340
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	8%	22%	35%	31%	3.82	.00	113,556
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	14%	33%	45%	4.14	.02	1,709
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	19%	35%	37%	3.99	.00	64,582
Aggregated Dining Halls	YOUR INSTITUTION	6%	12%	23%	33%	26%	3.61	.05	631
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	27%	35%	23%	3.61	.00	48,974
Respondent Type - YOUR INSTITUTION	Student	3%	7%	18%	32%	40%	3.98	.03	1,796
	Faculty	5%	5%	15%	38%	38%	3.98	.10	125
	Administration/ Staff	3%	4%	11%	40%	42%	4.12	.05	405
	Other	7%	7%	29%	29%	29%	3.64	.32	14
Respondent Type - ENTIRE SAMPLE	Student	3%	9%	24%	35%	28%	3.76	.00	94,789
	Faculty	3%	5%	16%	37%	40%	4.05	.02	4,220
	Administration/Staff	2%	4%	14%	36%	44%	4.17	.01	12,933
	Other	2%	4%	18%	32%	44%	4.12	.03	1,055
Student Class Status - YOUR INSTITUTION	First year	4%	9%	18%	33%	36%	3.89	.04	688
	Sophomore	3%	6%	17%	29%	44%	4.04	.06	339
	Junior	1%	6%	17%	30%	46%	4.12	.05	340
	Senior	3%	6%	18%	29%	44%	4.06	.07	216
	Graduate	5%	6%	20%	35%	33%	3.85	.08	206
	Other		14%	14%	57%	14%	3.71	.36	7
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	25%	35%	27%	3.73	.01	38,689
	Sophomore	4%	10%	25%	34%	27%	3.69	.01	20,237
	Junior	4%	9%	23%	35%	30%	3.79	.01	15,979
	Senior	3%	8%	22%	36%	31%	3.85	.01	13,440
	Graduate	3%	6%	20%	40%	31%	3.89	.01	5,543
	Other	3%	6%	20%	40%	31%	3.90	.04	720
Gender - YOUR INSTITUTION	Female	3%	7%	15%	32%	43%	4.06	.03	1,487
	Male	4%	6%	19%	36%	35%	3.91	.04	826
	Transgender	14%		29%	14%	43%	3.71	.57	7
	Other Identity	15%	10%	30%	10%	35%	3.40	.33	20
Gender - ENTIRE SAMPLE	Female	3%	8%	22%	35%	32%	3.84	.00	68,501
	Male	3%	8%	23%	36%	29%	3.80	.01	41,760
	Transgender	5%	7%	25%	30%	33%	3.77	.05	562
	Other Identity	5%	10%	23%	35%	26%	3.69	.04	903
Live.... - YOUR INSTITUTION	On campus	4%	9%	18%	33%	36%	3.88	.04	808
	Off campus	3%	5%	16%	33%	42%	4.06	.03	1,532
Live.... - ENTIRE SAMPLE	On campus	4%	10%	25%	35%	26%	3.69	.00	65,370
	Off campus	2%	6%	18%	36%	37%	4.01	.00	45,644
NACUFS Region - YOUR INSTITUTION	Southern	3%	7%	16%	33%	40%	4.00	.02	2,340
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	22%	38%	30%	3.86	.01	13,047
	Mid-Atlantic	5%	10%	22%	30%	33%	3.75	.01	9,344
	Midwest	3%	8%	23%	36%	30%	3.83	.01	39,500
	Northeast	4%	8%	22%	35%	32%	3.82	.01	19,941
	Pacific	3%	9%	24%	36%	28%	3.77	.01	12,374
	Southern	3%	8%	21%	34%	34%	3.87	.01	19,350
Institution Type - YOUR INSTITUTION	Public	3%	7%	16%	33%	40%	4.00	.02	2,340
Institution Type - ENTIRE SAMPLE	Public	3%	8%	22%	35%	32%	3.84	.00	86,510
	Private	3%	9%	24%	36%	28%	3.78	.01	27,046
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	16%	33%	40%	4.00	.02	2,340
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	18%	32%	38%	3.94	.03	1,142
	Primarily 4-year	3%	8%	22%	35%	31%	3.82	.00	112,414
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	16%	33%	40%	4.00	.02	2,340
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	22%	36%	31%	3.84	.00	93,314
	Mainly Contracted	4%	10%	25%	34%	28%	3.73	.01	18,939
	Combination of Both	2%	5%	16%	36%	41%	4.10	.03	1,303
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	7%	16%	33%	40%	4.00	.02	2,340
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	10%	26%	36%	26%	3.72	.01	7,134
	2,500 to 10,000	4%	9%	20%	31%	36%	3.85	.01	20,922
	10,001 to 20,000	3%	9%	24%	36%	28%	3.78	.01	29,916
	Over 20,000	3%	8%	22%	36%	31%	3.85	.00	55,584
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	14%	33%	47%	4.18	.04	603
	Express Unit	2%	5%	16%	34%	43%	4.11	.05	344
	Specialty Coffee Shop/ Juice Bar	4%	6%	17%	34%	38%	3.97	.07	264
	Sit-down Restaurant	2%	4%	12%	34%	48%	4.21	.04	498
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	21%	35%	34%	3.91	.01	18,195
	Marketplace	2%	7%	22%	38%	30%	3.86	.01	10,796
	Express Unit	2%	6%	18%	34%	41%	4.05	.01	15,056
	Specialty Coffee Shop/ Juice Bar	2%	5%	16%	35%	42%	4.10	.01	10,244
	Sit-down Restaurant	2%	5%	16%	34%	43%	4.10	.02	4,208
	Convenience Store	2%	6%	19%	36%	37%	4.00	.01	6,083

*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	1%	1%	6%	25%	68%	4.58	.01	2,193
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	1%	8%	26%	64%	4.51	.00	101,911
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	6%	25%	67%	4.57	.02	1,605
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	26%	65%	4.52	.00	57,291
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	5%	26%	69%	4.62	.03	588
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	8%	27%	62%	4.49	.00	44,620
Respondent Type - YOUR INSTITUTION	Student	1%	1%	7%	26%	65%	4.54	.02	1,706
	Faculty		1%	2%	21%	76%	4.72	.05	108
	Administration/ Staff	0%	0%	2%	21%	76%	4.72	.03	365
	Other			14%	7%	79%	4.64	.20	14
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	28%	61%	4.47	.00	86,655
	Faculty	0%	0%	4%	20%	75%	4.70	.01	3,454
	Administration/Staff	0%	0%	3%	18%	79%	4.75	.01	10,538
	Other	2%	2%	10%	26%	61%	4.41	.03	897
Student Class Status - YOUR INSTITUTION	First year	0%	1%	6%	28%	65%	4.56	.03	660
	Sophomore	1%	1%	6%	22%	70%	4.59	.04	331
	Junior	1%	1%	8%	32%	58%	4.45	.04	312
	Senior	0%	1%	5%	26%	67%	4.59	.05	203
	Graduate	1%	1%	8%	22%	68%	4.54	.06	193
	Other	14%			29%	57%	4.14	.55	7
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	28%	61%	4.48	.00	35,596
	Sophomore	1%	2%	9%	28%	61%	4.47	.01	18,565
	Junior	1%	2%	9%	28%	61%	4.47	.01	14,493
	Senior	1%	2%	9%	27%	62%	4.48	.01	12,205
	Graduate	1%	2%	8%	28%	62%	4.48	.01	4,989
	Other	2%	1%	9%	29%	60%	4.43	.03	655
Gender - YOUR INSTITUTION	Female	0%	1%	5%	22%	72%	4.65	.02	1,398
	Male	1%	2%	8%	30%	60%	4.45	.03	769
	Transgender			14%	29%	57%	4.43	.30	7
	Other Identity			5%	32%	63%	4.58	.14	19
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	23%	69%	4.59	.00	61,371
	Male	1%	2%	10%	32%	55%	4.38	.00	37,777
	Transgender	1%	2%	10%	30%	57%	4.40	.04	498
	Other Identity	1%	2%	12%	31%	53%	4.34	.03	797
Live... - YOUR INSTITUTION	On campus	0%	1%	6%	28%	64%	4.54	.03	777
	Off campus	1%	1%	5%	24%	70%	4.61	.02	1,416
Live... - ENTIRE SAMPLE	On campus	0%	2%	9%	28%	62%	4.48	.00	59,920
	Off campus	1%	1%	7%	24%	67%	4.56	.00	39,949
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	6%	25%	68%	4.58	.01	2,193
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	30%	59%	4.45	.01	11,638
	Mid-Atlantic	0%	1%	7%	24%	67%	4.57	.01	8,691
	Midwest	1%	1%	8%	28%	61%	4.48	.00	35,207
	Northeast	0%	1%	7%	25%	67%	4.56	.01	17,947
	Pacific	1%	2%	9%	27%	62%	4.47	.01	10,818
Institution Type - YOUR INSTITUTION	Public	1%	1%	6%	25%	68%	4.58	.01	2,193
	Private	0%	2%	8%	28%	62%	4.49	.00	24,409
Institution Type - ENTIRE SAMPLE	Public	1%	1%	8%	26%	64%	4.52	.00	77,502
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	6%	25%	68%	4.58	.01	2,193
	Primarily 2-year	1%	1%	6%	24%	69%	4.58	.02	926
	Primarily 4-year	1%	1%	8%	27%	63%	4.51	.00	100,985
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	6%	25%	68%	4.58	.01	2,193
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	26%	64%	4.52	.00	84,024
	Mainly Contracted	1%	2%	9%	27%	62%	4.47	.01	16,787
	Combination of Both	1%	1%	6%	27%	65%	4.53	.02	1,100
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	6%	25%	68%	4.58	.01	2,193
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	9%	27%	63%	4.50	.01	6,565
	2,500 to 10,000	1%	1%	6%	22%	70%	4.60	.01	18,829
	10,001 to 20,000	0%	2%	9%	28%	61%	4.48	.00	26,602
	Over 20,000	1%	2%	8%	27%	63%	4.50	.00	49,915
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	6%	24%	69%	4.58	.03	573
	Express Unit	1%	2%	6%	29%	62%	4.49	.04	321
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	26%	66%	4.56	.04	250
	Sit-down Restaurant	0%	1%	6%	23%	70%	4.61	.03	461
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	25%	65%	4.52	.01	16,157
	Marketplace	0%	1%	8%	28%	63%	4.51	.01	9,584
	Express Unit	1%	1%	8%	25%	65%	4.54	.01	13,591
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	26%	65%	4.54	.01	8,952
	Sit-down Restaurant	1%	1%	7%	24%	67%	4.56	.01	3,694
	Convenience Store	1%	2%	8%	26%	63%	4.48	.01	5,313

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	8%	17%	32%	39%	3.94	.02	2,344
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	10%	21%	33%	32%	3.78	.00	113,613
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	15%	31%	43%	4.05	.03	1,708
Aggregated Retail Units	ENTIRE SAMPLE	3%	8%	19%	33%	38%	3.94	.00	64,619
Aggregated Dining Halls	YOUR INSTITUTION	7%	11%	22%	32%	28%	3.64	.05	636
Aggregated Dining Halls	ENTIRE SAMPLE	5%	13%	25%	33%	24%	3.56	.01	48,994
Respondent Type - YOUR INSTITUTION	Student	4%	9%	19%	31%	37%	3.88	.03	1,800
	Faculty	5%	6%	10%	35%	44%	4.06	.10	126
	Administration/ Staff	4%	2%	12%	34%	48%	4.20	.05	404
	Other	14%	14%	14%	29%	29%	3.43	.39	14
Respondent Type - ENTIRE SAMPLE	Student	5%	11%	23%	33%	28%	3.69	.00	94,830
	Faculty	3%	5%	13%	33%	46%	4.15	.02	4,233
	Administration/Staff	2%	4%	12%	33%	50%	4.24	.01	12,930
	Other	2%	4%	15%	30%	48%	4.17	.03	1,067
Student Class Status - YOUR INSTITUTION	First year	5%	11%	21%	31%	32%	3.75	.04	688
	Sophomore	4%	7%	17%	30%	42%	3.99	.06	341
	Junior	4%	9%	16%	30%	41%	3.95	.06	342
	Senior	3%	7%	19%	31%	40%	3.98	.07	216
	Graduate	3%	11%	18%	32%	35%	3.85	.08	207
	Other				50%	50%	4.50	.22	6
Student Class Status - ENTIRE SAMPLE	First year	5%	12%	24%	32%	27%	3.65	.01	38,686
	Sophomore	5%	12%	24%	32%	26%	3.61	.01	20,240
	Junior	5%	11%	22%	33%	30%	3.73	.01	15,975
	Senior	4%	9%	21%	34%	31%	3.79	.01	13,475
	Graduate	3%	7%	18%	38%	34%	3.95	.01	5,550
	Other	4%	8%	20%	34%	34%	3.87	.04	723
Gender - YOUR INSTITUTION	Female	4%	8%	16%	30%	41%	3.96	.03	1,487
	Male	4%	7%	18%	35%	36%	3.92	.04	830
	Transgender	29%		14%	29%	29%	3.29	.64	7
	Other Identity	15%	10%	15%	25%	35%	3.55	.33	20
Gender - ENTIRE SAMPLE	Female	4%	11%	21%	32%	32%	3.76	.00	68,509
	Male	4%	9%	21%	34%	31%	3.80	.01	41,814
	Transgender	5%	10%	22%	31%	33%	3.75	.05	566
	Other Identity	6%	11%	23%	31%	29%	3.66	.04	897
Live.... - YOUR INSTITUTION	On campus	5%	10%	21%	32%	32%	3.77	.04	809
	Off campus	4%	7%	15%	31%	43%	4.03	.03	1,535
Live.... - ENTIRE SAMPLE	On campus	5%	13%	24%	32%	26%	3.60	.00	65,402
	Off campus	3%	6%	17%	34%	40%	4.02	.00	45,688
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	17%	32%	39%	3.94	.02	2,344
NACUFS Region - ENTIRE SAMPLE	Continental	3%	10%	21%	34%	31%	3.79	.01	13,048
	Mid-Atlantic	6%	11%	20%	29%	33%	3.72	.01	9,352
	Midwest	4%	10%	22%	34%	30%	3.77	.01	39,528
	Northeast	5%	10%	21%	32%	33%	3.78	.01	19,962
	Pacific	4%	10%	22%	35%	29%	3.77	.01	12,353
	Southern	4%	10%	20%	31%	35%	3.83	.01	19,370
Institution Type - YOUR INSTITUTION	Public	4%	8%	17%	32%	39%	3.94	.02	2,344
Institution Type - ENTIRE SAMPLE	Public	4%	10%	21%	33%	32%	3.79	.00	86,527
	Private	4%	11%	23%	33%	30%	3.74	.01	27,086
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	17%	32%	39%	3.94	.02	2,344
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	15%	33%	41%	4.00	.03	1,135
	Primarily 4-year	4%	10%	21%	33%	32%	3.78	.00	112,478
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	17%	32%	39%	3.94	.02	2,344
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	10%	21%	33%	32%	3.79	.00	93,374
	Mainly Contracted	5%	11%	23%	32%	28%	3.68	.01	18,941
	Combination of Both	2%	6%	17%	36%	39%	4.04	.03	1,298
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	8%	17%	32%	39%	3.94	.02	2,344
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	12%	24%	34%	26%	3.66	.01	7,116
	2,500 to 10,000	6%	10%	19%	29%	36%	3.79	.01	20,982
	10,001 to 20,000	4%	10%	22%	34%	30%	3.76	.01	29,928
	Over 20,000	4%	10%	21%	33%	32%	3.80	.00	55,587
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	5%	13%	31%	46%	4.10	.04	602
	Express Unit	2%	9%	15%	32%	43%	4.04	.06	343
	Specialty Coffee Shop/ Juice Bar	4%	9%	21%	31%	35%	3.83	.07	267
	Sit-down Restaurant	3%	5%	15%	32%	45%	4.11	.05	496
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	19%	34%	35%	3.88	.01	18,237
	Marketplace	3%	9%	21%	35%	31%	3.80	.01	10,824
	Express Unit	2%	7%	18%	31%	42%	4.04	.01	15,057
	Specialty Coffee Shop/ Juice Bar	2%	6%	17%	33%	41%	4.04	.01	10,225
	Sit-down Restaurant	3%	7%	16%	31%	43%	4.04	.02	4,206
	Convenience Store	3%	8%	19%	33%	37%	3.92	.01	6,070

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

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

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

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	4%	12%	31%	52%	4.28	.02	2,182
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	13%	30%	53%	4.30	.00	101,573
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	13%	31%	50%	4.22	.02	1,595
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	13%	30%	52%	4.28	.00	57,078
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	9%	29%	59%	4.45	.03	587
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.32	.00	44,495
Respondent Type - YOUR INSTITUTION	Student	2%	4%	13%	30%	52%	4.25	.02	1,708
	Faculty		1%	11%	30%	57%	4.44	.07	105
	Administration/ Staff	1%	3%	9%	34%	54%	4.38	.04	355
	Other				43%	57%	4.57	.14	14
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	30%	52%	4.29	.00	86,356
	Faculty	1%	2%	8%	30%	59%	4.44	.01	3,435
	Administration/Staff	1%	3%	12%	31%	53%	4.33	.01	10,531
	Other	3%	7%	15%	25%	50%	4.12	.04	886
Student Class Status - YOUR INSTITUTION	First year	1%	4%	12%	30%	53%	4.29	.04	663
	Sophomore	2%	5%	12%	27%	54%	4.27	.05	330
	Junior	3%	6%	11%	35%	45%	4.14	.06	312
	Senior	1%	4%	14%	24%	56%	4.29	.07	203
	Graduate	3%	2%	16%	30%	49%	4.22	.07	194
	Other			17%	33%	50%	4.33	.33	6
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	13%	30%	53%	4.29	.00	35,510
	Sophomore	1%	4%	13%	30%	52%	4.28	.01	18,480
	Junior	1%	4%	13%	30%	52%	4.28	.01	14,454
	Senior	1%	3%	13%	29%	52%	4.28	.01	12,145
	Graduate	1%	3%	12%	31%	53%	4.32	.01	4,975
	Other	3%	3%	14%	30%	51%	4.23	.04	646
Gender - YOUR INSTITUTION	Female	1%	4%	10%	30%	55%	4.34	.02	1,388
	Male	2%	4%	14%	32%	48%	4.19	.03	768
	Transgender			29%	57%	14%	3.86	.26	7
	Other Identity			26%	37%	37%	4.11	.19	19
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	29%	57%	4.38	.00	61,191
	Male	2%	5%	15%	32%	46%	4.16	.00	37,642
	Transgender	2%	5%	14%	32%	46%	4.16	.04	499
	Other Identity	2%	6%	16%	30%	45%	4.10	.04	787
Live... - YOUR INSTITUTION	On campus	1%	4%	12%	30%	52%	4.29	.03	781
	Off campus	2%	4%	12%	31%	52%	4.28	.02	1,401
Live... - ENTIRE SAMPLE	On campus	1%	3%	13%	30%	53%	4.30	.00	59,712
	Off campus	1%	4%	13%	30%	52%	4.28	.00	39,845
NACUFS Region - YOUR INSTITUTION	Southern	1%	4%	12%	31%	52%	4.28	.02	2,182
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	14%	33%	48%	4.22	.01	11,594
	Mid-Atlantic	1%	3%	11%	27%	59%	4.39	.01	8,675
	Midwest	1%	4%	13%	31%	50%	4.26	.00	35,065
	Northeast	1%	3%	11%	29%	56%	4.37	.01	17,933
	Pacific	1%	4%	13%	30%	52%	4.28	.01	10,758
Institution Type - YOUR INSTITUTION	Southern	1%	4%	13%	28%	54%	4.30	.01	17,548
	Public	1%	4%	12%	31%	52%	4.28	.02	2,182
	Private	1%	3%	13%	30%	53%	4.30	.00	77,188
	Primarily 4-year	1%	4%	12%	31%	52%	4.28	.02	2,182
	Primarily 2-year	2%	3%	14%	32%	48%	4.21	.03	925
Operation Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	13%	30%	53%	4.30	.00	100,648
	Mainly Contracted	1%	4%	12%	31%	52%	4.28	.02	2,182
	Mainly Self-operated	1%	3%	13%	30%	53%	4.30	.00	83,804
Operation Type - ENTIRE SAMPLE	Mainly Contracted	1%	4%	13%	30%	51%	4.25	.01	16,663
	Combination of Both	2%	3%	11%	31%	53%	4.32	.03	1,106
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	4%	12%	31%	52%	4.28	.02	2,182
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	13%	30%	53%	4.30	.01	6,535
	2,500 to 10,000	1%	3%	11%	27%	58%	4.37	.01	18,811
	10,001 to 20,000	1%	4%	13%	31%	51%	4.27	.01	26,475
	Over 20,000	1%	4%	13%	30%	52%	4.28	.00	49,752
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	13%	30%	49%	4.20	.04	571
	Express Unit	2%	5%	15%	32%	47%	4.17	.05	320
	Specialty Coffee Shop/ Juice Bar	1%	4%	10%	35%	49%	4.27	.06	247
	Sit-down Restaurant	2%	4%	13%	29%	52%	4.26	.04	457
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	13%	30%	52%	4.27	.01	16,112
	Marketplace	1%	3%	12%	31%	52%	4.31	.01	9,548
	Express Unit	1%	3%	13%	29%	53%	4.30	.01	13,512
	Specialty Coffee Shop/ Juice Bar	1%	4%	13%	32%	51%	4.26	.01	8,915
	Sit-down Restaurant	1%	3%	13%	30%	53%	4.30	.01	3,686
	Convenience Store	2%	4%	14%	30%	51%	4.24	.01	5,305

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	9%	26%	30%	30%	3.71	.02	2,304
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	11%	25%	32%	26%	3.62	.00	112,476
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	26%	30%	32%	3.79	.03	1,676
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	25%	31%	29%	3.69	.00	63,929
Aggregated Dining Halls	YOUR INSTITUTION	9%	12%	24%	29%	26%	3.50	.05	628
Aggregated Dining Halls	ENTIRE SAMPLE	6%	13%	26%	33%	22%	3.52	.01	48,547
Respondent Type - YOUR INSTITUTION	Student	6%	10%	27%	28%	29%	3.64	.03	1,783
	Faculty	4%	10%	19%	38%	29%	3.78	.10	120
	Administration/ Staff	3%	4%	20%	36%	37%	4.02	.05	387
	Other	7%		50%	21%	21%	3.50	.29	14
Respondent Type - ENTIRE SAMPLE	Student	6%	12%	26%	31%	24%	3.55	.00	94,088
	Faculty	4%	7%	20%	34%	36%	3.92	.02	4,148
	Administration/Staff	2%	6%	19%	35%	38%	4.01	.01	12,647
	Other	4%	5%	20%	31%	41%	4.00	.03	1,042
Student Class Status - YOUR INSTITUTION	First year	7%	11%	29%	27%	26%	3.55	.04	684
	Sophomore	4%	9%	27%	25%	34%	3.77	.06	337
	Junior	6%	9%	24%	30%	31%	3.70	.06	337
	Senior	6%	8%	24%	29%	33%	3.75	.08	214
	Graduate	7%	10%	29%	30%	24%	3.52	.08	204
	Other			14%	71%	14%	4.00	.22	7
Student Class Status - ENTIRE SAMPLE	First year	6%	13%	27%	31%	23%	3.52	.01	38,391
	Sophomore	7%	13%	27%	31%	23%	3.49	.01	20,104
	Junior	6%	12%	25%	32%	25%	3.57	.01	15,835
	Senior	6%	11%	26%	32%	26%	3.60	.01	13,354
	Graduate	4%	10%	24%	35%	27%	3.72	.01	5,514
	Other	6%	10%	24%	33%	28%	3.67	.04	716
Gender - YOUR INSTITUTION	Female	6%	8%	26%	28%	32%	3.73	.03	1,459
	Male	5%	9%	26%	33%	27%	3.69	.04	819
	Transgender	17%	17%	33%	17%	17%	3.00	.58	6
	Other Identity	15%		35%	25%	25%	3.45	.29	20
Gender - ENTIRE SAMPLE	Female	6%	12%	25%	31%	25%	3.57	.00	67,844
	Male	4%	10%	25%	34%	27%	3.69	.01	41,392
	Transgender	7%	12%	26%	29%	26%	3.55	.05	561
	Other Identity	7%	12%	26%	30%	24%	3.53	.04	882
Live... - YOUR INSTITUTION	On campus	7%	12%	28%	28%	26%	3.55	.04	802
	Off campus	5%	7%	25%	31%	32%	3.79	.03	1,502
Live... - ENTIRE SAMPLE	On campus	7%	13%	27%	31%	22%	3.48	.00	64,895
	Off campus	4%	9%	23%	33%	32%	3.81	.01	45,082
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	26%	30%	30%	3.71	.02	2,304
NACUFS Region - ENTIRE SAMPLE	Continental	4%	11%	26%	34%	24%	3.63	.01	12,930
	Mid-Atlantic	7%	13%	24%	28%	28%	3.57	.01	9,285
	Midwest	5%	12%	26%	32%	25%	3.61	.01	39,135
	Northeast	6%	11%	24%	32%	28%	3.63	.01	19,808
	Pacific	5%	11%	27%	33%	24%	3.59	.01	12,213
	Southern	6%	11%	25%	31%	28%	3.66	.01	19,105
Institution Type - YOUR INSTITUTION	Public	5%	9%	26%	30%	30%	3.71	.02	2,304
Institution Type - ENTIRE SAMPLE	Public	6%	11%	25%	32%	27%	3.64	.00	85,609
	Private	5%	13%	26%	32%	24%	3.56	.01	26,867
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	9%	26%	30%	30%	3.71	.02	2,304
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	10%	25%	29%	30%	3.69	.03	1,124
	Primarily 4-year	5%	11%	25%	32%	26%	3.62	.00	111,352
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	26%	30%	30%	3.71	.02	2,304
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	11%	25%	32%	27%	3.63	.00	92,445
	Mainly Contracted	6%	12%	27%	32%	24%	3.55	.01	18,739
	Combination of Both	4%	10%	25%	33%	28%	3.73	.03	1,292
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	9%	26%	30%	30%	3.71	.02	2,304
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	14%	27%	32%	21%	3.46	.01	7,046
	2,500 to 10,000	7%	11%	23%	29%	31%	3.66	.01	20,751
	10,001 to 20,000	5%	11%	26%	33%	25%	3.62	.01	29,623
	Over 20,000	5%	11%	25%	32%	26%	3.62	.00	55,056
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	26%	30%	32%	3.80	.04	597
	Express Unit	5%	9%	29%	27%	30%	3.68	.06	337
	Specialty Coffee Shop/ Juice Bar	5%	7%	31%	34%	22%	3.62	.07	259
	Sit-down Restaurant	3%	7%	22%	30%	39%	3.95	.05	483
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	11%	25%	31%	26%	3.60	.01	18,070
	Marketplace	6%	12%	26%	33%	24%	3.56	.01	10,742
	Express Unit	4%	9%	24%	30%	34%	3.80	.01	14,893
	Specialty Coffee Shop/ Juice Bar	3%	9%	24%	33%	31%	3.80	.01	10,055
	Sit-down Restaurant	4%	8%	23%	31%	35%	3.86	.02	4,147
	Convenience Store	5%	12%	24%	30%	30%	3.68	.01	6,022

*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

		Value					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%	8%	26%	64%	4.50	.02	2,173
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	13%	30%	54%	4.33	.00	100,751
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	25%	65%	4.53	.02	1,592
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	28%	60%	4.44	.00	57,003
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	10%	28%	59%	4.41	.03	581
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	16%	33%	47%	4.20	.00	43,748
Respondent Type - YOUR INSTITUTION	Student	1%	2%	9%	26%	62%	4.46	.02	1,698
	Faculty			8%	35%	57%	4.49	.06	107
	Administration/ Staff		1%	5%	24%	71%	4.66	.03	355
	Other			8%	8%	85%	4.77	.17	13
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	14%	31%	52%	4.30	.00	85,586
	Faculty	0%	2%	7%	30%	61%	4.49	.01	3,421
	Administration/Staff	0%	1%	5%	26%	67%	4.59	.01	10,495
	Other	2%	3%	14%	23%	57%	4.30	.03	881
Student Class Status - YOUR INSTITUTION	First year	1%	3%	11%	30%	55%	4.35	.03	657
	Sophomore	1%	2%	11%	18%	69%	4.53	.04	332
	Junior	1%	2%	6%	28%	63%	4.51	.04	311
	Senior	1%	2%	6%	21%	70%	4.57	.05	201
	Graduate	2%	1%	6%	26%	65%	4.53	.06	191
	Other				33%	67%	4.67	.21	6
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	16%	32%	48%	4.23	.00	35,058
	Sophomore	1%	3%	14%	31%	51%	4.27	.01	18,296
	Junior	1%	2%	12%	30%	55%	4.36	.01	14,387
	Senior	1%	2%	11%	28%	58%	4.40	.01	12,093
	Graduate	1%	2%	10%	27%	60%	4.45	.01	4,952
	Other	2%	1%	12%	32%	52%	4.31	.04	644
Gender - YOUR INSTITUTION	Female	0%	1%	7%	25%	67%	4.56	.02	1,385
	Male	1%	2%	11%	27%	58%	4.39	.03	763
	Transgender				57%	43%	4.43	.20	7
	Other Identity			6%	39%	56%	4.50	.15	18
Gender - ENTIRE SAMPLE	Female	1%	2%	12%	30%	56%	4.38	.00	60,621
	Male	1%	3%	14%	31%	51%	4.27	.00	37,389
	Transgender	2%	3%	13%	30%	52%	4.28	.04	493
	Other Identity	1%	5%	16%	29%	49%	4.21	.03	788
Live... - YOUR INSTITUTION	On campus	1%	3%	11%	29%	56%	4.37	.03	777
	Off campus	1%	1%	7%	24%	67%	4.57	.02	1,396
Live... - ENTIRE SAMPLE	On campus	1%	3%	15%	32%	49%	4.25	.00	59,004
	Off campus	1%	2%	9%	27%	61%	4.47	.00	39,712
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	8%	26%	64%	4.50	.02	2,173
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	13%	32%	51%	4.30	.01	11,513
	Mid-Atlantic	1%	2%	12%	28%	56%	4.37	.01	8,586
	Midwest	1%	3%	14%	32%	50%	4.27	.00	34,712
	Northeast	1%	2%	12%	30%	56%	4.37	.01	17,753
	Pacific	1%	2%	14%	28%	55%	4.34	.01	10,697
	Southern	1%	2%	10%	27%	60%	4.43	.01	17,490
Institution Type - YOUR INSTITUTION	Public	1%	2%	8%	26%	64%	4.50	.02	2,173
Institution Type - ENTIRE SAMPLE	Public	1%	2%	12%	29%	55%	4.35	.00	76,637
	Private	1%	3%	14%	32%	50%	4.27	.01	24,114
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	8%	26%	64%	4.50	.02	2,173
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	9%	25%	63%	4.49	.03	926
	Primarily 4-year	1%	3%	13%	30%	54%	4.33	.00	99,825
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	8%	26%	64%	4.50	.02	2,173
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	13%	30%	54%	4.34	.00	83,099
	Mainly Contracted	1%	3%	13%	29%	53%	4.30	.01	16,544
	Combination of Both	1%	1%	9%	29%	59%	4.43	.02	1,108
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	8%	26%	64%	4.50	.02	2,173
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	14%	32%	51%	4.31	.01	6,472
	2,500 to 10,000	1%	2%	11%	27%	59%	4.42	.01	18,688
	10,001 to 20,000	1%	3%	14%	31%	51%	4.28	.01	26,230
	Over 20,000	1%	3%	12%	30%	54%	4.34	.00	49,361
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	7%	24%	66%	4.52	.03	569
	Express Unit	1%	3%	6%	27%	64%	4.50	.04	319
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	32%	59%	4.48	.05	251
	Sit-down Restaurant		1%	9%	22%	68%	4.58	.03	453
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	26%	61%	4.44	.01	16,129
	Marketplace	1%	2%	10%	31%	57%	4.41	.01	9,521
	Express Unit	1%	2%	10%	28%	60%	4.45	.01	13,483
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	29%	59%	4.43	.01	8,916
	Sit-down Restaurant	1%	2%	9%	27%	62%	4.48	.01	3,648
	Convenience Store	1%	2%	10%	28%	59%	4.42	.01	5,306

*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	8%	11%	20%	28%	33%	3.66	.03	2,322
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	25%	29%	26%	3.53	.00	111,896
Aggregated Retail Units	YOUR INSTITUTION	7%	11%	20%	29%	34%	3.73	.03	1,699
Aggregated Retail Units	ENTIRE SAMPLE	8%	14%	24%	28%	27%	3.53	.00	64,104
Aggregated Dining Halls	YOUR INSTITUTION	11%	14%	20%	25%	30%	3.50	.05	623
Aggregated Dining Halls	ENTIRE SAMPLE	7%	12%	26%	31%	24%	3.52	.01	47,792
Respondent Type - YOUR INSTITUTION	Student	8%	13%	21%	27%	31%	3.59	.03	1,789
	Faculty	6%	12%	15%	31%	36%	3.80	.11	122
	Administration/ Staff	6%	6%	15%	33%	40%	3.95	.06	397
	Other	21%	7%	21%	14%	36%	3.36	.43	14
Respondent Type - ENTIRE SAMPLE	Student	8%	13%	26%	30%	24%	3.49	.00	93,395
	Faculty	7%	11%	19%	29%	34%	3.73	.02	4,178
	Administration/Staff	6%	12%	20%	28%	33%	3.70	.01	12,735
	Other	3%	6%	20%	28%	43%	4.01	.03	1,045
Student Class Status - YOUR INSTITUTION	First year	9%	13%	22%	27%	28%	3.53	.05	685
	Sophomore	6%	11%	22%	24%	37%	3.76	.07	340
	Junior	6%	13%	18%	29%	34%	3.71	.07	339
	Senior	12%	14%	19%	25%	29%	3.46	.09	212
	Graduate	10%	11%	26%	27%	26%	3.48	.09	206
	Other	14%	14%		14%	57%	3.86	.63	7
Student Class Status - ENTIRE SAMPLE	First year	6%	12%	26%	31%	25%	3.56	.01	38,043
	Sophomore	8%	14%	26%	28%	23%	3.43	.01	19,884
	Junior	9%	15%	25%	29%	23%	3.44	.01	15,759
	Senior	9%	15%	25%	28%	23%	3.41	.01	13,315
	Graduate	9%	14%	23%	30%	23%	3.45	.02	5,505
	Other	6%	12%	23%	32%	27%	3.62	.04	713
Gender - YOUR INSTITUTION	Female	8%	11%	19%	27%	35%	3.71	.03	1,476
	Male	8%	12%	22%	29%	29%	3.60	.04	819
	Transgender	14%	14%	14%	57%		3.14	.46	7
	Other Identity	20%		35%	20%	25%	3.30	.32	20
Gender - ENTIRE SAMPLE	Female	7%	13%	25%	30%	25%	3.51	.00	67,450
	Male	8%	13%	24%	29%	27%	3.55	.01	41,232
	Transgender	10%	13%	23%	24%	30%	3.50	.06	551
	Other Identity	11%	14%	23%	27%	25%	3.40	.04	881
Live... - YOUR INSTITUTION	On campus	9%	13%	22%	27%	29%	3.54	.04	805
	Off campus	7%	10%	19%	29%	35%	3.73	.03	1,517
Live... - ENTIRE SAMPLE	On campus	8%	13%	26%	30%	23%	3.48	.00	64,172
	Off campus	7%	13%	23%	29%	29%	3.58	.01	45,231
NACUFS Region - YOUR INSTITUTION	Southern	8%	11%	20%	28%	33%	3.66	.03	2,322
NACUFS Region - ENTIRE SAMPLE	Continental	6%	13%	25%	32%	24%	3.55	.01	12,844
	Mid-Atlantic	9%	13%	23%	27%	29%	3.55	.01	9,223
	Midwest	7%	13%	25%	30%	25%	3.52	.01	38,824
	Northeast	8%	13%	24%	29%	26%	3.53	.01	19,654
	Pacific	7%	14%	28%	29%	22%	3.43	.01	12,179
	Southern	8%	13%	23%	28%	29%	3.57	.01	19,172
Institution Type - YOUR INSTITUTION	Public	8%	11%	20%	28%	33%	3.66	.03	2,322
Institution Type - ENTIRE SAMPLE	Public	7%	13%	24%	29%	26%	3.55	.00	85,293
	Private	8%	14%	26%	29%	23%	3.45	.01	26,603
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	11%	20%	28%	33%	3.66	.03	2,322
Institution Type - ENTIRE SAMPLE	Primarily 2-year	10%	14%	24%	29%	24%	3.44	.04	1,136
	Primarily 4-year	7%	13%	25%	29%	26%	3.53	.00	110,760
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	11%	20%	28%	33%	3.66	.03	2,322
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	24%	30%	26%	3.55	.00	91,959
	Mainly Contracted	8%	15%	26%	28%	23%	3.43	.01	18,632
	Combination of Both	10%	15%	24%	30%	22%	3.39	.03	1,305
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	8%	11%	20%	28%	33%	3.66	.03	2,322
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	13%	27%	31%	22%	3.47	.01	6,997
	2,500 to 10,000	9%	13%	22%	27%	29%	3.54	.01	20,706
	10,001 to 20,000	7%	13%	26%	30%	23%	3.48	.01	29,429
	Over 20,000	7%	13%	25%	30%	26%	3.56	.01	54,764
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	10%	21%	28%	36%	3.77	.05	602
	Express Unit	7%	12%	22%	31%	28%	3.61	.07	342
	Specialty Coffee Shop/ Juice Bar	9%	16%	22%	30%	23%	3.42	.08	265
	Sit-down Restaurant	6%	7%	17%	29%	41%	3.91	.05	490
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	16%	25%	27%	24%	3.40	.01	18,121
	Marketplace	8%	15%	26%	29%	21%	3.40	.01	10,724
	Express Unit	6%	11%	21%	29%	33%	3.73	.01	14,908
	Specialty Coffee Shop/ Juice Bar	7%	13%	24%	29%	28%	3.58	.01	10,158
	Sit-down Restaurant	5%	11%	22%	30%	33%	3.73	.02	4,167
	Convenience Store	8%	14%	23%	27%	27%	3.51	.02	6,026

*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	2%	3%	10%	30%	55%	4.34	.02	2,142
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	13%	35%	47%	4.24	.00	99,858
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	9%	30%	57%	4.38	.02	1,572
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	50%	4.31	.00	56,151
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	13%	33%	48%	4.22	.04	570
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	36%	44%	4.16	.00	43,707
Respondent Type - YOUR INSTITUTION	Student	2%	4%	10%	30%	54%	4.31	.02	1,675
	Faculty	1%	3%	13%	30%	53%	4.31	.09	100
	Administration/ Staff	1%	1%	7%	33%	58%	4.46	.04	356
	Other		9%	18%	36%	36%	4.00	.30	11
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	35%	47%	4.22	.00	85,118
	Faculty	1%	3%	11%	38%	48%	4.30	.01	3,301
	Administration/Staff	1%	2%	8%	36%	54%	4.40	.01	10,206
	Other	2%	3%	13%	32%	50%	4.25	.03	880
Student Class Status - YOUR INSTITUTION	First year	2%	5%	11%	29%	54%	4.28	.04	652
	Sophomore	1%	3%	10%	33%	53%	4.33	.05	321
	Junior	2%	2%	10%	30%	56%	4.35	.05	304
	Senior	2%	5%	5%	28%	62%	4.44	.06	200
	Graduate	3%	3%	13%	31%	50%	4.24	.07	191
	Other	14%			43%	43%	4.00	.53	7
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	35%	45%	4.18	.00	35,016
	Sophomore	1%	4%	13%	35%	47%	4.22	.01	18,215
	Junior	1%	3%	12%	34%	49%	4.27	.01	14,262
	Senior	1%	3%	12%	34%	50%	4.28	.01	11,976
	Graduate	1%	3%	14%	37%	44%	4.20	.01	4,862
	Other	3%	4%	17%	32%	45%	4.13	.04	643
Gender - YOUR INSTITUTION	Female	2%	3%	8%	28%	59%	4.40	.02	1,371
	Male	2%	4%	13%	34%	48%	4.22	.03	748
	Transgender			14%	57%	29%	4.14	.26	7
	Other Identity			13%	44%	44%	4.31	.18	16
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	35%	50%	4.28	.00	60,191
	Male	1%	4%	15%	36%	44%	4.17	.00	36,952
	Transgender	2%	5%	13%	33%	47%	4.19	.04	498
	Other Identity	1%	5%	18%	32%	44%	4.13	.03	779
Live... - YOUR INSTITUTION	On campus	1%	4%	12%	31%	52%	4.27	.03	760
	Off campus	2%	3%	9%	30%	57%	4.37	.02	1,382
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	35%	46%	4.20	.00	58,838
	Off campus	1%	3%	11%	35%	50%	4.30	.00	39,011
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	10%	30%	55%	4.34	.02	2,142
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	38%	43%	4.17	.01	11,387
	Mid-Atlantic	1%	3%	11%	32%	52%	4.31	.01	8,512
	Midwest	1%	4%	13%	37%	45%	4.20	.00	34,444
	Northeast	1%	3%	11%	34%	51%	4.31	.01	17,643
	Pacific	1%	3%	14%	36%	46%	4.21	.01	10,568
Institution Type - YOUR INSTITUTION	Southern	1%	3%	12%	33%	51%	4.28	.01	17,304
	Public	2%	3%	10%	30%	55%	4.34	.02	2,142
	Private	1%	3%	12%	34%	49%	4.27	.00	76,064
	Primarily 4-year	2%	3%	10%	30%	55%	4.34	.02	2,142
	Primarily 2-year	2%	2%	11%	34%	51%	4.31	.03	901
Operation Type - YOUR INSTITUTION	Primarily 4-year	1%	4%	13%	35%	47%	4.24	.00	98,957
	Mainly Contracted	2%	3%	10%	30%	55%	4.34	.02	2,142
	Mainly Self-operated	1%	4%	12%	35%	48%	4.25	.00	82,375
Operation Type - ENTIRE SAMPLE	Mainly Contracted	1%	4%	14%	34%	46%	4.19	.01	16,404
	Combination of Both	2%	2%	11%	37%	47%	4.25	.03	1,079
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	10%	30%	55%	4.34	.02	2,142
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	14%	38%	42%	4.17	.01	6,432
	2,500 to 10,000	1%	3%	10%	31%	56%	4.38	.01	18,495
	10,001 to 20,000	1%	4%	14%	36%	44%	4.18	.01	25,955
	Over 20,000	1%	4%	13%	36%	47%	4.23	.00	48,976
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	9%	30%	57%	4.40	.04	558
	Express Unit	2%	3%	9%	31%	55%	4.36	.05	316
	Specialty Coffee Shop/ Juice Bar	2%	4%	8%	33%	53%	4.30	.06	245
	Sit-down Restaurant	1%	4%	8%	26%	61%	4.41	.04	453
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	49%	4.28	.01	15,907
	Marketplace	1%	3%	12%	38%	46%	4.25	.01	9,409
	Express Unit	1%	2%	11%	32%	54%	4.37	.01	13,360
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	35%	51%	4.32	.01	8,816
	Sit-down Restaurant	1%	3%	10%	32%	54%	4.35	.01	3,628
	Convenience Store	1%	3%	13%	35%	48%	4.25	.01	5,031

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	9%	14%	32%	41%	3.96	.02	2,300
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	16%	33%	39%	3.95	.00	111,750
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	13%	32%	45%	4.09	.03	1,684
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	32%	44%	4.09	.00	63,604
Aggregated Dining Halls	YOUR INSTITUTION	8%	15%	18%	31%	29%	3.59	.05	616
Aggregated Dining Halls	ENTIRE SAMPLE	5%	11%	19%	34%	32%	3.78	.01	48,146
Respondent Type - YOUR INSTITUTION	Student	5%	9%	15%	31%	40%	3.92	.03	1,776
	Faculty	5%	11%	13%	31%	40%	3.91	.11	119
	Administration/ Staff	4%	4%	11%	36%	45%	4.13	.05	393
	Other	8%	8%	25%	33%	25%	3.58	.36	12
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	17%	33%	37%	3.90	.00	93,642
	Faculty	3%	5%	12%	30%	51%	4.21	.02	4,059
	Administration/Staff	2%	4%	10%	31%	52%	4.26	.01	12,462
	Other	2%	4%	13%	28%	53%	4.25	.03	1,039
Student Class Status - YOUR INSTITUTION	First year	6%	13%	15%	29%	38%	3.80	.05	677
	Sophomore	3%	8%	17%	27%	44%	4.02	.06	335
	Junior	4%	7%	14%	33%	41%	4.00	.06	336
	Senior	5%	7%	11%	34%	44%	4.07	.08	214
	Graduate	6%	7%	16%	33%	38%	3.88	.08	208
	Other		17%		50%	33%	4.00	.45	6
Student Class Status - ENTIRE SAMPLE	First year	4%	10%	18%	33%	35%	3.85	.01	38,196
	Sophomore	4%	9%	18%	33%	35%	3.85	.01	20,025
	Junior	4%	8%	16%	33%	38%	3.94	.01	15,797
	Senior	3%	7%	16%	34%	40%	4.00	.01	13,319
	Graduate	3%	7%	17%	35%	38%	3.97	.01	5,422
	Other	3%	7%	19%	33%	39%	3.98	.04	707
Gender - YOUR INSTITUTION	Female	5%	9%	13%	30%	42%	3.96	.03	1,458
	Male	5%	7%	16%	34%	39%	3.95	.04	816
	Transgender	14%			43%	43%	4.00	.53	7
	Other Identity	5%	16%	26%	37%	16%	3.42	.26	19
Gender - ENTIRE SAMPLE	Female	4%	8%	16%	33%	39%	3.96	.00	67,233
	Male	4%	8%	17%	33%	38%	3.95	.01	41,286
	Transgender	6%	11%	15%	32%	36%	3.80	.05	558
	Other Identity	6%	8%	19%	31%	36%	3.83	.04	885
Live... - YOUR INSTITUTION	On campus	5%	12%	17%	31%	36%	3.80	.04	793
	Off campus	5%	7%	13%	32%	44%	4.04	.03	1,507
Live... - ENTIRE SAMPLE	On campus	5%	10%	18%	33%	34%	3.83	.00	64,544
	Off campus	3%	6%	14%	33%	46%	4.13	.00	44,731
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	14%	32%	41%	3.96	.02	2,300
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	15%	34%	40%	4.00	.01	12,857
	Mid-Atlantic	5%	9%	16%	30%	41%	3.93	.01	9,199
	Midwest	3%	8%	17%	34%	37%	3.93	.01	38,866
	Northeast	4%	7%	15%	32%	42%	4.02	.01	19,679
	Pacific	4%	9%	19%	34%	34%	3.85	.01	12,111
	Southern	4%	8%	16%	32%	41%	3.97	.01	19,038
Institution Type - YOUR INSTITUTION	Public	5%	9%	14%	32%	41%	3.96	.02	2,300
Institution Type - ENTIRE SAMPLE	Public	4%	8%	16%	33%	39%	3.95	.00	85,199
	Private	3%	8%	17%	34%	38%	3.96	.01	26,551
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	9%	14%	32%	41%	3.96	.02	2,300
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	15%	30%	45%	4.06	.03	1,118
	Primarily 4-year	4%	8%	16%	33%	39%	3.95	.00	110,632
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	14%	32%	41%	3.96	.02	2,300
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	8%	16%	33%	40%	3.97	.00	91,858
	Mainly Contracted	5%	10%	18%	33%	35%	3.84	.01	18,613
	Combination of Both	3%	5%	15%	32%	45%	4.11	.03	1,279
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	9%	14%	32%	41%	3.96	.02	2,300
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	9%	18%	35%	35%	3.88	.01	7,022
	2,500 to 10,000	4%	8%	15%	29%	44%	4.02	.01	20,655
	10,001 to 20,000	3%	8%	18%	34%	37%	3.92	.01	29,318
	Over 20,000	4%	8%	16%	34%	39%	3.96	.00	54,755
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	5%	12%	32%	47%	4.14	.04	593
	Express Unit	3%	6%	14%	30%	47%	4.13	.06	340
	Specialty Coffee Shop/ Juice Bar	8%	12%	18%	33%	29%	3.61	.08	264
	Sit-down Restaurant	2%	5%	10%	32%	51%	4.26	.04	487
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	14%	33%	44%	4.08	.01	18,024
	Marketplace	3%	8%	16%	34%	38%	3.95	.01	10,688
	Express Unit	2%	6%	13%	31%	48%	4.16	.01	14,899
	Specialty Coffee Shop/ Juice Bar	2%	6%	14%	32%	44%	4.10	.01	10,127
	Sit-down Restaurant	2%	5%	12%	30%	50%	4.22	.02	4,156
	Convenience Store	3%	7%	16%	33%	42%	4.03	.01	5,710

