

2019

Customer Satisfaction Benchmarking Survey

Report prepared exclusively for:

Florida State University

CONFIDENTIAL

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PURPOSE OF THIS REPORT

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

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

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

- Demographics of the customers, including respondent type (student, faculty, administration/staff and other); student class status (first year, sophomore, junior, senior, graduate or other); gender; and housing arrangements (on campus/university-owned housing or off campus)
- Demographics of the institution, including NACUFS region, institution type (public/private, two-year/four-year), number of students enrolled, and type of operation (self-operated/contracted/both)
- 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 20th 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, and continues to provide support for the project, it is important to note that **no one at NACUFS will ever see your institution's individual 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 83 schools that used the survey in 2019, 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.

In 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, 83 institutions took part in this year's survey, and 102,320 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.

* Note that for 2019, there were insufficient responses to show a separate breakout for “Combination of Both Self-operated and Contracted Schools”

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) 332-3575 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 Dining Hall	1	Starbucks Strozier
2	Seminole Cafe	2	Starbucks Dirac
3	The Figg	3	4 Rivers Smokehouse
4		4	Argo Tea
5		5	Chick-Fil-A
6		6	C.O.E. Cafe
7		7	The Den
8		8	Doctor's Inn
9		9	Einstein Bros Bagels
10		10	The Grid
11		11	J Street Grill
12		12	Pollo Tropical
13		13	Seminole Pies
14		14	Steak N Shake
15		15	Subway
16		16	Sushi with Gusto @ 1851
17		17	Tally Mac Shak
18		18	Tuscan Eatery
19		19	Natural Express
20		20	Legal Provisions

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

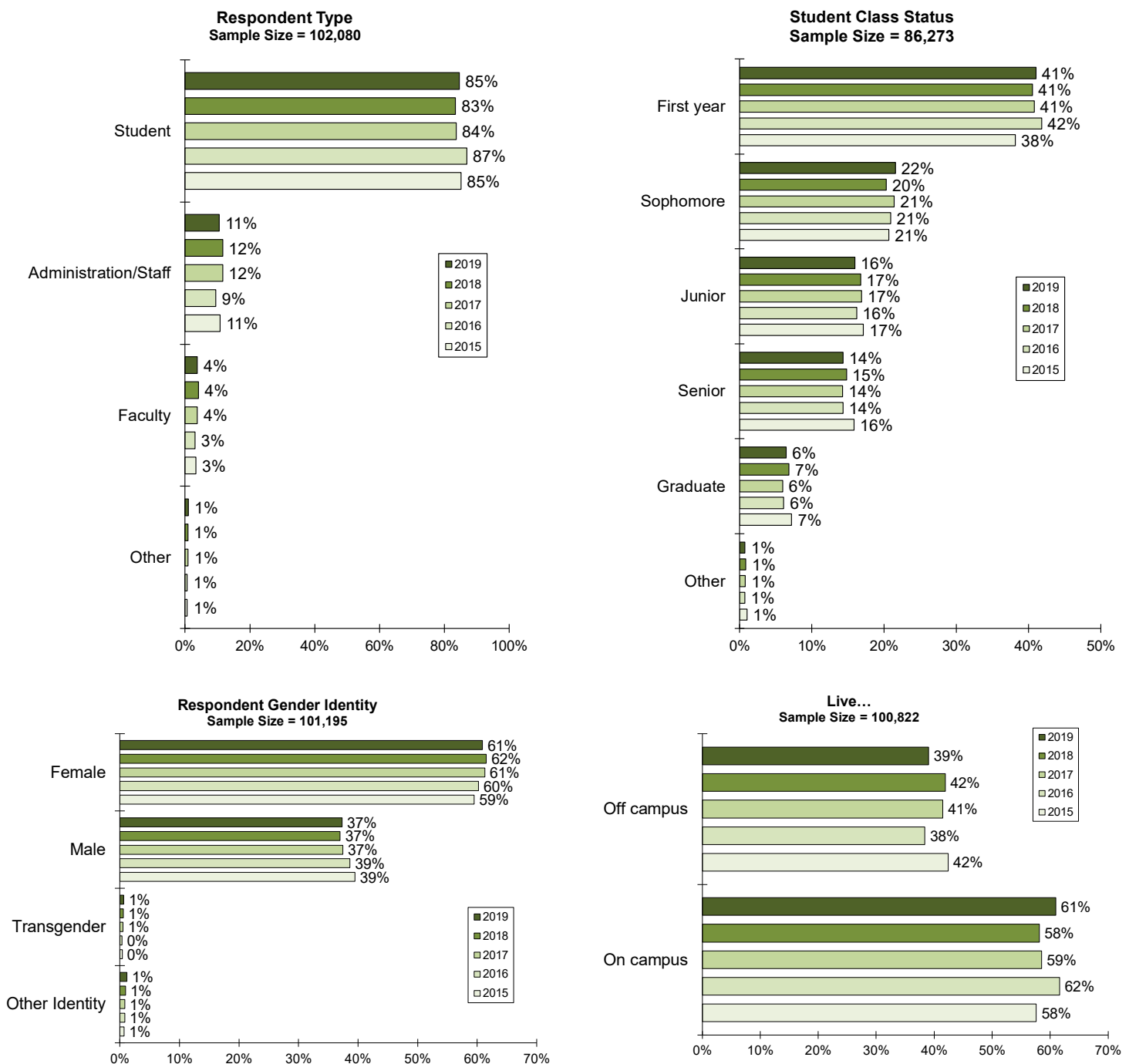
Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Puerto Rico, Virgin Islands