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

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

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

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	9%	33%	55%	4.39	.02	2,150
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	53%	4.37	.00	100,358
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	34%	53%	4.35	.02	1,569
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	35%	52%	4.36	.00	56,331
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	8%	29%	61%	4.49	.03	581
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.38	.00	44,027
Respondent Type - YOUR INSTITUTION	Student	1%	2%	10%	32%	54%	4.36	.02	1,674
	Faculty		1%	9%	33%	57%	4.47	.07	103
	Administration/ Staff	1%	1%	5%	34%	60%	4.52	.04	361
	Other		8%	8%	58%	25%	4.00	.25	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	11%	34%	53%	4.36	.00	85,434
	Faculty	0%	1%	8%	38%	52%	4.40	.01	3,364
	Administration/Staff	0%	1%	6%	37%	56%	4.47	.01	10,320
	Other	1%	4%	12%	32%	51%	4.27	.03	887
Student Class Status - YOUR INSTITUTION	First year	1%	2%	11%	28%	58%	4.41	.03	655
	Sophomore	1%	2%	11%	34%	52%	4.32	.05	322
	Junior	1%	4%	10%	34%	51%	4.30	.05	302
	Senior	1%	2%	6%	34%	56%	4.41	.06	201
	Graduate		3%	12%	37%	48%	4.31	.06	188
	Other				50%	50%	4.50	.22	6
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	33%	54%	4.37	.00	35,157
	Sophomore	1%	2%	11%	34%	53%	4.36	.01	18,297
	Junior	1%	2%	11%	33%	53%	4.36	.01	14,274
	Senior	1%	2%	10%	34%	53%	4.36	.01	12,016
	Graduate	1%	3%	13%	38%	46%	4.26	.01	4,899
	Other	2%	3%	12%	34%	49%	4.25	.04	647
Gender - YOUR INSTITUTION	Female	1%	2%	8%	29%	60%	4.46	.02	1,373
	Male	1%	3%	10%	39%	47%	4.28	.03	755
	Transgender			29%	57%	14%	3.86	.26	7
	Other Identity			20%	40%	40%	4.20	.20	15
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	33%	56%	4.43	.00	60,555
	Male	1%	3%	13%	36%	48%	4.28	.00	37,092
	Transgender	1%	2%	13%	32%	50%	4.28	.04	493
	Other Identity	1%	3%	14%	37%	45%	4.20	.03	779
Live... - YOUR INSTITUTION	On campus	1%	2%	11%	32%	54%	4.36	.03	769
	Off campus	1%	2%	8%	33%	56%	4.41	.02	1,381
Live... - ENTIRE SAMPLE	On campus	1%	2%	10%	33%	54%	4.38	.00	59,115
	Off campus	1%	2%	10%	35%	52%	4.35	.00	39,245
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	9%	33%	55%	4.39	.02	2,150
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	38%	48%	4.29	.01	11,454
	Mid-Atlantic	1%	2%	9%	30%	58%	4.44	.01	8,542
	Midwest	1%	2%	10%	36%	52%	4.35	.00	34,634
	Northeast	0%	2%	9%	32%	57%	4.43	.01	17,726
	Pacific	1%	2%	12%	34%	51%	4.31	.01	10,646
	Southern	1%	2%	10%	32%	55%	4.38	.01	17,356
Institution Type - YOUR INSTITUTION	Public	1%	2%	9%	33%	55%	4.39	.02	2,150
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	33%	54%	4.39	.00	76,374
	Private	1%	3%	11%	36%	49%	4.32	.01	23,984
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	9%	33%	55%	4.39	.02	2,150
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	10%	36%	50%	4.33	.03	901
	Primarily 4-year	1%	2%	10%	34%	53%	4.37	.00	99,457
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	9%	33%	55%	4.39	.02	2,150
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	34%	54%	4.38	.00	82,824
	Mainly Contracted	1%	3%	12%	34%	50%	4.31	.01	16,458
	Combination of Both	1%	1%	9%	36%	53%	4.38	.02	1,076
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	9%	33%	55%	4.39	.02	2,150
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	37%	50%	4.34	.01	6,478
	2,500 to 10,000	1%	2%	8%	30%	60%	4.47	.01	18,550
	10,001 to 20,000	1%	2%	11%	35%	51%	4.33	.01	26,144
	Over 20,000	1%	2%	10%	35%	52%	4.36	.00	49,186
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	10%	34%	52%	4.34	.04	557
	Express Unit	2%	3%	10%	38%	48%	4.27	.05	314
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	37%	48%	4.29	.05	243
	Sit-down Restaurant	1%	1%	9%	29%	60%	4.46	.04	455
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	35%	52%	4.35	.01	15,926
	Marketplace	1%	2%	10%	36%	52%	4.37	.01	9,430
	Express Unit	1%	2%	10%	33%	54%	4.38	.01	13,379
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	36%	51%	4.35	.01	8,853
	Sit-down Restaurant	1%	2%	10%	33%	55%	4.39	.01	3,634
	Convenience Store	1%	3%	11%	35%	50%	4.31	.01	5,109

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	12%	17%	30%	35%	3.75	.03	2,307
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	20%	31%	30%	3.65	.00	112,912
Aggregated Retail Units	YOUR INSTITUTION	5%	10%	16%	31%	38%	3.87	.03	1,680
Aggregated Retail Units	ENTIRE SAMPLE	5%	11%	18%	32%	34%	3.80	.00	64,159
Aggregated Dining Halls	YOUR INSTITUTION	10%	18%	19%	28%	26%	3.42	.05	627
Aggregated Dining Halls	ENTIRE SAMPLE	9%	16%	22%	30%	24%	3.44	.01	48,753
Respondent Type - YOUR INSTITUTION	Student	6%	14%	17%	29%	34%	3.70	.03	1,772
	Faculty	7%	11%	17%	29%	36%	3.76	.11	123
	Administration/ Staff	5%	8%	14%	33%	40%	3.94	.06	399
	Other	8%	8%	23%	23%	38%	3.77	.36	13
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	20%	31%	28%	3.59	.00	94,376
	Faculty	5%	10%	17%	32%	35%	3.82	.02	4,190
	Administration/Staff	4%	8%	15%	33%	39%	3.94	.01	12,747
	Other	3%	6%	17%	28%	46%	4.09	.03	1,060
Student Class Status - YOUR INSTITUTION	First year	7%	17%	18%	28%	31%	3.58	.05	677
	Sophomore	6%	12%	16%	33%	33%	3.74	.07	335
	Junior	4%	11%	16%	31%	37%	3.87	.06	335
	Senior	5%	11%	15%	26%	42%	3.90	.08	213
	Graduate	8%	14%	20%	28%	29%	3.55	.09	205
	Other	14%		14%	14%	57%	4.00	.58	7
Student Class Status - ENTIRE SAMPLE	First year	7%	15%	21%	30%	27%	3.55	.01	38,547
	Sophomore	8%	15%	21%	30%	26%	3.52	.01	20,165
	Junior	7%	12%	20%	31%	30%	3.65	.01	15,894
	Senior	6%	12%	18%	33%	31%	3.73	.01	13,379
	Graduate	6%	12%	20%	33%	28%	3.66	.02	5,500
	Other	5%	11%	22%	30%	32%	3.75	.04	716
Gender - YOUR INSTITUTION	Female	6%	12%	16%	28%	37%	3.79	.03	1,465
	Male	7%	12%	17%	32%	31%	3.69	.04	817
	Transgender	14%			57%	29%	3.86	.51	7
	Other Identity	11%	28%	17%	39%	6%	3.00	.28	18
Gender - ENTIRE SAMPLE	Female	7%	13%	19%	31%	30%	3.63	.00	68,097
	Male	6%	12%	20%	32%	30%	3.68	.01	41,570
	Transgender	9%	14%	19%	30%	28%	3.54	.05	568
	Other Identity	8%	12%	23%	29%	27%	3.55	.04	888
Live.... - YOUR INSTITUTION	On campus	8%	17%	17%	30%	29%	3.55	.05	798
	Off campus	6%	10%	17%	30%	38%	3.85	.03	1,509
Live.... - ENTIRE SAMPLE	On campus	8%	15%	21%	30%	25%	3.49	.00	65,098
	Off campus	4%	10%	17%	33%	36%	3.86	.01	45,320
NACUFS Region - YOUR INSTITUTION	Southern	6%	12%	17%	30%	35%	3.75	.03	2,307
NACUFS Region - ENTIRE SAMPLE	Continental	5%	12%	19%	34%	30%	3.72	.01	13,007
	Mid-Atlantic	9%	14%	18%	27%	33%	3.62	.01	9,281
	Midwest	6%	13%	20%	32%	28%	3.62	.01	39,291
	Northeast	7%	12%	20%	30%	30%	3.64	.01	19,851
	Pacific	6%	14%	22%	32%	26%	3.59	.01	12,266
	Southern	7%	12%	18%	30%	33%	3.71	.01	19,216
Institution Type - YOUR INSTITUTION	Public	6%	12%	17%	30%	35%	3.75	.03	2,307
Institution Type - ENTIRE SAMPLE	Public	7%	13%	19%	31%	31%	3.66	.00	85,992
	Private	6%	14%	21%	31%	28%	3.60	.01	26,920
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	12%	17%	30%	35%	3.75	.03	2,307
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	10%	18%	32%	34%	3.77	.04	1,133
	Primarily 4-year	7%	13%	20%	31%	30%	3.65	.00	111,779
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	12%	17%	30%	35%	3.75	.03	2,307
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	19%	31%	30%	3.66	.00	92,802
	Mainly Contracted	7%	14%	21%	31%	27%	3.57	.01	18,818
	Combination of Both	5%	10%	19%	32%	34%	3.81	.03	1,292
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	6%	12%	17%	30%	35%	3.75	.03	2,307
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	14%	22%	32%	24%	3.51	.01	7,093
	2,500 to 10,000	8%	12%	18%	28%	35%	3.69	.01	20,813
	10,001 to 20,000	6%	13%	21%	32%	28%	3.62	.01	29,727
	Over 20,000	6%	13%	19%	32%	30%	3.66	.01	55,279
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	10%	19%	29%	37%	3.84	.05	589
	Express Unit	4%	9%	16%	32%	38%	3.90	.06	339
	Specialty Coffee Shop/ Juice Bar	9%	12%	17%	28%	34%	3.64	.08	264
	Sit-down Restaurant	3%	10%	11%	33%	42%	4.00	.05	488
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	11%	18%	33%	33%	3.77	.01	18,142
	Marketplace	6%	14%	20%	32%	28%	3.62	.01	10,779
	Express Unit	4%	9%	17%	31%	38%	3.89	.01	14,988
	Specialty Coffee Shop/ Juice Bar	4%	10%	17%	33%	35%	3.86	.01	10,220
	Sit-down Restaurant	4%	9%	16%	32%	40%	3.96	.02	4,173
	Convenience Store	5%	10%	18%	32%	35%	3.82	.02	5,857

*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%	13%	30%	50%	4.22	.02	2,135
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	52%	4.27	.00	99,749
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	14%	30%	49%	4.18	.03	1,558
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	51%	4.26	.00	56,005
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	11%	31%	54%	4.35	.04	577
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	30%	53%	4.29	.00	43,744
Respondent Type - YOUR INSTITUTION	Student	2%	5%	14%	29%	50%	4.19	.02	1,659
	Faculty		4%	12%	25%	59%	4.40	.08	103
	Administration/ Staff	2%	3%	9%	35%	52%	4.33	.05	361
	Other			33%	33%	33%	4.00	.25	12
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	13%	30%	52%	4.26	.00	84,902
	Faculty	1%	2%	10%	28%	58%	4.40	.01	3,367
	Administration/Staff	1%	3%	10%	32%	53%	4.33	.01	10,261
	Other	3%	8%	14%	27%	47%	4.08	.04	867
Student Class Status - YOUR INSTITUTION	First year	2%	4%	14%	28%	52%	4.24	.04	649
	Sophomore	2%	5%	14%	30%	49%	4.19	.06	320
	Junior	2%	7%	18%	29%	44%	4.08	.06	302
	Senior	2%	6%	13%	30%	49%	4.18	.07	198
	Graduate	3%	4%	13%	30%	51%	4.22	.07	184
	Other			17%	50%	33%	4.17	.31	6
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	30%	52%	4.27	.00	34,941
	Sophomore	2%	4%	13%	30%	51%	4.25	.01	18,194
	Junior	2%	4%	13%	30%	51%	4.25	.01	14,183
	Senior	2%	4%	12%	29%	52%	4.26	.01	11,932
	Graduate	2%	3%	12%	32%	51%	4.27	.01	4,863
	Other	2%	4%	13%	31%	49%	4.20	.04	645
Gender - YOUR INSTITUTION	Female	2%	4%	11%	29%	54%	4.28	.03	1,361
	Male	1%	5%	17%	31%	45%	4.13	.04	751
	Transgender			29%	57%	14%	3.86	.26	7
	Other Identity			19%	38%	44%	4.25	.19	16
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	29%	58%	4.39	.00	60,252
	Male	3%	5%	16%	33%	43%	4.08	.01	36,812
	Transgender	3%	4%	15%	29%	50%	4.19	.05	492
	Other Identity	4%	5%	14%	29%	47%	4.10	.04	774
Live... - YOUR INSTITUTION	On campus	1%	5%	14%	30%	50%	4.23	.03	760
	Off campus	2%	5%	13%	30%	50%	4.22	.03	1,375
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	30%	52%	4.28	.00	58,747
	Off campus	2%	4%	12%	30%	52%	4.26	.00	39,042
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	13%	30%	50%	4.22	.02	2,135
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	13%	33%	48%	4.21	.01	11,386
	Mid-Atlantic	2%	4%	11%	27%	57%	4.34	.01	8,510
	Midwest	2%	4%	13%	31%	50%	4.25	.01	34,382
	Northeast	1%	3%	11%	30%	55%	4.33	.01	17,625
	Pacific	2%	4%	13%	30%	51%	4.25	.01	10,581
Institution Type - YOUR INSTITUTION	Southern	2%	4%	13%	28%	53%	4.27	.01	17,265
	Public	2%	5%	13%	30%	50%	4.22	.02	2,135
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	30%	53%	4.28	.00	75,887
	Private	2%	4%	13%	31%	50%	4.24	.01	23,862
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	5%	13%	30%	50%	4.22	.02	2,135
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	13%	32%	48%	4.20	.03	904
	Primarily 4-year	2%	4%	12%	30%	52%	4.27	.00	98,845
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	13%	30%	50%	4.22	.02	2,135
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	30%	52%	4.28	.00	82,352
	Mainly Contracted	2%	4%	14%	30%	50%	4.21	.01	16,318
	Combination of Both	2%	3%	11%	30%	54%	4.31	.03	1,079
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	5%	13%	30%	50%	4.22	.02	2,135
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	12%	32%	52%	4.29	.01	6,426
	2,500 to 10,000	2%	3%	11%	27%	57%	4.35	.01	18,476
	10,001 to 20,000	2%	4%	13%	31%	50%	4.24	.01	25,972
	Over 20,000	2%	4%	13%	31%	51%	4.26	.00	48,875
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	16%	30%	47%	4.14	.04	553
	Express Unit	3%	7%	14%	27%	48%	4.11	.06	312
	Specialty Coffee Shop/ Juice Bar	0%	4%	13%	34%	49%	4.27	.06	241
	Sit-down Restaurant	2%	5%	13%	29%	51%	4.22	.05	452
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	29%	52%	4.24	.01	15,847
	Marketplace	2%	4%	11%	31%	52%	4.29	.01	9,373
	Express Unit	2%	4%	12%	29%	52%	4.26	.01	13,290
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	32%	50%	4.25	.01	8,762
	Sit-down Restaurant	2%	4%	12%	32%	51%	4.25	.02	3,612
	Convenience Store	2%	4%	14%	29%	50%	4.21	.01	5,121

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

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

TABLE 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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	7%	11%	22%	29%	30%	3.63	.03	2,279
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	23%	30%	27%	3.56	.00	111,606
Aggregated Retail Units	YOUR INSTITUTION	6%	11%	22%	30%	32%	3.72	.03	1,656
Aggregated Retail Units	ENTIRE SAMPLE	7%	12%	22%	29%	30%	3.64	.00	63,359
Aggregated Dining Halls	YOUR INSTITUTION	12%	13%	22%	28%	24%	3.40	.05	623
Aggregated Dining Halls	ENTIRE SAMPLE	8%	14%	24%	30%	23%	3.45	.01	48,247
Respondent Type - YOUR INSTITUTION	Student	8%	12%	23%	28%	29%	3.57	.03	1,753
	Faculty	6%	10%	19%	35%	29%	3.71	.11	124
	Administration/ Staff	5%	7%	20%	32%	37%	3.89	.06	389
	Other	8%	8%	23%	31%	31%	3.69	.35	13
Respondent Type - ENTIRE SAMPLE	Student	8%	14%	24%	29%	25%	3.49	.00	93,332
	Faculty	6%	10%	19%	30%	35%	3.79	.02	4,146
	Administration/Staff	4%	8%	19%	33%	37%	3.91	.01	12,539
	Other	3%	7%	19%	29%	42%	3.99	.03	1,051
Student Class Status - YOUR INSTITUTION	First year	9%	14%	22%	28%	26%	3.48	.05	675
	Sophomore	6%	12%	27%	24%	32%	3.63	.07	329
	Junior	6%	11%	23%	29%	31%	3.68	.07	332
	Senior	6%	13%	18%	28%	35%	3.73	.09	210
	Graduate	13%	10%	22%	34%	22%	3.41	.09	200
	Other			29%	29%	43%	4.14	.34	7
Student Class Status - ENTIRE SAMPLE	First year	8%	15%	24%	29%	24%	3.47	.01	38,139
	Sophomore	9%	14%	24%	29%	24%	3.44	.01	19,957
	Junior	8%	13%	23%	29%	26%	3.52	.01	15,694
	Senior	7%	13%	23%	30%	27%	3.56	.01	13,208
	Graduate	7%	12%	22%	33%	26%	3.61	.02	5,449
	Other	6%	12%	22%	30%	30%	3.67	.04	709
Gender - YOUR INSTITUTION	Female	7%	12%	21%	28%	32%	3.65	.03	1,446
	Male	7%	10%	23%	32%	28%	3.63	.04	809
	Transgender	17%		17%	50%	17%	3.50	.56	6
	Other Identity	22%	11%	39%	11%	17%	2.89	.32	18
Gender - ENTIRE SAMPLE	Female	8%	14%	22%	29%	26%	3.50	.00	67,414
	Male	6%	11%	23%	32%	28%	3.65	.01	40,988
	Transgender	11%	12%	22%	28%	27%	3.48	.06	553
	Other Identity	11%	14%	24%	28%	24%	3.41	.04	876
Live... - YOUR INSTITUTION	On campus	10%	14%	23%	28%	25%	3.45	.05	791
	Off campus	6%	10%	22%	30%	33%	3.73	.03	1,488
Live... - ENTIRE SAMPLE	On campus	9%	15%	24%	29%	23%	3.42	.00	64,392
	Off campus	5%	10%	21%	31%	32%	3.75	.01	44,746
NACUFS Region - YOUR INSTITUTION	Southern	7%	11%	22%	29%	30%	3.63	.03	2,279
NACUFS Region - ENTIRE SAMPLE	Continental	6%	13%	24%	32%	26%	3.58	.01	12,821
	Mid-Atlantic	9%	14%	21%	26%	29%	3.52	.01	9,166
	Midwest	7%	14%	23%	30%	26%	3.55	.01	38,821
	Northeast	8%	13%	22%	30%	28%	3.57	.01	19,683
	Pacific	7%	13%	25%	30%	25%	3.53	.01	12,144
	Southern	8%	13%	22%	29%	29%	3.58	.01	18,971
Institution Type - YOUR INSTITUTION	Public	7%	11%	22%	29%	30%	3.63	.03	2,279
Institution Type - ENTIRE SAMPLE	Public	7%	13%	22%	30%	28%	3.58	.00	84,969
	Private	7%	14%	24%	30%	24%	3.50	.01	26,637
Institution Type - YOUR INSTITUTION	Primarily 4-year	7%	11%	22%	29%	30%	3.63	.03	2,279
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	10%	23%	30%	29%	3.61	.04	1,109
	Primarily 4-year	7%	13%	23%	30%	27%	3.56	.00	110,497
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	11%	22%	29%	30%	3.63	.03	2,279
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	22%	30%	27%	3.57	.00	91,818
	Mainly Contracted	8%	14%	25%	29%	24%	3.48	.01	18,515
	Combination of Both	6%	12%	23%	31%	27%	3.62	.03	1,273
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	7%	11%	22%	29%	30%	3.63	.03	2,279
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	9%	15%	25%	30%	21%	3.38	.01	7,026
	2,500 to 10,000	8%	13%	21%	26%	32%	3.61	.01	20,585
	10,001 to 20,000	7%	13%	24%	31%	26%	3.56	.01	29,356
	Over 20,000	7%	13%	23%	30%	27%	3.56	.01	54,639
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	10%	24%	29%	32%	3.74	.05	587
	Express Unit	6%	13%	26%	29%	26%	3.55	.07	328
	Specialty Coffee Shop/ Juice Bar	9%	12%	22%	31%	26%	3.54	.08	261
	Sit-down Restaurant	5%	9%	16%	30%	40%	3.91	.05	480
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	13%	23%	28%	28%	3.55	.01	17,949
	Marketplace	8%	15%	23%	30%	24%	3.49	.01	10,656
	Express Unit	5%	11%	22%	28%	34%	3.75	.01	14,774
	Specialty Coffee Shop/ Juice Bar	5%	11%	22%	32%	31%	3.74	.01	10,034
	Sit-down Restaurant	5%	10%	20%	30%	35%	3.80	.02	4,122
	Convenience Store	7%	13%	22%	29%	29%	3.61	.02	5,824

*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	17%	11%	13%	21%	37%	3.52	.03	1,827
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	18%	11%	15%	22%	35%	3.45	.01	86,828
Aggregated Retail Units	YOUR INSTITUTION	17%	11%	13%	22%	37%	3.50	.04	1,350
Aggregated Retail Units	ENTIRE SAMPLE	17%	10%	15%	22%	36%	3.49	.01	48,728
Aggregated Dining Halls	YOUR INSTITUTION	14%	13%	13%	20%	39%	3.57	.07	477
Aggregated Dining Halls	ENTIRE SAMPLE	18%	11%	16%	21%	33%	3.40	.01	38,100
Respondent Type - YOUR INSTITUTION	Student	17%	12%	13%	21%	37%	3.49	.04	1,445
	Faculty	13%	8%	20%	20%	40%	3.67	.15	87
	Administration/ Staff	17%	10%	11%	24%	38%	3.57	.09	286
	Other	11%	11%	11%	22%	44%	3.78	.49	9
Respondent Type - ENTIRE SAMPLE	Student	17%	11%	16%	22%	35%	3.46	.01	73,954
	Faculty	17%	10%	14%	23%	36%	3.51	.03	3,010
	Administration/Staff	20%	12%	14%	23%	31%	3.32	.02	8,788
	Other	15%	10%	17%	21%	38%	3.58	.05	751
Student Class Status - YOUR INSTITUTION	First year	20%	12%	11%	22%	35%	3.40	.07	561
	Sophomore	12%	11%	13%	27%	37%	3.64	.08	276
	Junior	17%	11%	18%	19%	35%	3.46	.09	257
	Senior	13%	12%	12%	17%	47%	3.72	.11	178
	Graduate	19%	13%	17%	15%	36%	3.37	.12	168
	Other		20%	40%	20%	20%	3.40	.51	5
Student Class Status - ENTIRE SAMPLE	First year	19%	11%	16%	21%	33%	3.38	.01	30,302
	Sophomore	16%	11%	16%	21%	35%	3.48	.01	15,724
	Junior	16%	10%	16%	22%	36%	3.51	.01	12,472
	Senior	17%	10%	15%	21%	37%	3.51	.01	10,391
	Graduate	14%	9%	15%	24%	38%	3.61	.02	4,361
	Other	13%	10%	17%	24%	35%	3.58	.06	569
Gender - YOUR INSTITUTION	Female	15%	10%	14%	20%	41%	3.62	.04	1,168
	Male	20%	13%	13%	24%	30%	3.32	.06	642
	Transgender	17%	33%	17%	17%	17%	2.83	.60	6
	Other Identity	9%	18%	9%	18%	45%	3.73	.45	11
Gender - ENTIRE SAMPLE	Female	14%	10%	15%	22%	38%	3.61	.01	52,633
	Male	24%	12%	17%	20%	27%	3.16	.01	31,745
	Transgender	11%	8%	14%	21%	45%	3.81	.06	456
	Other Identity	14%	8%	16%	23%	39%	3.65	.05	694
Live... - YOUR INSTITUTION	On campus	17%	13%	13%	22%	35%	3.45	.06	656
	Off campus	16%	10%	14%	21%	39%	3.55	.04	1,171
Live... - ENTIRE SAMPLE	On campus	18%	11%	16%	21%	34%	3.43	.01	50,848
	Off campus	18%	10%	15%	22%	35%	3.45	.01	34,156
NACUFS Region - YOUR INSTITUTION	Southern	17%	11%	13%	21%	37%	3.52	.03	1,827
NACUFS Region - ENTIRE SAMPLE	Continental	24%	11%	16%	21%	27%	3.15	.02	9,319
	Mid-Atlantic	17%	11%	14%	18%	40%	3.54	.02	7,452
	Midwest	18%	12%	16%	22%	32%	3.37	.01	29,768
	Northeast	15%	10%	15%	23%	38%	3.58	.01	15,770
	Pacific	14%	10%	17%	22%	37%	3.60	.01	9,355
	Southern	17%	10%	15%	21%	37%	3.51	.01	15,164
Institution Type - YOUR INSTITUTION	Public	17%	11%	13%	21%	37%	3.52	.03	1,827
Institution Type - ENTIRE SAMPLE	Public	17%	10%	15%	21%	36%	3.49	.01	66,408
	Private	19%	13%	16%	22%	30%	3.31	.01	20,420
Institution Type - YOUR INSTITUTION	Primarily 4-year	17%	11%	13%	21%	37%	3.52	.03	1,827
Institution Type - ENTIRE SAMPLE	Primarily 2-year	23%	10%	15%	22%	30%	3.28	.06	772
	Primarily 4-year	17%	11%	15%	22%	35%	3.45	.01	86,056
Operation Type - YOUR INSTITUTION	Mainly Contracted	17%	11%	13%	21%	37%	3.52	.03	1,827
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	18%	11%	15%	22%	34%	3.44	.01	71,939
	Mainly Contracted	15%	11%	16%	22%	35%	3.50	.01	13,959
	Combination of Both	21%	12%	15%	21%	31%	3.30	.05	930
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	17%	11%	13%	21%	37%	3.52	.03	1,827
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	17%	10%	17%	25%	32%	3.46	.02	5,418
	2,500 to 10,000	14%	10%	14%	21%	41%	3.65	.01	16,395
	10,001 to 20,000	18%	11%	16%	22%	33%	3.42	.01	22,761
	Over 20,000	19%	11%	15%	21%	33%	3.39	.01	42,254
Type of Retail Unit - YOUR INSTITUTION	Food Court	19%	9%	13%	22%	36%	3.46	.07	483
	Express Unit	15%	14%	13%	22%	35%	3.47	.09	272
	Specialty Coffee Shop/ Juice Bar	12%	9%	16%	24%	39%	3.68	.09	215
	Sit-down Restaurant	19%	11%	12%	21%	37%	3.46	.08	380
Type of Retail Unit - ENTIRE SAMPLE	Food Court	19%	12%	15%	21%	34%	3.39	.01	13,632
	Marketplace	20%	11%	15%	22%	32%	3.35	.02	7,998
	Express Unit	15%	9%	14%	22%	40%	3.63	.01	11,878
	Specialty Coffee Shop/ Juice Bar	16%	10%	15%	23%	36%	3.54	.02	7,596
	Sit-down Restaurant	17%	9%	14%	23%	36%	3.53	.03	3,164
	Convenience Store	16%	10%	16%	23%	35%	3.49	.02	4,460

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	14%	9%	22%	24%	30%	3.48	.03	1,771
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	11%	25%	27%	30%	3.60	.00	86,088
Aggregated Retail Units	YOUR INSTITUTION	12%	8%	23%	25%	32%	3.57	.04	1,301
Aggregated Retail Units	ENTIRE SAMPLE	7%	10%	25%	26%	32%	3.66	.01	48,952
Aggregated Dining Halls	YOUR INSTITUTION	19%	11%	21%	23%	25%	3.23	.07	470
Aggregated Dining Halls	ENTIRE SAMPLE	9%	11%	26%	27%	26%	3.51	.01	37,136
Respondent Type - YOUR INSTITUTION	Student	16%	9%	23%	23%	30%	3.40	.04	1,395
	Faculty	9%	13%	24%	27%	26%	3.48	.13	95
	Administration/ Staff	7%	5%	20%	31%	37%	3.86	.07	271
	Other	10%		40%	20%	30%	3.60	.40	10
Respondent Type - ENTIRE SAMPLE	Student	8%	11%	26%	26%	28%	3.55	.00	72,815
	Faculty	7%	10%	20%	26%	36%	3.75	.02	3,161
	Administration/Staff	5%	7%	20%	29%	39%	3.92	.01	8,751
	Other	4%	8%	21%	24%	43%	3.94	.04	858
Student Class Status - YOUR INSTITUTION	First year	20%	10%	24%	19%	26%	3.22	.06	537
	Sophomore	15%	8%	22%	23%	33%	3.51	.09	260
	Junior	11%	12%	18%	25%	34%	3.59	.08	258
	Senior	13%	7%	20%	23%	36%	3.62	.11	171
	Graduate	14%	9%	29%	28%	20%	3.31	.10	163
	Other	17%		33%		50%	3.67	.67	6
Student Class Status - ENTIRE SAMPLE	First year	8%	11%	27%	26%	28%	3.56	.01	29,398
	Sophomore	9%	12%	26%	26%	27%	3.49	.01	15,533
	Junior	9%	11%	26%	26%	29%	3.55	.01	12,351
	Senior	8%	11%	25%	26%	29%	3.57	.01	10,380
	Graduate	8%	11%	23%	31%	27%	3.59	.02	4,436
	Other	7%	10%	26%	26%	30%	3.63	.05	562
Gender - YOUR INSTITUTION	Female	14%	10%	22%	21%	33%	3.48	.04	1,134
	Male	14%	6%	22%	30%	27%	3.50	.05	620
	Transgender	20%			80%		3.40	.60	5
	Other Identity	25%	17%	42%	17%		2.50	.31	12
Gender - ENTIRE SAMPLE	Female	9%	12%	24%	26%	29%	3.54	.01	51,950
	Male	6%	8%	27%	28%	31%	3.70	.01	31,307
	Transgender	12%	11%	21%	27%	29%	3.50	.06	489
	Other Identity	14%	15%	20%	26%	25%	3.34	.05	730
Live.... - YOUR INSTITUTION	On campus	21%	10%	22%	21%	26%	3.23	.06	626
	Off campus	11%	8%	23%	26%	33%	3.62	.04	1,145
Live.... - ENTIRE SAMPLE	On campus	9%	12%	27%	26%	27%	3.50	.01	49,632
	Off campus	6%	9%	23%	27%	34%	3.73	.01	34,192
NACUFS Region - YOUR INSTITUTION	Southern	14%	9%	22%	24%	30%	3.48	.03	1,771
NACUFS Region - ENTIRE SAMPLE	Continental	7%	10%	26%	27%	30%	3.62	.01	9,093
	Mid-Atlantic	9%	11%	23%	24%	33%	3.60	.02	7,203
	Midwest	7%	11%	26%	27%	29%	3.59	.01	29,672
	Northeast	8%	10%	24%	27%	31%	3.64	.01	15,556
	Pacific	7%	11%	27%	27%	28%	3.58	.01	9,812
	Southern	9%	11%	24%	25%	30%	3.56	.01	14,752
Institution Type - YOUR INSTITUTION	Public	14%	9%	22%	24%	30%	3.48	.03	1,771
Institution Type - ENTIRE SAMPLE	Public	8%	10%	25%	26%	30%	3.61	.00	65,789
	Private	7%	11%	26%	27%	28%	3.57	.01	20,299
Institution Type - YOUR INSTITUTION	Primarily 4-year	14%	9%	22%	24%	30%	3.48	.03	1,771
Institution Type - ENTIRE SAMPLE	Primarily 2-year	10%	8%	26%	25%	31%	3.60	.05	768
	Primarily 4-year	8%	11%	25%	27%	30%	3.60	.00	85,320
Operation Type - YOUR INSTITUTION	Mainly Contracted	14%	9%	22%	24%	30%	3.48	.03	1,771
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	10%	25%	27%	31%	3.63	.00	70,423
	Mainly Contracted	10%	12%	27%	26%	25%	3.45	.01	14,751
	Combination of Both	6%	9%	26%	28%	31%	3.68	.04	914
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	14%	9%	22%	24%	30%	3.48	.03	1,771
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	13%	27%	26%	23%	3.38	.02	5,201
	2,500 to 10,000	9%	10%	23%	23%	35%	3.65	.01	16,308
	10,001 to 20,000	7%	11%	27%	28%	28%	3.61	.01	22,862
	Over 20,000	8%	11%	25%	27%	29%	3.60	.01	41,717
Type of Retail Unit - YOUR INSTITUTION	Food Court	12%	6%	22%	22%	37%	3.65	.06	454
	Express Unit	13%	9%	27%	24%	28%	3.46	.08	264
	Specialty Coffee Shop/ Juice Bar	15%	10%	24%	26%	24%	3.34	.09	213
	Sit-down Restaurant	11%	8%	20%	27%	35%	3.67	.07	370
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	11%	25%	25%	30%	3.58	.01	13,556
	Marketplace	8%	11%	27%	28%	27%	3.55	.01	7,872
	Express Unit	6%	10%	23%	25%	36%	3.75	.01	11,989
	Specialty Coffee Shop/ Juice Bar	6%	9%	24%	27%	34%	3.74	.01	7,731
	Sit-down Restaurant	6%	9%	23%	26%	36%	3.76	.02	3,260
	Convenience Store	7%	10%	25%	26%	32%	3.67	.02	4,544

*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%	5%	29%	64%	4.55	.01	2,161
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	56%	4.41	.00	100,806
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	5%	28%	66%	4.58	.02	1,583
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	31%	59%	4.47	.00	56,840
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	6%	33%	59%	4.49	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	35%	51%	4.34	.00	43,966
Respondent Type - YOUR INSTITUTION	Student	0%	1%	5%	29%	64%	4.54	.02	1,682
	Faculty		3%	4%	32%	61%	4.51	.07	105
	Administration/ Staff		1%	4%	28%	67%	4.62	.03	362
	Other			8%	25%	67%	4.58	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	33%	54%	4.38	.00	85,773
	Faculty	0%	1%	5%	32%	62%	4.55	.01	3,384
	Administration/Staff	0%	0%	3%	28%	69%	4.64	.01	10,413
	Other	1%	2%	8%	25%	63%	4.46	.03	885
Student Class Status - YOUR INSTITUTION	First year	0%	2%	6%	30%	61%	4.51	.03	654
	Sophomore	0%	0%	6%	26%	68%	4.61	.04	320
	Junior	1%	2%	6%	29%	63%	4.51	.04	309
	Senior		2%	3%	31%	64%	4.58	.04	197
	Graduate	1%	1%	7%	26%	66%	4.56	.05	196
	Other				17%	83%	4.83	.17	6
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	33%	53%	4.37	.00	35,226
	Sophomore	1%	2%	11%	35%	52%	4.36	.01	18,321
	Junior	1%	2%	9%	32%	56%	4.41	.01	14,378
	Senior	1%	2%	10%	32%	56%	4.41	.01	12,105
	Graduate	1%	2%	9%	36%	52%	4.36	.01	4,945
	Other	1%	2%	13%	34%	51%	4.33	.03	646
Gender - YOUR INSTITUTION	Female	0%	1%	4%	27%	68%	4.62	.02	1,381
	Male	1%	2%	7%	33%	58%	4.45	.03	755
	Transgender			29%	71%		3.71	.18	7
	Other Identity		6%	6%	33%	56%	4.39	.20	18
Gender - ENTIRE SAMPLE	Female	0%	1%	8%	31%	58%	4.46	.00	60,763
	Male	1%	2%	11%	34%	52%	4.35	.00	37,335
	Transgender	1%	4%	10%	37%	48%	4.28	.04	493
	Other Identity	2%	2%	13%	34%	49%	4.26	.03	782
Live.... - YOUR INSTITUTION	On campus	0%	2%	7%	30%	61%	4.50	.03	767
	Off campus	0%	1%	4%	28%	66%	4.59	.02	1,394
Live.... - ENTIRE SAMPLE	On campus	1%	2%	10%	34%	53%	4.37	.00	59,236
	Off campus	1%	1%	8%	31%	60%	4.48	.00	39,561
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	5%	29%	64%	4.55	.01	2,161
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	36%	51%	4.36	.01	11,543
	Mid-Atlantic	0%	1%	8%	29%	61%	4.49	.01	8,600
	Midwest	1%	2%	10%	35%	52%	4.35	.00	34,731
	Northeast	0%	1%	8%	31%	59%	4.47	.01	17,749
	Pacific	1%	2%	10%	32%	55%	4.39	.01	10,699
	Southern	1%	1%	8%	29%	61%	4.49	.01	17,484
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	29%	64%	4.55	.01	2,161
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	32%	57%	4.42	.00	76,683
	Private	1%	2%	10%	35%	53%	4.38	.00	24,123
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	29%	64%	4.55	.01	2,161
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	27%	63%	4.50	.03	918
	Primarily 4-year	1%	2%	9%	33%	56%	4.41	.00	99,888
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	29%	64%	4.55	.01	2,161
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	33%	56%	4.42	.00	83,133
	Mainly Contracted	1%	2%	10%	32%	55%	4.39	.01	16,569
	Combination of Both	1%	1%	8%	31%	59%	4.46	.02	1,104
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	5%	29%	64%	4.55	.01	2,161
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	10%	32%	56%	4.42	.01	6,524
	2,500 to 10,000	0%	1%	7%	27%	64%	4.53	.01	18,638
	10,001 to 20,000	1%	2%	10%	34%	53%	4.37	.00	26,304
	Over 20,000	1%	2%	10%	34%	54%	4.39	.00	49,340
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	5%	25%	68%	4.57	.03	561
	Express Unit	0%	1%	3%	29%	66%	4.60	.04	314
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	34%	59%	4.50	.04	252
	Sit-down Restaurant		1%	5%	26%	68%	4.61	.03	456
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	32%	58%	4.44	.01	16,007
	Marketplace	0%	1%	9%	35%	54%	4.41	.01	9,449
	Express Unit	1%	1%	8%	27%	63%	4.51	.01	13,473
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	29%	62%	4.52	.01	8,980
	Sit-down Restaurant	0%	1%	7%	28%	64%	4.54	.01	3,651
	Convenience Store	1%	1%	9%	31%	58%	4.45	.01	5,280

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	13%	32%	47%	4.15	.02	2,318
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	34%	49%	4.24	.00	113,166
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	13%	31%	50%	4.21	.02	1,695
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	12%	33%	51%	4.26	.00	64,561
Aggregated Dining Halls	YOUR INSTITUTION	5%	6%	15%	35%	40%	4.00	.04	623
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	13%	36%	46%	4.20	.00	48,605
Respondent Type - YOUR INSTITUTION	Student	3%	5%	14%	31%	47%	4.13	.02	1,780
	Faculty	3%	3%	13%	33%	48%	4.18	.09	122
	Administration/ Staff	2%	4%	9%	35%	50%	4.27	.05	403
	Other	15%		15%	23%	46%	3.85	.41	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	13%	35%	46%	4.20	.00	94,389
	Faculty	2%	3%	8%	28%	59%	4.39	.01	4,242
	Administration/Staff	2%	3%	8%	27%	60%	4.40	.01	12,917
	Other	2%	2%	7%	25%	65%	4.49	.03	1,069
Student Class Status - YOUR INSTITUTION	First year	4%	6%	16%	29%	45%	4.07	.04	682
	Sophomore	2%	4%	11%	33%	50%	4.26	.05	333
	Junior	2%	7%	12%	31%	47%	4.15	.06	337
	Senior	2%	5%	15%	32%	46%	4.15	.07	211
	Graduate	4%	5%	16%	30%	44%	4.06	.07	210
	Other	14%			43%	43%	4.00	.53	7
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	13%	35%	47%	4.23	.00	38,461
	Sophomore	2%	4%	14%	35%	45%	4.17	.01	20,193
	Junior	2%	4%	13%	35%	46%	4.19	.01	15,903
	Senior	2%	3%	12%	35%	47%	4.21	.01	13,410
	Graduate	2%	3%	12%	38%	45%	4.20	.01	5,532
	Other	2%	3%	12%	35%	48%	4.24	.03	714
Gender - YOUR INSTITUTION	Female	3%	4%	13%	31%	50%	4.20	.03	1,470
	Male	3%	6%	14%	34%	43%	4.07	.04	822
	Transgender		14%	14%	71%		3.57	.30	7
	Other Identity	5%	11%	21%	21%	42%	3.84	.29	19
Gender - ENTIRE SAMPLE	Female	2%	3%	12%	33%	50%	4.26	.00	68,281
	Male	2%	4%	12%	35%	47%	4.20	.00	41,616
	Transgender	3%	2%	11%	29%	56%	4.33	.04	559
	Other Identity	3%	5%	14%	32%	47%	4.14	.03	893
Live... - YOUR INSTITUTION	On campus	4%	6%	16%	31%	44%	4.05	.04	801
	Off campus	2%	5%	12%	32%	49%	4.21	.03	1,517
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	35%	46%	4.19	.00	65,039
	Off campus	2%	3%	11%	32%	53%	4.30	.00	45,602
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	13%	32%	47%	4.15	.02	2,318
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	34%	52%	4.33	.01	13,061
	Mid-Atlantic	3%	4%	12%	32%	48%	4.17	.01	9,303
	Midwest	2%	3%	13%	35%	47%	4.23	.00	39,322
	Northeast	2%	3%	12%	33%	49%	4.24	.01	19,866
	Pacific	2%	4%	14%	35%	46%	4.21	.01	12,335
	Southern	2%	4%	12%	32%	50%	4.24	.01	19,279
Institution Type - YOUR INSTITUTION	Public	3%	5%	13%	32%	47%	4.15	.02	2,318
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	34%	48%	4.23	.00	86,172
	Private	2%	3%	11%	34%	50%	4.27	.01	26,994
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	13%	32%	47%	4.15	.02	2,318
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	11%	29%	54%	4.30	.03	1,146
	Primarily 4-year	2%	3%	12%	34%	49%	4.24	.00	112,020
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	13%	32%	47%	4.15	.02	2,318
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	12%	34%	49%	4.26	.00	92,950
	Mainly Contracted	3%	5%	14%	33%	45%	4.14	.01	18,903
	Combination of Both	1%	2%	11%	31%	54%	4.36	.02	1,313
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	5%	13%	32%	47%	4.15	.02	2,318
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	12%	33%	50%	4.29	.01	7,115
	2,500 to 10,000	3%	4%	13%	31%	50%	4.22	.01	20,908
	10,001 to 20,000	2%	3%	12%	34%	49%	4.25	.01	29,862
	Over 20,000	2%	3%	12%	35%	48%	4.23	.00	55,281
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	12%	29%	52%	4.23	.04	594
	Express Unit	1%	3%	15%	34%	47%	4.22	.05	339
	Specialty Coffee Shop/ Juice Bar	2%	8%	11%	35%	43%	4.10	.06	269
	Sit-down Restaurant	2%	4%	13%	27%	53%	4.24	.04	493
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	12%	34%	48%	4.23	.01	18,149
	Marketplace	3%	4%	14%	37%	42%	4.12	.01	10,779
	Express Unit	2%	3%	10%	30%	55%	4.33	.01	15,022
	Specialty Coffee Shop/ Juice Bar	2%	3%	11%	31%	54%	4.32	.01	10,345
	Sit-down Restaurant	2%	3%	11%	30%	53%	4.28	.01	4,204
	Convenience Store	2%	3%	10%	31%	55%	4.34	.01	6,062

*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%	2%	6%	28%	64%	4.53	.02	2,161
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	55%	4.40	.00	100,845
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	5%	26%	67%	4.58	.02	1,583
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	8%	30%	60%	4.48	.00	56,903
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	33%	56%	4.40	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	37%	49%	4.31	.00	43,942
Respondent Type - YOUR INSTITUTION	Student	1%	2%	6%	27%	64%	4.53	.02	1,681
	Faculty		3%	3%	33%	62%	4.53	.07	104
	Administration/ Staff		1%	5%	31%	63%	4.55	.03	364
	Other				42%	58%	4.58	.15	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	33%	54%	4.37	.00	85,728
	Faculty	0%	1%	5%	33%	62%	4.54	.01	3,415
	Administration/Staff	0%	1%	4%	30%	66%	4.60	.01	10,459
	Other	1%	2%	9%	31%	57%	4.40	.03	884
Student Class Status - YOUR INSTITUTION	First year	0%	3%	8%	29%	60%	4.45	.03	652
	Sophomore	0%	1%	6%	24%	69%	4.61	.04	321
	Junior	1%	1%	5%	27%	66%	4.57	.04	308
	Senior	1%	1%	4%	29%	66%	4.59	.05	199
	Graduate	2%	2%	7%	24%	67%	4.52	.06	195
	Other		17%		17%	67%	4.33	.49	6
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	34%	52%	4.35	.00	35,171
	Sophomore	1%	2%	11%	34%	52%	4.35	.01	18,353
	Junior	1%	2%	10%	31%	57%	4.41	.01	14,348
	Senior	1%	2%	9%	31%	57%	4.43	.01	12,098
	Graduate	1%	2%	9%	34%	55%	4.41	.01	4,960
	Other	1%	2%	13%	35%	49%	4.30	.03	648
Gender - YOUR INSTITUTION	Female	0%	2%	4%	25%	68%	4.59	.02	1,379
	Male	1%	2%	8%	32%	57%	4.43	.03	757
	Transgender			14%	86%		3.86	.14	7
	Other Identity			17%	28%	56%	4.39	.18	18
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	32%	58%	4.45	.00	60,843
	Male	1%	2%	11%	34%	52%	4.34	.00	37,273
	Transgender	1%	5%	11%	34%	50%	4.26	.04	490
	Other Identity	2%	4%	13%	35%	46%	4.21	.03	788
Live... - YOUR INSTITUTION	On campus	0%	2%	8%	29%	60%	4.46	.03	769
	Off campus	1%	1%	5%	27%	66%	4.57	.02	1,392
Live... - ENTIRE SAMPLE	On campus	1%	2%	11%	35%	52%	4.35	.00	59,233
	Off campus	1%	1%	7%	30%	60%	4.48	.00	39,586
NACUFS Region - YOUR INSTITUTION	Southern	0%	2%	6%	28%	64%	4.53	.02	2,161
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	36%	52%	4.36	.01	11,531
	Mid-Atlantic	0%	1%	8%	28%	62%	4.49	.01	8,601
	Midwest	1%	2%	10%	36%	51%	4.35	.00	34,754
	Northeast	0%	2%	9%	31%	58%	4.44	.01	17,753
	Pacific	1%	2%	10%	33%	54%	4.39	.01	10,709
	Southern	1%	2%	8%	29%	60%	4.47	.01	17,497
Institution Type - YOUR INSTITUTION	Public	0%	2%	6%	28%	64%	4.53	.02	2,161
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	32%	56%	4.41	.00	76,717
	Private	0%	2%	10%	35%	53%	4.37	.01	24,128
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	2%	6%	28%	64%	4.53	.02	2,161
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	7%	30%	61%	4.48	.03	915
	Primarily 4-year	1%	2%	9%	33%	55%	4.40	.00	99,930
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	2%	6%	28%	64%	4.53	.02	2,161
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	33%	55%	4.41	.00	83,185
	Mainly Contracted	1%	2%	10%	32%	54%	4.37	.01	16,557
	Combination of Both	1%	1%	6%	32%	59%	4.47	.02	1,103
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	2%	6%	28%	64%	4.53	.02	2,161
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	10%	35%	53%	4.38	.01	6,526
	2,500 to 10,000	0%	1%	8%	29%	61%	4.49	.01	18,665
	10,001 to 20,000	1%	2%	10%	34%	52%	4.36	.00	26,292
	Over 20,000	1%	2%	9%	33%	55%	4.40	.00	49,362
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	5%	26%	67%	4.58	.03	563
	Express Unit	1%	1%	5%	27%	65%	4.55	.04	314
	Specialty Coffee Shop/ Juice Bar	0%	0%	4%	29%	66%	4.60	.04	251
	Sit-down Restaurant		2%	5%	24%	69%	4.59	.03	455
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	8%	31%	59%	4.46	.01	16,021
	Marketplace	0%	2%	8%	33%	56%	4.44	.01	9,461
	Express Unit	1%	1%	8%	28%	62%	4.50	.01	13,479
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	29%	62%	4.51	.01	9,002
	Sit-down Restaurant	0%	2%	7%	29%	62%	4.51	.01	3,654
	Convenience Store	1%	2%	9%	30%	58%	4.44	.01	5,286

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	8%	15%	29%	45%	4.02	.02	2,314
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	14%	33%	44%	4.09	.00	113,037
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	15%	28%	45%	4.02	.03	1,690
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	14%	31%	45%	4.07	.00	64,573
Aggregated Dining Halls	YOUR INSTITUTION	4%	8%	13%	33%	42%	4.01	.04	624
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	35%	43%	4.12	.00	48,464
Respondent Type - YOUR INSTITUTION	Student	5%	8%	15%	29%	44%	3.99	.03	1,774
	Faculty	7%	7%	15%	32%	40%	3.91	.11	123
	Administration/ Staff	3%	6%	13%	29%	50%	4.17	.05	404
	Other	15%		23%		62%	3.92	.43	13
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	15%	33%	42%	4.06	.00	94,270
	Faculty	3%	5%	11%	28%	53%	4.23	.02	4,237
	Administration/Staff	3%	5%	11%	28%	53%	4.24	.01	12,909
	Other	2%	2%	11%	28%	57%	4.35	.03	1,066
Student Class Status - YOUR INSTITUTION	First year	4%	8%	17%	30%	41%	3.96	.04	682
	Sophomore	4%	11%	12%	25%	49%	4.03	.06	334
	Junior	3%	8%	15%	30%	44%	4.04	.06	331
	Senior	8%	7%	13%	26%	47%	3.98	.09	211
	Graduate	7%	5%	12%	33%	42%	3.97	.08	209
	Other		14%	14%	29%	43%	4.00	.44	7
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	15%	33%	43%	4.08	.01	38,377
	Sophomore	3%	6%	16%	33%	41%	4.02	.01	20,160
	Junior	3%	6%	15%	33%	43%	4.05	.01	15,889
	Senior	3%	6%	14%	33%	43%	4.06	.01	13,408
	Graduate	3%	5%	14%	35%	42%	4.08	.01	5,543
	Other	2%	5%	16%	32%	45%	4.13	.04	714
Gender - YOUR INSTITUTION	Female	4%	8%	15%	26%	47%	4.05	.03	1,467
	Male	5%	7%	13%	33%	41%	3.98	.04	821
	Transgender	14%		29%	43%	14%	3.43	.48	7
	Other Identity	16%	5%	26%	21%	32%	3.47	.33	19
Gender - ENTIRE SAMPLE	Female	3%	6%	14%	32%	45%	4.10	.00	68,262
	Male	3%	6%	15%	33%	43%	4.07	.01	41,514
	Transgender	4%	4%	14%	25%	53%	4.19	.05	557
	Other Identity	4%	6%	16%	30%	44%	4.04	.04	889
Live.... - YOUR INSTITUTION	On campus	4%	9%	17%	30%	40%	3.91	.04	802
	Off campus	4%	7%	13%	29%	47%	4.08	.03	1,512
Live.... - ENTIRE SAMPLE	On campus	3%	6%	15%	34%	42%	4.04	.00	64,931
	Off campus	3%	5%	13%	31%	48%	4.15	.00	45,590
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	15%	29%	45%	4.02	.02	2,314
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	13%	33%	47%	4.17	.01	13,041
	Mid-Atlantic	5%	7%	15%	29%	44%	3.98	.01	9,290
	Midwest	2%	6%	14%	34%	43%	4.10	.01	39,268
	Northeast	4%	6%	15%	32%	44%	4.06	.01	19,832
	Pacific	2%	6%	16%	34%	41%	4.05	.01	12,347
	Southern	3%	6%	13%	30%	47%	4.12	.01	19,259
Institution Type - YOUR INSTITUTION	Public	4%	8%	15%	29%	45%	4.02	.02	2,314
Institution Type - ENTIRE SAMPLE	Public	3%	6%	14%	32%	45%	4.10	.00	86,076
	Private	3%	6%	15%	33%	43%	4.07	.01	26,961
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	15%	29%	45%	4.02	.02	2,314
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	13%	29%	50%	4.20	.03	1,152
	Primarily 4-year	3%	6%	14%	33%	44%	4.09	.00	111,885
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	15%	29%	45%	4.02	.02	2,314
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	14%	33%	45%	4.11	.00	92,838
	Mainly Contracted	4%	7%	16%	32%	41%	3.99	.01	18,884
	Combination of Both	2%	4%	12%	33%	50%	4.25	.03	1,315
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	8%	15%	29%	45%	4.02	.02	2,314
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	15%	34%	43%	4.10	.01	7,098
	2,500 to 10,000	4%	7%	15%	29%	45%	4.04	.01	20,909
	10,001 to 20,000	3%	5%	14%	34%	45%	4.14	.01	29,802
	Over 20,000	3%	6%	15%	33%	44%	4.08	.00	55,228
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	14%	28%	48%	4.12	.04	591
	Express Unit	2%	7%	20%	26%	45%	4.06	.06	340
	Specialty Coffee Shop/ Juice Bar	7%	8%	15%	30%	40%	3.88	.08	265
	Sit-down Restaurant	6%	9%	13%	27%	45%	3.95	.06	494
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	16%	33%	42%	4.03	.01	18,164
	Marketplace	5%	9%	18%	32%	36%	3.83	.01	10,784
	Express Unit	3%	5%	13%	29%	50%	4.16	.01	15,030
	Specialty Coffee Shop/ Juice Bar	3%	5%	13%	30%	49%	4.16	.01	10,345
	Sit-down Restaurant	5%	8%	14%	29%	44%	4.01	.02	4,204
	Convenience Store	2%	4%	12%	30%	52%	4.27	.01	6,046

*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%	9%	28%	59%	4.43	.02	2,155
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	57%	4.41	.00	100,665
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	28%	60%	4.45	.02	1,577
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	31%	57%	4.41	.00	56,662
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	11%	29%	57%	4.39	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	30%	57%	4.41	.00	44,003
Respondent Type - YOUR INSTITUTION	Student	1%	3%	9%	27%	61%	4.44	.02	1,679
	Faculty		3%	7%	32%	58%	4.46	.07	103
	Administration/ Staff	1%	2%	10%	34%	53%	4.38	.04	361
	Other			8%	33%	58%	4.50	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	30%	58%	4.42	.00	85,660
	Faculty	1%	2%	8%	36%	53%	4.39	.01	3,385
	Administration/Staff	1%	2%	8%	34%	55%	4.39	.01	10,393
	Other	2%	4%	10%	32%	52%	4.27	.03	871
Student Class Status - YOUR INSTITUTION	First year	0%	2%	10%	25%	62%	4.47	.03	651
	Sophomore	1%	2%	7%	27%	63%	4.49	.04	321
	Junior	1%	3%	9%	29%	57%	4.37	.05	307
	Senior	1%	4%	8%	28%	60%	4.44	.06	199
	Graduate	2%	5%	9%	25%	59%	4.35	.07	195
	Other			17%	17%	67%	4.50	.34	6
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	29%	58%	4.43	.00	35,208
	Sophomore	1%	2%	10%	31%	57%	4.41	.01	18,309
	Junior	1%	2%	10%	29%	58%	4.41	.01	14,354
	Senior	1%	2%	9%	30%	58%	4.42	.01	12,068
	Graduate	1%	2%	11%	33%	54%	4.36	.01	4,932
	Other	2%	2%	11%	30%	55%	4.34	.04	641
Gender - YOUR INSTITUTION	Female	1%	2%	7%	28%	62%	4.49	.02	1,377
	Male	1%	4%	12%	28%	55%	4.32	.03	754
	Transgender				71%	29%	4.29	.18	7
	Other Identity		6%	12%	18%	65%	4.41	.23	17
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	30%	59%	4.46	.00	60,699
	Male	1%	3%	11%	32%	53%	4.34	.00	37,249
	Transgender	1%	4%	10%	30%	54%	4.32	.04	497
	Other Identity	2%	3%	12%	30%	52%	4.27	.03	783
Live... - YOUR INSTITUTION	On campus	0%	2%	10%	26%	62%	4.46	.03	767
	Off campus	1%	3%	9%	29%	58%	4.41	.02	1,388
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	30%	58%	4.44	.00	59,254
	Off campus	1%	3%	10%	32%	55%	4.38	.00	39,421
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	9%	28%	59%	4.43	.02	2,155
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	52%	4.34	.01	11,508
	Mid-Atlantic	1%	2%	8%	27%	62%	4.49	.01	8,592
	Midwest	1%	2%	10%	32%	55%	4.37	.00	34,672
	Northeast	1%	2%	8%	29%	60%	4.46	.01	17,757
	Pacific	1%	2%	10%	31%	56%	4.40	.01	10,664
Institution Type - YOUR INSTITUTION	Southern	1%	2%	9%	28%	61%	4.45	.01	17,472
	Public	1%	3%	9%	28%	59%	4.43	.02	2,155
	Private	1%	2%	10%	33%	53%	4.36	.01	24,108
	Primarily 4-year	1%	3%	9%	28%	59%	4.43	.02	2,155
	Primarily 2-year	1%	3%	9%	32%	55%	4.36	.03	912
Operation Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	10%	31%	57%	4.41	.00	99,753
	Mainly Contracted	1%	3%	9%	28%	59%	4.43	.02	2,155
	Mainly Self-operated	1%	2%	9%	31%	57%	4.42	.00	83,073
Operation Type - ENTIRE SAMPLE	Mainly Contracted	1%	3%	10%	30%	56%	4.38	.01	16,485
	Combination of Both	1%	2%	7%	33%	57%	4.43	.02	1,107
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	9%	28%	59%	4.43	.02	2,155
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	33%	54%	4.38	.01	6,473
	2,500 to 10,000	1%	2%	8%	27%	63%	4.49	.01	18,602
	10,001 to 20,000	1%	2%	10%	31%	56%	4.39	.00	26,261
	Over 20,000	1%	2%	10%	31%	56%	4.39	.00	49,329
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	8%	28%	61%	4.45	.04	560
	Express Unit	1%	3%	10%	28%	58%	4.39	.05	315
	Specialty Coffee Shop/ Juice Bar	0%	2%	7%	28%	62%	4.50	.05	250
	Sit-down Restaurant	0%	2%	9%	28%	60%	4.46	.04	452
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	31%	55%	4.38	.01	15,959
	Marketplace	1%	2%	10%	33%	54%	4.38	.01	9,431
	Express Unit	1%	2%	9%	29%	59%	4.43	.01	13,407
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	59%	4.45	.01	8,964
	Sit-down Restaurant	1%	2%	10%	32%	56%	4.39	.01	3,621
	Convenience Store	1%	2%	9%	29%	59%	4.45	.01	5,280

*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 Dissatisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	9%	14%	30%	43%	3.96	.02	2,310
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	10%	15%	29%	40%	3.85	.00	112,645
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	13%	29%	45%	4.03	.03	1,683
Aggregated Retail Units	ENTIRE SAMPLE	5%	9%	15%	29%	43%	3.96	.00	64,120
Aggregated Dining Halls	YOUR INSTITUTION	8%	9%	16%	30%	37%	3.79	.05	627
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	16%	29%	35%	3.71	.01	48,525
Respondent Type - YOUR INSTITUTION	Student	6%	10%	15%	29%	40%	3.87	.03	1,775
	Faculty	3%	7%	10%	33%	46%	4.12	.10	121
	Administration/ Staff	2%	3%	10%	30%	54%	4.32	.05	401
	Other	8%		31%	8%	54%	4.00	.36	13
Respondent Type - ENTIRE SAMPLE	Student	7%	12%	16%	29%	36%	3.77	.00	94,186
	Faculty	3%	5%	12%	28%	52%	4.20	.02	4,180
	Administration/Staff	2%	4%	10%	28%	56%	4.31	.01	12,710
	Other	3%	2%	13%	26%	56%	4.31	.03	1,031
Student Class Status - YOUR INSTITUTION	First year	6%	11%	17%	30%	35%	3.78	.05	682
	Sophomore	5%	9%	15%	27%	44%	3.97	.06	334
	Junior	5%	12%	11%	30%	42%	3.92	.07	333
	Senior	7%	9%	11%	29%	44%	3.95	.09	209
	Graduate	8%	7%	16%	28%	41%	3.88	.09	210
	Other		14%	14%	43%	29%	3.86	.40	7
Student Class Status - ENTIRE SAMPLE	First year	8%	13%	17%	28%	34%	3.66	.01	38,431
	Sophomore	7%	12%	16%	29%	36%	3.75	.01	20,116
	Junior	6%	10%	15%	29%	39%	3.86	.01	15,862
	Senior	5%	10%	15%	30%	40%	3.89	.01	13,377
	Graduate	5%	10%	15%	32%	38%	3.90	.02	5,517
	Other	3%	10%	14%	29%	44%	3.99	.04	700
Gender - YOUR INSTITUTION	Female	4%	8%	13%	28%	46%	4.03	.03	1,465
	Male	6%	9%	15%	33%	37%	3.87	.04	819
	Transgender	14%	14%		43%	29%	3.57	.57	7
	Other Identity	5%	16%	32%	32%	16%	3.37	.26	19
Gender - ENTIRE SAMPLE	Female	6%	11%	15%	29%	40%	3.86	.00	67,972
	Male	6%	10%	16%	29%	38%	3.83	.01	41,441
	Transgender	6%	11%	12%	27%	44%	3.93	.05	563
	Other Identity	8%	9%	17%	27%	39%	3.81	.04	876
Live.... - YOUR INSTITUTION	On campus	7%	13%	16%	31%	34%	3.72	.04	803
	Off campus	4%	7%	13%	29%	47%	4.09	.03	1,507
Live.... - ENTIRE SAMPLE	On campus	8%	13%	16%	28%	35%	3.69	.01	64,983
	Off campus	4%	7%	14%	29%	46%	4.07	.01	45,180
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	14%	30%	43%	3.96	.02	2,310
NACUFS Region - ENTIRE SAMPLE	Continental	5%	11%	16%	30%	38%	3.84	.01	13,000
	Mid-Atlantic	6%	10%	14%	28%	41%	3.88	.01	9,281
	Midwest	6%	10%	15%	29%	39%	3.85	.01	39,061
	Northeast	7%	10%	15%	28%	40%	3.84	.01	19,814
	Pacific	6%	11%	16%	30%	37%	3.82	.01	12,277
	Southern	6%	10%	15%	28%	41%	3.88	.01	19,212
Institution Type - YOUR INSTITUTION	Public	5%	9%	14%	30%	43%	3.96	.02	2,310
Institution Type - ENTIRE SAMPLE	Public	6%	10%	15%	29%	39%	3.85	.00	85,842
	Private	6%	11%	15%	28%	40%	3.86	.01	26,803
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	9%	14%	30%	43%	3.96	.02	2,310
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	7%	14%	26%	50%	4.13	.03	1,138
	Primarily 4-year	6%	11%	15%	29%	39%	3.85	.00	111,507
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	14%	30%	43%	3.96	.02	2,310
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	10%	15%	29%	40%	3.86	.00	92,570
	Mainly Contracted	7%	11%	16%	29%	38%	3.80	.01	18,766
	Combination of Both	5%	11%	15%	28%	41%	3.90	.03	1,309
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	9%	14%	30%	43%	3.96	.02	2,310
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	9%	15%	29%	41%	3.91	.01	7,065
	2,500 to 10,000	8%	11%	14%	26%	40%	3.80	.01	20,763
	10,001 to 20,000	6%	10%	15%	29%	40%	3.87	.01	29,702
	Over 20,000	6%	11%	16%	29%	39%	3.85	.01	55,115
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	8%	16%	28%	44%	4.01	.05	592
	Express Unit	4%	15%	16%	30%	35%	3.76	.07	339
	Specialty Coffee Shop/ Juice Bar	5%	12%	11%	32%	39%	3.88	.07	267
	Sit-down Restaurant	3%	3%	9%	29%	56%	4.31	.04	485
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	16%	30%	38%	3.85	.01	17,976
	Marketplace	7%	12%	16%	30%	36%	3.77	.01	10,720
	Express Unit	4%	8%	14%	27%	47%	4.06	.01	14,926
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	30%	45%	4.04	.01	10,280
	Sit-down Restaurant	3%	7%	14%	28%	47%	4.09	.02	4,171
	Convenience Store	5%	6%	12%	27%	51%	4.12	.01	6,047

*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%	3%	8%	28%	61%	4.47	.02	2,150
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	12%	32%	52%	4.31	.00	100,234
Aggregated Retail Units	YOUR INSTITUTION	0%	2%	7%	27%	63%	4.49	.02	1,573
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	56%	4.39	.00	56,554
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	10%	30%	57%	4.40	.03	577
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	34%	47%	4.22	.00	43,680
Respondent Type - YOUR INSTITUTION	Student	0%	3%	9%	27%	60%	4.44	.02	1,674
	Faculty	1%	1%	4%	31%	63%	4.54	.07	103
	Administration/ Staff	0%		4%	30%	65%	4.60	.03	361
	Other			17%	17%	67%	4.50	.23	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	13%	33%	50%	4.27	.00	85,163
	Faculty	0%	1%	6%	32%	60%	4.51	.01	3,396
	Administration/Staff	0%	1%	5%	28%	66%	4.60	.01	10,446
	Other	1%	3%	10%	25%	61%	4.42	.03	879
Student Class Status - YOUR INSTITUTION	First year	0%	5%	10%	27%	58%	4.38	.03	649
	Sophomore	1%	1%	7%	27%	64%	4.52	.04	321
	Junior	1%	3%	9%	30%	58%	4.42	.05	306
	Senior		3%	8%	30%	59%	4.45	.06	196
	Graduate	1%	3%	9%	24%	64%	4.47	.06	196
	Other			17%		83%	4.67	.33	6
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	33%	49%	4.25	.00	34,947
	Sophomore	1%	4%	14%	34%	48%	4.25	.01	18,211
	Junior	1%	4%	12%	32%	52%	4.30	.01	14,279
	Senior	1%	3%	12%	32%	52%	4.32	.01	12,018
	Graduate	1%	3%	13%	34%	49%	4.28	.01	4,926
	Other	1%	2%	11%	36%	49%	4.29	.03	638
Gender - YOUR INSTITUTION	Female	0%	2%	7%	26%	65%	4.54	.02	1,373
	Male	1%	4%	10%	30%	56%	4.36	.03	753
	Transgender			14%	71%	14%	4.00	.22	7
	Other Identity		12%	24%	29%	35%	3.88	.26	17
Gender - ENTIRE SAMPLE	Female	1%	2%	10%	31%	55%	4.38	.00	60,487
	Male	1%	4%	14%	34%	47%	4.21	.00	37,063
	Transgender	2%	3%	13%	34%	48%	4.22	.04	489
	Other Identity	2%	5%	15%	32%	46%	4.14	.04	775
Live... - YOUR INSTITUTION	On campus	0%	4%	11%	28%	57%	4.37	.03	763
	Off campus	1%	2%	6%	28%	64%	4.52	.02	1,387
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	34%	49%	4.26	.00	58,823
	Off campus	1%	2%	10%	30%	57%	4.40	.00	39,437
NACUFS Region - YOUR INSTITUTION	Southern	0%	3%	8%	28%	61%	4.47	.02	2,150
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	13%	36%	47%	4.25	.01	11,434
	Mid-Atlantic	1%	3%	11%	30%	55%	4.36	.01	8,564
	Midwest	1%	4%	13%	34%	48%	4.24	.00	34,454
	Northeast	1%	3%	11%	31%	55%	4.37	.01	17,704
	Pacific	1%	3%	11%	32%	53%	4.33	.01	10,647
	Southern	1%	2%	11%	28%	58%	4.40	.01	17,431
Institution Type - YOUR INSTITUTION	Public	0%	3%	8%	28%	61%	4.47	.02	2,150
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	32%	53%	4.33	.00	76,198
	Private	1%	3%	13%	34%	49%	4.28	.01	24,036
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	3%	8%	28%	61%	4.47	.02	2,150
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	27%	62%	4.48	.03	922
	Primarily 4-year	1%	3%	12%	32%	52%	4.31	.00	99,312
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	3%	8%	28%	61%	4.47	.02	2,150
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	12%	32%	52%	4.32	.00	82,737
	Mainly Contracted	1%	3%	13%	32%	52%	4.30	.01	16,392
	Combination of Both	1%	2%	10%	31%	56%	4.39	.03	1,105
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	3%	8%	28%	61%	4.47	.02	2,150
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	32%	54%	4.38	.01	6,479
	2,500 to 10,000	1%	2%	9%	27%	61%	4.46	.01	18,555
	10,001 to 20,000	1%	3%	13%	34%	49%	4.28	.01	26,131
	Over 20,000	1%	4%	13%	34%	49%	4.27	.00	49,069
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	7%	26%	64%	4.48	.03	557
	Express Unit	0%	3%	8%	29%	60%	4.45	.04	310
	Specialty Coffee Shop/ Juice Bar	0%	3%	8%	29%	59%	4.44	.05	251
	Sit-down Restaurant	0%	1%	6%	27%	65%	4.56	.03	455
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	31%	54%	4.36	.01	15,900
	Marketplace	1%	3%	13%	35%	48%	4.27	.01	9,404
	Express Unit	1%	2%	10%	29%	59%	4.43	.01	13,402
	Specialty Coffee Shop/ Juice Bar	0%	2%	9%	30%	59%	4.45	.01	8,943
	Sit-down Restaurant	0%	2%	9%	29%	60%	4.46	.01	3,630
	Convenience Store	1%	2%	11%	30%	56%	4.38	.01	5,275

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	12%	28%	51%	4.19	.02	2,307
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	29%	53%	4.27	.00	112,185
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	11%	29%	52%	4.24	.02	1,686
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	29%	55%	4.30	.00	64,117
Aggregated Dining Halls	YOUR INSTITUTION	5%	8%	14%	25%	48%	4.04	.05	621
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	30%	50%	4.23	.00	48,068
Respondent Type - YOUR INSTITUTION	Student	4%	6%	13%	27%	50%	4.13	.03	1,771
	Faculty	2%	2%	4%	39%	52%	4.36	.08	122
	Administration/ Staff	2%	2%	9%	29%	58%	4.38	.04	401
	Other	15%		15%	15%	54%	3.92	.42	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	13%	31%	50%	4.23	.00	93,538
	Faculty	1%	2%	7%	24%	66%	4.52	.01	4,213
	Administration/Staff	2%	3%	7%	23%	65%	4.48	.01	12,837
	Other	2%	2%	10%	20%	67%	4.50	.03	1,060
Student Class Status - YOUR INSTITUTION	First year	4%	8%	15%	26%	47%	4.04	.04	678
	Sophomore	2%	7%	11%	26%	54%	4.23	.06	334
	Junior	3%	5%	13%	27%	52%	4.19	.06	333
	Senior	3%	6%	14%	29%	49%	4.14	.07	210
	Graduate	4%	5%	11%	29%	50%	4.16	.08	209
	Other	14%			14%	71%	4.29	.57	7
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	30%	50%	4.23	.00	38,077
	Sophomore	2%	4%	13%	31%	50%	4.22	.01	19,965
	Junior	2%	4%	13%	30%	51%	4.23	.01	15,777
	Senior	2%	4%	12%	31%	51%	4.25	.01	13,342
	Graduate	2%	3%	11%	33%	51%	4.27	.01	5,496
	Other	2%	4%	12%	30%	52%	4.26	.04	710
Gender - YOUR INSTITUTION	Female	3%	5%	11%	26%	54%	4.23	.03	1,461
	Male	4%	6%	13%	31%	47%	4.11	.04	821
	Transgender			29%	57%	14%	3.86	.26	7
	Other Identity	6%		33%	17%	44%	3.94	.27	18
Gender - ENTIRE SAMPLE	Female	2%	4%	12%	29%	54%	4.29	.00	67,705
	Male	2%	4%	12%	31%	51%	4.25	.00	41,257
	Transgender	2%	4%	12%	23%	59%	4.33	.04	556
	Other Identity	3%	4%	15%	26%	52%	4.19	.04	879
Live... - YOUR INSTITUTION	On campus	4%	8%	16%	27%	46%	4.02	.04	799
	Off campus	3%	4%	10%	28%	54%	4.27	.03	1,508
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	31%	50%	4.21	.00	64,384
	Off campus	2%	3%	10%	28%	57%	4.35	.00	45,317
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	12%	28%	51%	4.19	.02	2,307
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	10%	30%	55%	4.34	.01	12,929
	Mid-Atlantic	3%	5%	12%	27%	53%	4.23	.01	9,231
	Midwest	2%	4%	13%	31%	51%	4.26	.00	38,829
	Northeast	2%	3%	12%	29%	55%	4.31	.01	19,748
	Pacific	2%	3%	14%	31%	50%	4.25	.01	12,256
Institution Type - YOUR INSTITUTION	Southern	3%	4%	12%	27%	54%	4.25	.01	19,192
	Public	3%	5%	12%	28%	51%	4.19	.02	2,307
	Private	2%	4%	12%	30%	52%	4.25	.00	85,434
	Primarily 4-year	3%	5%	12%	28%	51%	4.19	.02	2,307
	Primarily 2-year	2%	3%	11%	24%	59%	4.35	.03	1,143
Operation Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	12%	29%	53%	4.27	.00	111,042
	Mainly Contracted	3%	5%	12%	28%	51%	4.19	.02	2,307
	Mainly Self-operated	2%	3%	12%	30%	53%	4.29	.00	92,146
Operation Type - ENTIRE SAMPLE	Mainly Contracted	3%	5%	14%	29%	50%	4.18	.01	18,734
	Combination of Both	1%	3%	12%	27%	57%	4.36	.02	1,305
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	5%	12%	28%	51%	4.19	.02	2,307
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	28%	56%	4.35	.01	7,073
	2,500 to 10,000	3%	4%	12%	27%	55%	4.27	.01	20,761
	10,001 to 20,000	2%	3%	12%	30%	53%	4.28	.01	29,595
	Over 20,000	2%	4%	12%	30%	52%	4.26	.00	54,756
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	12%	27%	54%	4.23	.04	590
	Express Unit	1%	5%	13%	32%	48%	4.20	.05	338
	Specialty Coffee Shop/ Juice Bar	2%	5%	11%	33%	49%	4.21	.06	267
	Sit-down Restaurant	2%	6%	10%	27%	56%	4.29	.04	491
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	30%	52%	4.26	.01	17,991
	Marketplace	3%	4%	13%	32%	48%	4.18	.01	10,698
	Express Unit	2%	3%	10%	27%	58%	4.37	.01	14,933
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	27%	58%	4.37	.01	10,286
	Sit-down Restaurant	2%	4%	10%	28%	56%	4.33	.01	4,177
	Convenience Store	2%	3%	11%	27%	58%	4.36	.01	6,032

*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%	2%	7%	26%	64%	4.51	.02	2,151
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	31%	54%	4.35	.00	100,369
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	25%	66%	4.54	.02	1,575
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	29%	58%	4.42	.00	56,555
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	9%	27%	60%	4.44	.03	576
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	13%	33%	49%	4.26	.00	43,814
Respondent Type - YOUR INSTITUTION	Student	0%	2%	9%	26%	63%	4.48	.02	1,673
	Faculty	2%	2%	3%	25%	69%	4.56	.08	105
	Administration/ Staff		1%	2%	27%	70%	4.65	.03	361
	Other			17%	17%	67%	4.50	.23	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	32%	52%	4.31	.00	85,338
	Faculty	0%	1%	6%	31%	62%	4.51	.01	3,381
	Administration/Staff	0%	1%	4%	27%	68%	4.62	.01	10,417
	Other	1%	2%	8%	26%	62%	4.45	.03	876
Student Class Status - YOUR INSTITUTION	First year	0%	3%	10%	25%	62%	4.45	.03	647
	Sophomore	1%	2%	7%	25%	66%	4.54	.04	322
	Junior	1%	1%	8%	30%	60%	4.49	.04	308
	Senior	1%	3%	8%	27%	62%	4.47	.06	197
	Graduate	1%	3%	9%	22%	66%	4.49	.06	193
	Other			17%	17%	67%	4.50	.34	6
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	32%	52%	4.30	.00	35,059
	Sophomore	1%	4%	13%	32%	51%	4.29	.01	18,244
	Junior	1%	3%	11%	30%	55%	4.35	.01	14,310
	Senior	1%	3%	11%	31%	55%	4.35	.01	12,020
	Graduate	1%	3%	12%	34%	50%	4.30	.01	4,919
	Other	1%	2%	12%	33%	52%	4.32	.03	638
Gender - YOUR INSTITUTION	Female	0%	1%	6%	24%	69%	4.59	.02	1,374
	Male	1%	3%	10%	29%	58%	4.39	.03	753
	Transgender		14%	14%	57%	14%	3.71	.36	7
	Other Identity		6%	24%	35%	35%	4.00	.23	17
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	30%	58%	4.42	.00	60,547
	Male	1%	4%	13%	32%	49%	4.25	.00	37,117
	Transgender	1%	7%	11%	30%	51%	4.22	.04	495
	Other Identity	3%	4%	15%	32%	47%	4.17	.04	784
Live... - YOUR INSTITUTION	On campus	0%	3%	11%	25%	61%	4.44	.03	760
	Off campus	1%	2%	6%	26%	66%	4.56	.02	1,391
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	32%	51%	4.30	.00	58,978
	Off campus	1%	2%	9%	29%	59%	4.43	.00	39,402
NACUFS Region - YOUR INSTITUTION	Southern	0%	2%	7%	26%	64%	4.51	.02	2,151
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	34%	50%	4.30	.01	11,473
	Mid-Atlantic	1%	3%	11%	29%	57%	4.40	.01	8,559
	Midwest	1%	4%	12%	33%	50%	4.28	.00	34,551
	Northeast	1%	2%	10%	30%	58%	4.41	.01	17,691
	Pacific	1%	3%	11%	31%	55%	4.36	.01	10,672
	Southern	1%	2%	9%	27%	61%	4.44	.01	17,423
Institution Type - YOUR INSTITUTION	Public	0%	2%	7%	26%	64%	4.51	.02	2,151
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	30%	55%	4.36	.00	76,277
	Private	1%	3%	12%	33%	52%	4.32	.01	24,092
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	2%	7%	26%	64%	4.51	.02	2,151
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	7%	26%	64%	4.50	.03	913
	Primarily 4-year	1%	3%	11%	31%	54%	4.35	.00	99,456
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	2%	7%	26%	64%	4.51	.02	2,151
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	31%	54%	4.35	.00	82,822
	Mainly Contracted	1%	3%	12%	30%	55%	4.34	.01	16,449
	Combination of Both	1%	2%	9%	28%	60%	4.44	.02	1,098
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	2%	7%	26%	64%	4.51	.02	2,151
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	10%	30%	58%	4.43	.01	6,489
	2,500 to 10,000	1%	2%	8%	26%	64%	4.51	.01	18,573
	10,001 to 20,000	1%	3%	12%	32%	52%	4.31	.01	26,180
	Over 20,000	1%	3%	12%	32%	52%	4.30	.00	49,127
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	8%	23%	66%	4.53	.03	558
	Express Unit	0%	4%	6%	27%	64%	4.50	.04	313
	Specialty Coffee Shop/ Juice Bar		2%	8%	29%	62%	4.51	.04	251
	Sit-down Restaurant	0%	1%	6%	24%	69%	4.61	.03	453
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	30%	57%	4.40	.01	15,947
	Marketplace	1%	3%	11%	34%	51%	4.31	.01	9,420
	Express Unit	1%	2%	9%	27%	61%	4.46	.01	13,351
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	28%	62%	4.49	.01	8,928
	Sit-down Restaurant	1%	2%	8%	27%	63%	4.49	.01	3,632
	Convenience Store	1%	2%	10%	29%	58%	4.41	.01	5,277

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	5%	12%	25%	54%	4.22	.02	2,308
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	11%	27%	56%	4.32	.00	112,513
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	11%	27%	55%	4.27	.02	1,685
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	26%	58%	4.35	.00	64,161
Aggregated Dining Halls	YOUR INSTITUTION	5%	6%	16%	22%	52%	4.08	.05	623
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	28%	54%	4.28	.00	48,352
Respondent Type - YOUR INSTITUTION	Student	4%	5%	13%	25%	52%	4.17	.03	1,771
	Faculty	3%	2%	7%	25%	63%	4.44	.08	123
	Administration/ Staff	1%	4%	10%	25%	60%	4.39	.04	401
	Other	15%		23%	15%	46%	3.77	.41	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	28%	54%	4.28	.00	93,899
	Faculty	1%	1%	7%	20%	70%	4.57	.01	4,185
	Administration/Staff	2%	2%	7%	21%	68%	4.51	.01	12,835
	Other	2%	1%	8%	20%	69%	4.54	.03	1,060
Student Class Status - YOUR INSTITUTION	First year	6%	6%	13%	24%	51%	4.08	.05	680
	Sophomore	2%	5%	12%	26%	55%	4.27	.05	333
	Junior	3%	5%	12%	26%	53%	4.21	.06	334
	Senior	3%	3%	16%	26%	51%	4.18	.07	209
	Graduate	4%	5%	11%	27%	53%	4.22	.07	208
	Other	14%			29%	57%	4.14	.55	7
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	28%	54%	4.28	.00	38,285
	Sophomore	2%	4%	13%	29%	53%	4.26	.01	20,054
	Junior	2%	4%	12%	28%	54%	4.27	.01	15,828
	Senior	2%	3%	12%	28%	54%	4.29	.01	13,337
	Graduate	2%	3%	11%	30%	54%	4.31	.01	5,508
	Other	3%	4%	12%	26%	56%	4.30	.04	711
Gender - YOUR INSTITUTION	Female	3%	5%	12%	24%	56%	4.25	.03	1,462
	Male	4%	5%	12%	28%	51%	4.18	.04	821
	Transgender			14%	57%	29%	4.14	.26	7
	Other Identity	6%		33%	22%	39%	3.89	.27	18
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	27%	57%	4.32	.00	67,970
	Male	2%	3%	11%	28%	55%	4.31	.00	41,329
	Transgender	3%	3%	10%	22%	62%	4.37	.04	555
	Other Identity	3%	4%	13%	25%	55%	4.25	.03	873
Live... - YOUR INSTITUTION	On campus	6%	6%	14%	24%	50%	4.07	.04	800
	Off campus	2%	4%	11%	26%	56%	4.30	.03	1,508
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	28%	53%	4.26	.00	64,697
	Off campus	2%	3%	10%	26%	60%	4.39	.00	45,328
NACUFS Region - YOUR INSTITUTION	Southern	4%	5%	12%	25%	54%	4.22	.02	2,308
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	9%	27%	59%	4.40	.01	12,992
	Mid-Atlantic	3%	4%	11%	25%	56%	4.26	.01	9,265
	Midwest	2%	3%	12%	29%	55%	4.31	.00	38,989
	Northeast	2%	3%	11%	26%	58%	4.35	.01	19,800
	Pacific	2%	3%	12%	29%	55%	4.31	.01	12,281
Institution Type - YOUR INSTITUTION	Public	4%	5%	12%	25%	54%	4.22	.02	2,308
	Private	2%	3%	10%	26%	60%	4.39	.01	26,864
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	27%	55%	4.29	.00	85,649
	Private	2%	3%	10%	26%	60%	4.39	.01	26,864
	Combination of Both	2%	3%	11%	27%	59%	4.38	.02	1,310
Operation Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	12%	25%	54%	4.22	.02	2,308
Operation Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	9%	24%	61%	4.38	.03	1,147
	Primarily 4-year	2%	3%	11%	27%	56%	4.32	.00	111,366
	Combination of Both	2%	3%	11%	27%	59%	4.38	.02	1,310
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	12%	25%	54%	4.22	.02	2,308
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	27%	57%	4.33	.00	92,416
	Mainly Contracted	3%	4%	13%	26%	54%	4.23	.01	18,787
	Combination of Both	2%	3%	11%	27%	59%	4.38	.02	1,310
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	5%	12%	25%	54%	4.22	.02	2,308
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	10%	25%	61%	4.41	.01	7,083
	2,500 to 10,000	3%	4%	11%	25%	58%	4.32	.01	20,805
	10,001 to 20,000	2%	3%	11%	27%	57%	4.33	.01	29,692
	Over 20,000	2%	4%	12%	28%	55%	4.30	.00	54,933
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	14%	25%	54%	4.23	.04	590
	Express Unit	2%	5%	9%	32%	52%	4.27	.05	337
	Specialty Coffee Shop/ Juice Bar	4%	3%	12%	29%	53%	4.24	.06	266
	Sit-down Restaurant	2%	6%	8%	24%	60%	4.35	.04	492
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	27%	56%	4.32	.01	18,033
	Marketplace	2%	4%	12%	29%	52%	4.24	.01	10,724
	Express Unit	2%	3%	10%	25%	61%	4.40	.01	14,938
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	25%	61%	4.41	.01	10,254
	Sit-down Restaurant	2%	3%	10%	24%	61%	4.39	.01	4,171
	Convenience Store	2%	3%	10%	25%	60%	4.38	.01	6,041

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	5%	21%	73%	4.65	.01	2,158
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.57	.00	100,545
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	5%	21%	73%	4.65	.02	1,580
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.58	.00	56,527
Aggregated Dining Halls	YOUR INSTITUTION		1%	6%	21%	72%	4.65	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	65%	4.55	.00	44,018
Respondent Type - YOUR INSTITUTION	Student	0%	1%	6%	21%	72%	4.63	.02	1,681
	Faculty		2%	7%	20%	71%	4.61	.07	105
	Administration/ Staff	0%		2%	20%	77%	4.74	.03	361
	Other		9%		18%	73%	4.55	.28	11
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	26%	65%	4.54	.00	85,495
	Faculty	0%	0%	3%	21%	75%	4.70	.01	3,399
	Administration/Staff	0%	0%	2%	18%	80%	4.76	.01	10,427
	Other	2%	2%	7%	19%	71%	4.56	.03	883
Student Class Status - YOUR INSTITUTION	First year	0%	1%	7%	22%	70%	4.60	.03	650
	Sophomore	1%	1%	6%	18%	75%	4.66	.04	322
	Junior	1%	1%	6%	19%	73%	4.63	.04	307
	Senior		1%	3%	23%	73%	4.67	.04	201
	Graduate	1%	2%	5%	22%	71%	4.61	.05	195
	Other					100%	5.00	.00	6
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	26%	65%	4.54	.00	35,156
	Sophomore	1%	1%	8%	27%	64%	4.52	.01	18,244
	Junior	1%	1%	7%	24%	66%	4.54	.01	14,290
	Senior	0%	1%	7%	25%	66%	4.56	.01	12,068
	Graduate	0%	1%	7%	26%	65%	4.55	.01	4,939
	Other	1%	1%	8%	25%	65%	4.52	.03	646
Gender - YOUR INSTITUTION	Female	0%	0%	4%	18%	77%	4.71	.02	1,378
	Male	1%	2%	7%	25%	66%	4.54	.03	755
	Transgender			14%	71%	14%	4.00	.22	7
	Other Identity			11%	17%	72%	4.61	.16	18
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	22%	71%	4.64	.00	60,589
	Male	1%	2%	9%	28%	61%	4.47	.00	37,246
	Transgender	1%	5%	8%	29%	56%	4.34	.04	490
	Other Identity	1%	3%	10%	29%	56%	4.37	.03	789
Live... - YOUR INSTITUTION	On campus	0%	1%	7%	23%	69%	4.59	.03	764
	Off campus	0%	1%	5%	19%	75%	4.68	.02	1,394
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	65%	4.54	.00	59,073
	Off campus	0%	1%	6%	22%	71%	4.62	.00	39,479
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	5%	21%	73%	4.65	.01	2,158
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	29%	63%	4.52	.01	11,518
	Mid-Atlantic	0%	1%	6%	23%	70%	4.61	.01	8,568
	Midwest	0%	1%	7%	26%	65%	4.53	.00	34,606
	Northeast	0%	1%	6%	24%	69%	4.60	.01	17,727
	Pacific	0%	1%	8%	24%	66%	4.54	.01	10,656
	Southern	1%	1%	6%	21%	72%	4.63	.01	17,470
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	21%	73%	4.65	.01	2,158
Institution Type - ENTIRE SAMPLE	Public	0%	1%	6%	24%	68%	4.58	.00	76,487
	Private	0%	1%	7%	27%	64%	4.53	.00	24,058
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	21%	73%	4.65	.01	2,158
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	4%	17%	77%	4.68	.02	918
	Primarily 4-year	0%	1%	7%	25%	67%	4.57	.00	99,627
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	21%	73%	4.65	.01	2,158
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	6%	25%	67%	4.58	.00	83,013
	Mainly Contracted	1%	2%	8%	25%	65%	4.52	.01	16,426
	Combination of Both	1%	0%	5%	23%	71%	4.62	.02	1,106
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	5%	21%	73%	4.65	.01	2,158
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	24%	68%	4.57	.01	6,501
	2,500 to 10,000	0%	1%	5%	21%	73%	4.65	.00	18,553
	10,001 to 20,000	0%	1%	7%	26%	65%	4.54	.00	26,246
	Over 20,000	0%	1%	7%	26%	66%	4.55	.00	49,245
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	5%	20%	72%	4.61	.03	559
	Express Unit	0%	1%	7%	22%	69%	4.59	.04	312
	Specialty Coffee Shop/ Juice Bar	0%	0%	4%	22%	74%	4.68	.04	253
	Sit-down Restaurant	0%	0%	4%	19%	77%	4.71	.03	456
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	6%	23%	68%	4.58	.01	15,954
	Marketplace	0%	1%	7%	27%	65%	4.54	.01	9,439
	Express Unit	1%	1%	6%	23%	69%	4.59	.01	13,350
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	22%	70%	4.61	.01	8,918
	Sit-down Restaurant	0%	1%	6%	22%	71%	4.62	.01	3,628
	Convenience Store	1%	1%	7%	24%	68%	4.56	.01	5,238

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	11%	32%	52%	4.28	.02	2,314
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	11%	35%	49%	4.27	.00	113,072
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	10%	31%	56%	4.38	.02	1,694
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	54%	4.37	.00	64,392
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	15%	34%	41%	4.01	.04	620
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	38%	42%	4.13	.00	48,680
Respondent Type - YOUR INSTITUTION	Student	2%	3%	12%	31%	52%	4.28	.02	1,781
	Faculty	4%	2%	10%	32%	52%	4.25	.09	122
	Administration/ Staff	1%	2%	10%	35%	52%	4.33	.04	399
	Other		8%	25%	17%	50%	4.08	.31	12
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	36%	46%	4.22	.00	94,313
	Faculty	1%	2%	7%	28%	62%	4.48	.01	4,240
	Administration/Staff	1%	2%	6%	28%	62%	4.49	.01	12,904
	Other	1%	2%	9%	26%	61%	4.43	.03	1,064
Student Class Status - YOUR INSTITUTION	First year	2%	3%	12%	32%	50%	4.24	.04	682
	Sophomore	2%	3%	11%	30%	55%	4.33	.05	332
	Junior	2%	3%	12%	30%	53%	4.29	.05	336
	Senior	1%	4%	9%	32%	54%	4.34	.06	214
	Graduate	4%	2%	12%	33%	49%	4.22	.07	210
	Other				43%	57%	4.57	.20	7
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	37%	45%	4.21	.00	38,441
	Sophomore	2%	4%	13%	37%	44%	4.18	.01	20,140
	Junior	2%	4%	12%	35%	47%	4.23	.01	15,862
	Senior	1%	3%	12%	35%	49%	4.27	.01	13,440
	Graduate	1%	2%	9%	36%	51%	4.34	.01	5,542
	Other	1%	4%	11%	35%	49%	4.28	.03	714
Gender - YOUR INSTITUTION	Female	2%	2%	10%	32%	53%	4.32	.02	1,467
	Male	2%	4%	12%	33%	49%	4.23	.03	822
	Transgender	14%		14%	43%	29%	3.71	.52	7
	Other Identity	6%	6%	33%	22%	33%	3.72	.28	18
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	35%	49%	4.27	.00	68,207
	Male	2%	3%	11%	36%	48%	4.25	.00	41,619
	Transgender	3%	3%	12%	31%	51%	4.23	.04	559
	Other Identity	3%	4%	15%	33%	45%	4.15	.03	885
Live... - YOUR INSTITUTION	On campus	2%	4%	13%	34%	48%	4.21	.03	800
	Off campus	2%	3%	10%	31%	54%	4.32	.02	1,514
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	37%	44%	4.18	.00	64,967
	Off campus	1%	2%	9%	32%	55%	4.39	.00	45,596
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	11%	32%	52%	4.28	.02	2,314
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	36%	51%	4.32	.01	13,067
	Mid-Atlantic	2%	4%	11%	33%	49%	4.24	.01	9,285
	Midwest	1%	3%	12%	36%	47%	4.24	.00	39,331
	Northeast	2%	3%	11%	35%	49%	4.25	.01	19,839
	Pacific	1%	3%	12%	36%	47%	4.25	.01	12,294
	Southern	2%	3%	11%	32%	52%	4.31	.01	19,256
Institution Type - YOUR INSTITUTION	Public	2%	3%	11%	32%	52%	4.28	.02	2,314
Institution Type - ENTIRE SAMPLE	Public	2%	3%	11%	35%	49%	4.26	.00	86,136
	Private	1%	3%	11%	36%	49%	4.27	.01	26,936
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	11%	32%	52%	4.28	.02	2,314
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	2%	11%	27%	57%	4.34	.03	1,148
	Primarily 4-year	1%	3%	11%	35%	49%	4.27	.00	111,924
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	11%	32%	52%	4.28	.02	2,314
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	35%	50%	4.28	.00	92,907
	Mainly Contracted	2%	4%	14%	35%	45%	4.17	.01	18,850
	Combination of Both	1%	2%	9%	29%	59%	4.44	.02	1,315
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	11%	32%	52%	4.28	.02	2,314
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	34%	51%	4.30	.01	7,085
	2,500 to 10,000	2%	3%	11%	31%	53%	4.30	.01	20,873
	10,001 to 20,000	1%	3%	12%	36%	47%	4.25	.01	29,840
	Over 20,000	2%	3%	11%	36%	48%	4.25	.00	55,274
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	11%	32%	54%	4.34	.04	593
	Express Unit		4%	11%	30%	55%	4.38	.04	339
	Specialty Coffee Shop/ Juice Bar	3%	3%	10%	32%	53%	4.31	.06	271
	Sit-down Restaurant	1%	1%	8%	31%	59%	4.48	.03	491
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	35%	50%	4.30	.01	18,155
	Marketplace	1%	3%	10%	36%	50%	4.30	.01	10,753
	Express Unit	1%	2%	9%	31%	57%	4.40	.01	14,961
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	60%	4.45	.01	10,301
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.45	.01	4,183
	Convenience Store	1%	2%	9%	32%	56%	4.41	.01	6,039