Industry Overview

The overall results of the 2019 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.

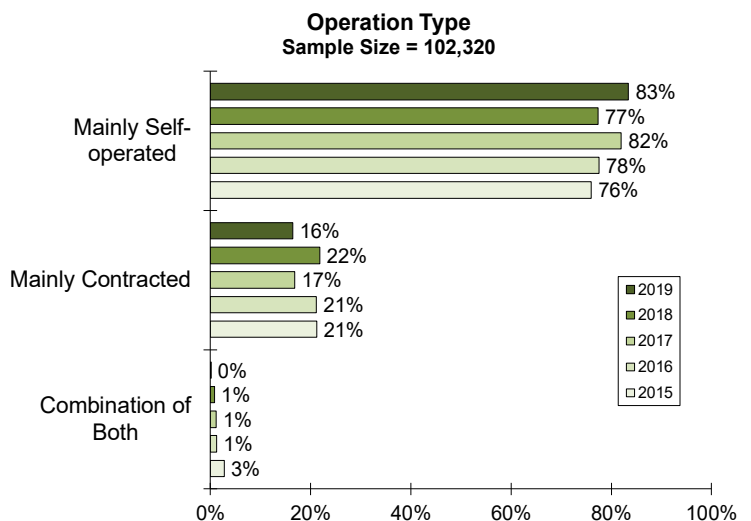
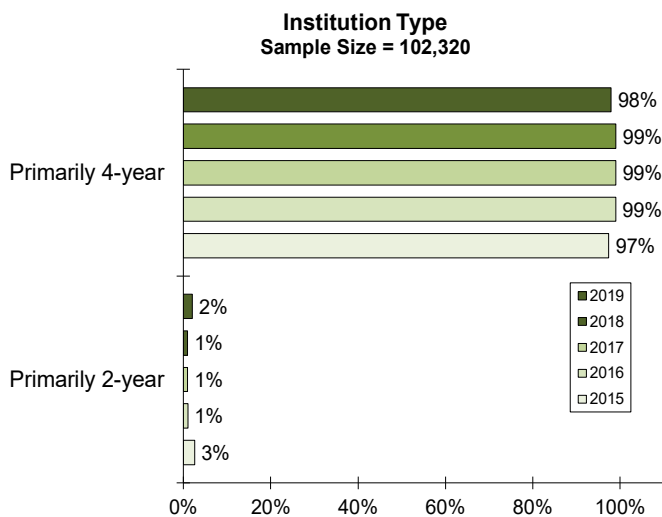
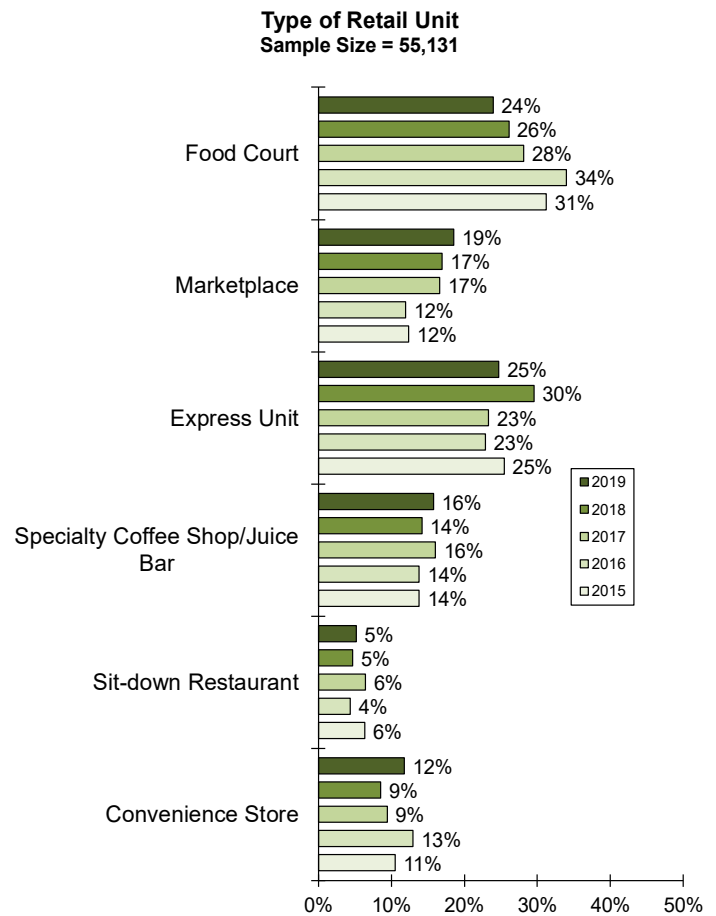
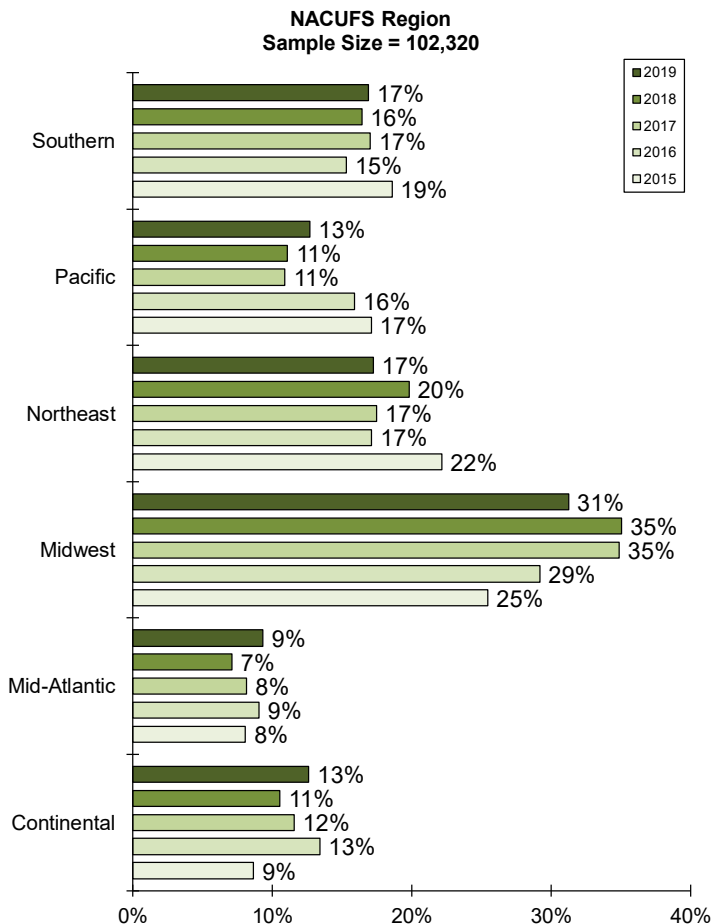
Respondent Demographics - All Schools