*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%	5%	21%	72%	4.63	.01	2,146
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	2%	8%	26%	64%	4.52	.00	99,827
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	5%	21%	72%	4.62	.02	1,571
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	25%	65%	4.53	.00	55,928
Aggregated Dining Halls	YOUR INSTITUTION		1%	5%	22%	71%	4.64	.03	575
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	8%	27%	63%	4.51	.00	43,899
Respondent Type - YOUR INSTITUTION	Student	0%	2%	6%	21%	71%	4.60	.02	1,670
	Faculty		2%	9%	18%	71%	4.59	.07	105
	Administration/ Staff			2%	21%	77%	4.75	.02	360
	Other		9%	9%	18%	64%	4.36	.31	11
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	27%	63%	4.49	.00	84,970
	Faculty	0%	1%	4%	22%	72%	4.65	.01	3,361
	Administration/Staff	0%	1%	3%	20%	76%	4.71	.01	10,287
	Other	2%	2%	9%	19%	68%	4.51	.03	858
Student Class Status - YOUR INSTITUTION	First year	0%	2%	6%	24%	68%	4.57	.03	649
	Sophomore	1%	1%	6%	18%	75%	4.66	.04	319
	Junior	1%	1%	8%	17%	73%	4.60	.04	304
	Senior		2%	3%	20%	74%	4.66	.05	201
	Graduate	1%	2%	5%	24%	68%	4.55	.06	191
	Other				33%	67%	4.67	.21	6
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	8%	27%	62%	4.50	.00	34,939
	Sophomore	1%	2%	9%	28%	61%	4.48	.01	18,151
	Junior	1%	2%	8%	26%	64%	4.50	.01	14,205
	Senior	1%	2%	8%	26%	63%	4.51	.01	11,987
	Graduate	0%	2%	8%	27%	62%	4.49	.01	4,909
	Other	2%	1%	8%	26%	63%	4.48	.03	638
Gender - YOUR INSTITUTION	Female	0%	1%	4%	18%	77%	4.70	.02	1,371
	Male	1%	2%	8%	26%	64%	4.50	.03	750
	Transgender			14%	43%	43%	4.29	.29	7
	Other Identity		6%	17%	17%	61%	4.33	.23	18
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	24%	69%	4.59	.00	60,189
	Male	1%	2%	10%	30%	58%	4.41	.00	36,973
	Transgender	2%	3%	10%	32%	54%	4.33	.04	486
	Other Identity	1%	3%	11%	30%	55%	4.34	.03	783
Live... - YOUR INSTITUTION	On campus	0%	2%	6%	24%	68%	4.56	.03	758
	Off campus	0%	1%	5%	20%	74%	4.66	.02	1,388
Live... - ENTIRE SAMPLE	On campus	0%	2%	8%	28%	62%	4.49	.00	58,759
	Off campus	1%	1%	7%	24%	68%	4.57	.00	39,109
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	5%	21%	72%	4.63	.01	2,146
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	30%	60%	4.47	.01	11,419
	Mid-Atlantic	0%	1%	7%	24%	67%	4.57	.01	8,526
	Midwest	1%	2%	8%	28%	62%	4.49	.00	34,338
	Northeast	0%	1%	7%	25%	67%	4.56	.01	17,660
	Pacific	0%	2%	9%	26%	63%	4.49	.01	10,545
	Southern	1%	1%	7%	22%	69%	4.58	.01	17,339
Institution Type - YOUR INSTITUTION	Public	0%	1%	5%	21%	72%	4.63	.01	2,146
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	25%	65%	4.53	.00	75,892
	Private	0%	2%	8%	29%	61%	4.48	.00	23,935
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	5%	21%	72%	4.63	.01	2,146
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	5%	18%	74%	4.64	.02	909
	Primarily 4-year	0%	2%	8%	26%	64%	4.52	.00	98,918
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	5%	21%	72%	4.63	.01	2,146
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	26%	65%	4.53	.00	82,476
	Mainly Contracted	1%	2%	9%	27%	61%	4.46	.01	16,250
	Combination of Both	1%	1%	6%	23%	69%	4.59	.02	1,101
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	5%	21%	72%	4.63	.01	2,146
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	26%	65%	4.53	.01	6,465
	2,500 to 10,000	0%	1%	6%	22%	71%	4.61	.01	18,410
	10,001 to 20,000	1%	2%	8%	28%	62%	4.49	.00	26,008
	Over 20,000	1%	2%	8%	27%	63%	4.50	.00	48,944
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	6%	20%	71%	4.59	.03	557
	Express Unit	1%	2%	7%	24%	66%	4.53	.04	311
	Specialty Coffee Shop/ Juice Bar	1%	0%	5%	21%	73%	4.65	.04	252
	Sit-down Restaurant	0%	1%	4%	18%	77%	4.71	.03	451
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	7%	25%	66%	4.54	.01	15,872
	Marketplace	0%	2%	8%	29%	61%	4.49	.01	9,395
	Express Unit	1%	1%	7%	25%	66%	4.53	.01	13,208
	Specialty Coffee Shop/ Juice Bar	0%	2%	7%	24%	66%	4.55	.01	8,841
	Sit-down Restaurant	0%	1%	6%	24%	68%	4.58	.01	3,608
	Convenience Store	1%	2%	8%	26%	63%	4.47	.01	5,004

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	11%	30%	53%	4.29	.02	2,299
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	51%	4.30	.00	112,120
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	10%	30%	56%	4.35	.02	1,682
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	32%	54%	4.36	.00	63,530
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	13%	33%	46%	4.13	.04	617
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	36%	47%	4.23	.00	48,590
Respondent Type - YOUR INSTITUTION	Student	2%	3%	11%	30%	53%	4.28	.02	1,769
	Faculty	3%	6%	8%	32%	52%	4.24	.09	120
	Administration/ Staff	2%	2%	11%	32%	55%	4.36	.04	398
	Other		17%	25%	17%	42%	3.83	.34	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	35%	49%	4.27	.00	93,715
	Faculty	2%	2%	7%	28%	62%	4.46	.01	4,189
	Administration/Staff	1%	2%	7%	28%	62%	4.48	.01	12,636
	Other	1%	3%	9%	26%	61%	4.43	.03	1,055
Student Class Status - YOUR INSTITUTION	First year	3%	2%	11%	32%	52%	4.28	.04	677
	Sophomore	2%	2%	12%	26%	57%	4.34	.05	331
	Junior	2%	7%	10%	29%	53%	4.26	.05	333
	Senior	2%	3%	11%	32%	53%	4.31	.06	214
	Graduate	4%	3%	13%	30%	50%	4.18	.07	207
	Other		14%		43%	43%	4.14	.40	7
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	35%	49%	4.28	.00	38,273
	Sophomore	2%	3%	12%	36%	47%	4.23	.01	19,991
	Junior	2%	3%	11%	35%	49%	4.26	.01	15,769
	Senior	2%	3%	11%	34%	50%	4.28	.01	13,300
	Graduate	1%	3%	9%	36%	51%	4.33	.01	5,496
	Other	2%	2%	11%	37%	48%	4.28	.03	711
Gender - YOUR INSTITUTION	Female	2%	2%	11%	30%	55%	4.33	.02	1,462
	Male	2%	5%	11%	31%	51%	4.24	.03	812
	Transgender	29%			29%	43%	3.57	.69	7
	Other Identity	6%	17%	28%	17%	33%	3.56	.30	18
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	34%	52%	4.32	.00	67,631
	Male	2%	3%	11%	35%	50%	4.29	.00	41,295
	Transgender	4%	3%	10%	31%	52%	4.24	.04	554
	Other Identity	3%	4%	13%	35%	46%	4.18	.03	878
Live... - YOUR INSTITUTION	On campus	3%	3%	12%	31%	52%	4.27	.03	795
	Off campus	2%	3%	11%	30%	54%	4.30	.02	1,504
Live... - ENTIRE SAMPLE	On campus	2%	3%	11%	36%	48%	4.25	.00	64,612
	Off campus	1%	2%	9%	32%	56%	4.38	.00	45,039
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	11%	30%	53%	4.29	.02	2,299
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	34%	53%	4.36	.01	12,941
	Mid-Atlantic	2%	4%	11%	32%	52%	4.28	.01	9,238
	Midwest	1%	3%	11%	35%	50%	4.29	.00	38,925
	Northeast	2%	3%	11%	34%	51%	4.29	.01	19,734
	Pacific	1%	3%	12%	36%	48%	4.26	.01	12,168
	Southern	2%	3%	10%	31%	54%	4.34	.01	19,114
Institution Type - YOUR INSTITUTION	Public	2%	3%	11%	30%	53%	4.29	.02	2,299
Institution Type - ENTIRE SAMPLE	Public	2%	3%	11%	34%	51%	4.30	.00	85,392
	Private	1%	3%	10%	35%	51%	4.31	.01	26,728
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	11%	30%	53%	4.29	.02	2,299
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	9%	28%	57%	4.33	.03	1,136
	Primarily 4-year	1%	3%	11%	34%	51%	4.30	.00	110,984
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	11%	30%	53%	4.29	.02	2,299
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	34%	52%	4.32	.00	92,148
	Mainly Contracted	2%	4%	13%	35%	47%	4.20	.01	18,667
	Combination of Both	1%	2%	8%	29%	61%	4.46	.02	1,305
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	11%	30%	53%	4.29	.02	2,299
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	34%	52%	4.33	.01	7,064
	2,500 to 10,000	2%	3%	10%	31%	54%	4.33	.01	20,635
	10,001 to 20,000	1%	3%	11%	35%	50%	4.30	.01	29,549
	Over 20,000	1%	3%	11%	34%	51%	4.30	.00	54,872
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	11%	32%	53%	4.31	.04	592
	Express Unit	1%	6%	11%	30%	52%	4.26	.05	337
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	28%	55%	4.30	.06	267
	Sit-down Restaurant	1%	2%	8%	27%	62%	4.47	.04	486
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	10%	34%	51%	4.31	.01	18,002
	Marketplace	1%	3%	10%	35%	51%	4.32	.01	10,728
	Express Unit	1%	2%	9%	31%	56%	4.38	.01	14,770
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	58%	4.41	.01	10,201
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.46	.01	4,143
	Convenience Store	1%	2%	10%	32%	55%	4.37	.01	5,686

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

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

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

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	1%	5%	23%	70%	4.62	.01	2,132
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	27%	63%	4.50	.00	98,309
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	5%	23%	70%	4.61	.02	1,559
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	63%	4.49	.00	54,630
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	5%	23%	70%	4.63	.03	573
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	63%	4.51	.00	43,679
Respondent Type - YOUR INSTITUTION	Student	1%	1%	5%	23%	70%	4.60	.02	1,667
	Faculty		2%	6%	24%	67%	4.57	.07	98
	Administration/ Staff		0%	2%	22%	75%	4.72	.03	356
	Other		9%		27%	64%	4.45	.28	11
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	28%	62%	4.49	.00	84,127
	Faculty	1%	2%	6%	26%	66%	4.54	.01	3,224
	Administration/Staff	1%	1%	5%	23%	70%	4.60	.01	9,792
	Other	1%	2%	9%	22%	66%	4.49	.03	835
Student Class Status - YOUR INSTITUTION	First year	0%	2%	7%	25%	67%	4.55	.03	650
	Sophomore	1%	1%	6%	18%	74%	4.64	.04	317
	Junior	1%	1%	4%	22%	73%	4.64	.04	306
	Senior		2%	2%	25%	72%	4.66	.04	197
	Graduate	2%	2%	5%	26%	66%	4.53	.06	191
	Other				33%	67%	4.67	.21	6
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	8%	28%	62%	4.49	.00	34,668
	Sophomore	1%	2%	8%	28%	61%	4.47	.01	17,951
	Junior	1%	2%	8%	26%	64%	4.50	.01	14,051
	Senior	1%	2%	8%	27%	63%	4.50	.01	11,851
	Graduate	1%	2%	8%	28%	61%	4.46	.01	4,851
	Other	2%	2%	9%	28%	60%	4.43	.03	617
Gender - YOUR INSTITUTION	Female	0%	1%	4%	20%	74%	4.67	.02	1,363
	Male	1%	2%	6%	28%	64%	4.52	.03	744
	Transgender			29%	43%	29%	4.00	.31	7
	Other Identity			17%	17%	67%	4.50	.19	18
Gender - ENTIRE SAMPLE	Female	1%	1%	6%	25%	67%	4.56	.00	59,181
	Male	1%	2%	10%	30%	58%	4.41	.00	36,507
	Transgender	1%	2%	9%	34%	54%	4.37	.04	475
	Other Identity	2%	2%	11%	31%	54%	4.34	.03	774
Live... - YOUR INSTITUTION	On campus	1%	2%	6%	25%	67%	4.56	.03	761
	Off campus	1%	1%	4%	22%	72%	4.65	.02	1,371
Live... - ENTIRE SAMPLE	On campus	1%	2%	8%	28%	62%	4.49	.00	58,215
	Off campus	1%	2%	7%	25%	65%	4.52	.00	38,172
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	5%	23%	70%	4.62	.01	2,132
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	31%	59%	4.46	.01	11,228
	Mid-Atlantic	1%	1%	7%	25%	66%	4.54	.01	8,458
	Midwest	1%	2%	8%	29%	61%	4.47	.00	33,779
	Northeast	1%	1%	7%	26%	65%	4.53	.01	17,428
	Pacific	1%	2%	9%	27%	62%	4.46	.01	10,340
Institution Type - YOUR INSTITUTION	Public	1%	1%	5%	23%	70%	4.62	.01	2,132
	Private	1%	2%	8%	30%	60%	4.47	.00	23,564
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	26%	64%	4.51	.00	74,745
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	5%	23%	70%	4.62	.01	2,132
	Primarily 2-year	2%	1%	5%	20%	72%	4.59	.03	881
Institution Type - ENTIRE SAMPLE	Primarily 4-year	1%	2%	8%	27%	63%	4.50	.00	97,428
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	5%	23%	70%	4.62	.01	2,132
	Mainly Self-operated	1%	2%	7%	27%	63%	4.51	.00	81,339
	Mainly Contracted	1%	2%	9%	28%	60%	4.45	.01	15,898
Operation Type - ENTIRE SAMPLE	Combination of Both	1%	1%	5%	26%	67%	4.56	.02	1,072
	Over 20,000	1%	1%	5%	23%	70%	4.62	.01	2,132
Total Current Enrollment - YOUR INSTITUTION	Under 2,500	0%	1%	8%	28%	63%	4.51	.01	6,409
	2,500 to 10,000	1%	1%	6%	23%	69%	4.59	.01	18,131
	10,001 to 20,000	1%	2%	8%	29%	61%	4.47	.00	25,548
	Over 20,000	1%	2%	8%	28%	62%	4.48	.00	48,221
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	4%	22%	71%	4.61	.03	557
	Express Unit	1%	3%	6%	27%	64%	4.50	.05	305
	Specialty Coffee Shop/ Juice Bar	1%	1%	4%	26%	68%	4.59	.05	247
	Sit-down Restaurant	0%	1%	4%	19%	76%	4.69	.03	450
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	7%	26%	64%	4.51	.01	15,552
	Marketplace	1%	2%	8%	30%	58%	4.44	.01	9,262
	Express Unit	1%	2%	8%	26%	64%	4.49	.01	12,855
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	25%	64%	4.50	.01	8,641
	Sit-down Restaurant	0%	1%	6%	24%	68%	4.58	.01	3,575
	Convenience Store	2%	3%	9%	26%	60%	4.40	.01	4,745

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	6%	16%	31%	45%	4.08	.02	2,281
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	16%	34%	41%	4.04	.00	110,463
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	15%	30%	48%	4.17	.02	1,662
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	15%	32%	45%	4.13	.00	61,915
Aggregated Dining Halls	YOUR INSTITUTION	5%	10%	18%	33%	35%	3.84	.05	619
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	18%	36%	35%	3.92	.00	48,548
Respondent Type - YOUR INSTITUTION	Student	3%	6%	16%	30%	45%	4.08	.02	1,763
	Faculty	3%	7%	12%	34%	43%	4.07	.10	115
	Administration/ Staff	3%	5%	16%	31%	44%	4.09	.05	391
	Other		17%	17%	33%	33%	3.83	.32	12
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	17%	34%	39%	4.00	.00	92,956
	Faculty	2%	5%	12%	31%	50%	4.20	.02	4,010
	Administration/Staff	2%	5%	12%	30%	50%	4.22	.01	11,932
	Other	2%	4%	11%	28%	55%	4.30	.03	1,042
Student Class Status - YOUR INSTITUTION	First year	3%	7%	17%	29%	45%	4.06	.04	678
	Sophomore	2%	6%	16%	28%	48%	4.14	.06	328
	Junior	2%	6%	15%	32%	45%	4.11	.06	333
	Senior	2%	6%	18%	30%	43%	4.07	.07	211
	Graduate	5%	4%	15%	33%	42%	4.02	.08	206
	Other		14%		43%	43%	4.14	.40	7
Student Class Status - ENTIRE SAMPLE	First year	2%	7%	17%	34%	38%	3.99	.01	38,016
	Sophomore	3%	7%	17%	35%	38%	3.98	.01	19,838
	Junior	3%	7%	17%	34%	39%	4.00	.01	15,647
	Senior	2%	7%	16%	34%	41%	4.04	.01	13,145
	Graduate	3%	5%	14%	35%	43%	4.11	.01	5,440
	Other	3%	5%	16%	35%	41%	4.06	.04	702
Gender - YOUR INSTITUTION	Female	3%	6%	15%	30%	46%	4.11	.03	1,440
	Male	3%	6%	17%	32%	43%	4.06	.04	816
	Transgender	14%	14%	14%	43%	14%	3.29	.52	7
	Other Identity	11%		39%	22%	28%	3.56	.29	18
Gender - ENTIRE SAMPLE	Female	2%	7%	16%	34%	41%	4.03	.00	66,397
	Male	2%	6%	16%	34%	41%	4.05	.01	40,881
	Transgender	6%	5%	14%	31%	44%	4.03	.05	542
	Other Identity	4%	8%	18%	33%	37%	3.92	.04	869
Live.... - YOUR INSTITUTION	On campus	3%	7%	17%	29%	44%	4.05	.04	795
	Off campus	3%	5%	15%	31%	45%	4.10	.03	1,486
Live.... - ENTIRE SAMPLE	On campus	3%	8%	17%	35%	38%	3.97	.00	64,135
	Off campus	2%	6%	15%	32%	45%	4.12	.00	43,865
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	16%	31%	45%	4.08	.02	2,281
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	16%	34%	41%	4.06	.01	12,762
	Mid-Atlantic	3%	7%	16%	33%	42%	4.03	.01	9,162
	Midwest	2%	7%	16%	34%	39%	4.01	.01	38,432
	Northeast	3%	6%	16%	34%	41%	4.04	.01	19,472
	Pacific	3%	7%	18%	34%	39%	4.00	.01	11,914
	Southern	2%	6%	15%	32%	44%	4.10	.01	18,721
Institution Type - YOUR INSTITUTION	Public	3%	6%	16%	31%	45%	4.08	.02	2,281
Institution Type - ENTIRE SAMPLE	Public	3%	7%	16%	34%	41%	4.04	.00	84,021
	Private	2%	7%	16%	35%	40%	4.03	.01	26,442
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	16%	31%	45%	4.08	.02	2,281
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	15%	28%	47%	4.08	.03	1,093
	Primarily 4-year	2%	7%	16%	34%	41%	4.04	.00	109,370
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	16%	31%	45%	4.08	.02	2,281
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	16%	34%	41%	4.04	.00	90,735
	Mainly Contracted	3%	7%	17%	34%	39%	3.99	.01	18,461
	Combination of Both	2%	5%	14%	33%	45%	4.13	.03	1,267
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	6%	16%	31%	45%	4.08	.02	2,281
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	15%	35%	43%	4.13	.01	6,978
	2,500 to 10,000	3%	6%	14%	31%	47%	4.13	.01	20,312
	10,001 to 20,000	2%	7%	17%	35%	39%	4.02	.01	29,095
	Over 20,000	3%	7%	17%	34%	39%	4.00	.00	54,078
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	16%	31%	46%	4.16	.04	588
	Express Unit	3%	8%	17%	30%	42%	3.99	.06	327
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	29%	48%	4.15	.06	263
	Sit-down Restaurant	1%	3%	13%	27%	56%	4.33	.04	484
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	34%	41%	4.05	.01	17,675
	Marketplace	2%	7%	16%	35%	40%	4.03	.01	10,577
	Express Unit	2%	5%	14%	31%	48%	4.17	.01	14,360
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	31%	49%	4.21	.01	9,888
	Sit-down Restaurant	1%	4%	12%	28%	54%	4.31	.01	4,125
	Convenience Store	2%	5%	15%	31%	47%	4.16	.01	5,290

*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%	2%	7%	29%	61%	4.47	.02	2,159
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	32%	53%	4.32	.00	100,186
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	6%	29%	62%	4.49	.02	1,579
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	32%	54%	4.35	.00	56,175
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	29%	59%	4.43	.03	580
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	12%	33%	51%	4.28	.00	44,011
Respondent Type - YOUR INSTITUTION	Student	1%	3%	7%	28%	61%	4.45	.02	1,681
	Faculty		2%	6%	28%	64%	4.54	.07	103
	Administration/ Staff	0%	1%	5%	31%	62%	4.54	.04	364
	Other				55%	45%	4.45	.16	11
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	32%	52%	4.31	.00	85,345
	Faculty	1%	2%	8%	31%	58%	4.43	.01	3,358
	Administration/Staff	1%	2%	7%	34%	56%	4.41	.01	10,293
	Other	2%	4%	15%	31%	47%	4.18	.03	858
Student Class Status - YOUR INSTITUTION	First year	1%	3%	8%	26%	63%	4.47	.03	656
	Sophomore	1%	4%	7%	27%	62%	4.46	.05	320
	Junior	2%	3%	8%	30%	57%	4.37	.05	309
	Senior	1%	2%	8%	28%	61%	4.47	.05	198
	Graduate	1%	1%	5%	33%	60%	4.51	.05	192
	Other				17%	83%	4.83	.17	6
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	31%	53%	4.33	.00	35,140
	Sophomore	1%	4%	12%	32%	51%	4.29	.01	18,216
	Junior	1%	4%	12%	32%	52%	4.30	.01	14,290
	Senior	1%	3%	11%	32%	52%	4.30	.01	12,007
	Graduate	1%	3%	11%	33%	52%	4.33	.01	4,912
	Other	2%	4%	14%	33%	46%	4.17	.04	637
Gender - YOUR INSTITUTION	Female	0%	2%	6%	27%	65%	4.55	.02	1,379
	Male	1%	3%	9%	32%	54%	4.35	.03	755
	Transgender				71%	29%	4.29	.18	7
	Other Identity	6%	11%	17%	22%	44%	3.89	.30	18
Gender - ENTIRE SAMPLE	Female	1%	3%	9%	31%	56%	4.39	.00	60,421
	Male	1%	4%	13%	33%	48%	4.22	.00	37,099
	Transgender	2%	6%	14%	30%	48%	4.17	.05	491
	Other Identity	3%	4%	17%	32%	45%	4.12	.04	782
Live... - YOUR INSTITUTION	On campus	1%	3%	10%	27%	60%	4.43	.03	767
	Off campus	1%	2%	5%	30%	62%	4.50	.02	1,392
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	32%	53%	4.32	.00	59,070
	Off campus	1%	3%	10%	32%	53%	4.33	.00	39,176
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	7%	29%	61%	4.47	.02	2,159
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	37%	44%	4.20	.01	11,488
	Mid-Atlantic	1%	3%	10%	29%	57%	4.38	.01	8,595
	Midwest	1%	3%	11%	32%	53%	4.33	.00	34,374
	Northeast	1%	3%	10%	31%	55%	4.37	.01	17,741
	Pacific	1%	4%	13%	34%	47%	4.21	.01	10,578
	Southern	1%	3%	10%	29%	57%	4.38	.01	17,410
Institution Type - YOUR INSTITUTION	Public	1%	2%	7%	29%	61%	4.47	.02	2,159
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	31%	55%	4.35	.00	76,226
	Private	1%	4%	13%	35%	47%	4.22	.01	23,960
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	7%	29%	61%	4.47	.02	2,159
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	13%	37%	43%	4.15	.03	911
	Primarily 4-year	1%	3%	11%	32%	53%	4.32	.00	99,275
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	7%	29%	61%	4.47	.02	2,159
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	32%	53%	4.33	.00	82,918
	Mainly Contracted	1%	4%	12%	32%	51%	4.27	.01	16,168
	Combination of Both	2%	3%	10%	37%	48%	4.26	.03	1,100
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	7%	29%	61%	4.47	.02	2,159
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	6%	14%	36%	42%	4.12	.01	6,499
	2,500 to 10,000	1%	3%	10%	30%	56%	4.36	.01	18,533
	10,001 to 20,000	1%	3%	12%	34%	50%	4.29	.01	26,088
	Over 20,000	1%	3%	10%	31%	54%	4.35	.00	49,066
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	6%	30%	61%	4.50	.03	565
	Express Unit	2%	3%	8%	31%	56%	4.37	.05	313
	Specialty Coffee Shop/ Juice Bar	0%	2%	5%	27%	65%	4.54	.05	252
	Sit-down Restaurant	1%	2%	7%	25%	65%	4.53	.04	449
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	33%	51%	4.29	.01	15,815
	Marketplace	1%	3%	11%	34%	52%	4.32	.01	9,386
	Express Unit	1%	2%	10%	29%	57%	4.40	.01	13,308
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	59%	4.43	.01	8,863
	Sit-down Restaurant	1%	3%	10%	32%	54%	4.36	.01	3,621
	Convenience Store	1%	3%	10%	31%	55%	4.35	.01	5,182

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	1%	3%	9%	28%	58%	4.37	.02	2,316
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	29%	58%	4.41	.00	112,809
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	9%	29%	58%	4.41	.02	1,687
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	28%	59%	4.43	.00	64,111
Aggregated Dining Halls	YOUR INSTITUTION	3%	5%	11%	26%	55%	4.26	.04	629
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	30%	57%	4.39	.00	48,698
Respondent Type - YOUR INSTITUTION	Student	2%	4%	10%	28%	57%	4.35	.02	1,781
	Faculty	2%	2%	7%	23%	66%	4.48	.08	122
	Administration/ Staff	0%	2%	8%	32%	58%	4.45	.04	401
	Other			8%	50%	42%	4.33	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	30%	57%	4.39	.00	94,274
	Faculty	2%	2%	6%	24%	67%	4.53	.01	4,202
	Administration/Staff	1%	1%	5%	24%	68%	4.56	.01	12,737
	Other	1%	2%	9%	28%	60%	4.43	.03	1,049
Student Class Status - YOUR INSTITUTION	First year	2%	5%	11%	25%	57%	4.31	.04	685
	Sophomore	1%	5%	9%	26%	60%	4.40	.05	331
	Junior	1%	2%	12%	30%	56%	4.38	.04	336
	Senior	2%	2%	8%	31%	57%	4.39	.06	213
	Graduate	3%	4%	8%	31%	55%	4.29	.07	209
	Other				29%	71%	4.71	.18	7
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	28%	60%	4.43	.00	38,455
	Sophomore	1%	2%	10%	31%	56%	4.37	.01	20,111
	Junior	1%	2%	10%	31%	55%	4.36	.01	15,886
	Senior	1%	2%	10%	31%	55%	4.36	.01	13,398
	Graduate	1%	3%	10%	33%	53%	4.34	.01	5,533
	Other	2%	2%	12%	30%	54%	4.32	.03	714
Gender - YOUR INSTITUTION	Female	1%	3%	9%	27%	60%	4.40	.02	1,467
	Male	1%	4%	10%	31%	54%	4.33	.03	823
	Transgender	14%		14%	29%	43%	3.86	.55	7
	Other Identity	11%	5%	26%	5%	53%	3.84	.33	19
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	28%	60%	4.45	.00	68,090
	Male	1%	2%	10%	30%	56%	4.37	.00	41,478
	Transgender	3%	3%	11%	29%	54%	4.29	.04	556
	Other Identity	4%	3%	13%	29%	52%	4.23	.03	883
Live... - YOUR INSTITUTION	On campus	2%	4%	10%	26%	57%	4.33	.03	803
	Off campus	1%	3%	9%	29%	58%	4.39	.02	1,513
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	29%	59%	4.41	.00	64,963
	Off campus	1%	2%	9%	29%	59%	4.42	.00	45,345
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	9%	28%	58%	4.37	.02	2,316
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	30%	60%	4.46	.01	13,002
	Mid-Atlantic	1%	2%	9%	28%	59%	4.42	.01	9,298
	Midwest	1%	2%	9%	28%	60%	4.43	.00	39,214
	Northeast	1%	2%	10%	29%	58%	4.39	.01	19,819
	Pacific	1%	3%	11%	32%	53%	4.33	.01	12,265
	Southern	1%	2%	9%	28%	59%	4.41	.01	19,211
Institution Type - YOUR INSTITUTION	Public	1%	3%	9%	28%	58%	4.37	.02	2,316
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	29%	59%	4.41	.00	85,938
	Private	1%	2%	9%	30%	58%	4.41	.01	26,871
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	9%	28%	58%	4.37	.02	2,316
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	12%	28%	56%	4.32	.03	1,133
	Primarily 4-year	1%	2%	9%	29%	59%	4.41	.00	111,676
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	9%	28%	58%	4.37	.02	2,316
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	29%	59%	4.43	.00	92,712
	Mainly Contracted	2%	3%	11%	30%	54%	4.32	.01	18,799
	Combination of Both	1%	2%	9%	26%	62%	4.45	.02	1,298
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	9%	28%	58%	4.37	.02	2,316
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	31%	58%	4.43	.01	7,075
	2,500 to 10,000	2%	2%	10%	28%	59%	4.40	.01	20,751
	10,001 to 20,000	1%	2%	9%	29%	58%	4.41	.00	29,803
	Over 20,000	1%	2%	9%	29%	59%	4.42	.00	55,180
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	29%	57%	4.37	.04	592
	Express Unit	1%	5%	9%	32%	53%	4.31	.05	339
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	28%	64%	4.52	.05	267
	Sit-down Restaurant	0%	2%	8%	29%	61%	4.48	.03	489
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	56%	4.38	.01	18,057
	Marketplace	1%	2%	8%	29%	60%	4.45	.01	10,728
	Express Unit	1%	2%	9%	27%	60%	4.43	.01	14,953
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	25%	64%	4.49	.01	10,271
	Sit-down Restaurant	1%	1%	9%	28%	61%	4.47	.01	4,170
	Convenience Store	1%	2%	9%	29%	59%	4.42	.01	5,932

*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%	9%	15%	34%	40%	4.00	.02	2,153
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	8%	18%	37%	36%	3.98	.00	99,837
Aggregated Retail Units	YOUR INSTITUTION	2%	9%	14%	34%	42%	4.05	.03	1,575
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	17%	36%	38%	4.02	.00	55,922
Aggregated Dining Halls	YOUR INSTITUTION	2%	10%	19%	35%	34%	3.88	.04	578
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	19%	37%	33%	3.91	.00	43,915
Respondent Type - YOUR INSTITUTION	Student	2%	10%	16%	32%	39%	3.95	.03	1,680
	Faculty		7%	10%	41%	42%	4.19	.09	102
	Administration/ Staff	1%	4%	13%	39%	43%	4.19	.05	360
	Other			18%	45%	36%	4.18	.23	11
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	18%	36%	36%	3.95	.00	85,045
	Faculty	1%	5%	16%	41%	37%	4.07	.02	3,340
	Administration/Staff	1%	5%	13%	43%	38%	4.12	.01	10,262
	Other	2%	6%	18%	36%	38%	4.01	.03	848
Student Class Status - YOUR INSTITUTION	First year	3%	11%	20%	32%	34%	3.84	.04	656
	Sophomore	2%	10%	18%	30%	40%	3.95	.06	319
	Junior	2%	9%	12%	38%	39%	4.03	.06	306
	Senior		10%	10%	27%	54%	4.24	.07	198
	Graduate	3%	11%	14%	36%	36%	3.92	.08	195
	Other		17%	17%		67%	4.17	.54	6
Student Class Status - ENTIRE SAMPLE	First year	2%	9%	18%	36%	35%	3.94	.01	35,012
	Sophomore	2%	8%	19%	36%	35%	3.94	.01	18,154
	Junior	2%	8%	17%	36%	37%	3.98	.01	14,232
	Senior	2%	8%	18%	36%	37%	3.99	.01	11,981
	Graduate	2%	8%	18%	38%	34%	3.95	.01	4,898
	Other	3%	7%	19%	36%	35%	3.92	.04	633
Gender - YOUR INSTITUTION	Female	1%	9%	15%	34%	42%	4.06	.03	1,372
	Male	3%	10%	17%	34%	36%	3.91	.04	757
	Transgender		14%	14%	57%	14%	3.71	.36	7
	Other Identity	6%	12%	18%	29%	35%	3.76	.30	17
Gender - ENTIRE SAMPLE	Female	1%	7%	16%	37%	38%	4.03	.00	60,230
	Male	2%	9%	20%	36%	33%	3.89	.01	36,962
	Transgender	2%	11%	17%	34%	36%	3.91	.05	491
	Other Identity	4%	10%	21%	35%	31%	3.79	.04	770
Live... - YOUR INSTITUTION	On campus	3%	11%	19%	33%	34%	3.85	.04	768
	Off campus	1%	8%	13%	35%	43%	4.09	.03	1,385
Live... - ENTIRE SAMPLE	On campus	2%	9%	18%	36%	35%	3.95	.00	58,842
	Off campus	2%	7%	17%	38%	37%	4.02	.00	39,057
NACUFS Region - YOUR INSTITUTION	Southern	2%	9%	15%	34%	40%	4.00	.02	2,153
NACUFS Region - ENTIRE SAMPLE	Continental	2%	9%	19%	39%	30%	3.86	.01	11,459
	Mid-Atlantic	1%	7%	16%	33%	42%	4.08	.01	8,581
	Midwest	2%	8%	19%	38%	33%	3.93	.01	34,239
	Northeast	1%	7%	15%	37%	40%	4.07	.01	17,657
	Pacific	2%	8%	18%	36%	36%	3.96	.01	10,510
	Southern	2%	8%	16%	34%	39%	4.01	.01	17,391
Institution Type - YOUR INSTITUTION	Public	2%	9%	15%	34%	40%	4.00	.02	2,153
Institution Type - ENTIRE SAMPLE	Public	2%	8%	17%	36%	38%	4.00	.00	75,958
	Private	2%	9%	20%	39%	31%	3.89	.01	23,879
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	9%	15%	34%	40%	4.00	.02	2,153
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	7%	17%	36%	38%	3.99	.03	912
	Primarily 4-year	2%	8%	18%	37%	36%	3.98	.00	98,925
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	9%	15%	34%	40%	4.00	.02	2,153
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	8%	17%	37%	36%	3.99	.00	82,660
	Mainly Contracted	2%	9%	19%	35%	34%	3.90	.01	16,078
	Combination of Both	2%	7%	16%	39%	37%	4.01	.03	1,099
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	9%	15%	34%	40%	4.00	.02	2,153
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	8%	18%	39%	34%	3.96	.01	6,489
	2,500 to 10,000	1%	6%	14%	34%	45%	4.15	.01	18,458
	10,001 to 20,000	2%	8%	19%	38%	34%	3.94	.01	25,968
	Over 20,000	2%	9%	18%	37%	34%	3.93	.00	48,922
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	10%	15%	34%	40%	4.04	.04	563
	Express Unit	2%	8%	15%	32%	43%	4.05	.06	311
	Specialty Coffee Shop/ Juice Bar	1%	6%	11%	40%	42%	4.16	.06	250
	Sit-down Restaurant	3%	9%	14%	31%	42%	4.00	.05	451
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	36%	37%	3.98	.01	15,762
	Marketplace	2%	9%	18%	39%	33%	3.93	.01	9,350
	Express Unit	2%	6%	15%	35%	42%	4.10	.01	13,219
	Specialty Coffee Shop/ Juice Bar	1%	6%	16%	37%	40%	4.07	.01	8,819
	Sit-down Restaurant	2%	6%	16%	36%	41%	4.07	.02	3,611
	Convenience Store	2%	6%	18%	35%	39%	4.02	.01	5,161

*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 Dissatisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	12%	33%	51%	4.28	.02	2,304
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	34%	49%	4.26	.00	112,422
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	11%	34%	51%	4.29	.02	1,676
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	33%	50%	4.26	.00	63,832
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	14%	31%	50%	4.26	.04	628
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	35%	49%	4.27	.00	48,590
Respondent Type - YOUR INSTITUTION	Student	2%	3%	11%	32%	52%	4.30	.02	1,771
	Faculty	2%	7%	11%	34%	47%	4.18	.09	121
	Administration/ Staff	2%	3%	14%	36%	45%	4.21	.05	400
	Other			17%	33%	50%	4.33	.22	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	35%	49%	4.27	.00	93,944
	Faculty	3%	4%	11%	31%	51%	4.24	.02	4,179
	Administration/Staff	2%	4%	11%	31%	51%	4.25	.01	12,710
	Other	1%	2%	11%	30%	55%	4.35	.03	1,060
Student Class Status - YOUR INSTITUTION	First year	1%	2%	12%	31%	55%	4.36	.03	683
	Sophomore	0%	3%	11%	30%	57%	4.40	.04	330
	Junior	2%	4%	11%	36%	48%	4.25	.05	332
	Senior	1%	5%	11%	30%	52%	4.27	.06	212
	Graduate	4%	4%	11%	38%	43%	4.12	.07	208
	Other		17%	17%	33%	33%	3.83	.48	6
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	34%	52%	4.34	.00	38,332
	Sophomore	1%	3%	13%	35%	47%	4.24	.01	20,068
	Junior	2%	3%	13%	35%	47%	4.22	.01	15,827
	Senior	2%	4%	13%	35%	46%	4.20	.01	13,340
	Graduate	2%	4%	12%	38%	44%	4.19	.01	5,492
	Other	2%	3%	15%	36%	43%	4.15	.04	712
Gender - YOUR INSTITUTION	Female	1%	3%	11%	32%	53%	4.32	.02	1,461
	Male	2%	3%	13%	35%	47%	4.23	.03	818
	Transgender	14%		29%	29%	29%	3.57	.53	7
	Other Identity	6%	11%	28%	11%	44%	3.78	.31	18
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	33%	51%	4.29	.00	67,848
	Male	2%	3%	13%	35%	47%	4.22	.00	41,342
	Transgender	4%	3%	12%	31%	50%	4.19	.04	558
	Other Identity	3%	5%	15%	32%	45%	4.10	.04	877
Live... - YOUR INSTITUTION	On campus	1%	3%	10%	31%	55%	4.36	.03	799
	Off campus	2%	3%	13%	34%	48%	4.24	.02	1,505
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	34%	50%	4.29	.00	64,760
	Off campus	2%	4%	12%	34%	49%	4.23	.00	45,178
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	12%	33%	51%	4.28	.02	2,304
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	35%	51%	4.32	.01	12,970
	Mid-Atlantic	2%	4%	11%	32%	50%	4.23	.01	9,285
	Midwest	2%	3%	12%	34%	49%	4.26	.00	39,099
	Northeast	2%	3%	12%	34%	49%	4.24	.01	19,751
	Pacific	1%	3%	14%	37%	45%	4.21	.01	12,197
	Southern	1%	3%	11%	33%	52%	4.31	.01	19,120
Institution Type - YOUR INSTITUTION	Public	2%	3%	12%	33%	51%	4.28	.02	2,304
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	34%	50%	4.27	.00	85,597
	Private	2%	3%	12%	35%	48%	4.24	.01	26,825
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	12%	33%	51%	4.28	.02	2,304
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	13%	32%	49%	4.24	.03	1,136
	Primarily 4-year	2%	3%	12%	34%	49%	4.26	.00	111,286
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	12%	33%	51%	4.28	.02	2,304
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	34%	50%	4.27	.00	92,366
	Mainly Contracted	2%	3%	13%	35%	47%	4.22	.01	18,755
	Combination of Both	1%	2%	9%	31%	57%	4.41	.02	1,301
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	12%	33%	51%	4.28	.02	2,304
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	34%	51%	4.31	.01	7,075
	2,500 to 10,000	2%	4%	12%	31%	51%	4.25	.01	20,678
	10,001 to 20,000	1%	3%	11%	35%	49%	4.28	.01	29,679
	Over 20,000	2%	3%	12%	34%	49%	4.26	.00	54,990
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	12%	35%	49%	4.28	.04	587
	Express Unit	3%	6%	17%	34%	40%	4.00	.06	336
	Specialty Coffee Shop/ Juice Bar	2%	4%	9%	37%	48%	4.24	.06	267
	Sit-down Restaurant		2%	6%	30%	63%	4.53	.03	486
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	34%	47%	4.20	.01	18,007
	Marketplace	2%	4%	11%	34%	49%	4.26	.01	10,707
	Express Unit	2%	3%	12%	32%	51%	4.27	.01	14,825
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	32%	51%	4.28	.01	10,220
	Sit-down Restaurant	1%	2%	10%	31%	56%	4.39	.01	4,164
	Convenience Store	1%	4%	11%	35%	49%	4.27	.01	5,909

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

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

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

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	6%	15%	35%	43%	4.13	.02	2,151
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	18%	37%	36%	3.98	.00	99,725
Aggregated Retail Units	YOUR INSTITUTION	1%	5%	14%	35%	45%	4.16	.02	1,573
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	17%	36%	39%	4.04	.00	55,870
Aggregated Dining Halls	YOUR INSTITUTION	2%	7%	19%	34%	39%	4.03	.04	578
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	19%	37%	33%	3.91	.00	43,855
Respondent Type - YOUR INSTITUTION	Student	2%	7%	16%	34%	42%	4.08	.02	1,674
	Faculty	1%	5%	10%	41%	44%	4.21	.09	103
	Administration/ Staff	1%	2%	12%	37%	49%	4.32	.04	363
	Other			9%	45%	45%	4.36	.20	11
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	19%	36%	36%	3.95	.00	84,965
	Faculty	1%	4%	15%	41%	39%	4.12	.02	3,333
	Administration/Staff	1%	4%	12%	42%	42%	4.20	.01	10,239
	Other	2%	8%	15%	33%	41%	4.04	.04	857
Student Class Status - YOUR INSTITUTION	First year	2%	8%	18%	33%	39%	3.98	.04	654
	Sophomore	2%	4%	16%	33%	45%	4.14	.05	319
	Junior	2%	6%	15%	37%	41%	4.09	.06	306
	Senior		6%	11%	29%	55%	4.33	.06	196
	Graduate	2%	8%	17%	36%	38%	4.00	.07	193
	Other		17%		17%	67%	4.33	.49	6
Student Class Status - ENTIRE SAMPLE	First year	2%	8%	19%	36%	35%	3.95	.01	34,968
	Sophomore	2%	8%	19%	36%	35%	3.93	.01	18,135
	Junior	2%	8%	18%	36%	37%	3.97	.01	14,239
	Senior	2%	7%	18%	35%	37%	3.98	.01	11,956
	Graduate	2%	8%	19%	38%	33%	3.93	.01	4,893
	Other	3%	8%	18%	35%	36%	3.92	.04	634
Gender - YOUR INSTITUTION	Female	1%	5%	14%	35%	46%	4.20	.02	1,374
	Male	3%	7%	17%	34%	39%	4.00	.04	752
	Transgender			43%	43%	14%	3.71	.29	7
	Other Identity		6%	17%	44%	33%	4.06	.21	18
Gender - ENTIRE SAMPLE	Female	1%	7%	16%	37%	39%	4.05	.00	60,171
	Male	3%	9%	20%	36%	33%	3.88	.01	36,932
	Transgender	3%	11%	18%	32%	36%	3.86	.05	490
	Other Identity	4%	11%	21%	33%	32%	3.78	.04	769
Live... - YOUR INSTITUTION	On campus	2%	8%	19%	34%	38%	3.97	.04	764
	Off campus	1%	5%	13%	35%	47%	4.21	.02	1,387
Live... - ENTIRE SAMPLE	On campus	2%	8%	19%	36%	35%	3.94	.00	58,782
	Off campus	2%	6%	16%	37%	39%	4.05	.00	39,027
NACUFS Region - YOUR INSTITUTION	Southern	1%	6%	15%	35%	43%	4.13	.02	2,151
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	20%	39%	30%	3.87	.01	11,441
	Mid-Atlantic	1%	8%	17%	33%	42%	4.06	.01	8,554
	Midwest	2%	8%	19%	38%	33%	3.92	.01	34,240
	Northeast	1%	6%	16%	36%	40%	4.08	.01	17,655
	Pacific	2%	7%	19%	36%	36%	3.96	.01	10,502
	Southern	2%	7%	16%	34%	41%	4.06	.01	17,333
Institution Type - YOUR INSTITUTION	Public	1%	6%	15%	35%	43%	4.13	.02	2,151
Institution Type - ENTIRE SAMPLE	Public	2%	7%	17%	36%	38%	4.02	.00	75,823
	Private	2%	8%	20%	38%	31%	3.88	.01	23,902
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	6%	15%	35%	43%	4.13	.02	2,151
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	15%	36%	42%	4.11	.03	902
	Primarily 4-year	2%	7%	18%	37%	36%	3.98	.00	98,823
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	6%	15%	35%	43%	4.13	.02	2,151
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	18%	37%	37%	3.99	.00	82,538
	Mainly Contracted	2%	8%	19%	34%	36%	3.94	.01	16,097
	Combination of Both	2%	6%	14%	40%	38%	4.07	.03	1,090
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	6%	15%	35%	43%	4.13	.02	2,151
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	7%	18%	39%	36%	4.01	.01	6,474
	2,500 to 10,000	2%	5%	14%	34%	46%	4.17	.01	18,450
	10,001 to 20,000	2%	8%	19%	37%	34%	3.94	.01	25,955
	Over 20,000	2%	8%	19%	37%	34%	3.93	.00	48,846
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	13%	34%	45%	4.17	.04	562
	Express Unit	2%	5%	18%	33%	41%	4.07	.06	311
	Specialty Coffee Shop/ Juice Bar		4%	12%	39%	45%	4.24	.05	250
	Sit-down Restaurant	2%	5%	12%	34%	47%	4.17	.05	450
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	36%	37%	4.01	.01	15,733
	Marketplace	2%	8%	19%	39%	32%	3.91	.01	9,335
	Express Unit	2%	6%	16%	34%	43%	4.11	.01	13,233
	Specialty Coffee Shop/ Juice Bar	1%	6%	15%	37%	40%	4.10	.01	8,815
	Sit-down Restaurant	1%	5%	14%	34%	45%	4.16	.02	3,603
	Convenience Store	2%	6%	18%	35%	39%	4.04	.01	5,151

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	1%	3%	11%	33%	52%	4.32	.02	2,300
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	11%	34%	51%	4.32	.00	112,077
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	10%	33%	53%	4.34	.02	1,672
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	11%	33%	52%	4.33	.00	63,653
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	11%	32%	52%	4.28	.04	628
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	35%	50%	4.30	.00	48,424
Respondent Type - YOUR INSTITUTION	Student	1%	3%	10%	32%	54%	4.35	.02	1,766
	Faculty	2%	4%	14%	31%	48%	4.18	.09	121
	Administration/ Staff	1%	4%	11%	36%	47%	4.25	.04	401
	Other			8%	50%	42%	4.33	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	11%	35%	50%	4.30	.00	93,642
	Faculty	2%	3%	9%	31%	55%	4.34	.01	4,152
	Administration/Staff	1%	2%	9%	31%	56%	4.38	.01	12,705
	Other	1%	2%	10%	30%	58%	4.40	.03	1,062
Student Class Status - YOUR INSTITUTION	First year	1%	2%	9%	32%	56%	4.40	.03	681
	Sophomore	0%	2%	12%	28%	58%	4.42	.04	329
	Junior	1%	4%	10%	33%	52%	4.32	.05	332
	Senior	2%	4%	10%	33%	51%	4.28	.06	210
	Graduate	2%	3%	12%	38%	45%	4.19	.07	207
	Other			29%	14%	57%	4.29	.36	7
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	34%	53%	4.35	.00	38,223
	Sophomore	1%	3%	12%	35%	49%	4.29	.01	19,998
	Junior	1%	3%	12%	35%	49%	4.27	.01	15,758
	Senior	1%	3%	12%	35%	48%	4.27	.01	13,284
	Graduate	1%	2%	12%	38%	46%	4.26	.01	5,499
	Other	1%	4%	15%	35%	46%	4.20	.03	711
Gender - YOUR INSTITUTION	Female	1%	3%	9%	32%	55%	4.39	.02	1,459
	Male	1%	4%	12%	35%	47%	4.23	.03	815
	Transgender	14%		14%	43%	29%	3.71	.52	7
	Other Identity	5%	11%	26%	26%	32%	3.68	.28	19
Gender - ENTIRE SAMPLE	Female	1%	2%	10%	33%	53%	4.35	.00	67,681
	Male	1%	3%	12%	35%	48%	4.27	.00	41,207
	Transgender	3%	3%	10%	32%	52%	4.26	.04	555
	Other Identity	2%	4%	15%	34%	44%	4.14	.03	878
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	32%	56%	4.40	.03	795
	Off campus	1%	4%	11%	34%	50%	4.28	.02	1,505
Live... - ENTIRE SAMPLE	On campus	1%	2%	11%	35%	51%	4.32	.00	64,538
	Off campus	1%	3%	11%	34%	51%	4.31	.00	45,086
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	11%	33%	52%	4.32	.02	2,300
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	34%	54%	4.38	.01	12,947
	Mid-Atlantic	2%	3%	11%	33%	51%	4.28	.01	9,212
	Midwest	1%	2%	11%	34%	52%	4.34	.00	38,929
	Northeast	1%	3%	12%	34%	50%	4.29	.01	19,705
	Pacific	1%	3%	14%	37%	44%	4.20	.01	12,170
	Southern	1%	2%	11%	33%	53%	4.35	.01	19,114
Institution Type - YOUR INSTITUTION	Public	1%	3%	11%	33%	52%	4.32	.02	2,300
Institution Type - ENTIRE SAMPLE	Public	1%	2%	11%	34%	52%	4.32	.00	85,358
	Private	1%	3%	12%	35%	50%	4.30	.01	26,719
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	11%	33%	52%	4.32	.02	2,300
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	14%	28%	52%	4.23	.03	1,130
	Primarily 4-year	1%	2%	11%	34%	51%	4.32	.00	110,947
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	11%	33%	52%	4.32	.02	2,300
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	11%	34%	52%	4.33	.00	92,081
	Mainly Contracted	1%	3%	13%	35%	48%	4.25	.01	18,698
	Combination of Both	1%	2%	10%	27%	60%	4.44	.02	1,298
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	11%	33%	52%	4.32	.02	2,300
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	35%	51%	4.33	.01	7,024
	2,500 to 10,000	2%	3%	11%	31%	53%	4.31	.01	20,631
	10,001 to 20,000	1%	2%	11%	35%	50%	4.31	.00	29,585
	Over 20,000	1%	2%	11%	34%	51%	4.32	.00	54,837
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	35%	50%	4.31	.03	583
	Express Unit	1%	6%	14%	39%	40%	4.11	.05	335
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	33%	52%	4.32	.05	266
	Sit-down Restaurant	0%	1%	7%	28%	64%	4.54	.03	488
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	35%	48%	4.25	.01	17,928
	Marketplace	1%	2%	11%	35%	51%	4.34	.01	10,671
	Express Unit	1%	2%	11%	32%	53%	4.34	.01	14,830
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	56%	4.39	.01	10,176
	Sit-down Restaurant	1%	2%	9%	30%	59%	4.43	.01	4,162
	Convenience Store	1%	3%	11%	34%	51%	4.30	.01	5,886

*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%	8%	30%	58%	4.41	.02	2,131
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	32%	54%	4.34	.00	98,070
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	8%	30%	56%	4.37	.02	1,556
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	31%	52%	4.29	.00	54,303
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	7%	28%	63%	4.52	.03	575
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	32%	55%	4.39	.00	43,767
Respondent Type - YOUR INSTITUTION	Student	1%	3%	8%	29%	58%	4.40	.02	1,668
	Faculty		5%	7%	27%	61%	4.43	.09	97
	Administration/ Staff	1%	3%	7%	32%	57%	4.42	.04	356
	Other			10%	40%	50%	4.40	.22	10
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	32%	54%	4.34	.00	83,921
	Faculty	2%	4%	9%	32%	53%	4.31	.02	3,232
	Administration/Staff	2%	4%	9%	33%	52%	4.29	.01	9,756
	Other	2%	3%	11%	31%	51%	4.26	.03	829
Student Class Status - YOUR INSTITUTION	First year	1%	3%	10%	27%	60%	4.42	.03	652
	Sophomore	0%	3%	8%	30%	59%	4.45	.04	315
	Junior	2%	3%	6%	31%	59%	4.41	.05	302
	Senior	1%	3%	7%	26%	64%	4.50	.06	199
	Graduate	2%	9%	8%	37%	45%	4.13	.07	194
	Other				50%	50%	4.50	.22	6
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	32%	53%	4.34	.00	34,619
	Sophomore	1%	3%	11%	31%	54%	4.34	.01	17,923
	Junior	1%	3%	10%	30%	56%	4.37	.01	14,025
	Senior	1%	3%	10%	31%	55%	4.36	.01	11,792
	Graduate	1%	4%	11%	34%	49%	4.26	.01	4,811
	Other	2%	4%	11%	35%	49%	4.24	.04	620
Gender - YOUR INSTITUTION	Female	1%	3%	8%	28%	61%	4.46	.02	1,358
	Male	1%	4%	8%	34%	52%	4.31	.03	748
	Transgender		14%		57%	29%	4.00	.38	7
	Other Identity		11%	6%	17%	67%	4.39	.24	18
Gender - ENTIRE SAMPLE	Female	1%	3%	9%	31%	56%	4.39	.00	59,061
	Male	1%	4%	12%	33%	50%	4.26	.00	36,415
	Transgender	1%	5%	13%	31%	49%	4.22	.04	477
	Other Identity	2%	4%	15%	33%	46%	4.18	.03	767
Live... - YOUR INSTITUTION	On campus	1%	2%	10%	29%	58%	4.40	.03	763
	Off campus	1%	4%	7%	30%	58%	4.41	.02	1,368
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	32%	53%	4.35	.00	58,126
	Off campus	2%	3%	10%	31%	54%	4.33	.00	38,058
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	8%	30%	58%	4.41	.02	2,131
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	35%	49%	4.28	.01	11,241
	Mid-Atlantic	1%	3%	9%	29%	58%	4.41	.01	8,474
	Midwest	1%	3%	11%	32%	53%	4.33	.00	33,567
	Northeast	1%	3%	10%	31%	55%	4.37	.01	17,468
	Pacific	1%	3%	12%	32%	51%	4.28	.01	10,257
	Southern	1%	3%	10%	30%	55%	4.34	.01	17,063
Institution Type - YOUR INSTITUTION	Public	1%	3%	8%	30%	58%	4.41	.02	2,131
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	31%	55%	4.35	.00	74,553
	Private	1%	3%	11%	35%	50%	4.29	.01	23,517
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	8%	30%	58%	4.41	.02	2,131
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	11%	32%	51%	4.28	.03	879
	Primarily 4-year	1%	3%	10%	32%	54%	4.34	.00	97,191
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	8%	30%	58%	4.41	.02	2,131
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	32%	54%	4.35	.00	81,345
	Mainly Contracted	2%	4%	12%	33%	50%	4.27	.01	15,651
	Combination of Both	2%	3%	9%	33%	53%	4.32	.03	1,074
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	8%	30%	58%	4.41	.02	2,131
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	12%	35%	49%	4.28	.01	6,381
	2,500 to 10,000	1%	3%	9%	29%	58%	4.40	.01	18,119
	10,001 to 20,000	1%	3%	11%	33%	51%	4.30	.01	25,395
	Over 20,000	1%	3%	10%	31%	54%	4.34	.00	48,175
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	8%	32%	56%	4.39	.04	560
	Express Unit	3%	6%	11%	30%	50%	4.18	.06	308
	Specialty Coffee Shop/ Juice Bar	1%	5%	8%	31%	55%	4.35	.06	240
	Sit-down Restaurant	1%	3%	7%	28%	62%	4.47	.04	448
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	31%	54%	4.34	.01	15,509
	Marketplace	1%	4%	12%	35%	49%	4.25	.01	9,216
	Express Unit	2%	4%	11%	30%	54%	4.30	.01	12,797
	Specialty Coffee Shop/ Juice Bar	1%	5%	11%	31%	52%	4.28	.01	8,550
	Sit-down Restaurant	1%	2%	9%	32%	56%	4.40	.01	3,562
	Convenience Store	3%	5%	14%	30%	47%	4.14	.02	4,669

*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 Dissatisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	10%	17%	28%	40%	3.91	.02	2,285
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	16%	31%	41%	3.97	.00	110,069
Aggregated Retail Units	YOUR INSTITUTION	3%	9%	17%	28%	43%	3.99	.03	1,660
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	16%	29%	42%	3.97	.00	61,516
Aggregated Dining Halls	YOUR INSTITUTION	6%	14%	19%	30%	32%	3.69	.05	625
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	16%	32%	40%	3.97	.00	48,553
Respondent Type - YOUR INSTITUTION	Student	4%	11%	17%	28%	40%	3.89	.03	1,763
	Faculty	5%	9%	16%	27%	42%	3.91	.11	117
	Administration/ Staff	4%	9%	16%	29%	42%	3.96	.06	393
	Other			42%	25%	33%	3.92	.26	12
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	17%	31%	40%	3.94	.00	92,697
	Faculty	4%	7%	13%	28%	48%	4.08	.02	3,989
	Administration/Staff	3%	7%	14%	28%	48%	4.11	.01	11,829
	Other	2%	4%	13%	29%	52%	4.25	.03	1,040
Student Class Status - YOUR INSTITUTION	First year	4%	13%	17%	29%	37%	3.82	.05	680
	Sophomore	5%	8%	17%	24%	46%	3.99	.06	330
	Junior	4%	10%	17%	28%	41%	3.93	.06	331
	Senior	3%	13%	18%	26%	40%	3.88	.08	210
	Graduate	3%	7%	20%	33%	37%	3.93	.07	205
	Other	14%			29%	57%	4.14	.55	7
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	16%	31%	42%	4.03	.01	37,960
	Sophomore	4%	9%	18%	31%	38%	3.89	.01	19,818
	Junior	5%	10%	17%	30%	38%	3.87	.01	15,581
	Senior	5%	10%	18%	30%	37%	3.86	.01	13,083
	Graduate	4%	9%	17%	33%	38%	3.91	.02	5,386
	Other	4%	5%	16%	32%	43%	4.06	.04	701
Gender - YOUR INSTITUTION	Female	4%	10%	18%	26%	42%	3.92	.03	1,443
	Male	3%	10%	16%	32%	38%	3.91	.04	816
	Transgender	29%		14%	43%	14%	3.14	.59	7
	Other Identity	16%	11%	32%	16%	26%	3.26	.32	19
Gender - ENTIRE SAMPLE	Female	4%	9%	16%	30%	41%	3.96	.00	66,164
	Male	4%	8%	16%	31%	41%	3.98	.01	40,748
	Transgender	6%	8%	15%	26%	45%	3.98	.05	544
	Other Identity	5%	10%	18%	28%	38%	3.84	.04	859
Live.... - YOUR INSTITUTION	On campus	4%	12%	16%	29%	38%	3.85	.04	798
	Off campus	4%	9%	18%	28%	42%	3.94	.03	1,487
Live.... - ENTIRE SAMPLE	On campus	3%	8%	16%	32%	41%	3.98	.00	64,013
	Off campus	4%	9%	17%	29%	41%	3.95	.01	43,602
NACUFS Region - YOUR INSTITUTION	Southern	4%	10%	17%	28%	40%	3.91	.02	2,285
NACUFS Region - ENTIRE SAMPLE	Continental	3%	9%	16%	31%	41%	3.96	.01	12,717
	Mid-Atlantic	5%	9%	15%	29%	41%	3.91	.01	9,138
	Midwest	4%	8%	17%	31%	40%	3.94	.01	38,323
	Northeast	3%	7%	16%	31%	43%	4.04	.01	19,434
	Pacific	4%	9%	19%	31%	38%	3.90	.01	11,803
	Southern	3%	8%	15%	30%	44%	4.04	.01	18,654
Institution Type - YOUR INSTITUTION	Public	4%	10%	17%	28%	40%	3.91	.02	2,285
Institution Type - ENTIRE SAMPLE	Public	4%	8%	16%	30%	41%	3.98	.00	83,691
	Private	3%	9%	17%	31%	40%	3.95	.01	26,378
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	10%	17%	28%	40%	3.91	.02	2,285
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	7%	17%	25%	46%	4.01	.04	1,078
	Primarily 4-year	4%	8%	16%	31%	41%	3.97	.00	108,991
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	10%	17%	28%	40%	3.91	.02	2,285
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	8%	16%	30%	41%	3.97	.00	90,404
	Mainly Contracted	3%	8%	17%	31%	41%	3.98	.01	18,412
	Combination of Both	3%	6%	16%	29%	46%	4.11	.03	1,253
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	10%	17%	28%	40%	3.91	.02	2,285
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	16%	32%	44%	4.09	.01	6,944
	2,500 to 10,000	3%	6%	13%	29%	49%	4.15	.01	20,189
	10,001 to 20,000	3%	8%	17%	32%	41%	3.99	.01	28,927
	Over 20,000	4%	10%	18%	30%	38%	3.88	.00	54,009
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	7%	20%	27%	43%	4.01	.04	586
	Express Unit	7%	16%	19%	28%	30%	3.58	.07	326
	Specialty Coffee Shop/ Juice Bar	5%	13%	21%	26%	34%	3.71	.08	261
	Sit-down Restaurant	1%	5%	8%	29%	58%	4.38	.04	487
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	17%	29%	40%	3.92	.01	17,658
	Marketplace	4%	8%	16%	31%	41%	3.96	.01	10,534
	Express Unit	4%	9%	16%	28%	44%	3.99	.01	14,241
	Specialty Coffee Shop/ Juice Bar	5%	10%	17%	28%	40%	3.89	.01	9,815
	Sit-down Restaurant	2%	5%	13%	29%	51%	4.21	.02	4,122
	Convenience Store	3%	6%	16%	30%	44%	4.06	.01	5,146

*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%	3%	10%	35%	51%	4.31	.02	2,134
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	13%	37%	46%	4.22	.00	97,839
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	9%	35%	52%	4.33	.02	1,555
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	35%	47%	4.23	.00	54,223
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	12%	37%	47%	4.27	.04	579
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	38%	44%	4.21	.00	43,616
Respondent Type - YOUR INSTITUTION	Student	1%	4%	10%	35%	51%	4.30	.02	1,668
	Faculty		5%	8%	37%	50%	4.32	.08	98
	Administration/ Staff	1%	2%	9%	38%	50%	4.36	.04	357
	Other			9%	45%	45%	4.36	.20	11
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	36%	46%	4.22	.00	83,715
	Faculty	1%	4%	11%	37%	47%	4.24	.02	3,225
	Administration/Staff	2%	3%	10%	40%	45%	4.23	.01	9,751
	Other	2%	4%	13%	33%	49%	4.22	.03	827
Student Class Status - YOUR INSTITUTION	First year	1%	4%	12%	34%	49%	4.26	.03	653
	Sophomore	1%	3%	11%	34%	52%	4.32	.05	318
	Junior	1%	3%	8%	37%	51%	4.34	.05	303
	Senior	1%	4%	5%	31%	59%	4.44	.06	195
	Graduate	1%	6%	9%	39%	45%	4.20	.07	193
	Other					100%	5.00	.00	6
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	37%	45%	4.21	.00	34,529
	Sophomore	1%	4%	13%	37%	45%	4.20	.01	17,849
	Junior	1%	4%	12%	35%	48%	4.25	.01	13,967
	Senior	1%	4%	13%	35%	47%	4.24	.01	11,783
	Graduate	2%	4%	13%	36%	45%	4.18	.01	4,821
	Other	2%	3%	14%	36%	45%	4.20	.04	624
Gender - YOUR INSTITUTION	Female	1%	3%	9%	34%	53%	4.36	.02	1,359
	Male	1%	5%	10%	37%	47%	4.24	.03	750
	Transgender			43%	43%	14%	3.71	.29	7
	Other Identity		6%	11%	28%	56%	4.33	.21	18
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	36%	48%	4.27	.00	58,950
	Male	1%	4%	15%	37%	42%	4.14	.00	36,366
	Transgender	2%	6%	14%	33%	45%	4.14	.05	466
	Other Identity	2%	4%	17%	34%	42%	4.10	.04	746
Live... - YOUR INSTITUTION	On campus	1%	4%	12%	36%	47%	4.23	.03	762
	Off campus	1%	3%	8%	35%	53%	4.35	.02	1,372
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	37%	45%	4.21	.00	57,981
	Off campus	1%	3%	12%	36%	47%	4.24	.00	37,993
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	10%	35%	51%	4.31	.02	2,134
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	14%	40%	40%	4.13	.01	11,228
	Mid-Atlantic	1%	3%	12%	33%	51%	4.30	.01	8,453
	Midwest	1%	4%	14%	38%	43%	4.19	.00	33,429
	Northeast	1%	3%	12%	35%	49%	4.27	.01	17,458
	Pacific	2%	4%	14%	36%	45%	4.19	.01	10,215
	Southern	1%	4%	12%	34%	49%	4.26	.01	17,056
Institution Type - YOUR INSTITUTION	Public	1%	3%	10%	35%	51%	4.31	.02	2,134
Institution Type - ENTIRE SAMPLE	Public	1%	3%	13%	36%	47%	4.24	.00	74,386
	Private	1%	4%	14%	39%	42%	4.17	.01	23,453
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	10%	35%	51%	4.31	.02	2,134
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	10%	36%	48%	4.26	.03	875
	Primarily 4-year	1%	4%	13%	37%	46%	4.22	.00	96,964
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	10%	35%	51%	4.31	.02	2,134
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	13%	37%	46%	4.23	.00	81,252
	Mainly Contracted	2%	4%	14%	36%	45%	4.18	.01	15,517
	Combination of Both	2%	3%	8%	38%	49%	4.30	.03	1,070
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	10%	35%	51%	4.31	.02	2,134
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	13%	39%	44%	4.21	.01	6,377
	2,500 to 10,000	1%	3%	11%	32%	54%	4.35	.01	18,097
	10,001 to 20,000	1%	4%	13%	38%	44%	4.20	.01	25,337
	Over 20,000	1%	4%	13%	38%	44%	4.19	.00	48,028
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	8%	35%	52%	4.33	.04	558
	Express Unit	2%	5%	13%	33%	47%	4.19	.05	305
	Specialty Coffee Shop/ Juice Bar	0%	3%	7%	38%	51%	4.36	.05	244
	Sit-down Restaurant	1%	2%	7%	33%	56%	4.41	.04	448
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	36%	47%	4.24	.01	15,399
	Marketplace	1%	4%	13%	39%	41%	4.15	.01	9,157
	Express Unit	2%	4%	12%	33%	50%	4.25	.01	12,766
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	35%	48%	4.25	.01	8,553
	Sit-down Restaurant	1%	3%	10%	34%	52%	4.34	.01	3,560
	Convenience Store	3%	4%	15%	33%	45%	4.13	.01	4,788

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	6%	14%	34%	45%	4.13	.02	2,281
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	14%	34%	45%	4.15	.00	110,219
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	13%	33%	45%	4.14	.02	1,652
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	33%	45%	4.13	.00	61,725
Aggregated Dining Halls	YOUR INSTITUTION	2%	6%	14%	35%	43%	4.11	.04	629
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	36%	44%	4.16	.00	48,494
Respondent Type - YOUR INSTITUTION	Student	2%	7%	13%	33%	46%	4.15	.02	1,763
	Faculty	3%	10%	15%	27%	45%	4.02	.10	115
	Administration/ Staff	2%	4%	14%	40%	40%	4.11	.05	391
	Other			17%	42%	42%	4.25	.22	12
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	34%	44%	4.14	.00	92,823
	Faculty	3%	5%	14%	32%	46%	4.12	.02	3,994
	Administration/Staff	2%	5%	14%	33%	46%	4.15	.01	11,864
	Other	1%	2%	13%	31%	53%	4.31	.03	1,034
Student Class Status - YOUR INSTITUTION	First year	1%	5%	12%	32%	50%	4.26	.03	677
	Sophomore	1%	7%	12%	31%	50%	4.22	.05	331
	Junior	2%	6%	14%	37%	41%	4.08	.05	333
	Senior	4%	9%	15%	31%	41%	3.98	.08	208
	Graduate	3%	9%	16%	36%	36%	3.92	.07	207
	Other		14%			86%	4.57	.43	7
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	34%	48%	4.23	.00	37,998
	Sophomore	2%	5%	15%	35%	43%	4.12	.01	19,834
	Junior	2%	6%	16%	34%	42%	4.08	.01	15,611
	Senior	2%	6%	16%	34%	41%	4.05	.01	13,116
	Graduate	2%	6%	15%	37%	39%	4.04	.01	5,397
	Other	2%	6%	15%	35%	42%	4.07	.04	699
Gender - YOUR INSTITUTION	Female	1%	6%	13%	34%	46%	4.18	.03	1,440
	Male	2%	7%	14%	34%	43%	4.08	.04	815
	Transgender	14%	14%	14%	43%	14%	3.29	.52	7
	Other Identity	16%	5%	37%	16%	26%	3.32	.32	19
Gender - ENTIRE SAMPLE	Female	2%	5%	14%	34%	45%	4.16	.00	66,313
	Male	2%	5%	15%	35%	43%	4.13	.00	40,791
	Transgender	4%	8%	12%	30%	47%	4.09	.05	540
	Other Identity	4%	9%	20%	30%	38%	3.89	.04	855
Live.... - YOUR INSTITUTION	On campus	1%	5%	12%	33%	49%	4.25	.03	797
	Off campus	2%	7%	14%	34%	42%	4.07	.03	1,484
Live.... - ENTIRE SAMPLE	On campus	2%	4%	14%	35%	46%	4.18	.00	64,136
	Off campus	2%	6%	15%	33%	43%	4.09	.00	43,669
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	14%	34%	45%	4.13	.02	2,281
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	14%	34%	46%	4.19	.01	12,754
	Mid-Atlantic	2%	5%	14%	34%	45%	4.13	.01	9,133
	Midwest	2%	4%	13%	35%	46%	4.19	.00	38,353
	Northeast	2%	5%	15%	34%	44%	4.12	.01	19,450
	Pacific	3%	7%	18%	35%	38%	3.99	.01	11,843
	Southern	2%	5%	14%	33%	46%	4.16	.01	18,686
Institution Type - YOUR INSTITUTION	Public	2%	6%	14%	34%	45%	4.13	.02	2,281
Institution Type - ENTIRE SAMPLE	Public	2%	5%	14%	34%	45%	4.15	.00	83,819
	Private	2%	5%	15%	35%	43%	4.13	.01	26,400
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	6%	14%	34%	45%	4.13	.02	2,281
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	17%	29%	44%	4.02	.03	1,080
	Primarily 4-year	2%	5%	14%	34%	45%	4.15	.00	109,139
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	14%	34%	45%	4.13	.02	2,281
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	14%	34%	45%	4.15	.00	90,547
	Mainly Contracted	2%	5%	15%	35%	43%	4.13	.01	18,414
	Combination of Both	2%	4%	13%	31%	51%	4.25	.03	1,258
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	6%	14%	34%	45%	4.13	.02	2,281
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	15%	34%	45%	4.16	.01	6,962
	2,500 to 10,000	2%	4%	13%	31%	48%	4.19	.01	20,206
	10,001 to 20,000	2%	5%	15%	35%	43%	4.13	.01	28,993
	Over 20,000	2%	5%	15%	35%	44%	4.13	.00	54,058
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	14%	33%	46%	4.17	.04	582
	Express Unit	3%	14%	16%	35%	31%	3.77	.06	327
	Specialty Coffee Shop/ Juice Bar	1%	8%	15%	36%	39%	4.04	.06	259
	Sit-down Restaurant	1%	2%	9%	31%	57%	4.42	.04	484
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	34%	42%	4.07	.01	17,640
	Marketplace	2%	5%	14%	35%	45%	4.17	.01	10,522
	Express Unit	2%	5%	15%	31%	47%	4.14	.01	14,265
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	31%	46%	4.14	.01	9,805
	Sit-down Restaurant	2%	4%	12%	31%	52%	4.27	.01	4,133
	Convenience Store	2%	5%	16%	33%	44%	4.12	.01	5,360

*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%	6%	16%	30%	45%	4.05	.03	1,912
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	6%	16%	29%	45%	4.04	.00	91,844
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	15%	31%	45%	4.07	.03	1,393
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	29%	47%	4.08	.00	51,354
Aggregated Dining Halls	YOUR INSTITUTION	4%	7%	18%	28%	44%	3.99	.05	519
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	17%	29%	42%	3.99	.01	40,490
Respondent Type - YOUR INSTITUTION	Student	4%	7%	16%	29%	44%	4.02	.03	1,500
	Faculty	4%	3%	12%	35%	45%	4.14	.11	93
	Administration/ Staff	3%	3%	16%	33%	47%	4.18	.05	309
	Other		10%	10%	30%	50%	4.20	.33	10
Respondent Type - ENTIRE SAMPLE	Student	4%	6%	17%	29%	44%	4.03	.00	78,323
	Faculty	5%	5%	11%	29%	50%	4.15	.02	3,048
	Administration/Staff	4%	5%	13%	31%	46%	4.09	.01	9,434
	Other	5%	6%	14%	25%	50%	4.09	.04	738
Student Class Status - YOUR INSTITUTION	First year	5%	6%	19%	28%	42%	3.98	.05	600
	Sophomore	4%	8%	15%	28%	45%	4.02	.07	271
	Junior	5%	9%	17%	30%	40%	3.93	.07	282
	Senior	4%	7%	13%	24%	52%	4.12	.09	172
	Graduate	2%	5%	12%	35%	46%	4.16	.08	171
	Other			25%		75%	4.50	.50	4
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	18%	29%	43%	4.00	.01	32,207
	Sophomore	5%	6%	17%	29%	44%	4.00	.01	16,694
	Junior	4%	6%	15%	28%	47%	4.07	.01	13,165
	Senior	4%	5%	15%	28%	47%	4.08	.01	11,033
	Graduate	4%	5%	15%	32%	45%	4.09	.02	4,523
	Other	3%	4%	16%	31%	45%	4.10	.04	581
Gender - YOUR INSTITUTION	Female	3%	5%	15%	29%	48%	4.15	.03	1,219
	Male	6%	8%	17%	30%	38%	3.86	.05	670
	Transgender			43%	29%	29%	3.86	.34	7
	Other Identity		6%	19%	31%	44%	4.13	.24	16
Gender - ENTIRE SAMPLE	Female	3%	4%	14%	29%	49%	4.17	.00	55,713
	Male	7%	8%	19%	28%	38%	3.82	.01	33,775
	Transgender	3%	5%	13%	24%	54%	4.22	.05	452
	Other Identity	8%	5%	14%	26%	47%	4.00	.05	695
Live... - YOUR INSTITUTION	On campus	5%	7%	19%	29%	41%	3.94	.04	695
	Off campus	4%	5%	14%	30%	47%	4.11	.03	1,217
Live... - ENTIRE SAMPLE	On campus	4%	6%	17%	29%	43%	4.01	.00	54,210
	Off campus	4%	5%	14%	29%	47%	4.09	.01	35,937
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	16%	30%	45%	4.05	.03	1,912
NACUFS Region - ENTIRE SAMPLE	Continental	5%	7%	17%	30%	41%	3.95	.01	10,357
	Mid-Atlantic	5%	6%	16%	25%	48%	4.05	.01	7,812
	Midwest	5%	7%	17%	30%	42%	3.98	.01	31,211
	Northeast	4%	5%	15%	29%	47%	4.11	.01	16,518
	Pacific	3%	5%	16%	29%	47%	4.11	.01	9,856
	Southern	4%	5%	15%	28%	48%	4.11	.01	16,090
Institution Type - YOUR INSTITUTION	Public	4%	6%	16%	30%	45%	4.05	.03	1,912
Institution Type - ENTIRE SAMPLE	Public	4%	5%	16%	29%	46%	4.08	.00	70,275
	Private	5%	8%	17%	29%	40%	3.91	.01	21,569
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	16%	30%	45%	4.05	.03	1,912
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	3%	14%	28%	49%	4.13	.04	841
	Primarily 4-year	4%	6%	16%	29%	45%	4.04	.00	91,003
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	16%	30%	45%	4.05	.03	1,912
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	6%	16%	29%	45%	4.05	.00	76,836
	Mainly Contracted	5%	6%	18%	29%	42%	3.97	.01	13,973
	Combination of Both	4%	5%	15%	29%	46%	4.07	.03	1,035
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	6%	16%	30%	45%	4.05	.03	1,912
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	17%	30%	46%	4.10	.01	5,963
	2,500 to 10,000	4%	5%	14%	26%	50%	4.14	.01	17,379
	10,001 to 20,000	5%	6%	16%	30%	44%	4.02	.01	23,752
	Over 20,000	5%	6%	16%	30%	43%	4.01	.01	44,750
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	17%	28%	44%	4.02	.05	505
	Express Unit	4%	6%	12%	33%	46%	4.12	.06	283
	Specialty Coffee Shop/ Juice Bar	2%	4%	16%	37%	42%	4.14	.06	223
	Sit-down Restaurant	5%	5%	14%	29%	47%	4.06	.06	382
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	16%	28%	45%	4.01	.01	14,418
	Marketplace	4%	6%	17%	31%	43%	4.02	.01	8,600
	Express Unit	3%	4%	14%	28%	50%	4.16	.01	12,183
	Specialty Coffee Shop/ Juice Bar	4%	5%	14%	29%	48%	4.13	.01	8,098
	Sit-down Restaurant	4%	5%	14%	29%	49%	4.14	.02	3,284
	Convenience Store	4%	5%	15%	28%	47%	4.09	.02	4,771

*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 Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	21%	32%	38%	3.97	.02	2,004
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	19%	34%	41%	4.05	.00	102,117
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	19%	33%	39%	4.01	.03	1,444
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	18%	32%	42%	4.07	.00	57,887
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	25%	31%	35%	3.87	.05	560
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	35%	38%	4.02	.00	44,230
Respondent Type - YOUR INSTITUTION	Student	3%	6%	21%	32%	38%	3.97	.03	1,551
	Faculty	4%	9%	23%	28%	36%	3.83	.11	109
	Administration/ Staff	3%	2%	20%	36%	38%	4.05	.05	333
	Other	18%		36%	18%	27%	3.36	.43	11
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	20%	34%	39%	4.03	.00	85,785
	Faculty	4%	5%	16%	31%	44%	4.07	.02	3,657
	Administration/Staff	2%	3%	15%	33%	48%	4.21	.01	11,233
	Other	3%	2%	17%	25%	53%	4.25	.03	944
Student Class Status - YOUR INSTITUTION	First year	2%	4%	22%	31%	40%	4.02	.04	613
	Sophomore	3%	6%	19%	31%	41%	4.02	.06	278
	Junior	3%	8%	23%	31%	35%	3.87	.06	302
	Senior	5%	6%	18%	36%	35%	3.89	.08	179
	Graduate	5%	6%	17%	35%	37%	3.92	.08	173
	Other	17%			33%	50%	4.00	.63	6
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	19%	34%	41%	4.09	.01	35,028
	Sophomore	3%	5%	21%	34%	38%	3.99	.01	18,240
	Junior	3%	5%	20%	34%	38%	3.98	.01	14,499
	Senior	4%	5%	20%	33%	38%	3.96	.01	12,188
	Graduate	3%	4%	19%	37%	37%	4.01	.01	5,009
	Other	3%	5%	20%	35%	37%	3.97	.04	652
Gender - YOUR INSTITUTION	Female	4%	5%	21%	31%	39%	3.98	.03	1,270
	Male	3%	5%	21%	34%	37%	3.97	.04	712
	Transgender	17%		17%	50%	17%	3.50	.56	6
	Other Identity	19%	19%	25%	13%	25%	3.06	.37	16
Gender - ENTIRE SAMPLE	Female	3%	5%	19%	34%	41%	4.05	.00	61,942
	Male	2%	4%	19%	34%	40%	4.06	.01	37,236
	Transgender	6%	4%	21%	27%	43%	3.98	.05	507
	Other Identity	6%	7%	23%	28%	36%	3.80	.04	782
Live... - YOUR INSTITUTION	On campus	3%	5%	22%	31%	40%	4.00	.04	710
	Off campus	4%	5%	20%	33%	37%	3.95	.03	1,294
Live... - ENTIRE SAMPLE	On campus	3%	4%	20%	34%	39%	4.02	.00	59,014
	Off campus	3%	4%	17%	33%	43%	4.09	.00	40,791
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	21%	32%	38%	3.97	.02	2,004
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	19%	34%	42%	4.10	.01	11,740
	Mid-Atlantic	3%	5%	20%	31%	41%	4.01	.01	8,226
	Midwest	2%	4%	19%	35%	40%	4.05	.01	35,332
	Northeast	3%	5%	19%	33%	40%	4.01	.01	18,097
	Pacific	2%	4%	19%	35%	39%	4.05	.01	11,314
	Southern	3%	4%	19%	32%	42%	4.07	.01	17,408
Institution Type - YOUR INSTITUTION	Public	3%	5%	21%	32%	38%	3.97	.02	2,004
Institution Type - ENTIRE SAMPLE	Public	3%	4%	19%	33%	41%	4.07	.00	78,114
	Private	3%	5%	20%	34%	38%	3.99	.01	24,003
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	21%	32%	38%	3.97	.02	2,004
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	2%	16%	27%	52%	4.23	.03	1,019
	Primarily 4-year	3%	4%	19%	34%	40%	4.05	.00	101,098
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	21%	32%	38%	3.97	.02	2,004
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	4%	18%	34%	41%	4.07	.00	84,281
	Mainly Contracted	3%	5%	22%	34%	36%	3.94	.01	16,643
	Combination of Both	2%	3%	18%	30%	48%	4.19	.03	1,193
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	5%	21%	32%	38%	3.97	.02	2,004
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	19%	34%	40%	4.04	.01	6,518
	2,500 to 10,000	4%	5%	18%	30%	43%	4.05	.01	19,054
	10,001 to 20,000	3%	4%	19%	35%	39%	4.04	.01	26,953
	Over 20,000	2%	4%	19%	34%	40%	4.06	.00	49,592
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	21%	32%	41%	4.04	.04	511
	Express Unit	2%	9%	21%	36%	32%	3.89	.06	296
	Specialty Coffee Shop/ Juice Bar	6%	8%	17%	34%	35%	3.83	.08	230
	Sit-down Restaurant	3%	3%	17%	32%	46%	4.15	.05	407
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	20%	33%	40%	4.00	.01	16,302
	Marketplace	3%	4%	19%	35%	38%	4.02	.01	9,719
	Express Unit	2%	4%	17%	31%	46%	4.14	.01	13,582
	Specialty Coffee Shop/ Juice Bar	2%	4%	18%	32%	44%	4.12	.01	9,153
	Sit-down Restaurant	2%	4%	17%	31%	47%	4.18	.02	3,726
	Convenience Store	2%	4%	18%	32%	43%	4.10	.01	5,405

*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

		Social/ ethical practices related to food					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	5%	6%	17%	28%	44%	4.01	.03	1,877
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	17%	28%	43%	3.98	.00	89,836
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	17%	29%	44%	4.03	.03	1,369
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	16%	28%	45%	4.02	.01	50,127
Aggregated Dining Halls	YOUR INSTITUTION	5%	7%	18%	28%	43%	3.96	.05	508
Aggregated Dining Halls	ENTIRE SAMPLE	5%	7%	18%	29%	41%	3.93	.01	39,709
Respondent Type - YOUR INSTITUTION	Student	5%	7%	17%	28%	43%	3.98	.03	1,473
	Faculty	4%	5%	16%	29%	45%	4.04	.12	91
	Administration/ Staff	3%	3%	16%	30%	47%	4.14	.06	303
	Other		10%	10%	30%	50%	4.20	.33	10
Respondent Type - ENTIRE SAMPLE	Student	5%	6%	17%	28%	43%	3.98	.00	76,867
	Faculty	6%	6%	12%	29%	47%	4.04	.02	2,907
	Administration/Staff	6%	6%	15%	30%	43%	3.97	.01	9,051
	Other	7%	5%	16%	24%	48%	4.02	.04	722
Student Class Status - YOUR INSTITUTION	First year	6%	6%	21%	27%	41%	3.91	.05	587
	Sophomore	5%	8%	16%	28%	43%	3.96	.07	266
	Junior	4%	9%	16%	30%	41%	3.95	.07	281
	Senior	5%	6%	13%	25%	51%	4.12	.09	169
	Graduate	3%	5%	12%	31%	48%	4.16	.08	166
	Other			25%		75%	4.50	.50	4
Student Class Status - ENTIRE SAMPLE	First year	5%	7%	19%	28%	42%	3.95	.01	31,644
	Sophomore	5%	7%	17%	28%	42%	3.95	.01	16,362
	Junior	5%	6%	16%	28%	46%	4.04	.01	12,944
	Senior	5%	6%	16%	28%	45%	4.02	.01	10,814
	Graduate	4%	6%	16%	31%	44%	4.04	.02	4,416
	Other	5%	4%	17%	29%	45%	4.06	.05	572
Gender - YOUR INSTITUTION	Female	3%	6%	16%	28%	47%	4.10	.03	1,196
	Male	7%	7%	19%	29%	38%	3.84	.05	659
	Transgender			43%	29%	29%	3.86	.34	7
	Other Identity			20%	33%	47%	4.27	.21	15
Gender - ENTIRE SAMPLE	Female	3%	5%	15%	29%	47%	4.12	.00	54,449
	Male	8%	9%	20%	27%	36%	3.75	.01	33,114
	Transgender	4%	5%	12%	25%	54%	4.20	.05	441
	Other Identity	9%	5%	14%	24%	48%	3.96	.05	669
Live... - YOUR INSTITUTION	On campus	6%	8%	21%	26%	40%	3.87	.05	680
	Off campus	4%	5%	15%	30%	46%	4.09	.03	1,197
Live... - ENTIRE SAMPLE	On campus	5%	7%	18%	29%	42%	3.96	.00	53,153
	Off campus	5%	6%	15%	28%	45%	4.02	.01	35,029
NACUFS Region - YOUR INSTITUTION	Southern	5%	6%	17%	28%	44%	4.01	.03	1,877
NACUFS Region - ENTIRE SAMPLE	Continental	6%	7%	18%	30%	39%	3.87	.01	10,171
	Mid-Atlantic	6%	6%	17%	25%	47%	4.00	.01	7,655
	Midwest	5%	7%	18%	29%	40%	3.91	.01	30,481
	Northeast	5%	5%	16%	29%	46%	4.05	.01	16,133
	Pacific	4%	5%	17%	29%	45%	4.07	.01	9,649
	Southern	5%	6%	16%	27%	47%	4.06	.01	15,747
Institution Type - YOUR INSTITUTION	Public	5%	6%	17%	28%	44%	4.01	.03	1,877
Institution Type - ENTIRE SAMPLE	Public	5%	6%	17%	28%	45%	4.02	.00	68,721
	Private	6%	8%	18%	29%	39%	3.86	.01	21,115
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	6%	17%	28%	44%	4.01	.03	1,877
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	4%	14%	28%	47%	4.06	.04	811
	Primarily 4-year	5%	6%	17%	28%	43%	3.98	.00	89,025
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	6%	17%	28%	44%	4.01	.03	1,877
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	6%	17%	28%	44%	3.99	.00	75,156
	Mainly Contracted	5%	7%	19%	28%	41%	3.92	.01	13,675
	Combination of Both	5%	6%	15%	30%	43%	3.99	.04	1,005
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	6%	17%	28%	44%	4.01	.03	1,877
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	17%	29%	44%	4.04	.01	5,815
	2,500 to 10,000	5%	6%	15%	26%	49%	4.09	.01	16,989
	10,001 to 20,000	5%	6%	17%	29%	42%	3.96	.01	23,263
	Over 20,000	5%	7%	17%	29%	42%	3.95	.01	43,769
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	18%	26%	45%	4.01	.05	498
	Express Unit	4%	7%	16%	29%	44%	4.03	.07	280
	Specialty Coffee Shop/ Juice Bar	2%	4%	17%	34%	43%	4.11	.07	217
	Sit-down Restaurant	6%	5%	16%	28%	45%	4.01	.06	374
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	7%	17%	28%	43%	3.95	.01	14,065
	Marketplace	5%	7%	18%	30%	41%	3.94	.01	8,377
	Express Unit	4%	5%	15%	27%	49%	4.11	.01	11,974
	Specialty Coffee Shop/ Juice Bar	4%	6%	15%	28%	46%	4.06	.01	7,851
	Sit-down Restaurant	5%	5%	15%	28%	47%	4.09	.02	3,200
	Convenience Store	5%	5%	16%	27%	46%	4.03	.02	4,660

*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 Dissatisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	4%	22%	31%	40%	4.01	.02	1,950
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	20%	33%	41%	4.07	.00	99,418
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	20%	32%	42%	4.06	.03	1,410
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	19%	32%	43%	4.10	.00	56,187
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	27%	27%	37%	3.88	.05	540
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	35%	39%	4.03	.00	43,231
Respondent Type - YOUR INSTITUTION	Student	3%	4%	22%	30%	41%	4.02	.03	1,514
	Faculty	3%	6%	25%	32%	35%	3.89	.10	101
	Administration/ Staff	2%	4%	19%	34%	40%	4.05	.05	324
	Other	27%	9%	27%	9%	27%	3.00	.49	11
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	20%	34%	40%	4.05	.00	83,979
	Faculty	3%	4%	16%	32%	45%	4.09	.02	3,444
	Administration/Staff	2%	3%	16%	32%	47%	4.20	.01	10,608
	Other	2%	2%	16%	27%	53%	4.26	.03	920
Student Class Status - YOUR INSTITUTION	First year	2%	4%	23%	29%	43%	4.06	.04	598
	Sophomore	2%	4%	21%	29%	44%	4.08	.06	275
	Junior	2%	4%	26%	31%	37%	3.95	.06	295
	Senior	2%	8%	19%	32%	39%	3.98	.08	172
	Graduate	5%	4%	21%	32%	38%	3.93	.09	169
	Other				20%	80%	4.80	.20	5
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	20%	34%	42%	4.11	.01	34,360
	Sophomore	2%	4%	22%	34%	38%	4.02	.01	17,852
	Junior	3%	4%	21%	33%	39%	4.02	.01	14,226
	Senior	3%	4%	21%	33%	39%	4.00	.01	11,888
	Graduate	3%	4%	20%	36%	38%	4.03	.01	4,857
	Other	3%	5%	21%	33%	39%	4.00	.04	631
Gender - YOUR INSTITUTION	Female	3%	5%	22%	30%	40%	4.01	.03	1,240
	Male	2%	4%	23%	31%	41%	4.05	.04	690
	Transgender	17%		17%	50%	17%	3.50	.56	6
	Other Identity	21%	7%	36%	14%	21%	3.07	.38	14
Gender - ENTIRE SAMPLE	Female	2%	4%	20%	33%	41%	4.07	.00	60,228
	Male	2%	3%	20%	33%	42%	4.09	.01	36,333
	Transgender	6%	3%	22%	26%	42%	3.94	.05	497
	Other Identity	6%	7%	25%	29%	33%	3.77	.04	755
Live.... - YOUR INSTITUTION	On campus	3%	4%	24%	28%	42%	4.03	.04	691
	Off campus	3%	5%	21%	32%	39%	4.00	.03	1,259
Live.... - ENTIRE SAMPLE	On campus	2%	4%	21%	34%	39%	4.04	.00	57,775
	Off campus	2%	4%	18%	33%	43%	4.11	.00	39,385
NACUFS Region - YOUR INSTITUTION	Southern	3%	4%	22%	31%	40%	4.01	.02	1,950
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	19%	34%	43%	4.13	.01	11,436
	Mid-Atlantic	3%	4%	21%	30%	43%	4.06	.01	8,043
	Midwest	2%	3%	20%	34%	40%	4.07	.01	34,344
	Northeast	3%	4%	20%	33%	40%	4.04	.01	17,555
	Pacific	2%	4%	20%	34%	39%	4.05	.01	11,056
Institution Type - YOUR INSTITUTION	Southern	2%	4%	19%	32%	43%	4.09	.01	16,984
	Public	3%	4%	22%	31%	40%	4.01	.02	1,950
	Private	2%	3%	19%	33%	42%	4.09	.00	76,109
	Primarily 4-year	2%	4%	22%	31%	40%	4.01	.02	1,950
	Primarily 2-year	3%	2%	17%	28%	50%	4.18	.03	978
Operation Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	20%	33%	41%	4.07	.00	98,440
	Mainly Contracted	3%	4%	22%	31%	40%	4.01	.02	1,950
	Mainly Self-operated	2%	3%	19%	33%	42%	4.09	.00	82,011
Operation Type - ENTIRE SAMPLE	Mainly Contracted	3%	4%	23%	33%	37%	3.96	.01	16,247
	Combination of Both	2%	3%	18%	31%	46%	4.16	.03	1,160
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	4%	22%	31%	40%	4.01	.02	1,950
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	20%	35%	39%	4.04	.01	6,326
	2,500 to 10,000	3%	4%	19%	30%	44%	4.08	.01	18,597
	10,001 to 20,000	2%	4%	20%	34%	40%	4.06	.01	26,266
	Over 20,000	2%	3%	20%	34%	41%	4.08	.00	48,229
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	23%	30%	42%	4.07	.04	503
	Express Unit	2%	6%	22%	36%	34%	3.95	.06	289
	Specialty Coffee Shop/ Juice Bar	4%	9%	15%	34%	38%	3.93	.07	221
	Sit-down Restaurant	2%	2%	17%	29%	49%	4.21	.05	397
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	21%	32%	40%	4.03	.01	15,767
	Marketplace	2%	4%	20%	35%	38%	4.03	.01	9,363
	Express Unit	2%	3%	18%	31%	46%	4.16	.01	13,324
	Specialty Coffee Shop/ Juice Bar	2%	3%	18%	31%	45%	4.15	.01	8,852
	Sit-down Restaurant	2%	3%	17%	30%	48%	4.19	.02	3,620
	Convenience Store	2%	4%	19%	32%	44%	4.12	.01	5,261

*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.