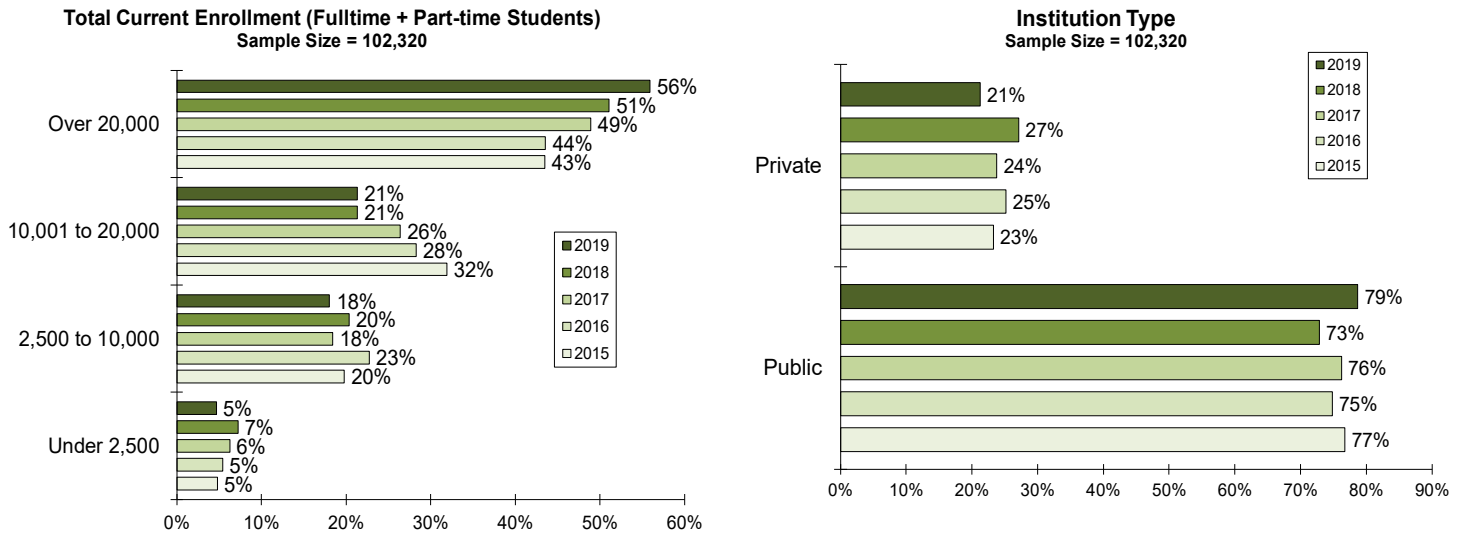
To provide context, the demographic makeup of the entire survey's respondents for 2015 through 2019 can be seen in the graphs below. As shown, the demographic characteristics of the individual respondents have remained consistent across the past five survey years. (All sample sizes shown are based on the 2019 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 2019 came from institutions in the Northeast Region, while 83% came from mainly self-operated institutions and 98% came from primarily four-year colleges. Of the 102,320 useable survey responses received, 46% were for dining halls, while the remaining 54% were for retail units. Of the retail unit types, express units (25%) and food courts (24%) received the highest number of surveys.