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?							
		(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	8%	13%	16%	34%	29%	3.62	.05	568
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	19%	40%	26%	3.73	.01	41,671
Dining Hall	# 1	11%	17%	18%	30%	24%	3.39	.07	342
Dining Hall	# 2	5%	7%	11%	41%	35%	3.94	.08	186
Dining Hall	# 3		8%	13%	40%	40%	4.13	.14	40
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	12%	32%	45%	4.10	.03	1,562
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	16%	41%	34%	3.95	.00	56,472
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	13%	33%	45%	4.12	.04	555
	Express Unit	1%	6%	11%	35%	47%	4.22	.05	295
	Specialty Coffee Shop/ Juice Bar	6%	9%	16%	32%	36%	3.84	.07	255
	Sit-down Restaurant	3%	7%	10%	31%	49%	4.16	.05	457
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	16%	40%	32%	3.89	.01	15,798
	Marketplace	3%	8%	17%	43%	28%	3.84	.01	9,356
	Express Unit	2%	6%	15%	40%	38%	4.05	.01	13,326
	Specialty Coffee Shop/ Juice Bar	2%	6%	16%	41%	35%	4.00	.01	9,072
	Sit-down Restaurant	3%	7%	15%	38%	37%	3.99	.02	3,593
		3%	7%	16%	40%	34%	3.97	.01	5,327
Retail Unit	# 1	1%	4%	7%	30%	57%	4.38	.08	138
Retail Unit	# 2	3%	5%	10%	32%	50%	4.21	.06	316
Retail Unit	# 3		11%	19%	39%	32%	3.91	.13	57
Retail Unit	# 4	4%	20%	11%	28%	37%	3.74	.19	46
Retail Unit	# 5	1%	9%	13%	32%	45%	4.12	.10	104
Retail Unit	# 6	10%	19%	21%	37%	13%	3.24	.15	62
Retail Unit	# 7	1%	7%	10%	39%	43%	4.16	.09	100
Retail Unit	# 8	7%	4%	13%	30%	46%	4.04	.17	46
Retail Unit	# 9	5%	4%	13%	34%	44%	4.08	.13	77
Retail Unit	# 10		4%	18%	44%	35%	4.09	.11	55
Retail Unit	# 11		3%	24%	34%	38%	4.07	.16	29
Retail Unit	# 12	3%		10%	15%	72%	4.54	.14	39
Retail Unit	# 13		6%	6%	23%	65%	4.48	.12	52
Retail Unit	# 14	4%	15%	15%	26%	40%	3.83	.18	47
Retail Unit	# 15	3%	1%	14%	27%	55%	4.30	.11	71
Retail Unit	# 16	7%	14%	19%	28%	32%	3.64	.14	81
Retail Unit	# 17	2%		10%	39%	49%	4.32	.13	41
Retail Unit	# 18	4%	7%	6%	39%	44%	4.13	.10	104
Retail Unit	# 19	5%	3%	12%	32%	48%	4.17	.13	66
Retail Unit	# 20	6%	10%	23%	23%	39%	3.77	.23	31

***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							
		(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%	7%	31%	60%	4.49	.03	591
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.38	.00	44,856
Dining Hall	# 1	1%	1%	8%	30%	60%	4.49	.04	354
Dining Hall	# 2	1%	3%	7%	31%	59%	4.46	.06	197
Dining Hall	# 3				40%	60%	4.60	.08	40
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%	8%	30%	60%	4.47	.02	1,609
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	56%	4.41	.00	57,634
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	9%	27%	62%	4.46	.03	572
	Express Unit	1%	2%	8%	32%	56%	4.39	.05	320
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	36%	55%	4.42	.05	254
	Sit-down Restaurant	0%	1%	6%	29%	64%	4.55	.03	463
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	57%	4.41	.01	16,254
	Marketplace	0%	2%	10%	34%	53%	4.38	.01	9,645
	Express Unit	1%	2%	9%	30%	59%	4.44	.01	13,645
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	55%	4.39	.01	9,009
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.47	.01	3,710
	Convenience Store	1%	2%	11%	32%	54%	4.36	.01	5,371
Retail Unit	# 1	1%	2%	6%	26%	65%	4.50	.07	139
Retail Unit	# 2	1%	2%	10%	23%	64%	4.48	.04	332
Retail Unit	# 3	1%		6%	44%	49%	4.39	.09	71
Retail Unit	# 4	2%		10%	18%	70%	4.54	.12	50
Retail Unit	# 5	1%	2%	7%	31%	59%	4.46	.08	106
Retail Unit	# 6			13%	48%	39%	4.26	.09	62
Retail Unit	# 7	1%	4%	14%	33%	49%	4.25	.09	110
Retail Unit	# 8			11%	24%	65%	4.54	.10	46
Retail Unit	# 9	3%	1%	4%	28%	64%	4.49	.10	75
Retail Unit	# 10	2%		9%	40%	50%	4.36	.10	58
Retail Unit	# 11		4%	7%	25%	64%	4.50	.15	28
Retail Unit	# 12		2%		21%	77%	4.72	.09	43
Retail Unit	# 13				33%	67%	4.67	.07	52
Retail Unit	# 14	2%	2%	10%	35%	50%	4.29	.13	48
Retail Unit	# 15	1%		6%	31%	62%	4.52	.09	71
Retail Unit	# 16	1%	3%	6%	27%	62%	4.47	.10	77
Retail Unit	# 17	2%	2%	2%	41%	52%	4.39	.13	44
Retail Unit	# 18			4%	33%	63%	4.59	.06	105
Retail Unit	# 19		2%	11%	30%	57%	4.43	.10	61
Retail Unit	# 20			13%	23%	65%	4.52	.13	31

*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.

		Food: Overall							
		(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%	12%	20%	40%	23%	3.62	.04	635
Aggregated Dining Halls	ENTIRE SAMPLE	4%	10%	21%	42%	23%	3.71	.00	49,247
Dining Hall	# 1	7%	16%	24%	34%	19%	3.40	.06	389
Dining Hall	# 2	3%	6%	14%	50%	27%	3.90	.07	203
Dining Hall	# 3		2%	7%	49%	42%	4.30	.11	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	11%	35%	44%	4.12	.02	1,710
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	40%	37%	4.03	.00	65,008
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	11%	33%	48%	4.17	.04	603
	Express Unit	2%	6%	14%	31%	47%	4.15	.05	342
	Specialty Coffee Shop/ Juice Bar	5%	7%	14%	40%	34%	3.91	.07	268
	Sit-down Restaurant	3%	6%	8%	38%	44%	4.15	.05	497
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	15%	41%	35%	3.97	.01	18,346
	Marketplace	3%	6%	17%	44%	29%	3.91	.01	10,883
	Express Unit	2%	5%	13%	37%	43%	4.14	.01	15,132
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	39%	39%	4.07	.01	10,298
	Sit-down Restaurant	2%	5%	12%	38%	42%	4.13	.01	4,224
	Convenience Store	2%	5%	15%	40%	37%	4.06	.01	6,125
Retail Unit	# 1	2%	3%	11%	26%	58%	4.36	.08	151
Retail Unit	# 2	3%	3%	9%	29%	56%	4.31	.05	349
Retail Unit	# 3	4%	18%	19%	32%	28%	3.62	.13	79
Retail Unit	# 4	12%	12%	10%	42%	25%	3.58	.18	52
Retail Unit	# 5	1%	6%	15%	40%	38%	4.08	.09	117
Retail Unit	# 6	15%	13%	18%	50%	5%	3.18	.15	62
Retail Unit	# 7		4%	13%	38%	46%	4.25	.08	112
Retail Unit	# 8	8%	8%	6%	39%	39%	3.92	.18	49
Retail Unit	# 9	7%	8%	6%	35%	43%	3.99	.13	83
Retail Unit	# 10	2%	5%	9%	51%	33%	4.09	.12	57
Retail Unit	# 11		3%	21%	31%	45%	4.17	.17	29
Retail Unit	# 12	2%	4%	4%	22%	67%	4.47	.14	45
Retail Unit	# 13		8%	6%	28%	58%	4.38	.12	53
Retail Unit	# 14		10%	19%	38%	33%	3.94	.13	52
Retail Unit	# 15	1%	5%	10%	29%	55%	4.30	.11	77
Retail Unit	# 16	4%	7%	18%	41%	31%	3.88	.11	85
Retail Unit	# 17		2%	9%	45%	43%	4.30	.11	44
Retail Unit	# 18	2%	4%	5%	52%	38%	4.21	.08	111
Retail Unit	# 19		6%	9%	29%	57%	4.37	.10	70
Retail Unit	# 20	9%	6%	24%	30%	30%	3.67	.22	33

**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
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: 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	YOUR INSTITUTION		1%	4%	22%	74%	4.70	.02	588
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	65%	4.54	.00	44,815
Dining Hall	# 1		1%	4%	19%	76%	4.72	.03	351
Dining Hall	# 2		1%	4%	23%	72%	4.67	.04	197
Dining Hall	# 3				33%	68%	4.68	.08	40
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%	5%	19%	75%	4.66	.02	1,605
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	24%	68%	4.58	.00	57,514
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	5%	19%	74%	4.64	.03	571
	Express Unit	1%	1%	7%	22%	69%	4.58	.04	320
	Specialty Coffee Shop/ Juice Bar	0%		5%	22%	72%	4.66	.04	252
	Sit-down Restaurant	0%	0%	4%	15%	80%	4.75	.03	462
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	6%	23%	69%	4.58	.01	16,243
	Marketplace	0%	1%	6%	25%	67%	4.58	.01	9,630
	Express Unit	0%	1%	6%	23%	69%	4.59	.01	13,615
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	24%	68%	4.57	.01	8,984
	Sit-down Restaurant	0%	1%	6%	20%	72%	4.63	.01	3,708
	Convenience Store	1%	2%	8%	26%	64%	4.51	.01	5,334
Retail Unit	# 1	1%	1%	7%	15%	77%	4.67	.06	138
Retail Unit	# 2	1%	2%	5%	16%	77%	4.67	.04	331
Retail Unit	# 3	1%	1%	7%	32%	58%	4.44	.10	71
Retail Unit	# 4			4%	14%	82%	4.78	.07	49
Retail Unit	# 5	1%		5%	18%	77%	4.69	.06	107
Retail Unit	# 6			6%	23%	71%	4.65	.08	62
Retail Unit	# 7	1%	1%	6%	24%	68%	4.57	.07	111
Retail Unit	# 8			4%	11%	85%	4.80	.07	46
Retail Unit	# 9	1%	1%	5%	15%	77%	4.65	.09	75
Retail Unit	# 10	2%		3%	33%	62%	4.53	.10	58
Retail Unit	# 11		4%	11%	25%	61%	4.43	.16	28
Retail Unit	# 12			2%	7%	90%	4.88	.06	42
Retail Unit	# 13				19%	81%	4.81	.06	52
Retail Unit	# 14	2%	4%		19%	75%	4.60	.13	48
Retail Unit	# 15			4%	24%	71%	4.67	.07	70
Retail Unit	# 16			7%	17%	76%	4.70	.07	76
Retail Unit	# 17	2%		2%	27%	68%	4.59	.11	44
Retail Unit	# 18		1%	3%	15%	81%	4.76	.05	106
Retail Unit	# 19		2%	8%	18%	72%	4.60	.09	60
Retail Unit	# 20			3%	26%	71%	4.68	.10	31

*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.

		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	6%	13%	22%	37%	21%	3.53	.05	637
Aggregated Dining Halls	ENTIRE SAMPLE	5%	12%	24%	39%	21%	3.60	.00	49,200
Dining Hall	# 1	8%	18%	25%	32%	17%	3.31	.06	391
Dining Hall	# 2	5%	5%	20%	44%	26%	3.80	.07	203
Dining Hall	# 3		2%	9%	51%	37%	4.23	.11	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	12%	32%	48%	4.17	.02	1,710
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	15%	37%	39%	4.05	.00	64,862
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	10%	27%	55%	4.25	.04	602
	Express Unit	2%	6%	12%	31%	50%	4.22	.05	344
	Specialty Coffee Shop/ Juice Bar	5%	7%	17%	35%	37%	3.92	.07	266
	Sit-down Restaurant	2%	5%	11%	35%	46%	4.18	.04	498
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	15%	38%	37%	4.00	.01	18,317
	Marketplace	2%	7%	17%	41%	32%	3.95	.01	10,863
	Express Unit	2%	5%	14%	34%	45%	4.14	.01	15,105
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	37%	41%	4.08	.01	10,261
	Sit-down Restaurant	2%	5%	13%	35%	45%	4.15	.02	4,225
	Convenience Store	2%	5%	15%	39%	39%	4.07	.01	6,091
Retail Unit	# 1	2%	4%	7%	26%	61%	4.40	.08	151
Retail Unit	# 2	2%	3%	9%	24%	61%	4.39	.05	347
Retail Unit	# 3	4%	13%	23%	36%	25%	3.66	.12	80
Retail Unit	# 4	9%	13%	17%	30%	30%	3.58	.18	53
Retail Unit	# 5		6%	13%	41%	40%	4.15	.08	117
Retail Unit	# 6	11%	13%	27%	37%	11%	3.24	.15	62
Retail Unit	# 7		3%	10%	35%	52%	4.37	.07	113
Retail Unit	# 8	8%	6%	6%	29%	50%	4.06	.18	48
Retail Unit	# 9	10%	10%	5%	23%	53%	4.00	.15	83
Retail Unit	# 10		9%	10%	43%	38%	4.10	.12	58
Retail Unit	# 11		7%	21%	21%	52%	4.17	.19	29
Retail Unit	# 12	2%		20%	16%	61%	4.34	.15	44
Retail Unit	# 13		4%	8%	26%	62%	4.47	.11	53
Retail Unit	# 14		12%	12%	35%	42%	4.08	.14	52
Retail Unit	# 15	3%	4%	13%	29%	52%	4.23	.11	77
Retail Unit	# 16	2%	8%	13%	37%	39%	4.02	.11	84
Retail Unit	# 17	2%	2%	14%	40%	42%	4.16	.14	43
Retail Unit	# 18	2%	3%	12%	45%	39%	4.17	.08	113
Retail Unit	# 19		1%	6%	36%	57%	4.49	.08	70
Retail Unit	# 20	9%		18%	33%	39%	3.94	.21	33

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

TABLE 30a

Aggregated Dining Halls	YOUR INSTITUTION	2%	11%	20%	37%	30%	3.82	.04	590
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	23%	35%	27%	3.69	.01	44,715
Dining Hall	# 1	2%	10%	22%	34%	32%	3.83	.06	353
Dining Hall	# 2	1%	12%	20%	42%	25%	3.78	.07	197
Dining Hall	# 3	3%	18%	8%	35%	38%	3.88	.19	40
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%	9%	19%	33%	37%	3.92	.03	1,604
Aggregated Retail Units	ENTIRE SAMPLE	2%	10%	19%	34%	34%	3.88	.00	57,360
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	20%	31%	37%	3.91	.05	573
	Express Unit	3%	12%	15%	31%	39%	3.92	.06	319
	Specialty Coffee Shop/ Juice Bar	2%	8%	20%	39%	32%	3.90	.06	249
	Sit-down Restaurant	1%	10%	19%	34%	37%	3.95	.05	463
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	10%	20%	34%	33%	3.84	.01	16,179
	Marketplace	3%	13%	23%	34%	27%	3.69	.01	9,601
	Express Unit	2%	8%	18%	33%	39%	4.00	.01	13,598
	Specialty Coffee Shop/ Juice Bar	2%	9%	18%	35%	35%	3.92	.01	8,972
	Sit-down Restaurant	2%	8%	17%	35%	39%	4.00	.02	3,691
	Convenience Store	2%	9%	19%	34%	35%	3.90	.01	5,319
Retail Unit	# 1	4%	11%	15%	24%	46%	3.99	.10	140
Retail Unit	# 2	3%	8%	25%	26%	37%	3.85	.06	331
Retail Unit	# 3	3%	13%	14%	41%	29%	3.80	.13	69
Retail Unit	# 4	2%	6%	16%	44%	32%	3.98	.14	50
Retail Unit	# 5	1%	8%	24%	33%	34%	3.91	.10	106
Retail Unit	# 6	2%	10%	23%	46%	20%	3.72	.12	61
Retail Unit	# 7	2%	13%	15%	34%	36%	3.90	.10	110
Retail Unit	# 8	4%	11%	13%	33%	39%	3.91	.17	46
Retail Unit	# 9	4%	9%	16%	37%	34%	3.88	.13	76
Retail Unit	# 10	2%	9%	5%	48%	36%	4.09	.13	58
Retail Unit	# 11			18%	29%	54%	4.36	.15	28
Retail Unit	# 12		14%	12%	35%	40%	4.00	.16	43
Retail Unit	# 13		14%	16%	25%	45%	4.02	.15	51
Retail Unit	# 14	6%	10%	18%	39%	27%	3.69	.17	49
Retail Unit	# 15	1%	12%	17%	32%	38%	3.93	.13	69
Retail Unit	# 16	3%	7%	20%	37%	34%	3.93	.12	76
Retail Unit	# 17	2%	2%	19%	42%	35%	4.05	.14	43
Retail Unit	# 18	1%	10%	18%	33%	38%	3.96	.10	106
Retail Unit	# 19		5%	28%	34%	33%	3.95	.12	61
Retail Unit	# 20		3%	19%	26%	52%	4.26	.16	31

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

		Eye appeal							
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	12%	23%	33%	26%	3.61	.05	631
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	27%	35%	23%	3.61	.00	48,974
Dining Hall	# 1	9%	15%	25%	30%	22%	3.41	.06	386
Dining Hall	# 2	3%	7%	19%	38%	32%	3.87	.07	202
Dining Hall	# 3			19%	35%	47%	4.28	.12	43
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%	5%	14%	33%	45%	4.14	.02	1,709
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	19%	35%	37%	3.99	.00	64,582
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	14%	33%	47%	4.18	.04	603
	Express Unit	2%	5%	16%	34%	43%	4.11	.05	344
	Specialty Coffee Shop/ Juice Bar	4%	6%	17%	34%	38%	3.97	.07	264
	Sit-down Restaurant	2%	4%	12%	34%	48%	4.21	.04	498
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	21%	35%	34%	3.91	.01	18,195
	Marketplace	2%	7%	22%	38%	30%	3.86	.01	10,796
	Express Unit	2%	6%	18%	34%	41%	4.05	.01	15,056
	Specialty Coffee Shop/ Juice Bar	2%	5%	16%	35%	42%	4.10	.01	10,244
	Sit-down Restaurant	2%	5%	16%	34%	43%	4.10	.02	4,208
	Convenience Store	2%	6%	19%	36%	37%	4.00	.01	6,083
Retail Unit	# 1	1%	5%	11%	30%	54%	4.32	.07	151
Retail Unit	# 2	1%	4%	11%	32%	52%	4.28	.05	349
Retail Unit	# 3	6%	9%	23%	40%	23%	3.64	.12	80
Retail Unit	# 4	9%	6%	13%	26%	45%	3.92	.18	53
Retail Unit	# 5	1%	4%	16%	39%	40%	4.12	.08	116
Retail Unit	# 6	11%	13%	24%	44%	8%	3.24	.14	62
Retail Unit	# 7	1%	4%	18%	35%	43%	4.16	.08	113
Retail Unit	# 8	6%	4%	10%	29%	51%	4.14	.16	49
Retail Unit	# 9	6%	5%	17%	33%	40%	3.95	.13	83
Retail Unit	# 10		5%	7%	48%	40%	4.22	.10	58
Retail Unit	# 11		7%	31%	7%	55%	4.10	.20	29
Retail Unit	# 12		2%	9%	27%	62%	4.49	.11	45
Retail Unit	# 13		4%	9%	21%	66%	4.49	.11	53
Retail Unit	# 14		6%	23%	33%	38%	4.04	.13	52
Retail Unit	# 15		4%	16%	22%	58%	4.34	.10	76
Retail Unit	# 16	2%	7%	17%	37%	36%	3.98	.11	83
Retail Unit	# 17	2%		9%	37%	51%	4.35	.13	43
Retail Unit	# 18	2%	4%	12%	47%	35%	4.08	.08	113
Retail Unit	# 19		3%	9%	26%	62%	4.48	.09	69
Retail Unit	# 20	3%	9%	16%	41%	31%	3.88	.19	32

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

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

TABLE 31a
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	0%	1%	5%	26%	69%	4.62	.03	588
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	8%	27%	62%	4.49	.00	44,620
Dining Hall	# 1	0%	1%	5%	24%	71%	4.65	.03	353
Dining Hall	# 2		1%	5%	29%	66%	4.59	.05	195
Dining Hall	# 3			5%	33%	63%	4.58	.09	40
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%	25%	67%	4.57	.02	1,605
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	26%	65%	4.52	.00	57,291
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	6%	24%	69%	4.58	.03	573
	Express Unit	1%	2%	6%	29%	62%	4.49	.04	321
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	26%	66%	4.56	.04	250
	Sit-down Restaurant	0%	1%	6%	23%	70%	4.61	.03	461
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	25%	65%	4.52	.01	16,157
	Marketplace	0%	1%	8%	28%	63%	4.51	.01	9,584
	Express Unit	1%	1%	8%	25%	65%	4.54	.01	13,591
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	26%	65%	4.54	.01	8,952
	Sit-down Restaurant	1%	1%	7%	24%	67%	4.56	.01	3,694
	Convenience Store	1%	2%	8%	26%	63%	4.48	.01	5,313
Retail Unit	# 1	1%	1%	6%	21%	70%	4.56	.07	140
Retail Unit	# 2	1%	1%	7%	22%	69%	4.58	.04	330
Retail Unit	# 3	1%	1%	6%	34%	58%	4.45	.09	71
Retail Unit	# 4	2%		6%	20%	72%	4.60	.11	50
Retail Unit	# 5		3%	8%	21%	68%	4.54	.07	106
Retail Unit	# 6			5%	20%	75%	4.70	.07	61
Retail Unit	# 7	1%	2%	6%	35%	55%	4.43	.07	110
Retail Unit	# 8			7%	20%	73%	4.67	.09	45
Retail Unit	# 9	3%		5%	30%	62%	4.49	.09	77
Retail Unit	# 10	2%	2%	2%	26%	69%	4.59	.10	58
Retail Unit	# 11			11%	25%	64%	4.54	.13	28
Retail Unit	# 12				29%	71%	4.71	.07	41
Retail Unit	# 13		2%	4%	25%	69%	4.62	.09	52
Retail Unit	# 14	2%		4%	20%	73%	4.63	.11	49
Retail Unit	# 15		1%	9%	31%	59%	4.47	.09	70
Retail Unit	# 16		3%	9%	22%	66%	4.51	.09	76
Retail Unit	# 17	2%		2%	30%	65%	4.56	.12	43
Retail Unit	# 18			4%	25%	72%	4.68	.05	106
Retail Unit	# 19			10%	26%	64%	4.54	.09	61
Retail Unit	# 20			3%	23%	74%	4.71	.09	31

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

		Freshness							
		(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	7%	11%	22%	32%	28%	3.64	.05	636
Aggregated Dining Halls	ENTIRE SAMPLE	5%	13%	25%	33%	24%	3.56	.01	48,994
Dining Hall	# 1	9%	15%	25%	29%	23%	3.41	.06	391
Dining Hall	# 2	3%	7%	17%	36%	37%	3.96	.07	202
Dining Hall	# 3			19%	40%	42%	4.23	.11	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	15%	31%	43%	4.05	.03	1,708
Aggregated Retail Units	ENTIRE SAMPLE	3%	8%	19%	33%	38%	3.94	.00	64,619
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	5%	13%	31%	46%	4.10	.04	602
	Express Unit	2%	9%	15%	32%	43%	4.04	.06	343
	Specialty Coffee Shop/ Juice Bar	4%	9%	21%	31%	35%	3.83	.07	267
	Sit-down Restaurant	3%	5%	15%	32%	45%	4.11	.05	496
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	19%	34%	35%	3.88	.01	18,237
	Marketplace	3%	9%	21%	35%	31%	3.80	.01	10,824
	Express Unit	2%	7%	18%	31%	42%	4.04	.01	15,057
	Specialty Coffee Shop/ Juice Bar	2%	6%	17%	33%	41%	4.04	.01	10,225
	Sit-down Restaurant	3%	7%	16%	31%	43%	4.04	.02	4,206
	Convenience Store	3%	8%	19%	33%	37%	3.92	.01	6,070
Retail Unit	# 1	2%	7%	11%	31%	50%	4.20	.08	150
Retail Unit	# 2	3%	5%	14%	27%	51%	4.18	.06	348
Retail Unit	# 3	4%	15%	23%	33%	26%	3.63	.13	80
Retail Unit	# 4	11%	8%	15%	30%	36%	3.72	.18	53
Retail Unit	# 5	1%	9%	19%	34%	38%	3.99	.09	116
Retail Unit	# 6	11%	15%	24%	37%	13%	3.26	.15	62
Retail Unit	# 7		9%	14%	33%	44%	4.12	.09	113
Retail Unit	# 8	4%	6%	11%	30%	49%	4.13	.16	47
Retail Unit	# 9	5%	7%	11%	34%	43%	4.02	.13	82
Retail Unit	# 10	7%	5%	12%	38%	38%	3.95	.15	58
Retail Unit	# 11		7%	17%	24%	52%	4.21	.18	29
Retail Unit	# 12			11%	34%	55%	4.43	.10	44
Retail Unit	# 13		4%	15%	25%	57%	4.34	.12	53
Retail Unit	# 14	6%	6%	10%	46%	33%	3.94	.15	52
Retail Unit	# 15	3%	4%	21%	25%	48%	4.12	.12	77
Retail Unit	# 16	4%	12%	18%	30%	37%	3.85	.13	84
Retail Unit	# 17		2%	23%	36%	39%	4.11	.13	44
Retail Unit	# 18	2%	5%	17%	38%	38%	4.05	.09	113
Retail Unit	# 19	4%	3%	9%	26%	59%	4.31	.12	70
Retail Unit	# 20	3%	9%	15%	36%	36%	3.94	.19	33

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

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

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

		Nutritional content					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	9%	29%	59%	4.45	.03	587
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.32	.00	44,495
Dining Hall	# 1	1%	1%	9%	27%	62%	4.48	.04	351
Dining Hall	# 2	1%	3%	8%	33%	56%	4.41	.06	196
Dining Hall	# 3			10%	33%	57%	4.48	.11	40
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%	5%	13%	31%	50%	4.22	.02	1,595
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	13%	30%	52%	4.28	.00	57,078
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	13%	30%	49%	4.20	.04	571
	Express Unit	2%	5%	15%	32%	47%	4.17	.05	320
	Specialty Coffee Shop/ Juice Bar	1%	4%	10%	35%	49%	4.27	.06	247
	Sit-down Restaurant	2%	4%	13%	29%	52%	4.26	.04	457
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	13%	30%	52%	4.27	.01	16,112
	Marketplace	1%	3%	12%	31%	52%	4.31	.01	9,548
	Express Unit	1%	3%	13%	29%	53%	4.30	.01	13,512
	Specialty Coffee Shop/ Juice Bar	1%	4%	13%	32%	51%	4.26	.01	8,915
	Sit-down Restaurant	1%	3%	13%	30%	53%	4.30	.01	3,686
	Convenience Store	2%	4%	14%	30%	51%	4.24	.01	5,305
Retail Unit	# 1	1%	10%	17%	26%	46%	4.04	.09	138
Retail Unit	# 2	2%	7%	17%	31%	44%	4.08	.06	331
Retail Unit	# 3	1%		14%	37%	48%	4.30	.10	71
Retail Unit	# 4	2%	2%	13%	28%	55%	4.32	.14	47
Retail Unit	# 5	3%	6%	11%	27%	53%	4.22	.10	105
Retail Unit	# 6		2%	11%	34%	52%	4.38	.10	61
Retail Unit	# 7	2%	2%	14%	35%	48%	4.25	.08	111
Retail Unit	# 8	5%	9%	18%	30%	39%	3.89	.18	44
Retail Unit	# 9	1%	4%	8%	34%	53%	4.33	.10	76
Retail Unit	# 10	2%	2%	5%	34%	57%	4.43	.11	58
Retail Unit	# 11		4%	7%	32%	57%	4.43	.15	28
Retail Unit	# 12	2%	2%	12%	36%	48%	4.24	.14	42
Retail Unit	# 13		4%	4%	29%	63%	4.52	.10	52
Retail Unit	# 14	4%	9%	13%	21%	53%	4.11	.17	47
Retail Unit	# 15	1%	7%	12%	35%	45%	4.14	.12	69
Retail Unit	# 16	1%	4%	13%	33%	49%	4.24	.11	76
Retail Unit	# 17	2%	5%		39%	54%	4.37	.14	41
Retail Unit	# 18		2%	13%	25%	60%	4.43	.08	105
Retail Unit	# 19	3%	2%	19%	37%	39%	4.06	.12	62
Retail Unit	# 20			6%	26%	68%	4.61	.11	31

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

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

TABLE 32b

Aggregated Dining Halls	YOUR INSTITUTION	9%	12%	24%	29%	26%	3.50	.05	628
Aggregated Dining Halls	ENTIRE SAMPLE	6%	13%	26%	33%	22%	3.52	.01	48,547
Dining Hall	# 1	13%	13%	26%	26%	22%	3.31	.07	386
Dining Hall	# 2	4%	11%	23%	33%	30%	3.74	.08	199
Dining Hall	# 3		9%	14%	35%	42%	4.09	.15	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	26%	30%	32%	3.79	.03	1,676
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	25%	31%	29%	3.69	.00	63,929
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	26%	30%	32%	3.80	.04	597
	Express Unit	5%	9%	29%	27%	30%	3.68	.06	337
	Specialty Coffee Shop/ Juice Bar	5%	7%	31%	34%	22%	3.62	.07	259
	Sit-down Restaurant	3%	7%	22%	30%	39%	3.95	.05	483
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	11%	25%	31%	26%	3.60	.01	18,070
	Marketplace	6%	12%	26%	33%	24%	3.56	.01	10,742
	Express Unit	4%	9%	24%	30%	34%	3.80	.01	14,893
	Specialty Coffee Shop/ Juice Bar	3%	9%	24%	33%	31%	3.80	.01	10,055
	Sit-down Restaurant	4%	8%	23%	31%	35%	3.86	.02	4,147
	Convenience Store	5%	12%	24%	30%	30%	3.68	.01	6,022
Retail Unit	# 1	3%	4%	31%	28%	34%	3.84	.09	148
Retail Unit	# 2	4%	7%	30%	28%	32%	3.77	.06	346
Retail Unit	# 3	13%	17%	31%	21%	18%	3.14	.15	77
Retail Unit	# 4	8%	8%	22%	32%	30%	3.68	.17	50
Retail Unit	# 5	3%	17%	27%	25%	29%	3.61	.11	113
Retail Unit	# 6	11%	10%	33%	39%	7%	3.20	.14	61
Retail Unit	# 7	1%	10%	26%	31%	32%	3.84	.10	112
Retail Unit	# 8	7%	2%	33%	31%	27%	3.69	.16	45
Retail Unit	# 9	7%	5%	22%	31%	35%	3.82	.13	83
Retail Unit	# 10	2%	7%	19%	35%	37%	3.98	.13	57
Retail Unit	# 11		3%	28%	24%	45%	4.10	.17	29
Retail Unit	# 12			14%	36%	50%	4.36	.11	44
Retail Unit	# 13		6%	12%	31%	52%	4.29	.12	52
Retail Unit	# 14	8%	12%	29%	33%	18%	3.41	.17	49
Retail Unit	# 15	1%	4%	36%	27%	32%	3.84	.11	75
Retail Unit	# 16	4%	11%	30%	34%	21%	3.57	.12	82
Retail Unit	# 17	5%		22%	41%	32%	3.95	.16	41
Retail Unit	# 18	3%	4%	22%	31%	40%	4.03	.10	112
Retail Unit	# 19		3%	21%	28%	48%	4.21	.11	67
Retail Unit	# 20	3%	9%	9%	45%	33%	3.97	.18	33

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

TABLE 33a

Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	10%	28%	59%	4.41	.03	581
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	16%	33%	47%	4.20	.00	43,748
Dining Hall	# 1	1%	1%	11%	28%	58%	4.39	.05	349
Dining Hall	# 2	1%	3%	11%	27%	59%	4.41	.06	193
Dining Hall	# 3		3%	3%	28%	67%	4.59	.11	39
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	7%	25%	65%	4.53	.02	1,592
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	28%	60%	4.44	.00	57,003
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	7%	24%	66%	4.52	.03	569
	Express Unit	1%	3%	6%	27%	64%	4.50	.04	319
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	32%	59%	4.48	.05	251
	Sit-down Restaurant		1%	9%	22%	68%	4.58	.03	453
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	26%	61%	4.44	.01	16,129
	Marketplace	1%	2%	10%	31%	57%	4.41	.01	9,521
	Express Unit	1%	2%	10%	28%	60%	4.45	.01	13,483
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	29%	59%	4.43	.01	8,916
	Sit-down Restaurant	1%	2%	9%	27%	62%	4.48	.01	3,648
	Convenience Store	1%	2%	10%	28%	59%	4.42	.01	5,306
Retail Unit	# 1	1%	4%	6%	21%	68%	4.53	.07	139
Retail Unit	# 2	1%	2%	9%	22%	67%	4.51	.04	330
Retail Unit	# 3	1%	1%	7%	30%	59%	4.45	.10	69
Retail Unit	# 4			6%	17%	77%	4.71	.08	48
Retail Unit	# 5		1%	10%	20%	69%	4.57	.07	106
Retail Unit	# 6		2%	11%	36%	51%	4.36	.10	61
Retail Unit	# 7		4%	5%	32%	60%	4.49	.07	111
Retail Unit	# 8		2%	7%	16%	76%	4.64	.11	45
Retail Unit	# 9	1%		8%	19%	72%	4.59	.09	74
Retail Unit	# 10	2%	2%	2%	33%	62%	4.52	.10	58
Retail Unit	# 11		4%	4%	39%	54%	4.43	.14	28
Retail Unit	# 12			8%	20%	73%	4.65	.10	40
Retail Unit	# 13		4%	4%	27%	65%	4.54	.10	52
Retail Unit	# 14	2%	2%	6%	21%	69%	4.52	.13	48
Retail Unit	# 15	1%		7%	36%	56%	4.44	.09	70
Retail Unit	# 16		1%	7%	26%	66%	4.57	.08	76
Retail Unit	# 17	2%		2%	30%	66%	4.57	.11	44
Retail Unit	# 18			10%	23%	67%	4.58	.07	104
Retail Unit	# 19			12%	31%	57%	4.45	.09	58
Retail Unit	# 20			3%	32%	65%	4.61	.10	31

**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

Aggregated Dining Halls	YOUR INSTITUTION	11%	14%	20%	25%	30%	3.50	.05	623
Aggregated Dining Halls	ENTIRE SAMPLE	7%	12%	26%	31%	24%	3.52	.01	47,792
Dining Hall	# 1	15%	15%	24%	21%	26%	3.29	.07	381
Dining Hall	# 2	6%	15%	14%	30%	36%	3.74	.09	199
Dining Hall	# 3	2%	2%	9%	42%	44%	4.23	.14	43
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	7%	11%	20%	29%	34%	3.73	.03	1,699
Aggregated Retail Units	ENTIRE SAMPLE	8%	14%	24%	28%	27%	3.53	.00	64,104
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	10%	21%	28%	36%	3.77	.05	602
	Express Unit	7%	12%	22%	31%	28%	3.61	.07	342
	Specialty Coffee Shop/ Juice Bar	9%	16%	22%	30%	23%	3.42	.08	265
	Sit-down Restaurant	6%	7%	17%	29%	41%	3.91	.05	490
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	16%	25%	27%	24%	3.40	.01	18,121
	Marketplace	8%	15%	26%	29%	21%	3.40	.01	10,724
	Express Unit	6%	11%	21%	29%	33%	3.73	.01	14,908
	Specialty Coffee Shop/ Juice Bar	7%	13%	24%	29%	28%	3.58	.01	10,158
	Sit-down Restaurant	5%	11%	22%	30%	33%	3.73	.02	4,167
	Convenience Store	8%	14%	23%	27%	27%	3.51	.02	6,026
Retail Unit	# 1	5%	11%	21%	29%	33%	3.74	.10	150
Retail Unit	# 2	6%	9%	24%	26%	35%	3.77	.06	347
Retail Unit	# 3	14%	14%	23%	29%	20%	3.28	.15	79
Retail Unit	# 4	18%	12%	12%	31%	27%	3.39	.20	51
Retail Unit	# 5	5%	8%	19%	29%	39%	3.89	.11	116
Retail Unit	# 6	23%	11%	34%	24%	8%	2.84	.16	62
Retail Unit	# 7	4%	12%	23%	34%	27%	3.68	.11	113
Retail Unit	# 8	15%	10%	17%	23%	35%	3.54	.21	48
Retail Unit	# 9	11%	6%	20%	28%	35%	3.70	.14	83
Retail Unit	# 10	3%	12%	16%	41%	28%	3.78	.14	58
Retail Unit	# 11		21%	21%	21%	38%	3.76	.22	29
Retail Unit	# 12			9%	27%	64%	4.56	.10	45
Retail Unit	# 13	2%	10%	8%	27%	54%	4.21	.15	52
Retail Unit	# 14	4%	15%	8%	25%	48%	3.98	.17	52
Retail Unit	# 15	4%	13%	18%	35%	30%	3.74	.13	77
Retail Unit	# 16	7%	24%	17%	27%	24%	3.37	.14	82
Retail Unit	# 17	2%	14%	18%	34%	32%	3.80	.17	44
Retail Unit	# 18	4%	7%	21%	29%	39%	3.93	.11	110
Retail Unit	# 19	1%	4%	26%	34%	34%	3.94	.12	68
Retail Unit	# 20	9%	12%	18%	30%	30%	3.61	.23	33

**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
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
MENU: 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	YOUR INSTITUTION	2%	4%	13%	33%	48%	4.22	.04	570
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	36%	44%	4.16	.00	43,707
Dining Hall	# 1	1%	5%	13%	33%	49%	4.24	.05	343
Dining Hall	# 2	3%	4%	15%	30%	47%	4.14	.08	187
Dining Hall	# 3			5%	45%	50%	4.45	.09	40
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%	3%	9%	30%	57%	4.38	.02	1,572
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	50%	4.31	.00	56,151
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	9%	30%	57%	4.40	.04	558
	Express Unit	2%	3%	9%	31%	55%	4.36	.05	316
	Specialty Coffee Shop/ Juice Bar	2%	4%	8%	33%	53%	4.30	.06	245
	Sit-down Restaurant	1%	4%	8%	26%	61%	4.41	.04	453
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	49%	4.28	.01	15,907
	Marketplace	1%	3%	12%	38%	46%	4.25	.01	9,409
	Express Unit	1%	2%	11%	32%	54%	4.37	.01	13,360
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	35%	51%	4.32	.01	8,816
	Sit-down Restaurant	1%	3%	10%	32%	54%	4.35	.01	3,628
	Convenience Store	1%	3%	13%	35%	48%	4.25	.01	5,031
Retail Unit	# 1	1%	1%	9%	27%	61%	4.45	.07	139
Retail Unit	# 2	1%	1%	9%	28%	60%	4.45	.04	324
Retail Unit	# 3	1%	4%	14%	29%	51%	4.24	.11	70
Retail Unit	# 4	2%		8%	21%	69%	4.54	.12	48
Retail Unit	# 5	1%	9%	9%	23%	58%	4.26	.10	106
Retail Unit	# 6	4%	4%	9%	47%	36%	4.09	.13	55
Retail Unit	# 7	2%	4%	6%	38%	50%	4.32	.09	107
Retail Unit	# 8	2%	4%	9%	24%	60%	4.36	.15	45
Retail Unit	# 9	3%	3%	11%	28%	56%	4.32	.11	75
Retail Unit	# 10	2%	2%	11%	31%	54%	4.33	.12	54
Retail Unit	# 11		3%	17%	28%	52%	4.28	.16	29
Retail Unit	# 12	2%		7%	19%	72%	4.58	.13	43
Retail Unit	# 13		2%	6%	36%	56%	4.46	.10	50
Retail Unit	# 14	2%	2%	7%	38%	51%	4.33	.13	45
Retail Unit	# 15	3%	3%	9%	36%	50%	4.27	.11	70
Retail Unit	# 16	3%	5%	5%	24%	63%	4.39	.11	76
Retail Unit	# 17		2%	11%	27%	59%	4.43	.12	44
Retail Unit	# 18	1%	3%	9%	27%	60%	4.43	.08	103
Retail Unit	# 19		5%	7%	31%	57%	4.40	.11	58
Retail Unit	# 20		3%		45%	52%	4.45	.12	31

*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.

		Availability of posted menu items							
		(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	8%	15%	18%	31%	29%	3.59	.05	616
Aggregated Dining Halls	ENTIRE SAMPLE	5%	11%	19%	34%	32%	3.78	.01	48,146
Dining Hall	# 1	9%	19%	19%	28%	25%	3.41	.07	381
Dining Hall	# 2	6%	9%	16%	33%	36%	3.84	.08	194
Dining Hall	# 3	2%	2%	10%	54%	32%	4.10	.13	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	13%	32%	45%	4.09	.03	1,684
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	32%	44%	4.09	.00	63,604
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	5%	12%	32%	47%	4.14	.04	593
	Express Unit	3%	6%	14%	30%	47%	4.13	.06	340
	Specialty Coffee Shop/ Juice Bar	8%	12%	18%	33%	29%	3.61	.08	264
	Sit-down Restaurant	2%	5%	10%	32%	51%	4.26	.04	487
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	14%	33%	44%	4.08	.01	18,024
	Marketplace	3%	8%	16%	34%	38%	3.95	.01	10,688
	Express Unit	2%	6%	13%	31%	48%	4.16	.01	14,899
	Specialty Coffee Shop/ Juice Bar	2%	6%	14%	32%	44%	4.10	.01	10,127
	Sit-down Restaurant	2%	5%	12%	30%	50%	4.22	.02	4,156
Convenience Store	3%	7%	16%	33%	42%	4.03	.01	5,710	
Retail Unit	# 1	3%	3%	12%	27%	56%	4.30	.08	151
Retail Unit	# 2	3%	4%	11%	30%	52%	4.24	.05	343
Retail Unit	# 3	4%	10%	19%	28%	40%	3.90	.13	80
Retail Unit	# 4	12%	6%	4%	35%	44%	3.94	.19	52
Retail Unit	# 5	1%	7%	13%	24%	55%	4.25	.09	113
Retail Unit	# 6	13%	21%	21%	38%	7%	3.05	.16	56
Retail Unit	# 7	2%	8%	13%	37%	40%	4.06	.10	109
Retail Unit	# 8		2%	6%	51%	41%	4.31	.10	49
Retail Unit	# 9	2%	6%	11%	30%	51%	4.20	.11	81
Retail Unit	# 10	2%	5%	14%	41%	38%	4.07	.13	56
Retail Unit	# 11	3%	3%	13%	37%	43%	4.13	.18	30
Retail Unit	# 12	2%	4%	16%	33%	44%	4.13	.15	45
Retail Unit	# 13	2%	8%	12%	24%	55%	4.22	.15	51
Retail Unit	# 14	8%	8%	14%	32%	38%	3.84	.18	50
Retail Unit	# 15	3%	3%	18%	36%	40%	4.09	.11	77
Retail Unit	# 16	14%	13%	20%	23%	30%	3.43	.15	86
Retail Unit	# 17	2%	16%	11%	38%	33%	3.84	.17	45
Retail Unit	# 18		4%	10%	33%	53%	4.36	.08	111
Retail Unit	# 19		3%	8%	33%	56%	4.42	.09	66
Retail Unit	# 20	12%	6%	18%	42%	21%	3.55	.22	33

**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.

		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	1%	1%	8%	29%	61%	4.49	.03	581
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.38	.00	44,027
Dining Hall	# 1	1%	1%	8%	29%	62%	4.51	.04	348
Dining Hall	# 2	1%	2%	9%	25%	64%	4.49	.06	193
Dining Hall	# 3			10%	48%	43%	4.33	.10	40
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	34%	53%	4.35	.02	1,569
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	35%	52%	4.36	.00	56,331
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	10%	34%	52%	4.34	.04	557
	Express Unit	2%	3%	10%	38%	48%	4.27	.05	314
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	37%	48%	4.29	.05	243
	Sit-down Restaurant	1%	1%	9%	29%	60%	4.46	.04	455
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	35%	52%	4.35	.01	15,926
	Marketplace	1%	2%	10%	36%	52%	4.37	.01	9,430
	Express Unit	1%	2%	10%	33%	54%	4.38	.01	13,379
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	36%	51%	4.35	.01	8,853
	Sit-down Restaurant	1%	2%	10%	33%	55%	4.39	.01	3,634
	Convenience Store	1%	3%	11%	35%	50%	4.31	.01	5,109
Retail Unit	# 1	2%	4%	9%	34%	50%	4.26	.08	139
Retail Unit	# 2	1%	4%	9%	34%	52%	4.33	.05	322
Retail Unit	# 3	1%	1%	12%	40%	46%	4.26	.10	68
Retail Unit	# 4	2%		6%	24%	68%	4.56	.11	50
Retail Unit	# 5	1%	3%	12%	27%	58%	4.38	.09	104
Retail Unit	# 6		2%	9%	47%	43%	4.31	.09	58
Retail Unit	# 7	1%	3%	8%	41%	47%	4.30	.08	107
Retail Unit	# 8	2%		4%	36%	58%	4.47	.12	45
Retail Unit	# 9	1%	1%	11%	35%	52%	4.35	.10	75
Retail Unit	# 10	2%	2%	13%	35%	49%	4.27	.12	55
Retail Unit	# 11		3%	17%	17%	62%	4.38	.17	29
Retail Unit	# 12			10%	33%	57%	4.48	.10	42
Retail Unit	# 13		2%	4%	30%	64%	4.56	.10	50
Retail Unit	# 14	2%	2%	9%	31%	56%	4.36	.14	45
Retail Unit	# 15	1%	3%	18%	32%	46%	4.18	.11	68
Retail Unit	# 16	1%	5%	8%	33%	52%	4.29	.11	73
Retail Unit	# 17			9%	39%	52%	4.43	.10	44
Retail Unit	# 18		2%	10%	27%	62%	4.48	.07	104
Retail Unit	# 19	2%		10%	33%	55%	4.40	.10	60
Retail Unit	# 20				48%	52%	4.52	.09	31

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

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

		Variety of menu choices							
		(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	10%	18%	19%	28%	26%	3.42	.05	627
Aggregated Dining Halls	ENTIRE SAMPLE	9%	16%	22%	30%	24%	3.44	.01	48,753
Dining Hall	# 1	13%	22%	18%	25%	22%	3.22	.07	384
Dining Hall	# 2	6%	13%	17%	32%	31%	3.69	.09	201
Dining Hall	# 3		5%	26%	38%	31%	3.95	.14	42
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	5%	10%	16%	31%	38%	3.87	.03	1,680
Aggregated Retail Units	ENTIRE SAMPLE	5%	11%	18%	32%	34%	3.80	.00	64,159
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	10%	19%	29%	37%	3.84	.05	589
	Express Unit	4%	9%	16%	32%	38%	3.90	.06	339
	Specialty Coffee Shop/ Juice Bar	9%	12%	17%	28%	34%	3.64	.08	264
	Sit-down Restaurant	3%	10%	11%	33%	42%	4.00	.05	488
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	11%	18%	33%	33%	3.77	.01	18,142
	Marketplace	6%	14%	20%	32%	28%	3.62	.01	10,779
	Express Unit	4%	9%	17%	31%	38%	3.89	.01	14,988
	Specialty Coffee Shop/ Juice Bar	4%	10%	17%	33%	35%	3.86	.01	10,220
	Sit-down Restaurant	4%	9%	16%	32%	40%	3.96	.02	4,173
	Convenience Store	5%	10%	18%	32%	35%	3.82	.02	5,857
Retail Unit	# 1	2%	7%	13%	29%	49%	4.17	.08	151
Retail Unit	# 2	4%	11%	19%	27%	38%	3.84	.06	340
Retail Unit	# 3	15%	14%	24%	28%	19%	3.22	.15	79
Retail Unit	# 4	12%	23%	6%	23%	37%	3.50	.20	52
Retail Unit	# 5	4%	17%	9%	29%	42%	3.88	.12	113
Retail Unit	# 6	30%	22%	23%	20%	5%	2.48	.16	60
Retail Unit	# 7		10%	14%	39%	38%	4.04	.09	109
Retail Unit	# 8	4%	6%	12%	37%	41%	4.04	.15	49
Retail Unit	# 9	5%	8%	18%	31%	39%	3.91	.13	80
Retail Unit	# 10	2%	9%	21%	34%	34%	3.89	.14	56
Retail Unit	# 11	3%	10%	20%	30%	37%	3.87	.21	30
Retail Unit	# 12	2%		23%	34%	41%	4.11	.14	44
Retail Unit	# 13	2%	6%	16%	27%	49%	4.16	.14	51
Retail Unit	# 14		12%	24%	36%	28%	3.80	.14	50
Retail Unit	# 15	1%	8%	13%	25%	52%	4.19	.12	75
Retail Unit	# 16	5%	11%	19%	31%	34%	3.78	.13	83
Retail Unit	# 17	4%	9%	9%	37%	41%	4.02	.17	46
Retail Unit	# 18	3%	5%	13%	37%	43%	4.14	.09	111
Retail Unit	# 19		10%	7%	40%	43%	4.15	.12	68
Retail Unit	# 20	12%	6%	21%	27%	33%	3.64	.23	33

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

		Variety of healthy 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	1%	3%	11%	31%	54%	4.35	.04	577
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	30%	53%	4.29	.00	43,744
Dining Hall	# 1	1%	3%	9%	30%	56%	4.38	.05	346
Dining Hall	# 2	1%	2%	16%	29%	52%	4.29	.06	191
Dining Hall	# 3		3%	10%	43%	45%	4.30	.12	40
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%	5%	14%	30%	49%	4.18	.03	1,558
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	51%	4.26	.00	56,005
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	16%	30%	47%	4.14	.04	553
	Express Unit	3%	7%	14%	27%	48%	4.11	.06	312
	Specialty Coffee Shop/ Juice Bar	0%	4%	13%	34%	49%	4.27	.06	241
	Sit-down Restaurant	2%	5%	13%	29%	51%	4.22	.05	452
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	29%	52%	4.24	.01	15,847
	Marketplace	2%	4%	11%	31%	52%	4.29	.01	9,373
	Express Unit	2%	4%	12%	29%	52%	4.26	.01	13,290
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	32%	50%	4.25	.01	8,762
	Sit-down Restaurant	2%	4%	12%	32%	51%	4.25	.02	3,612
	Convenience Store	2%	4%	14%	29%	50%	4.21	.01	5,121
Retail Unit	# 1	4%	9%	15%	24%	47%	4.01	.10	137
Retail Unit	# 2	2%	6%	19%	28%	44%	4.06	.06	322
Retail Unit	# 3	1%	4%	22%	25%	48%	4.13	.12	69
Retail Unit	# 4	4%	4%	12%	30%	50%	4.18	.15	50
Retail Unit	# 5	1%	13%	15%	21%	50%	4.08	.11	103
Retail Unit	# 6		5%	14%	31%	50%	4.26	.12	58
Retail Unit	# 7	2%	7%	8%	33%	50%	4.23	.10	106
Retail Unit	# 8	7%	2%	16%	34%	41%	4.00	.17	44
Retail Unit	# 9	3%	1%	9%	36%	50%	4.30	.10	74
Retail Unit	# 10	4%		13%	33%	51%	4.27	.13	55
Retail Unit	# 11			11%	22%	67%	4.56	.13	27
Retail Unit	# 12	2%	2%	7%	40%	48%	4.29	.14	42
Retail Unit	# 13	2%		4%	28%	66%	4.56	.11	50
Retail Unit	# 14	2%	14%	18%	32%	34%	3.82	.17	44
Retail Unit	# 15		3%	16%	41%	40%	4.18	.10	68
Retail Unit	# 16	1%	5%	11%	30%	53%	4.27	.11	74
Retail Unit	# 17		2%	10%	32%	56%	4.41	.12	41
Retail Unit	# 18		1%	16%	28%	55%	4.38	.08	103
Retail Unit	# 19	5%	7%	13%	30%	45%	4.03	.15	60
Retail Unit	# 20	3%			32%	65%	4.55	.15	31

*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.

	Variety of healthy menu choices
--	---------------------------------

*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 37a
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
MENU: Variety of vegetarian menu choices

		Variety of vegetarian 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	14%	13%	13%	20%	39%	3.57	.07	477
Aggregated Dining Halls	ENTIRE SAMPLE	18%	11%	16%	21%	33%	3.40	.01	38,100
Dining Hall	# 1	16%	12%	13%	18%	42%	3.59	.09	289
Dining Hall	# 2	14%	14%	15%	23%	34%	3.49	.11	158
Dining Hall	# 3	7%	17%	7%	33%	37%	3.77	.24	30
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	17%	11%	13%	22%	37%	3.50	.04	1,350
Aggregated Retail Units	ENTIRE SAMPLE	17%	10%	15%	22%	36%	3.49	.01	48,728
Type of Retail Unit - YOUR INSTITUTION	Food Court	19%	9%	13%	22%	36%	3.46	.07	483
	Express Unit	15%	14%	13%	22%	35%	3.47	.09	272
	Specialty Coffee Shop/ Juice Bar	12%	9%	16%	24%	39%	3.68	.09	215
	Sit-down Restaurant	19%	11%	12%	21%	37%	3.46	.08	380
Type of Retail Unit - ENTIRE SAMPLE	Food Court	19%	12%	15%	21%	34%	3.39	.01	13,632
	Marketplace	20%	11%	15%	22%	32%	3.35	.02	7,998
	Express Unit	15%	9%	14%	22%	40%	3.63	.01	11,878
	Specialty Coffee Shop/ Juice Bar	16%	10%	15%	23%	36%	3.54	.02	7,596
	Sit-down Restaurant	17%	9%	14%	23%	36%	3.53	.03	3,164
	Convenience Store	16%	10%	16%	23%	35%	3.49	.02	4,460
Retail Unit	# 1	18%	14%	14%	21%	32%	3.35	.14	111
Retail Unit	# 2	24%	11%	13%	19%	32%	3.24	.10	265
Retail Unit	# 3	15%	16%	13%	26%	31%	3.42	.18	62
Retail Unit	# 4	24%	17%	5%	17%	37%	3.24	.26	41
Retail Unit	# 5	16%	13%	12%	18%	41%	3.54	.17	85
Retail Unit	# 6	10%	13%	23%	25%	29%	3.50	.19	48
Retail Unit	# 7	13%	13%	11%	21%	41%	3.65	.15	99
Retail Unit	# 8	23%	18%	8%	28%	25%	3.15	.24	40
Retail Unit	# 9	13%	10%	9%	25%	43%	3.74	.17	68
Retail Unit	# 10	15%	4%	17%	25%	40%	3.71	.20	48
Retail Unit	# 11	4%		18%	29%	50%	4.21	.19	28
Retail Unit	# 12	18%	6%	9%	36%	30%	3.55	.25	33
Retail Unit	# 13	19%	5%	9%	9%	58%	3.84	.24	43
Retail Unit	# 14	27%	7%	20%	18%	29%	3.16	.24	45
Retail Unit	# 15	10%	6%	19%	27%	38%	3.78	.16	63
Retail Unit	# 16	15%	11%	15%	17%	42%	3.61	.18	66
Retail Unit	# 17	13%	5%	5%	32%	45%	3.89	.23	38
Retail Unit	# 18	17%	9%	21%	14%	39%	3.48	.16	87
Retail Unit	# 19	20%	12%	12%	33%	24%	3.29	.20	51
Retail Unit	# 20	3%	10%	7%	34%	45%	4.07	.21	29

*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 37b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
 MENU: Variety of 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	YOUR INSTITUTION	19%	11%	21%	23%	25%	3.23	.07	470
Aggregated Dining Halls	ENTIRE SAMPLE	9%	11%	26%	27%	26%	3.51	.01	37,136
Dining Hall	# 1	23%	14%	20%	19%	24%	3.08	.09	284
Dining Hall	# 2	15%	10%	25%	27%	24%	3.35	.11	154
Dining Hall	# 3	6%		19%	38%	38%	4.00	.19	32
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	12%	8%	23%	25%	32%	3.57	.04	1,301
Aggregated Retail Units	ENTIRE SAMPLE	7%	10%	25%	26%	32%	3.66	.01	48,952
Type of Retail Unit - YOUR INSTITUTION	Food Court	12%	6%	22%	22%	37%	3.65	.06	454
	Express Unit	13%	9%	27%	24%	28%	3.46	.08	264
	Specialty Coffee Shop/ Juice Bar	15%	10%	24%	26%	24%	3.34	.09	213
	Sit-down Restaurant	11%	8%	20%	27%	35%	3.67	.07	370
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	11%	25%	25%	30%	3.58	.01	13,556
	Marketplace	8%	11%	27%	28%	27%	3.55	.01	7,872
	Express Unit	6%	10%	23%	25%	36%	3.75	.01	11,989
	Specialty Coffee Shop/ Juice Bar	6%	9%	24%	27%	34%	3.74	.01	7,731
	Sit-down Restaurant	6%	9%	23%	26%	36%	3.76	.02	3,260
	Convenience Store	7%	10%	25%	26%	32%	3.67	.02	4,544
Retail Unit	# 1	10%	9%	25%	25%	29%	3.54	.13	106
Retail Unit	# 2	16%	5%	26%	16%	36%	3.52	.09	238
Retail Unit	# 3	21%	13%	24%	23%	19%	3.06	.18	62
Retail Unit	# 4	11%	8%	21%	24%	37%	3.68	.22	38
Retail Unit	# 5	19%	14%	26%	15%	26%	3.15	.16	85
Retail Unit	# 6	27%	7%	34%	29%	2%	2.73	.19	41
Retail Unit	# 7	9%	6%	29%	23%	32%	3.63	.13	96
Retail Unit	# 8	9%	6%	26%	29%	31%	3.69	.21	35
Retail Unit	# 9	13%	12%	17%	22%	36%	3.57	.17	69
Retail Unit	# 10	6%	4%	15%	42%	33%	3.92	.16	48
Retail Unit	# 11	7%	3%	17%	28%	45%	4.00	.22	29
Retail Unit	# 12	23%	6%	19%	19%	32%	3.32	.28	31
Retail Unit	# 13	3%	3%	13%	28%	54%	4.28	.16	39
Retail Unit	# 14	10%	8%	23%	23%	38%	3.70	.21	40
Retail Unit	# 15	6%	8%	29%	20%	37%	3.74	.15	65
Retail Unit	# 16	18%	12%	21%	25%	25%	3.28	.17	68
Retail Unit	# 17	13%	15%	13%	33%	26%	3.44	.22	39
Retail Unit	# 18	5%	6%	16%	37%	37%	3.95	.12	87
Retail Unit	# 19	11%	5%	16%	33%	35%	3.75	.17	55
Retail Unit	# 20	3%	3%	17%	37%	40%	4.07	.19	30

*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 38a
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: Overall

		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%	2%	6%	33%	59%	4.49	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	35%	51%	4.34	.00	43,966
Dining Hall	# 1		2%	7%	32%	60%	4.50	.04	343
Dining Hall	# 2	1%	2%	6%	32%	60%	4.50	.05	195
Dining Hall	# 3			8%	40%	53%	4.45	.10	40
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%	5%	28%	66%	4.58	.02	1,583
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	31%	59%	4.47	.00	56,840
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	5%	25%	68%	4.57	.03	561
	Express Unit	0%	1%	3%	29%	66%	4.60	.04	314
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	34%	59%	4.50	.04	252
	Sit-down Restaurant		1%	5%	26%	68%	4.61	.03	456
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	32%	58%	4.44	.01	16,007
	Marketplace	0%	1%	9%	35%	54%	4.41	.01	9,449
	Express Unit	1%	1%	8%	27%	63%	4.51	.01	13,473
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	29%	62%	4.52	.01	8,980
	Sit-down Restaurant	0%	1%	7%	28%	64%	4.54	.01	3,651
	Convenience Store	1%	1%	9%	31%	58%	4.45	.01	5,280
Retail Unit	# 1	1%	1%	1%	20%	77%	4.72	.05	138
Retail Unit	# 2		2%	5%	20%	73%	4.65	.04	324
Retail Unit	# 3		3%	3%	36%	58%	4.49	.08	69
Retail Unit	# 4		2%	2%	27%	69%	4.63	.09	49
Retail Unit	# 5		1%	4%	28%	67%	4.61	.06	106
Retail Unit	# 6	2%	2%	10%	35%	52%	4.35	.11	63
Retail Unit	# 7		1%	5%	36%	58%	4.51	.06	107
Retail Unit	# 8			11%	26%	63%	4.52	.10	46
Retail Unit	# 9	1%	3%	7%	27%	63%	4.47	.10	75
Retail Unit	# 10	2%		7%	36%	55%	4.42	.11	55
Retail Unit	# 11	3%		14%	21%	62%	4.38	.18	29
Retail Unit	# 12		5%	2%	16%	77%	4.65	.11	43
Retail Unit	# 13			4%	12%	84%	4.80	.07	50
Retail Unit	# 14	2%	2%		32%	64%	4.53	.12	47
Retail Unit	# 15			4%	34%	62%	4.58	.07	71
Retail Unit	# 16	1%	1%	5%	28%	64%	4.51	.09	74
Retail Unit	# 17			2%	41%	57%	4.55	.08	44
Retail Unit	# 18			9%	28%	63%	4.54	.06	103
Retail Unit	# 19			3%	39%	58%	4.54	.07	59
Retail Unit	# 20				42%	58%	4.58	.09	31

*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.

		Service: Overall							
		(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%	6%	15%	35%	40%	4.00	.04	623
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	13%	36%	46%	4.20	.00	48,605
Dining Hall	# 1	6%	7%	19%	33%	35%	3.83	.06	378
Dining Hall	# 2	3%	3%	8%	35%	50%	4.26	.07	203
Dining Hall	# 3		7%	5%	52%	36%	4.17	.13	42
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%	5%	13%	31%	50%	4.21	.02	1,695
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	12%	33%	51%	4.26	.00	64,561
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	12%	29%	52%	4.23	.04	594
	Express Unit	1%	3%	15%	34%	47%	4.22	.05	339
	Specialty Coffee Shop/ Juice Bar	2%	8%	11%	35%	43%	4.10	.06	269
	Sit-down Restaurant	2%	4%	13%	27%	53%	4.24	.04	493
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	12%	34%	48%	4.23	.01	18,149
	Marketplace	3%	4%	14%	37%	42%	4.12	.01	10,779
	Express Unit	2%	3%	10%	30%	55%	4.33	.01	15,022
	Specialty Coffee Shop/ Juice Bar	2%	3%	11%	31%	54%	4.32	.01	10,345
	Sit-down Restaurant	2%	3%	11%	30%	53%	4.28	.01	4,204
	Convenience Store	2%	3%	10%	31%	55%	4.34	.01	6,062
Retail Unit	# 1	1%	1%	12%	29%	57%	4.40	.07	151
Retail Unit	# 2	3%	4%	11%	25%	57%	4.30	.05	342
Retail Unit	# 3	1%	8%	19%	35%	37%	3.99	.11	78
Retail Unit	# 4	6%	6%	21%	25%	43%	3.94	.16	53
Retail Unit	# 5	2%	4%	18%	29%	48%	4.18	.09	114
Retail Unit	# 6	2%	5%	16%	36%	41%	4.10	.12	61
Retail Unit	# 7	1%	4%	15%	41%	39%	4.14	.08	110
Retail Unit	# 8	6%	6%	8%	27%	53%	4.14	.17	49
Retail Unit	# 9	2%	7%	12%	35%	43%	4.10	.11	83
Retail Unit	# 10	2%	4%	12%	39%	44%	4.19	.12	57
Retail Unit	# 11	3%		20%	23%	53%	4.23	.18	30
Retail Unit	# 12		7%	4%	20%	69%	4.51	.13	45
Retail Unit	# 13	2%	2%	6%	12%	78%	4.63	.12	51
Retail Unit	# 14		6%	14%	31%	49%	4.22	.13	49
Retail Unit	# 15	1%	4%	12%	25%	58%	4.35	.11	77
Retail Unit	# 16	5%	19%	9%	35%	32%	3.71	.13	85
Retail Unit	# 17			4%	52%	43%	4.39	.09	46
Retail Unit	# 18		4%	13%	34%	49%	4.28	.08	112
Retail Unit	# 19	3%	3%	17%	32%	45%	4.13	.12	69
Retail Unit	# 20	9%	3%	9%	42%	36%	3.94	.21	33

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

TABLE 39a
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: 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	YOUR INSTITUTION	1%	3%	8%	33%	56%	4.40	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	37%	49%	4.31	.00	43,942
Dining Hall	# 1	1%	3%	8%	32%	57%	4.41	.04	345
Dining Hall	# 2	1%	2%	9%	34%	54%	4.39	.06	193
Dining Hall	# 3			13%	33%	55%	4.43	.11	40
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%	5%	26%	67%	4.58	.02	1,583
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	8%	30%	60%	4.48	.00	56,903
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	5%	26%	67%	4.58	.03	563
	Express Unit	1%	1%	5%	27%	65%	4.55	.04	314
	Specialty Coffee Shop/ Juice Bar	0%	0%	4%	29%	66%	4.60	.04	251
	Sit-down Restaurant		2%	5%	24%	69%	4.59	.03	455
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	8%	31%	59%	4.46	.01	16,021
	Marketplace	0%	2%	8%	33%	56%	4.44	.01	9,461
	Express Unit	1%	1%	8%	28%	62%	4.50	.01	13,479
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	29%	62%	4.51	.01	9,002
	Sit-down Restaurant	0%	2%	7%	29%	62%	4.51	.01	3,654
	Convenience Store	1%	2%	9%	30%	58%	4.44	.01	5,286
Retail Unit	# 1	1%	1%	4%	25%	70%	4.62	.06	138
Retail Unit	# 2	0%	2%	5%	22%	72%	4.63	.04	324
Retail Unit	# 3		3%	7%	28%	62%	4.49	.09	69
Retail Unit	# 4		2%		27%	71%	4.67	.08	49
Retail Unit	# 5		5%	4%	23%	69%	4.56	.08	106
Retail Unit	# 6	2%	2%	5%	33%	59%	4.46	.10	63
Retail Unit	# 7	1%	1%	7%	30%	62%	4.50	.07	107
Retail Unit	# 8			7%	29%	64%	4.58	.09	45
Retail Unit	# 9	1%		7%	21%	71%	4.60	.08	75
Retail Unit	# 10	2%	2%	4%	41%	52%	4.39	.11	56
Retail Unit	# 11		3%	10%	28%	59%	4.41	.15	29
Retail Unit	# 12		2%	2%	24%	71%	4.64	.10	42
Retail Unit	# 13			4%	14%	82%	4.78	.07	49
Retail Unit	# 14	2%		2%	31%	65%	4.56	.11	48
Retail Unit	# 15			3%	30%	68%	4.65	.06	71
Retail Unit	# 16			5%	23%	72%	4.66	.07	74
Retail Unit	# 17			2%	35%	63%	4.60	.08	43
Retail Unit	# 18		3%	8%	24%	66%	4.52	.07	105
Retail Unit	# 19			8%	29%	63%	4.54	.08	59
Retail Unit	# 20				45%	55%	4.55	.09	31

*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.

		Speed of service							
		(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%	8%	13%	33%	42%	4.01	.04	624
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	35%	43%	4.12	.00	48,464
Dining Hall	# 1	4%	11%	16%	30%	39%	3.88	.06	380
Dining Hall	# 2	5%	2%	7%	36%	50%	4.23	.07	202
Dining Hall	# 3	2%	2%	10%	43%	43%	4.21	.14	42
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%	15%	28%	45%	4.02	.03	1,690
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	14%	31%	45%	4.07	.00	64,573
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	14%	28%	48%	4.12	.04	591
	Express Unit	2%	7%	20%	26%	45%	4.06	.06	340
	Specialty Coffee Shop/ Juice Bar	7%	8%	15%	30%	40%	3.88	.08	265
	Sit-down Restaurant	6%	9%	13%	27%	45%	3.95	.06	494
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	16%	33%	42%	4.03	.01	18,164
	Marketplace	5%	9%	18%	32%	36%	3.83	.01	10,784
	Express Unit	3%	5%	13%	29%	50%	4.16	.01	15,030
	Specialty Coffee Shop/ Juice Bar	3%	5%	13%	30%	49%	4.16	.01	10,345
	Sit-down Restaurant	5%	8%	14%	29%	44%	4.01	.02	4,204
	Convenience Store	2%	4%	12%	30%	52%	4.27	.01	6,046
Retail Unit	# 1	1%	5%	11%	20%	62%	4.36	.08	151
Retail Unit	# 2	2%	7%	15%	24%	51%	4.16	.06	340
Retail Unit	# 3	3%	9%	29%	32%	27%	3.72	.12	78
Retail Unit	# 4	11%	17%	9%	26%	36%	3.58	.20	53
Retail Unit	# 5	12%	12%	18%	21%	37%	3.58	.13	114
Retail Unit	# 6	2%	5%	15%	36%	43%	4.13	.12	61
Retail Unit	# 7	2%	8%	25%	30%	35%	3.88	.10	111
Retail Unit	# 8	8%	8%	20%	29%	35%	3.73	.18	49
Retail Unit	# 9	5%	9%	13%	33%	40%	3.95	.13	82
Retail Unit	# 10	5%	2%	9%	46%	39%	4.11	.13	57
Retail Unit	# 11	3%	3%	17%	23%	53%	4.20	.19	30
Retail Unit	# 12		2%	5%	14%	80%	4.70	.10	44
Retail Unit	# 13	2%	6%	8%	25%	59%	4.33	.14	51
Retail Unit	# 14		6%	10%	27%	57%	4.35	.13	49
Retail Unit	# 15	5%	5%	11%	29%	50%	4.13	.13	76
Retail Unit	# 16	17%	16%	16%	22%	29%	3.30	.16	82
Retail Unit	# 17		2%	20%	37%	41%	4.17	.12	46
Retail Unit	# 18	1%	6%	13%	35%	44%	4.16	.09	113
Retail Unit	# 19	6%	11%	14%	29%	40%	3.86	.15	70
Retail Unit	# 20	9%	6%	21%	33%	30%	3.70	.22	33

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

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

		Hours of operation					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	11%	29%	57%	4.39	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	30%	57%	4.41	.00	44,003
Dining Hall	# 1	0%	4%	10%	26%	60%	4.41	.05	345
Dining Hall	# 2	1%	3%	12%	33%	51%	4.32	.06	193
Dining Hall	# 3			10%	33%	57%	4.48	.11	40
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	28%	60%	4.45	.02	1,577
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	31%	57%	4.41	.00	56,662
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	8%	28%	61%	4.45	.04	560
	Express Unit	1%	3%	10%	28%	58%	4.39	.05	315
	Specialty Coffee Shop/ Juice Bar	0%	2%	7%	28%	62%	4.50	.05	250
	Sit-down Restaurant	0%	2%	9%	28%	60%	4.46	.04	452
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	31%	55%	4.38	.01	15,959
	Marketplace	1%	2%	10%	33%	54%	4.38	.01	9,431
	Express Unit	1%	2%	9%	29%	59%	4.43	.01	13,407
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	59%	4.45	.01	8,964
	Sit-down Restaurant	1%	2%	10%	32%	56%	4.39	.01	3,621
	Convenience Store	1%	2%	9%	29%	59%	4.45	.01	5,280
Retail Unit	# 1	1%	6%	8%	27%	59%	4.37	.08	138
Retail Unit	# 2	0%	2%	7%	25%	65%	4.52	.04	324
Retail Unit	# 3	1%	1%	12%	22%	64%	4.45	.10	69
Retail Unit	# 4		2%	10%	35%	52%	4.38	.11	48
Retail Unit	# 5		2%	6%	22%	70%	4.61	.07	105
Retail Unit	# 6			10%	27%	63%	4.53	.09	62
Retail Unit	# 7	1%	2%	10%	33%	54%	4.37	.08	108
Retail Unit	# 8		7%	20%	30%	43%	4.11	.14	46
Retail Unit	# 9	3%	3%	12%	27%	55%	4.30	.11	74
Retail Unit	# 10	5%	2%	7%	38%	48%	4.21	.14	56
Retail Unit	# 11			10%	24%	66%	4.55	.13	29
Retail Unit	# 12	2%		7%	29%	62%	4.48	.13	42
Retail Unit	# 13		2%	6%	20%	72%	4.62	.10	50
Retail Unit	# 14	2%	4%	11%	28%	55%	4.30	.14	47
Retail Unit	# 15	1%	3%	7%	29%	60%	4.43	.10	70
Retail Unit	# 16		3%	5%	24%	68%	4.57	.08	74
Retail Unit	# 17		2%	7%	34%	57%	4.45	.11	44
Retail Unit	# 18		1%	11%	29%	60%	4.47	.07	104
Retail Unit	# 19	2%	2%	7%	39%	51%	4.35	.11	57
Retail Unit	# 20				40%	60%	4.60	.09	30

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

		Hours of operation							
		(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	8%	9%	16%	30%	37%	3.79	.05	627
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	16%	29%	35%	3.71	.01	48,525
Dining Hall	# 1	10%	9%	18%	29%	34%	3.68	.07	383
Dining Hall	# 2	5%	8%	11%	33%	43%	4.00	.08	202
Dining Hall	# 3	5%	12%	17%	33%	33%	3.79	.18	42
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%	13%	29%	45%	4.03	.03	1,683
Aggregated Retail Units	ENTIRE SAMPLE	5%	9%	15%	29%	43%	3.96	.00	64,120
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	8%	16%	28%	44%	4.01	.05	592
	Express Unit	4%	15%	16%	30%	35%	3.76	.07	339
	Specialty Coffee Shop/ Juice Bar	5%	12%	11%	32%	39%	3.88	.07	267
	Sit-down Restaurant	3%	3%	9%	29%	56%	4.31	.04	485
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	16%	30%	38%	3.85	.01	17,976
	Marketplace	7%	12%	16%	30%	36%	3.77	.01	10,720
	Express Unit	4%	8%	14%	27%	47%	4.06	.01	14,926
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	30%	45%	4.04	.01	10,280
	Sit-down Restaurant	3%	7%	14%	28%	47%	4.09	.02	4,171
	Convenience Store	5%	6%	12%	27%	51%	4.12	.01	6,047
Retail Unit	# 1	2%	8%	14%	33%	43%	4.07	.08	150
Retail Unit	# 2	3%	7%	17%	26%	47%	4.07	.06	341
Retail Unit	# 3	9%	14%	18%	26%	33%	3.60	.15	78
Retail Unit	# 4	10%	2%	10%	35%	44%	4.02	.17	52
Retail Unit	# 5	2%	2%	6%	15%	75%	4.60	.08	113
Retail Unit	# 6	8%	16%	23%	26%	27%	3.48	.16	62
Retail Unit	# 7	5%	24%	16%	31%	24%	3.46	.12	111
Retail Unit	# 8	4%	2%	18%	35%	41%	4.06	.15	49
Retail Unit	# 9	2%	14%	12%	29%	42%	3.94	.13	83
Retail Unit	# 10		7%	16%	40%	37%	4.07	.12	57
Retail Unit	# 11	7%	10%	20%	13%	50%	3.90	.24	30
Retail Unit	# 12		2%		23%	74%	4.70	.09	43
Retail Unit	# 13	2%		12%	29%	57%	4.39	.12	51
Retail Unit	# 14	4%	4%	10%	29%	52%	4.21	.15	48
Retail Unit	# 15	4%	8%	7%	31%	51%	4.16	.13	75
Retail Unit	# 16	5%	13%	10%	33%	39%	3.89	.13	84
Retail Unit	# 17	4%	11%	7%	41%	37%	3.96	.17	46
Retail Unit	# 18	3%	8%	9%	36%	44%	4.11	.10	111
Retail Unit	# 19	3%	2%	12%	33%	50%	4.26	.12	66
Retail Unit	# 20	18%	6%	18%	39%	18%	3.33	.24	33

*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.

		Helpfulness of staff							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	10%	30%	57%	4.40	.03	577
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	34%	47%	4.22	.00	43,680
Dining Hall	# 1	0%	4%	12%	29%	56%	4.36	.05	342
Dining Hall	# 2	1%	3%	9%	28%	61%	4.45	.06	195
Dining Hall	# 3			3%	45%	53%	4.50	.09	40
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%	7%	27%	63%	4.49	.02	1,573
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	56%	4.39	.00	56,554
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	7%	26%	64%	4.48	.03	557
	Express Unit	0%	3%	8%	29%	60%	4.45	.04	310
	Specialty Coffee Shop/ Juice Bar	0%	3%	8%	29%	59%	4.44	.05	251
	Sit-down Restaurant	0%	1%	6%	27%	65%	4.56	.03	455
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	31%	54%	4.36	.01	15,900
	Marketplace	1%	3%	13%	35%	48%	4.27	.01	9,404
	Express Unit	1%	2%	10%	29%	59%	4.43	.01	13,402
	Specialty Coffee Shop/ Juice Bar	0%	2%	9%	30%	59%	4.45	.01	8,943
	Sit-down Restaurant	0%	2%	9%	29%	60%	4.46	.01	3,630
	Convenience Store	1%	2%	11%	30%	56%	4.38	.01	5,275
Retail Unit	# 1	1%	2%	6%	23%	68%	4.56	.07	136
Retail Unit	# 2	0%	3%	7%	23%	66%	4.51	.04	323
Retail Unit	# 3		1%	6%	32%	61%	4.52	.08	69
Retail Unit	# 4		2%	8%	22%	67%	4.55	.11	49
Retail Unit	# 5		4%	6%	29%	61%	4.48	.07	106
Retail Unit	# 6		3%	5%	33%	59%	4.48	.09	63
Retail Unit	# 7		5%	11%	35%	49%	4.28	.08	105
Retail Unit	# 8			7%	30%	63%	4.57	.09	46
Retail Unit	# 9	1%	4%	12%	25%	58%	4.33	.11	73
Retail Unit	# 10	2%	2%	5%	29%	63%	4.48	.11	56
Retail Unit	# 11		3%	7%	31%	59%	4.45	.15	29
Retail Unit	# 12	2%			21%	76%	4.69	.11	42
Retail Unit	# 13			4%	18%	78%	4.74	.07	50
Retail Unit	# 14	2%		4%	31%	62%	4.51	.12	45
Retail Unit	# 15		6%	13%	25%	56%	4.32	.11	71
Retail Unit	# 16	1%	3%	5%	28%	62%	4.47	.10	74
Retail Unit	# 17			9%	30%	60%	4.51	.10	43
Retail Unit	# 18			10%	30%	61%	4.51	.07	104
Retail Unit	# 19			5%	31%	64%	4.59	.08	58
Retail Unit	# 20				39%	61%	4.61	.09	31

**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.

		Helpfulness 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	5%	8%	14%	25%	48%	4.04	.05	621
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	30%	50%	4.23	.00	48,068
Dining Hall	# 1	7%	9%	17%	26%	41%	3.85	.06	379
Dining Hall	# 2	2%	7%	8%	21%	61%	4.32	.07	201
Dining Hall	# 3	2%		15%	27%	56%	4.34	.14	41
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	3%	5%	11%	29%	52%	4.24	.02	1,686
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	29%	55%	4.30	.00	64,117
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	12%	27%	54%	4.23	.04	590
	Express Unit	1%	5%	13%	32%	48%	4.20	.05	338
	Specialty Coffee Shop/ Juice Bar	2%	5%	11%	33%	49%	4.21	.06	267
	Sit-down Restaurant	2%	6%	10%	27%	56%	4.29	.04	491
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	30%	52%	4.26	.01	17,991
	Marketplace	3%	4%	13%	32%	48%	4.18	.01	10,698
	Express Unit	2%	3%	10%	27%	58%	4.37	.01	14,933
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	27%	58%	4.37	.01	10,286
	Sit-down Restaurant	2%	4%	10%	28%	56%	4.33	.01	4,177
	Convenience Store	2%	3%	11%	27%	58%	4.36	.01	6,032
Retail Unit	# 1	1%	2%	11%	29%	57%	4.38	.07	151
Retail Unit	# 2	3%	3%	12%	24%	58%	4.30	.05	341
Retail Unit	# 3	1%	8%	12%	33%	46%	4.15	.11	78
Retail Unit	# 4	6%	6%	11%	28%	49%	4.09	.16	53
Retail Unit	# 5	1%	11%	10%	26%	53%	4.19	.10	113
Retail Unit	# 6	2%	2%	15%	29%	53%	4.31	.11	62
Retail Unit	# 7	2%	7%	18%	35%	38%	3.99	.10	109
Retail Unit	# 8	6%	4%	10%	31%	49%	4.12	.16	49
Retail Unit	# 9	6%	5%	14%	27%	48%	4.06	.13	83
Retail Unit	# 10	4%		9%	45%	43%	4.23	.12	56
Retail Unit	# 11	7%		7%	37%	50%	4.23	.20	30
Retail Unit	# 12	2%		7%	16%	75%	4.61	.12	44
Retail Unit	# 13			4%	18%	78%	4.75	.07	51
Retail Unit	# 14		9%	17%	30%	45%	4.11	.14	47
Retail Unit	# 15	1%	3%	8%	30%	58%	4.42	.10	77
Retail Unit	# 16	5%	11%	15%	32%	37%	3.86	.13	84
Retail Unit	# 17		2%	5%	43%	50%	4.41	.10	44
Retail Unit	# 18		8%	11%	36%	46%	4.19	.09	112
Retail Unit	# 19	3%	3%	12%	23%	59%	4.33	.12	69
Retail Unit	# 20	9%	3%	9%	21%	58%	4.15	.22	33

**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							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	0%	3%	9%	27%	60%	4.44	.03	576
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	13%	33%	49%	4.26	.00	43,814
Dining Hall	# 1		4%	10%	27%	59%	4.41	.04	340
Dining Hall	# 2	1%	3%	9%	24%	64%	4.47	.06	196
Dining Hall	# 3			5%	45%	50%	4.45	.09	40
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%	2%	7%	25%	66%	4.54	.02	1,575
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	29%	58%	4.42	.00	56,555
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	8%	23%	66%	4.53	.03	558
	Express Unit	0%	4%	6%	27%	64%	4.50	.04	313
	Specialty Coffee Shop/ Juice Bar		2%	8%	29%	62%	4.51	.04	251
	Sit-down Restaurant	0%	1%	6%	24%	69%	4.61	.03	453
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	30%	57%	4.40	.01	15,947
	Marketplace	1%	3%	11%	34%	51%	4.31	.01	9,420
	Express Unit	1%	2%	9%	27%	61%	4.46	.01	13,351
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	28%	62%	4.49	.01	8,928
	Sit-down Restaurant	1%	2%	8%	27%	63%	4.49	.01	3,632
	Convenience Store	1%	2%	10%	29%	58%	4.41	.01	5,277
Retail Unit	# 1	1%	3%	7%	20%	69%	4.55	.07	137
Retail Unit	# 2	1%	2%	8%	22%	68%	4.55	.04	323
Retail Unit	# 3		3%	6%	29%	62%	4.51	.09	69
Retail Unit	# 4		2%		29%	69%	4.65	.09	49
Retail Unit	# 5		2%	6%	28%	64%	4.55	.07	104
Retail Unit	# 6		2%	8%	27%	63%	4.52	.09	63
Retail Unit	# 7		5%	5%	34%	57%	4.43	.08	107
Retail Unit	# 8			9%	31%	60%	4.51	.10	45
Retail Unit	# 9	1%		12%	24%	62%	4.46	.09	74
Retail Unit	# 10	2%	2%	4%	25%	68%	4.55	.11	56
Retail Unit	# 11		3%	7%	21%	69%	4.55	.15	29
Retail Unit	# 12	2%			10%	88%	4.81	.10	42
Retail Unit	# 13			6%	16%	78%	4.72	.08	50
Retail Unit	# 14	4%	2%	11%	22%	60%	4.31	.16	45
Retail Unit	# 15		1%	8%	27%	63%	4.52	.08	71
Retail Unit	# 16		3%	9%	31%	57%	4.42	.09	74
Retail Unit	# 17			2%	30%	67%	4.65	.08	43
Retail Unit	# 18			11%	23%	66%	4.54	.07	105
Retail Unit	# 19			5%	28%	67%	4.62	.08	58
Retail Unit	# 20				35%	65%	4.65	.09	31

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

		Friendliness of staff							
		(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%	6%	16%	22%	52%	4.08	.05	623
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	28%	54%	4.28	.00	48,352
Dining Hall	# 1	8%	8%	20%	22%	43%	3.84	.07	379
Dining Hall	# 2	2%	3%	8%	18%	68%	4.48	.07	202
Dining Hall	# 3			17%	33%	50%	4.33	.12	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	11%	27%	55%	4.27	.02	1,685
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	26%	58%	4.35	.00	64,161
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	14%	25%	54%	4.23	.04	590
	Express Unit	2%	5%	9%	32%	52%	4.27	.05	337
	Specialty Coffee Shop/ Juice Bar	4%	3%	12%	29%	53%	4.24	.06	266
	Sit-down Restaurant	2%	6%	8%	24%	60%	4.35	.04	492
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	27%	56%	4.32	.01	18,033
	Marketplace	2%	4%	12%	29%	52%	4.24	.01	10,724
	Express Unit	2%	3%	10%	25%	61%	4.40	.01	14,938
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	25%	61%	4.41	.01	10,254
	Sit-down Restaurant	2%	3%	10%	24%	61%	4.39	.01	4,171
	Convenience Store	2%	3%	10%	25%	60%	4.38	.01	6,041
Retail Unit	# 1	2%	3%	7%	30%	59%	4.41	.07	150
Retail Unit	# 2	4%	3%	12%	21%	60%	4.29	.06	339
Retail Unit	# 3	1%	8%	10%	28%	53%	4.23	.11	78
Retail Unit	# 4	4%	8%	4%	19%	65%	4.35	.16	52
Retail Unit	# 5		6%	13%	25%	56%	4.30	.09	115
Retail Unit	# 6	3%		13%	18%	66%	4.43	.12	61
Retail Unit	# 7	2%	6%	13%	37%	42%	4.11	.09	109
Retail Unit	# 8	6%	4%	8%	29%	53%	4.18	.16	49
Retail Unit	# 9	5%	6%	18%	29%	42%	3.98	.12	83
Retail Unit	# 10	4%	2%	14%	35%	46%	4.18	.13	57
Retail Unit	# 11	3%		10%	20%	67%	4.47	.17	30
Retail Unit	# 12		5%	5%	11%	80%	4.66	.12	44
Retail Unit	# 13			2%	14%	84%	4.82	.06	51
Retail Unit	# 14		4%	21%	31%	44%	4.15	.13	48
Retail Unit	# 15	1%	3%	10%	31%	55%	4.35	.10	77
Retail Unit	# 16	8%	4%	17%	31%	40%	3.92	.13	84
Retail Unit	# 17		5%	2%	39%	55%	4.43	.11	44
Retail Unit	# 18	2%	10%	9%	31%	48%	4.14	.10	112
Retail Unit	# 19	3%	6%	7%	26%	58%	4.30	.12	69
Retail Unit	# 20	9%	3%	6%	30%	52%	4.12	.22	33

*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
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)
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	YOUR INSTITUTION		1%	6%	21%	72%	4.65	.03	578
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	65%	4.55	.00	44,018
Dining Hall	# 1		1%	7%	21%	71%	4.62	.04	346
Dining Hall	# 2		1%	6%	17%	76%	4.68	.05	192
Dining Hall	# 3				33%	68%	4.68	.07	40
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%	5%	21%	73%	4.65	.02	1,580
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.58	.00	56,527
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	5%	20%	72%	4.61	.03	559
	Express Unit	0%	1%	7%	22%	69%	4.59	.04	312
	Specialty Coffee Shop/ Juice Bar	0%	0%	4%	22%	74%	4.68	.04	253
	Sit-down Restaurant	0%	0%	4%	19%	77%	4.71	.03	456
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	6%	23%	68%	4.58	.01	15,954
	Marketplace	0%	1%	7%	27%	65%	4.54	.01	9,439
	Express Unit	1%	1%	6%	23%	69%	4.59	.01	13,350
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	22%	70%	4.61	.01	8,918
	Sit-down Restaurant	0%	1%	6%	22%	71%	4.62	.01	3,628
	Convenience Store	1%	1%	7%	24%	68%	4.56	.01	5,238
Retail Unit	# 1	1%	1%	4%	18%	75%	4.65	.06	136
Retail Unit	# 2	0%	2%	6%	17%	75%	4.65	.04	326
Retail Unit	# 3		1%	9%	28%	62%	4.50	.09	68
Retail Unit	# 4			6%	12%	82%	4.76	.08	50
Retail Unit	# 5			4%	21%	75%	4.71	.05	105
Retail Unit	# 6		2%	2%	29%	68%	4.63	.08	62
Retail Unit	# 7		1%	8%	24%	67%	4.56	.07	108
Retail Unit	# 8	2%		4%	20%	74%	4.63	.11	46
Retail Unit	# 9	3%	4%	1%	22%	70%	4.53	.11	74
Retail Unit	# 10	2%		4%	29%	66%	4.57	.10	56
Retail Unit	# 11			18%	18%	64%	4.46	.15	28
Retail Unit	# 12		2%	5%	14%	79%	4.69	.10	42
Retail Unit	# 13			4%	16%	80%	4.76	.07	50
Retail Unit	# 14	2%		4%	29%	64%	4.53	.12	45
Retail Unit	# 15			7%	11%	82%	4.75	.07	71
Retail Unit	# 16	1%		5%	21%	72%	4.63	.08	76
Retail Unit	# 17				30%	70%	4.70	.07	44
Retail Unit	# 18			5%	23%	72%	4.67	.06	104
Retail Unit	# 19			2%	17%	81%	4.80	.06	59
Retail Unit	# 20			3%	27%	70%	4.67	.10	30

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

		Cleanliness: Overall							
		(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%	15%	34%	41%	4.01	.04	620
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	38%	42%	4.13	.00	48,680
Dining Hall	# 1	4%	7%	20%	32%	37%	3.90	.06	378
Dining Hall	# 2	5%	4%	10%	37%	45%	4.13	.07	200
Dining Hall	# 3	2%		2%	40%	55%	4.45	.12	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	10%	31%	56%	4.38	.02	1,694
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	54%	4.37	.00	64,392
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	11%	32%	54%	4.34	.04	593
	Express Unit		4%	11%	30%	55%	4.38	.04	339
	Specialty Coffee Shop/ Juice Bar	3%	3%	10%	32%	53%	4.31	.06	271
	Sit-down Restaurant	1%	1%	8%	31%	59%	4.48	.03	491
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	35%	50%	4.30	.01	18,155
	Marketplace	1%	3%	10%	36%	50%	4.30	.01	10,753
	Express Unit	1%	2%	9%	31%	57%	4.40	.01	14,961
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	60%	4.45	.01	10,301
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.45	.01	4,183
	Convenience Store	1%	2%	9%	32%	56%	4.41	.01	6,039
Retail Unit	# 1		1%	5%	28%	65%	4.57	.05	150
Retail Unit	# 2	2%	2%	10%	29%	57%	4.36	.05	344
Retail Unit	# 3		4%	15%	41%	40%	4.17	.09	78
Retail Unit	# 4	4%	4%	4%	32%	57%	4.34	.14	53
Retail Unit	# 5		1%	12%	42%	45%	4.31	.07	114
Retail Unit	# 6	2%	3%	10%	32%	54%	4.33	.11	63
Retail Unit	# 7		6%	14%	26%	53%	4.26	.09	111
Retail Unit	# 8	2%		2%	23%	73%	4.65	.11	48
Retail Unit	# 9	1%	2%	11%	32%	54%	4.34	.10	82
Retail Unit	# 10			11%	49%	40%	4.30	.09	57
Retail Unit	# 11		7%	17%	23%	53%	4.23	.18	30
Retail Unit	# 12			4%	13%	82%	4.78	.08	45
Retail Unit	# 13			10%	24%	67%	4.57	.09	51
Retail Unit	# 14		4%	17%	31%	48%	4.23	.13	48
Retail Unit	# 15	3%	1%	4%	24%	68%	4.54	.10	76
Retail Unit	# 16	5%	5%	13%	38%	40%	4.03	.12	86
Retail Unit	# 17			13%	35%	52%	4.39	.11	46
Retail Unit	# 18		2%	11%	43%	45%	4.30	.07	112
Retail Unit	# 19			4%	15%	81%	4.76	.06	68
Retail Unit	# 20	3%		9%	31%	56%	4.38	.16	32

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

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

TABLE 44a
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)
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	YOUR INSTITUTION		1%	5%	22%	71%	4.64	.03	575
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	8%	27%	63%	4.51	.00	43,899
Dining Hall	# 1		1%	6%	22%	71%	4.63	.04	343
Dining Hall	# 2		1%	6%	20%	73%	4.66	.04	192
Dining Hall	# 3				35%	65%	4.65	.08	40
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%	5%	21%	72%	4.62	.02	1,571
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	25%	65%	4.53	.00	55,928
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	6%	20%	71%	4.59	.03	557
	Express Unit	1%	2%	7%	24%	66%	4.53	.04	311
	Specialty Coffee Shop/ Juice Bar	1%	0%	5%	21%	73%	4.65	.04	252
	Sit-down Restaurant	0%	1%	4%	18%	77%	4.71	.03	451
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	7%	25%	66%	4.54	.01	15,872
	Marketplace	0%	2%	8%	29%	61%	4.49	.01	9,395
	Express Unit	1%	1%	7%	25%	66%	4.53	.01	13,208
	Specialty Coffee Shop/ Juice Bar	0%	2%	7%	24%	66%	4.55	.01	8,841
	Sit-down Restaurant	0%	1%	6%	24%	68%	4.58	.01	3,608
	Convenience Store	1%	2%	8%	26%	63%	4.47	.01	5,004
Retail Unit	# 1	1%	1%	7%	22%	69%	4.57	.06	135
Retail Unit	# 2		2%	6%	20%	72%	4.61	.04	325
Retail Unit	# 3		3%	9%	29%	59%	4.44	.09	68
Retail Unit	# 4		2%	4%	14%	80%	4.72	.09	50
Retail Unit	# 5		3%	4%	19%	74%	4.64	.07	104
Retail Unit	# 6		2%	5%	19%	74%	4.66	.08	62
Retail Unit	# 7	1%	2%	7%	23%	67%	4.53	.08	108
Retail Unit	# 8	2%		4%	24%	70%	4.59	.11	46
Retail Unit	# 9	1%	4%	4%	24%	66%	4.50	.10	74
Retail Unit	# 10	2%		2%	22%	75%	4.67	.09	55
Retail Unit	# 11			18%	14%	68%	4.50	.15	28
Retail Unit	# 12			2%	15%	83%	4.80	.07	41
Retail Unit	# 13			2%	19%	79%	4.77	.07	48
Retail Unit	# 14	2%	2%	9%	20%	67%	4.47	.14	45
Retail Unit	# 15			8%	15%	76%	4.68	.07	71
Retail Unit	# 16	3%		4%	21%	72%	4.60	.09	75
Retail Unit	# 17				32%	68%	4.68	.07	44
Retail Unit	# 18			5%	17%	78%	4.73	.05	103
Retail Unit	# 19			2%	19%	80%	4.78	.06	59
Retail Unit	# 20			3%	23%	73%	4.70	.10	30

*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 44b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
CLEANLINESS: Serving areas

		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	4%	4%	13%	33%	46%	4.13	.04	617
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	36%	47%	4.23	.00	48,590
Dining Hall	# 1	4%	4%	17%	32%	42%	4.04	.06	375
Dining Hall	# 2	5%	4%	8%	32%	53%	4.25	.07	200
Dining Hall	# 3	2%		5%	38%	55%	4.43	.12	42
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%	3%	10%	30%	56%	4.35	.02	1,682
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	32%	54%	4.36	.00	63,530
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	11%	32%	53%	4.31	.04	592
	Express Unit	1%	6%	11%	30%	52%	4.26	.05	337
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	28%	55%	4.30	.06	267
	Sit-down Restaurant	1%	2%	8%	27%	62%	4.47	.04	486
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	10%	34%	51%	4.31	.01	18,002
	Marketplace	1%	3%	10%	35%	51%	4.32	.01	10,728
	Express Unit	1%	2%	9%	31%	56%	4.38	.01	14,770
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	58%	4.41	.01	10,201
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.46	.01	4,143
	Convenience Store	1%	2%	10%	32%	55%	4.37	.01	5,686
Retail Unit	# 1		3%	7%	27%	63%	4.51	.06	150
Retail Unit	# 2	2%	2%	10%	30%	56%	4.36	.05	343
Retail Unit	# 3	4%	10%	16%	36%	34%	3.86	.13	77
Retail Unit	# 4	4%	4%	4%	30%	58%	4.36	.14	53
Retail Unit	# 5		3%	12%	36%	49%	4.31	.07	113
Retail Unit	# 6		8%	10%	27%	56%	4.30	.12	63
Retail Unit	# 7	2%	6%	13%	29%	50%	4.19	.10	110
Retail Unit	# 8	2%	2%	4%	19%	73%	4.58	.12	48
Retail Unit	# 9	1%	4%	13%	30%	51%	4.27	.10	82
Retail Unit	# 10	2%	2%	9%	49%	39%	4.21	.11	57
Retail Unit	# 11		10%	10%	23%	57%	4.27	.19	30
Retail Unit	# 12			2%	14%	84%	4.82	.07	44
Retail Unit	# 13			8%	22%	71%	4.63	.09	51
Retail Unit	# 14		4%	17%	35%	44%	4.19	.13	48
Retail Unit	# 15	3%	1%	9%	21%	65%	4.45	.11	75
Retail Unit	# 16	5%	4%	11%	35%	46%	4.13	.12	83
Retail Unit	# 17		2%	17%	26%	54%	4.33	.12	46
Retail Unit	# 18	2%	2%	12%	34%	51%	4.30	.08	110
Retail Unit	# 19			6%	18%	76%	4.70	.07	67
Retail Unit	# 20	3%		9%	31%	56%	4.38	.16	32

*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.

		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	0%	1%	5%	23%	70%	4.63	.03	573
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	63%	4.51	.00	43,679
Dining Hall	# 1		1%	5%	23%	70%	4.63	.03	342
Dining Hall	# 2	1%	1%	6%	21%	72%	4.63	.05	191
Dining Hall	# 3			3%	35%	63%	4.60	.09	40
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%	5%	23%	70%	4.61	.02	1,559
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	63%	4.49	.00	54,630
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	1%	4%	22%	71%	4.61	.03	557
	Express Unit	1%	3%	6%	27%	64%	4.50	.05	305
	Specialty Coffee Shop/ Juice Bar	1%	1%	4%	26%	68%	4.59	.05	247
	Sit-down Restaurant	0%	1%	4%	19%	76%	4.69	.03	450
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	7%	26%	64%	4.51	.01	15,552
	Marketplace	1%	2%	8%	30%	58%	4.44	.01	9,262
	Express Unit	1%	2%	8%	26%	64%	4.49	.01	12,855
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	25%	64%	4.50	.01	8,641
	Sit-down Restaurant	0%	1%	6%	24%	68%	4.58	.01	3,575
	Convenience Store	2%	3%	9%	26%	60%	4.40	.01	4,745
Retail Unit	# 1	1%	2%	6%	23%	68%	4.55	.07	133
Retail Unit	# 2		2%	4%	21%	73%	4.65	.04	327
Retail Unit	# 3	2%	2%	6%	32%	58%	4.45	.10	65
Retail Unit	# 4			6%	14%	80%	4.73	.08	49
Retail Unit	# 5		2%	3%	24%	71%	4.64	.06	104
Retail Unit	# 6		2%	3%	30%	66%	4.59	.08	61
Retail Unit	# 7		5%	5%	28%	63%	4.49	.08	107
Retail Unit	# 8	2%		4%	18%	76%	4.64	.12	45
Retail Unit	# 9	3%	3%	1%	25%	68%	4.53	.10	73
Retail Unit	# 10	2%		2%	22%	75%	4.67	.09	55
Retail Unit	# 11			21%	14%	64%	4.43	.16	28
Retail Unit	# 12		2%	2%	12%	83%	4.76	.10	41
Retail Unit	# 13			2%	16%	82%	4.80	.06	50
Retail Unit	# 14	2%		5%	27%	66%	4.55	.12	44
Retail Unit	# 15	3%		6%	19%	72%	4.57	.10	68
Retail Unit	# 16	1%	3%	4%	26%	66%	4.53	.09	74
Retail Unit	# 17				30%	70%	4.70	.07	44
Retail Unit	# 18			8%	24%	68%	4.61	.06	104
Retail Unit	# 19			4%	14%	82%	4.79	.06	57
Retail Unit	# 20			3%	33%	63%	4.60	.10	30

**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.

		Eating areas (tables, chairs, etc.)							
		(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%	10%	18%	33%	35%	3.84	.05	619
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	18%	36%	35%	3.92	.00	48,548
Dining Hall	# 1	5%	13%	22%	31%	30%	3.68	.06	376
Dining Hall	# 2	4%	5%	12%	37%	41%	4.05	.07	201
Dining Hall	# 3	2%	2%	10%	38%	48%	4.26	.14	42
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%	5%	15%	30%	48%	4.17	.02	1,662
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	15%	32%	45%	4.13	.00	61,915
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	16%	31%	46%	4.16	.04	588
	Express Unit	3%	8%	17%	30%	42%	3.99	.06	327
	Specialty Coffee Shop/ Juice Bar	2%	6%	15%	29%	48%	4.15	.06	263
	Sit-down Restaurant	1%	3%	13%	27%	56%	4.33	.04	484
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	34%	41%	4.05	.01	17,675
	Marketplace	2%	7%	16%	35%	40%	4.03	.01	10,577
	Express Unit	2%	5%	14%	31%	48%	4.17	.01	14,360
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	31%	49%	4.21	.01	9,888
	Sit-down Restaurant	1%	4%	12%	28%	54%	4.31	.01	4,125
	Convenience Store	2%	5%	15%	31%	47%	4.16	.01	5,290
Retail Unit	# 1	2%	3%	16%	28%	51%	4.23	.08	148
Retail Unit	# 2	3%	2%	16%	29%	50%	4.21	.05	341
Retail Unit	# 3	8%	8%	11%	45%	27%	3.73	.14	71
Retail Unit	# 4	6%	4%	6%	33%	52%	4.21	.15	52
Retail Unit	# 5	1%	5%	21%	30%	43%	4.09	.09	111
Retail Unit	# 6		7%	8%	32%	53%	4.32	.12	60
Retail Unit	# 7	2%	13%	24%	23%	38%	3.82	.11	108
Retail Unit	# 8		2%	6%	23%	69%	4.58	.10	48
Retail Unit	# 9	1%	4%	16%	32%	47%	4.20	.10	81
Retail Unit	# 10		5%	14%	48%	32%	4.07	.11	56
Retail Unit	# 11		13%	20%	20%	47%	4.00	.20	30
Retail Unit	# 12			7%	11%	82%	4.75	.09	44
Retail Unit	# 13	2%	2%	8%	22%	67%	4.49	.12	51
Retail Unit	# 14	2%	6%	17%	35%	40%	4.04	.15	48
Retail Unit	# 15	3%		16%	25%	56%	4.32	.11	73
Retail Unit	# 16	5%	10%	18%	29%	39%	3.88	.13	84
Retail Unit	# 17		7%	15%	35%	43%	4.15	.14	46
Retail Unit	# 18		5%	19%	39%	37%	4.07	.08	112
Retail Unit	# 19			9%	15%	76%	4.67	.08	66
Retail Unit	# 20	3%	9%	16%	28%	44%	4.00	.20	32

**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
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: 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	YOUR INSTITUTION	1%	3%	8%	29%	59%	4.43	.03	580
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	12%	33%	51%	4.28	.00	44,011
Dining Hall	# 1	1%	4%	9%	27%	59%	4.39	.05	345
Dining Hall	# 2	1%	1%	9%	31%	59%	4.47	.05	195
Dining Hall	# 3			3%	35%	63%	4.60	.09	40
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	6%	29%	62%	4.49	.02	1,579
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	32%	54%	4.35	.00	56,175
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	6%	30%	61%	4.50	.03	565
	Express Unit	2%	3%	8%	31%	56%	4.37	.05	313
	Specialty Coffee Shop/ Juice Bar	0%	2%	5%	27%	65%	4.54	.05	252
	Sit-down Restaurant	1%	2%	7%	25%	65%	4.53	.04	449
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	33%	51%	4.29	.01	15,815
	Marketplace	1%	3%	11%	34%	52%	4.32	.01	9,386
	Express Unit	1%	2%	10%	29%	57%	4.40	.01	13,308
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	30%	59%	4.43	.01	8,863
	Sit-down Restaurant	1%	3%	10%	32%	54%	4.36	.01	3,621
	Convenience Store	1%	3%	10%	31%	55%	4.35	.01	5,182
Retail Unit	# 1	3%	4%	8%	28%	57%	4.31	.09	136
Retail Unit	# 2		3%	5%	29%	63%	4.52	.04	328
Retail Unit	# 3			10%	36%	54%	4.44	.08	70
Retail Unit	# 4		6%	10%	22%	62%	4.40	.13	50
Retail Unit	# 5	2%	1%	2%	25%	70%	4.60	.08	100
Retail Unit	# 6			2%	32%	66%	4.65	.07	62
Retail Unit	# 7	1%	4%	7%	33%	56%	4.39	.08	107
Retail Unit	# 8		2%	9%	24%	64%	4.51	.11	45
Retail Unit	# 9		1%	3%	28%	68%	4.63	.07	75
Retail Unit	# 10	2%	2%	7%	41%	48%	4.32	.11	56
Retail Unit	# 11		3%	10%	24%	62%	4.45	.15	29
Retail Unit	# 12	2%		2%	26%	69%	4.60	.12	42
Retail Unit	# 13			6%	24%	70%	4.64	.08	50
Retail Unit	# 14	4%	2%	7%	33%	54%	4.30	.15	46
Retail Unit	# 15		1%	6%	30%	63%	4.54	.08	70
Retail Unit	# 16	1%	5%	7%	17%	70%	4.49	.11	76
Retail Unit	# 17		2%	5%	34%	59%	4.50	.11	44
Retail Unit	# 18		1%	11%	26%	62%	4.49	.07	102
Retail Unit	# 19		2%	10%	28%	60%	4.47	.10	60
Retail Unit	# 20			6%	32%	61%	4.55	.11	31

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

		Location							
		(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	3%	5%	11%	26%	55%	4.26	.04	629
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	30%	57%	4.39	.00	48,698
Dining Hall	# 1	3%	5%	14%	25%	53%	4.20	.05	383
Dining Hall	# 2	2%	4%	9%	27%	58%	4.33	.07	203
Dining Hall	# 3		7%	2%	23%	67%	4.51	.13	43
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%	3%	9%	29%	58%	4.41	.02	1,687
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	28%	59%	4.43	.00	64,111
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	29%	57%	4.37	.04	592
	Express Unit	1%	5%	9%	32%	53%	4.31	.05	339
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	28%	64%	4.52	.05	267
	Sit-down Restaurant	0%	2%	8%	29%	61%	4.48	.03	489
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	56%	4.38	.01	18,057
	Marketplace	1%	2%	8%	29%	60%	4.45	.01	10,728
	Express Unit	1%	2%	9%	27%	60%	4.43	.01	14,953
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	25%	64%	4.49	.01	10,271
	Sit-down Restaurant	1%	1%	9%	28%	61%	4.47	.01	4,170
	Convenience Store	1%	2%	9%	29%	59%	4.42	.01	5,932
Retail Unit	# 1	1%	3%	11%	28%	57%	4.36	.07	149
Retail Unit	# 2	2%	3%	11%	27%	57%	4.34	.05	343
Retail Unit	# 3	1%	11%	8%	32%	48%	4.14	.12	79
Retail Unit	# 4		4%	8%	31%	58%	4.42	.11	52
Retail Unit	# 5		3%	4%	30%	63%	4.54	.07	115
Retail Unit	# 6		2%	5%	28%	66%	4.57	.09	61
Retail Unit	# 7	1%	3%	7%	39%	50%	4.35	.08	111
Retail Unit	# 8	2%	2%	4%	25%	67%	4.52	.12	48
Retail Unit	# 9		2%	15%	24%	59%	4.39	.09	82
Retail Unit	# 10		4%	12%	40%	44%	4.25	.11	57
Retail Unit	# 11		3%	10%	20%	67%	4.50	.15	30
Retail Unit	# 12			7%	18%	75%	4.68	.09	44
Retail Unit	# 13		4%	8%	20%	69%	4.53	.11	51
Retail Unit	# 14		2%	6%	33%	58%	4.48	.10	48
Retail Unit	# 15	1%		5%	25%	68%	4.59	.08	75
Retail Unit	# 16	2%	4%	6%	26%	62%	4.42	.10	85
Retail Unit	# 17			4%	37%	59%	4.54	.09	46
Retail Unit	# 18		3%	14%	35%	49%	4.30	.08	111
Retail Unit	# 19			9%	32%	59%	4.50	.08	68
Retail Unit	# 20			3%	34%	63%	4.59	.10	32

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

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

TABLE 47a
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: 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	YOUR INSTITUTION	2%	10%	19%	35%	34%	3.88	.04	578
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	19%	37%	33%	3.91	.00	43,915
Dining Hall	# 1	2%	12%	20%	30%	35%	3.84	.06	342
Dining Hall	# 2	3%	8%	19%	39%	32%	3.90	.07	196
Dining Hall	# 3		5%	10%	50%	35%	4.15	.13	40
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%	9%	14%	34%	42%	4.05	.03	1,575
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	17%	36%	38%	4.02	.00	55,922
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	10%	15%	34%	40%	4.04	.04	563
	Express Unit	2%	8%	15%	32%	43%	4.05	.06	311
	Specialty Coffee Shop/ Juice Bar	1%	6%	11%	40%	42%	4.16	.06	250
	Sit-down Restaurant	3%	9%	14%	31%	42%	4.00	.05	451
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	36%	37%	3.98	.01	15,762
	Marketplace	2%	9%	18%	39%	33%	3.93	.01	9,350
	Express Unit	2%	6%	15%	35%	42%	4.10	.01	13,219
	Specialty Coffee Shop/ Juice Bar	1%	6%	16%	37%	40%	4.07	.01	8,819
	Sit-down Restaurant	2%	6%	16%	36%	41%	4.07	.02	3,611
	Convenience Store	2%	6%	18%	35%	39%	4.02	.01	5,161
Retail Unit	# 1	2%	9%	13%	29%	47%	4.09	.09	135
Retail Unit	# 2		11%	16%	32%	41%	4.02	.06	327
Retail Unit	# 3		4%	18%	37%	41%	4.14	.10	71
Retail Unit	# 4		14%	4%	32%	50%	4.18	.15	50
Retail Unit	# 5	5%	18%	13%	28%	37%	3.73	.13	101
Retail Unit	# 6		6%	8%	47%	39%	4.18	.11	62
Retail Unit	# 7	3%	10%	15%	32%	39%	3.94	.11	105
Retail Unit	# 8		7%	24%	20%	49%	4.11	.15	45
Retail Unit	# 9	1%	8%	14%	41%	36%	4.03	.11	74
Retail Unit	# 10	2%	9%	11%	39%	39%	4.05	.14	56
Retail Unit	# 11		7%	17%	34%	41%	4.10	.17	29
Retail Unit	# 12	5%	2%	19%	26%	49%	4.12	.17	43
Retail Unit	# 13		10%	10%	32%	48%	4.18	.14	50
Retail Unit	# 14	4%	9%	11%	33%	43%	4.02	.17	46
Retail Unit	# 15	3%	7%	13%	30%	46%	4.10	.13	69
Retail Unit	# 16		7%	16%	37%	40%	4.11	.10	75
Retail Unit	# 17		5%	5%	48%	43%	4.30	.12	44
Retail Unit	# 18	3%	7%	17%	38%	35%	3.95	.10	103
Retail Unit	# 19	7%	2%	14%	34%	44%	4.07	.15	59
Retail Unit	# 20		6%	13%	35%	45%	4.19	.16	31

*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 47b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
DINING ENVIRONMENT: Layout of facility

		Layout of facility							
		(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%	2%	14%	31%	50%	4.26	.04	628
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	35%	49%	4.27	.00	48,590
Dining Hall	# 1	3%	2%	16%	29%	50%	4.20	.05	381
Dining Hall	# 2	1%	1%	11%	34%	51%	4.33	.06	204
Dining Hall	# 3		2%	9%	35%	53%	4.40	.12	43
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%	34%	51%	4.29	.02	1,676
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	33%	50%	4.26	.00	63,832
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	12%	35%	49%	4.28	.04	587
	Express Unit	3%	6%	17%	34%	40%	4.00	.06	336
	Specialty Coffee Shop/ Juice Bar	2%	4%	9%	37%	48%	4.24	.06	267
	Sit-down Restaurant		2%	6%	30%	63%	4.53	.03	486
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	34%	47%	4.20	.01	18,007
	Marketplace	2%	4%	11%	34%	49%	4.26	.01	10,707
	Express Unit	2%	3%	12%	32%	51%	4.27	.01	14,825
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	32%	51%	4.28	.01	10,220
	Sit-down Restaurant	1%	2%	10%	31%	56%	4.39	.01	4,164
	Convenience Store	1%	4%	11%	35%	49%	4.27	.01	5,909
Retail Unit	# 1	1%	1%	16%	34%	48%	4.25	.07	149
Retail Unit	# 2	1%	4%	12%	34%	49%	4.25	.05	341
Retail Unit	# 3	10%	14%	19%	28%	28%	3.50	.15	78
Retail Unit	# 4		6%	4%	32%	58%	4.43	.11	53
Retail Unit	# 5			5%	36%	59%	4.55	.06	111
Retail Unit	# 6		2%	11%	48%	39%	4.24	.09	62
Retail Unit	# 7	1%	7%	17%	39%	37%	4.03	.09	109
Retail Unit	# 8		2%	6%	27%	65%	4.54	.10	48
Retail Unit	# 9		5%	15%	36%	44%	4.19	.10	80
Retail Unit	# 10		2%	9%	46%	44%	4.32	.09	57
Retail Unit	# 11			13%	17%	70%	4.57	.13	30
Retail Unit	# 12			5%	20%	75%	4.70	.08	44
Retail Unit	# 13		2%	6%	16%	76%	4.67	.10	51
Retail Unit	# 14		2%	13%	38%	47%	4.30	.11	47
Retail Unit	# 15		4%	4%	35%	57%	4.45	.09	74
Retail Unit	# 16	5%	6%	11%	32%	47%	4.11	.12	85
Retail Unit	# 17	2%	7%	11%	35%	46%	4.15	.15	46
Retail Unit	# 18		3%	11%	37%	50%	4.33	.07	111
Retail Unit	# 19			3%	24%	74%	4.71	.06	68
Retail Unit	# 20			13%	38%	50%	4.38	.12	32

*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 48a
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: 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	YOUR INSTITUTION	2%	7%	19%	34%	39%	4.03	.04	578
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	19%	37%	33%	3.91	.00	43,855
Dining Hall	# 1	1%	7%	19%	32%	40%	4.03	.05	342
Dining Hall	# 2	2%	5%	19%	36%	38%	4.02	.07	196
Dining Hall	# 3		8%	13%	43%	38%	4.10	.14	40
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%	5%	14%	35%	45%	4.16	.02	1,573
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	17%	36%	39%	4.04	.00	55,870
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	13%	34%	45%	4.17	.04	562
	Express Unit	2%	5%	18%	33%	41%	4.07	.06	311
	Specialty Coffee Shop/ Juice Bar		4%	12%	39%	45%	4.24	.05	250
	Sit-down Restaurant	2%	5%	12%	34%	47%	4.17	.05	450
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	36%	37%	4.01	.01	15,733
	Marketplace	2%	8%	19%	39%	32%	3.91	.01	9,335
	Express Unit	2%	6%	16%	34%	43%	4.11	.01	13,233
	Specialty Coffee Shop/ Juice Bar	1%	6%	15%	37%	40%	4.10	.01	8,815
	Sit-down Restaurant	1%	5%	14%	34%	45%	4.16	.02	3,603
	Convenience Store	2%	6%	18%	35%	39%	4.04	.01	5,151
Retail Unit	# 1	3%	5%	20%	28%	44%	4.05	.09	136
Retail Unit	# 2	1%	7%	14%	33%	45%	4.14	.05	328
Retail Unit	# 3		1%	14%	41%	43%	4.26	.09	69
Retail Unit	# 4		4%	10%	30%	56%	4.38	.12	50
Retail Unit	# 5	4%	9%	12%	32%	44%	4.02	.11	101
Retail Unit	# 6		3%	10%	44%	44%	4.27	.10	62
Retail Unit	# 7	2%	8%	18%	36%	37%	3.98	.10	106
Retail Unit	# 8		7%	13%	33%	47%	4.20	.14	45
Retail Unit	# 9	1%	7%	12%	35%	45%	4.16	.11	75
Retail Unit	# 10	2%	4%	11%	41%	43%	4.20	.12	56
Retail Unit	# 11		3%	17%	28%	52%	4.28	.16	29
Retail Unit	# 12	5%	2%	2%	36%	55%	4.33	.15	42
Retail Unit	# 13	2%	2%	8%	34%	54%	4.36	.12	50
Retail Unit	# 14	2%	5%	12%	37%	44%	4.16	.15	43
Retail Unit	# 15		6%	13%	28%	54%	4.29	.11	69
Retail Unit	# 16		7%	16%	39%	39%	4.09	.10	75
Retail Unit	# 17			5%	52%	43%	4.39	.09	44
Retail Unit	# 18	1%	4%	21%	35%	39%	4.08	.09	102
Retail Unit	# 19	5%	7%	7%	37%	45%	4.10	.14	60
Retail Unit	# 20		3%	10%	42%	45%	4.29	.14	31

*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.

		Appearance							
		(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%	3%	11%	32%	52%	4.28	.04	628
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	35%	50%	4.30	.00	48,424
Dining Hall	# 1	3%	2%	13%	28%	54%	4.27	.05	383
Dining Hall	# 2	0%	4%	9%	37%	49%	4.29	.06	202
Dining Hall	# 3		5%	7%	37%	51%	4.35	.12	43
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%	3%	10%	33%	53%	4.34	.02	1,672
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	11%	33%	52%	4.33	.00	63,653
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	35%	50%	4.31	.03	583
	Express Unit	1%	6%	14%	39%	40%	4.11	.05	335
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	33%	52%	4.32	.05	266
	Sit-down Restaurant	0%	1%	7%	28%	64%	4.54	.03	488
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	35%	48%	4.25	.01	17,928
	Marketplace	1%	2%	11%	35%	51%	4.34	.01	10,671
	Express Unit	1%	2%	11%	32%	53%	4.34	.01	14,830
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	56%	4.39	.01	10,176
	Sit-down Restaurant	1%	2%	9%	30%	59%	4.43	.01	4,162
	Convenience Store	1%	3%	11%	34%	51%	4.30	.01	5,886
Retail Unit	# 1	1%	3%	13%	32%	52%	4.32	.07	148
Retail Unit	# 2	1%	1%	10%	32%	56%	4.40	.04	340
Retail Unit	# 3	4%	15%	19%	43%	20%	3.60	.12	80
Retail Unit	# 4	2%	6%	4%	25%	63%	4.42	.13	52
Retail Unit	# 5			11%	32%	57%	4.46	.06	112
Retail Unit	# 6		2%	13%	45%	40%	4.24	.09	62
Retail Unit	# 7		4%	11%	46%	39%	4.21	.08	107
Retail Unit	# 8			2%	23%	75%	4.73	.07	48
Retail Unit	# 9		10%	12%	41%	37%	4.05	.11	81
Retail Unit	# 10		2%	11%	46%	41%	4.27	.10	56
Retail Unit	# 11		3%	17%	17%	62%	4.38	.17	29
Retail Unit	# 12			2%	16%	82%	4.80	.07	44
Retail Unit	# 13			4%	20%	76%	4.73	.07	51
Retail Unit	# 14		4%	13%	46%	37%	4.15	.12	46
Retail Unit	# 15			11%	26%	64%	4.53	.08	74
Retail Unit	# 16	4%	4%	11%	35%	48%	4.19	.11	84
Retail Unit	# 17		7%	11%	28%	54%	4.30	.14	46
Retail Unit	# 18		4%	10%	41%	46%	4.29	.08	111
Retail Unit	# 19			4%	19%	77%	4.73	.06	70
Retail Unit	# 20	3%	3%	6%	35%	52%	4.29	.17	31

**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
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: 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	YOUR INSTITUTION	1%	1%	7%	28%	63%	4.52	.03	575
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	32%	55%	4.39	.00	43,767
Dining Hall	# 1	1%	1%	6%	25%	67%	4.57	.04	342
Dining Hall	# 2	1%	1%	9%	31%	58%	4.46	.05	195
Dining Hall	# 3		3%	5%	47%	45%	4.34	.11	38
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%	8%	30%	56%	4.37	.02	1,556
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	31%	52%	4.29	.00	54,303
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	8%	32%	56%	4.39	.04	560
	Express Unit	3%	6%	11%	30%	50%	4.18	.06	308
	Specialty Coffee Shop/ Juice Bar	1%	5%	8%	31%	55%	4.35	.06	240
	Sit-down Restaurant	1%	3%	7%	28%	62%	4.47	.04	448
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	31%	54%	4.34	.01	15,509
	Marketplace	1%	4%	12%	35%	49%	4.25	.01	9,216
	Express Unit	2%	4%	11%	30%	54%	4.30	.01	12,797
	Specialty Coffee Shop/ Juice Bar	1%	5%	11%	31%	52%	4.28	.01	8,550
	Sit-down Restaurant	1%	2%	9%	32%	56%	4.40	.01	3,562
	Convenience Store	3%	5%	14%	30%	47%	4.14	.02	4,669
Retail Unit	# 1	2%	4%	10%	28%	56%	4.31	.08	134
Retail Unit	# 2		5%	9%	30%	57%	4.39	.05	327
Retail Unit	# 3	4%	6%	10%	32%	48%	4.13	.13	69
Retail Unit	# 4		6%	6%	22%	66%	4.48	.12	50
Retail Unit	# 5	1%	6%	5%	37%	51%	4.31	.09	102
Retail Unit	# 6	2%	11%	9%	36%	43%	4.07	.14	56
Retail Unit	# 7	2%	10%	14%	31%	43%	4.04	.10	105
Retail Unit	# 8		4%	9%	16%	71%	4.53	.13	45
Retail Unit	# 9	1%		7%	26%	66%	4.55	.09	74
Retail Unit	# 10	4%	2%	5%	40%	49%	4.29	.13	55
Retail Unit	# 11			10%	34%	55%	4.45	.13	29
Retail Unit	# 12	2%		5%	36%	57%	4.45	.12	42
Retail Unit	# 13			6%	27%	67%	4.60	.09	48
Retail Unit	# 14	2%	7%	5%	30%	57%	4.32	.15	44
Retail Unit	# 15		6%	7%	29%	57%	4.38	.10	68
Retail Unit	# 16		3%	11%	29%	58%	4.41	.09	73
Retail Unit	# 17	2%			33%	65%	4.58	.11	43
Retail Unit	# 18		1%	10%	27%	62%	4.50	.07	102
Retail Unit	# 19	2%	3%	5%	22%	68%	4.51	.11	59
Retail Unit	# 20			10%	48%	42%	4.32	.12	31

*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.

		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	6%	14%	19%	30%	32%	3.69	.05	625
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	16%	32%	40%	3.97	.00	48,553
Dining Hall	# 1	8%	18%	21%	27%	26%	3.45	.07	380
Dining Hall	# 2	2%	8%	14%	36%	40%	4.01	.07	202
Dining Hall	# 3		2%	19%	23%	56%	4.33	.13	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	9%	17%	28%	43%	3.99	.03	1,660
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	16%	29%	42%	3.97	.00	61,516
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	7%	20%	27%	43%	4.01	.04	586
	Express Unit	7%	16%	19%	28%	30%	3.58	.07	326
	Specialty Coffee Shop/ Juice Bar	5%	13%	21%	26%	34%	3.71	.08	261
	Sit-down Restaurant	1%	5%	8%	29%	58%	4.38	.04	487
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	17%	29%	40%	3.92	.01	17,658
	Marketplace	4%	8%	16%	31%	41%	3.96	.01	10,534
	Express Unit	4%	9%	16%	28%	44%	3.99	.01	14,241
	Specialty Coffee Shop/ Juice Bar	5%	10%	17%	28%	40%	3.89	.01	9,815
	Sit-down Restaurant	2%	5%	13%	29%	51%	4.21	.02	4,122
	Convenience Store	3%	6%	16%	30%	44%	4.06	.01	5,146
Retail Unit	# 1	6%	15%	19%	24%	35%	3.69	.10	144
Retail Unit	# 2	2%	8%	21%	27%	42%	3.98	.06	339
Retail Unit	# 3	5%	18%	18%	32%	27%	3.58	.14	74
Retail Unit	# 4	4%	2%	4%	25%	66%	4.47	.13	53
Retail Unit	# 5	1%	4%	11%	36%	49%	4.28	.08	113
Retail Unit	# 6	3%	10%	10%	35%	42%	4.02	.14	60
Retail Unit	# 7	9%	17%	20%	30%	24%	3.43	.12	108
Retail Unit	# 8		4%		21%	75%	4.67	.10	48
Retail Unit	# 9	5%	4%	21%	26%	45%	4.02	.12	82
Retail Unit	# 10	2%	4%	20%	30%	45%	4.13	.13	56
Retail Unit	# 11			14%	21%	66%	4.52	.14	29
Retail Unit	# 12			5%	18%	77%	4.73	.08	44
Retail Unit	# 13		2%	4%	25%	69%	4.61	.09	51
Retail Unit	# 14	2%	13%	15%	26%	45%	3.98	.17	47
Retail Unit	# 15	1%	8%	25%	30%	36%	3.90	.12	73
Retail Unit	# 16	8%	18%	27%	17%	30%	3.42	.14	83
Retail Unit	# 17	9%	16%	22%	22%	31%	3.51	.20	45
Retail Unit	# 18	1%	11%	14%	35%	39%	4.01	.10	110
Retail Unit	# 19		3%	9%	25%	63%	4.49	.09	68
Retail Unit	# 20	3%	9%	27%	33%	27%	3.73	.19	33

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

TABLE 50a
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	1%	3%	12%	37%	47%	4.27	.04	579
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	38%	44%	4.21	.00	43,616
Dining Hall	# 1	1%	3%	12%	34%	50%	4.28	.05	343
Dining Hall	# 2	1%	1%	13%	42%	43%	4.24	.06	196
Dining Hall	# 3		5%	8%	45%	43%	4.25	.13	40
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%	9%	35%	52%	4.33	.02	1,555
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	35%	47%	4.23	.00	54,223
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	8%	35%	52%	4.33	.04	558
	Express Unit	2%	5%	13%	33%	47%	4.19	.05	305
	Specialty Coffee Shop/ Juice Bar	0%	3%	7%	38%	51%	4.36	.05	244
	Sit-down Restaurant	1%	2%	7%	33%	56%	4.41	.04	448
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	36%	47%	4.24	.01	15,399
	Marketplace	1%	4%	13%	39%	41%	4.15	.01	9,157
	Express Unit	2%	4%	12%	33%	50%	4.25	.01	12,766
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	35%	48%	4.25	.01	8,553
	Sit-down Restaurant	1%	3%	10%	34%	52%	4.34	.01	3,560
	Convenience Store	3%	4%	15%	33%	45%	4.13	.01	4,788
Retail Unit	# 1	1%	5%	12%	31%	52%	4.28	.08	132
Retail Unit	# 2	0%	6%	10%	31%	53%	4.30	.05	328
Retail Unit	# 3		4%	15%	36%	45%	4.21	.11	67
Retail Unit	# 4		4%	2%	30%	64%	4.54	.10	50
Retail Unit	# 5	1%	3%	5%	37%	54%	4.40	.08	102
Retail Unit	# 6		5%	8%	44%	42%	4.24	.11	59
Retail Unit	# 7	4%	7%	12%	35%	42%	4.06	.10	106
Retail Unit	# 8		4%	9%	36%	51%	4.33	.12	45
Retail Unit	# 9	1%		5%	38%	55%	4.45	.09	73
Retail Unit	# 10	2%	2%	8%	40%	48%	4.31	.12	52
Retail Unit	# 11		3%	10%	24%	62%	4.45	.15	29
Retail Unit	# 12			10%	31%	60%	4.50	.10	42
Retail Unit	# 13			6%	30%	64%	4.58	.09	50
Retail Unit	# 14	2%	7%		40%	51%	4.31	.14	45
Retail Unit	# 15		3%	4%	41%	51%	4.41	.09	68
Retail Unit	# 16		4%	9%	31%	55%	4.38	.10	74
Retail Unit	# 17	2%		7%	35%	56%	4.42	.13	43
Retail Unit	# 18	1%	3%	13%	33%	50%	4.28	.09	102
Retail Unit	# 19	4%	2%	5%	33%	56%	4.37	.12	57
Retail Unit	# 20			10%	55%	35%	4.26	.11	31

*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
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
 DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)							
		(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%	6%	14%	35%	43%	4.11	.04	629
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	36%	44%	4.16	.00	48,494
Dining Hall	# 1	3%	6%	17%	34%	40%	4.02	.05	383
Dining Hall	# 2	0%	5%	12%	38%	44%	4.20	.06	203
Dining Hall	# 3		7%	2%	30%	60%	4.44	.13	43
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%	13%	33%	45%	4.14	.02	1,652
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	33%	45%	4.13	.00	61,725
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	14%	33%	46%	4.17	.04	582
	Express Unit	3%	14%	16%	35%	31%	3.77	.06	327
	Specialty Coffee Shop/ Juice Bar	1%	8%	15%	36%	39%	4.04	.06	259
	Sit-down Restaurant	1%	2%	9%	31%	57%	4.42	.04	484
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	34%	42%	4.07	.01	17,640
	Marketplace	2%	5%	14%	35%	45%	4.17	.01	10,522
	Express Unit	2%	5%	15%	31%	47%	4.14	.01	14,265
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	31%	46%	4.14	.01	9,805
	Sit-down Restaurant	2%	4%	12%	31%	52%	4.27	.01	4,133
	Convenience Store	2%	5%	16%	33%	44%	4.12	.01	5,360
Retail Unit	# 1	2%	13%	14%	35%	35%	3.88	.09	145
Retail Unit	# 2	1%	4%	13%	31%	50%	4.24	.05	341
Retail Unit	# 3	5%	16%	16%	31%	31%	3.66	.14	74
Retail Unit	# 4	4%	4%	8%	31%	54%	4.27	.14	52
Retail Unit	# 5		2%	10%	32%	57%	4.43	.07	113
Retail Unit	# 6		14%	14%	34%	38%	3.97	.14	58
Retail Unit	# 7	4%	15%	18%	37%	27%	3.69	.11	108
Retail Unit	# 8		2%	6%	33%	58%	4.48	.10	48
Retail Unit	# 9	5%	5%	10%	40%	40%	4.05	.12	80
Retail Unit	# 10		4%	18%	38%	41%	4.16	.11	56
Retail Unit	# 11		3%	13%	27%	57%	4.37	.16	30
Retail Unit	# 12		2%	2%	26%	70%	4.63	.10	43
Retail Unit	# 13		2%	6%	24%	68%	4.58	.10	50
Retail Unit	# 14	2%	9%	20%	34%	34%	3.89	.16	44
Retail Unit	# 15		4%	10%	44%	42%	4.25	.09	73
Retail Unit	# 16	2%	10%	22%	30%	36%	3.88	.12	83
Retail Unit	# 17		7%	16%	38%	40%	4.11	.14	45
Retail Unit	# 18	2%	1%	16%	33%	48%	4.24	.08	111
Retail Unit	# 19		3%	6%	31%	60%	4.48	.09	67
Retail Unit	# 20		10%	16%	35%	39%	4.03	.18	31

*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 51a
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)
 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	YOUR INSTITUTION	4%	7%	18%	28%	44%	3.99	.05	519
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	17%	29%	42%	3.99	.01	40,490
Dining Hall	# 1	4%	8%	19%	25%	44%	3.96	.07	306
Dining Hall	# 2	3%	6%	16%	30%	44%	4.07	.08	178
Dining Hall	# 3	9%		17%	37%	37%	3.94	.20	35
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	15%	31%	45%	4.07	.03	1,393
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	29%	47%	4.08	.00	51,354
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	17%	28%	44%	4.02	.05	505
	Express Unit	4%	6%	12%	33%	46%	4.12	.06	283
	Specialty Coffee Shop/ Juice Bar	2%	4%	16%	37%	42%	4.14	.06	223
	Sit-down Restaurant	5%	5%	14%	29%	47%	4.06	.06	382
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	16%	28%	45%	4.01	.01	14,418
	Marketplace	4%	6%	17%	31%	43%	4.02	.01	8,600
	Express Unit	3%	4%	14%	28%	50%	4.16	.01	12,183
	Specialty Coffee Shop/ Juice Bar	4%	5%	14%	29%	48%	4.13	.01	8,098
	Sit-down Restaurant	4%	5%	14%	29%	49%	4.14	.02	3,284
	Convenience Store	4%	5%	15%	28%	47%	4.09	.02	4,771
Retail Unit	# 1	4%	5%	13%	30%	49%	4.14	.10	125
Retail Unit	# 2	4%	6%	18%	26%	46%	4.05	.06	299
Retail Unit	# 3	3%	8%	14%	38%	38%	3.98	.13	64
Retail Unit	# 4	2%	7%	14%	21%	56%	4.21	.16	43
Retail Unit	# 5	7%	7%	15%	26%	45%	3.94	.13	85
Retail Unit	# 6		4%	14%	41%	41%	4.18	.12	49
Retail Unit	# 7	3%	5%	10%	34%	48%	4.18	.11	94
Retail Unit	# 8	13%	5%	13%	34%	34%	3.71	.22	38
Retail Unit	# 9	3%	11%	19%	25%	41%	3.90	.15	63
Retail Unit	# 10	4%	8%	14%	37%	37%	3.94	.16	49
Retail Unit	# 11	4%		24%	20%	52%	4.16	.21	25
Retail Unit	# 12	3%	6%	15%	27%	48%	4.12	.19	33
Retail Unit	# 13	7%		14%	23%	57%	4.23	.17	44
Retail Unit	# 14	7%	7%	12%	34%	39%	3.90	.19	41
Retail Unit	# 15	2%	3%	13%	41%	41%	4.17	.11	63
Retail Unit	# 16	3%	4%	21%	24%	48%	4.10	.13	71
Retail Unit	# 17	3%	3%	13%	48%	35%	4.10	.14	40
Retail Unit	# 18	2%	4%	17%	33%	43%	4.11	.10	90
Retail Unit	# 19	4%	6%	8%	35%	47%	4.14	.15	49
Retail Unit	# 20	4%	7%	11%	32%	46%	4.11	.21	28

*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.

		Environmentally friendly 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	4%	5%	25%	31%	35%	3.87	.05	560
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	35%	38%	4.02	.00	44,230
Dining Hall	# 1	6%	5%	27%	28%	34%	3.79	.06	337
Dining Hall	# 2	1%	5%	22%	34%	38%	4.02	.07	184
Dining Hall	# 3	8%	3%	21%	33%	36%	3.87	.19	39
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	19%	33%	39%	4.01	.03	1,444
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	18%	32%	42%	4.07	.00	57,887
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	21%	32%	41%	4.04	.04	511
	Express Unit	2%	9%	21%	36%	32%	3.89	.06	296
	Specialty Coffee Shop/ Juice Bar	6%	8%	17%	34%	35%	3.83	.08	230
	Sit-down Restaurant	3%	3%	17%	32%	46%	4.15	.05	407
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	20%	33%	40%	4.00	.01	16,302
	Marketplace	3%	4%	19%	35%	38%	4.02	.01	9,719
	Express Unit	2%	4%	17%	31%	46%	4.14	.01	13,582
	Specialty Coffee Shop/ Juice Bar	2%	4%	18%	32%	44%	4.12	.01	9,153
	Sit-down Restaurant	2%	4%	17%	31%	47%	4.18	.02	3,726
	Convenience Store	2%	4%	18%	32%	43%	4.10	.01	5,405
Retail Unit	# 1	2%	11%	19%	29%	39%	3.92	.10	132
Retail Unit	# 2	2%	3%	20%	32%	44%	4.14	.05	304
Retail Unit	# 3		7%	23%	46%	23%	3.86	.10	69
Retail Unit	# 4	4%	4%	17%	24%	50%	4.11	.17	46
Retail Unit	# 5	2%	3%	19%	37%	39%	4.06	.10	93
Retail Unit	# 6	4%	4%	19%	51%	21%	3.81	.14	47
Retail Unit	# 7	2%	7%	23%	38%	29%	3.85	.10	95
Retail Unit	# 8	3%		19%	27%	51%	4.24	.16	37
Retail Unit	# 9	6%	9%	16%	33%	36%	3.83	.15	64
Retail Unit	# 10		8%	33%	29%	31%	3.82	.14	49
Retail Unit	# 11	4%		20%	28%	48%	4.16	.21	25
Retail Unit	# 12	3%	3%	12%	26%	56%	4.29	.17	34
Retail Unit	# 13	2%	2%	16%	18%	61%	4.34	.15	44
Retail Unit	# 14	5%	2%	24%	41%	27%	3.83	.16	41
Retail Unit	# 15	3%	6%	15%	33%	43%	4.07	.13	67
Retail Unit	# 16	10%	16%	17%	25%	32%	3.53	.16	77
Retail Unit	# 17	5%	3%	15%	36%	41%	4.05	.17	39
Retail Unit	# 18	3%	4%	17%	42%	34%	3.99	.10	98
Retail Unit	# 19	2%		15%	29%	55%	4.35	.12	55
Retail Unit	# 20	4%	7%	21%	25%	43%	3.96	.22	28

**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.

		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	5%	7%	18%	28%	43%	3.96	.05	508
Aggregated Dining Halls	ENTIRE SAMPLE	5%	7%	18%	29%	41%	3.93	.01	39,709
Dining Hall	# 1	6%	8%	18%	25%	43%	3.92	.07	302
Dining Hall	# 2	3%	8%	16%	32%	42%	4.03	.08	173
Dining Hall	# 3	6%		24%	30%	39%	3.97	.19	33
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	17%	29%	44%	4.03	.03	1,369
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	16%	28%	45%	4.02	.01	50,127
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	7%	18%	26%	45%	4.01	.05	498
	Express Unit	4%	7%	16%	29%	44%	4.03	.07	280
	Specialty Coffee Shop/ Juice Bar	2%	4%	17%	34%	43%	4.11	.07	217
	Sit-down Restaurant	6%	5%	16%	28%	45%	4.01	.06	374
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	7%	17%	28%	43%	3.95	.01	14,065
	Marketplace	5%	7%	18%	30%	41%	3.94	.01	8,377
	Express Unit	4%	5%	15%	27%	49%	4.11	.01	11,974
	Specialty Coffee Shop/ Juice Bar	4%	6%	15%	28%	46%	4.06	.01	7,851
	Sit-down Restaurant	5%	5%	15%	28%	47%	4.09	.02	3,200
	Convenience Store	5%	5%	16%	27%	46%	4.03	.02	4,660
Retail Unit	# 1	5%	6%	15%	24%	50%	4.10	.10	125
Retail Unit	# 2	4%	6%	19%	24%	47%	4.05	.06	297
Retail Unit	# 3	3%	10%	16%	37%	35%	3.90	.14	63
Retail Unit	# 4	2%	7%	12%	29%	49%	4.15	.17	41
Retail Unit	# 5	11%	5%	20%	26%	39%	3.77	.15	82
Retail Unit	# 6		6%	15%	38%	42%	4.15	.13	48
Retail Unit	# 7	3%	7%	16%	32%	42%	4.03	.11	92
Retail Unit	# 8	13%	5%	16%	26%	39%	3.74	.23	38
Retail Unit	# 9		13%	19%	27%	40%	3.95	.13	62
Retail Unit	# 10	6%	6%	16%	35%	37%	3.90	.17	49
Retail Unit	# 11	4%		25%	17%	54%	4.17	.22	24
Retail Unit	# 12	3%	6%	19%	22%	50%	4.09	.20	32
Retail Unit	# 13	7%		12%	29%	52%	4.19	.17	42
Retail Unit	# 14	10%	5%	13%	33%	38%	3.85	.21	39
Retail Unit	# 15	5%	3%	13%	32%	47%	4.13	.14	62
Retail Unit	# 16	1%	4%	24%	25%	46%	4.09	.12	68
Retail Unit	# 17	3%	3%	13%	49%	33%	4.08	.14	39
Retail Unit	# 18	3%	5%	16%	33%	42%	4.05	.11	93
Retail Unit	# 19	4%	4%	11%	28%	52%	4.20	.16	46
Retail Unit	# 20	4%	7%	15%	30%	44%	4.04	.22	27

**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.

		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	4%	4%	27%	27%	37%	3.88	.05	540
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	35%	39%	4.03	.00	43,231
Dining Hall	# 1	5%	5%	30%	24%	36%	3.80	.06	326
Dining Hall	# 2	2%	3%	24%	32%	39%	4.03	.07	178
Dining Hall	# 3	8%	6%	14%	36%	36%	3.86	.20	36
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%	20%	32%	42%	4.06	.03	1,410
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	19%	32%	43%	4.10	.00	56,187
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	23%	30%	42%	4.07	.04	503
	Express Unit	2%	6%	22%	36%	34%	3.95	.06	289
	Specialty Coffee Shop/ Juice Bar	4%	9%	15%	34%	38%	3.93	.07	221
	Sit-down Restaurant	2%	2%	17%	29%	49%	4.21	.05	397
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	21%	32%	40%	4.03	.01	15,767
	Marketplace	2%	4%	20%	35%	38%	4.03	.01	9,363
	Express Unit	2%	3%	18%	31%	46%	4.16	.01	13,324
	Specialty Coffee Shop/ Juice Bar	2%	3%	18%	31%	45%	4.15	.01	8,852
	Sit-down Restaurant	2%	3%	17%	30%	48%	4.19	.02	3,620
	Convenience Store	2%	4%	19%	32%	44%	4.12	.01	5,261
Retail Unit	# 1	2%	6%	19%	31%	42%	4.06	.09	131
Retail Unit	# 2	1%	3%	20%	29%	47%	4.18	.05	298
Retail Unit	# 3	2%	8%	23%	42%	26%	3.83	.12	66
Retail Unit	# 4	2%	7%	22%	22%	47%	4.04	.16	45
Retail Unit	# 5	2%	2%	20%	31%	44%	4.13	.10	88
Retail Unit	# 6	2%	5%	16%	45%	32%	4.00	.14	44
Retail Unit	# 7	2%	3%	27%	39%	28%	3.88	.10	92
Retail Unit	# 8	3%		19%	24%	54%	4.27	.16	37
Retail Unit	# 9	2%	7%	25%	36%	31%	3.89	.13	61
Retail Unit	# 10	2%	6%	31%	33%	29%	3.80	.14	49
Retail Unit	# 11	4%		27%	23%	46%	4.08	.21	26
Retail Unit	# 12	3%		15%	21%	61%	4.36	.17	33
Retail Unit	# 13	2%	2%	15%	17%	63%	4.37	.16	41
Retail Unit	# 14	2%	5%	29%	37%	27%	3.80	.15	41
Retail Unit	# 15	1%	6%	13%	31%	48%	4.18	.12	67
Retail Unit	# 16	5%	15%	16%	30%	34%	3.72	.14	74
Retail Unit	# 17	6%	8%	17%	36%	33%	3.83	.19	36
Retail Unit	# 18	3%	2%	15%	40%	39%	4.11	.10	99
Retail Unit	# 19			15%	28%	57%	4.43	.10	54
Retail Unit	# 20	4%		29%	21%	46%	4.07	.20	28

**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

The National Association of College & University Food Services

CUSTOMER SATISFACTION SURVEY

Please take a few moments to share your opinions about the food service at this campus facility. Your thoughtful and candid responses will help us serve you better. Please return your completed questionnaire to one of the survey administrators on site, or drop it in the nearby "return box." To preserve confidentiality, your name is not requested. Thank you for your participation.

You may use pen or pencil.

Please fill in the marks like this: —————→ ●

Not like this: —————→ ○

○

○

○

Demographics (For data classification purposes)

1. Which of the following best describes you? (Mark only one) ☐ Student ☐ Faculty ☐ Administration/Staff ☐ Other
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

Your Thoughts . . .

Note: Questions 1,2 and 3 are for students only

1. How important was the perceived campus dining experience in terms of your decision to attend this institution?
- ☐ Not at All Important ☐ Not Very Important ☐ Mixed ☐ Somewhat Important ☐ Very Important
2. How important is the actual campus dining experience in terms of your decision to remain at this institution?
- ☐ Not at All Important ☐ Not Very Important ☐ Mixed ☐ Somewhat Important ☐ Very Important
3. How important is the campus dining experience (i.e., wi-fi, social interaction, comfort, etc.) in terms of your academic success at this institution?
- ☐ Not at All Important ☐ Not Very Important ☐ Mixed ☐ Somewhat Important ☐ Very Important
4. 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
5. 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.)

	Not Applicable	SATISFACTION (Select one rating per line)					IMPORTANCE (Select one rating per line)				
		Very Dissatisfied 1	Somewhat Dissatisfied 2	Mixed 3	Somewhat Satisfied 4	Very Satisfied 5	Not at All Important 1	Not Very Important 2	Mixed 3	Somewhat Important 4	Very Important 5
Food:											
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eye appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freshness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nutritional content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Menu:											
Availability of posted menu items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of menu choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of healthy menu choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of vegetarian menu choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service:											
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness:											
Overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serving areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eating areas (tables, chairs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dining Environment:											
Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout of facility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort (seats, temperature, lighting, sound level, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental Stewardship/Sustainability:											
Environmentally-friendly practices related to food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social/ethical practices related to food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We welcome your comments on the back of this page.

AMPLE

SAMPLE

Copyright © 2017. The National Association of College & University Food Services. All Rights Reserved.