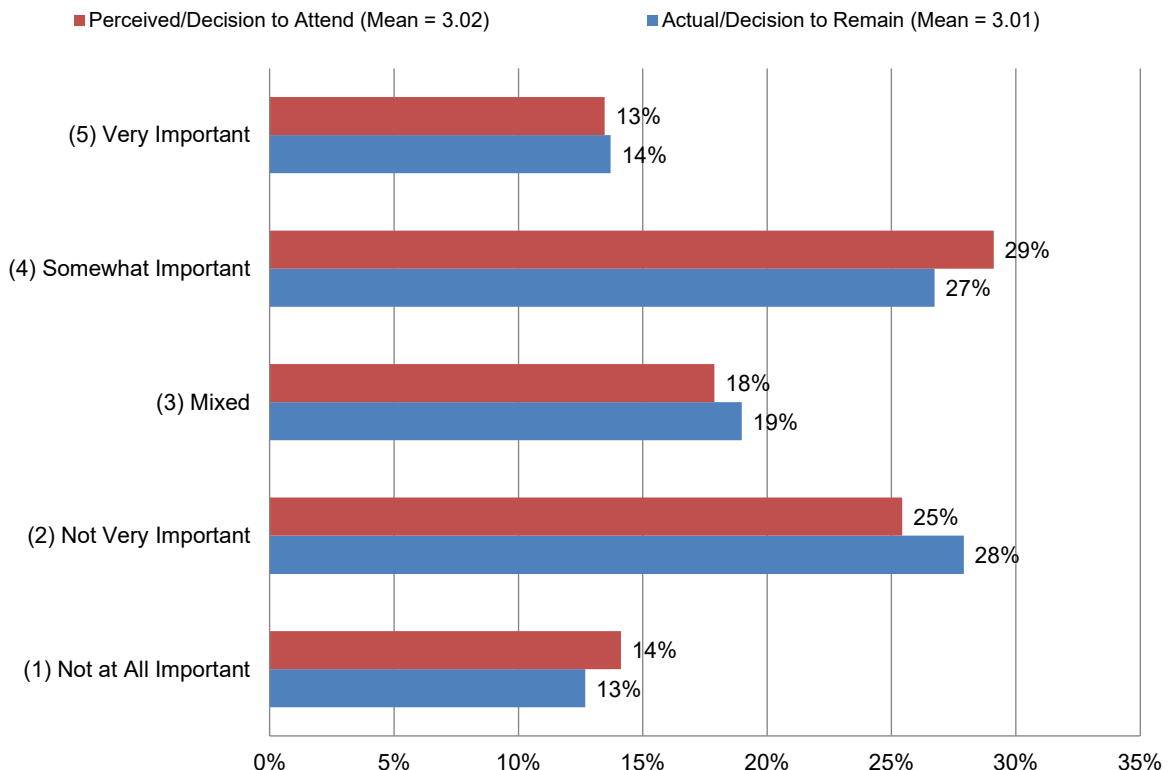


Over half (56%) of the surveys received came from schools with more than 20,000 students, and just under 80% came from public institutions.

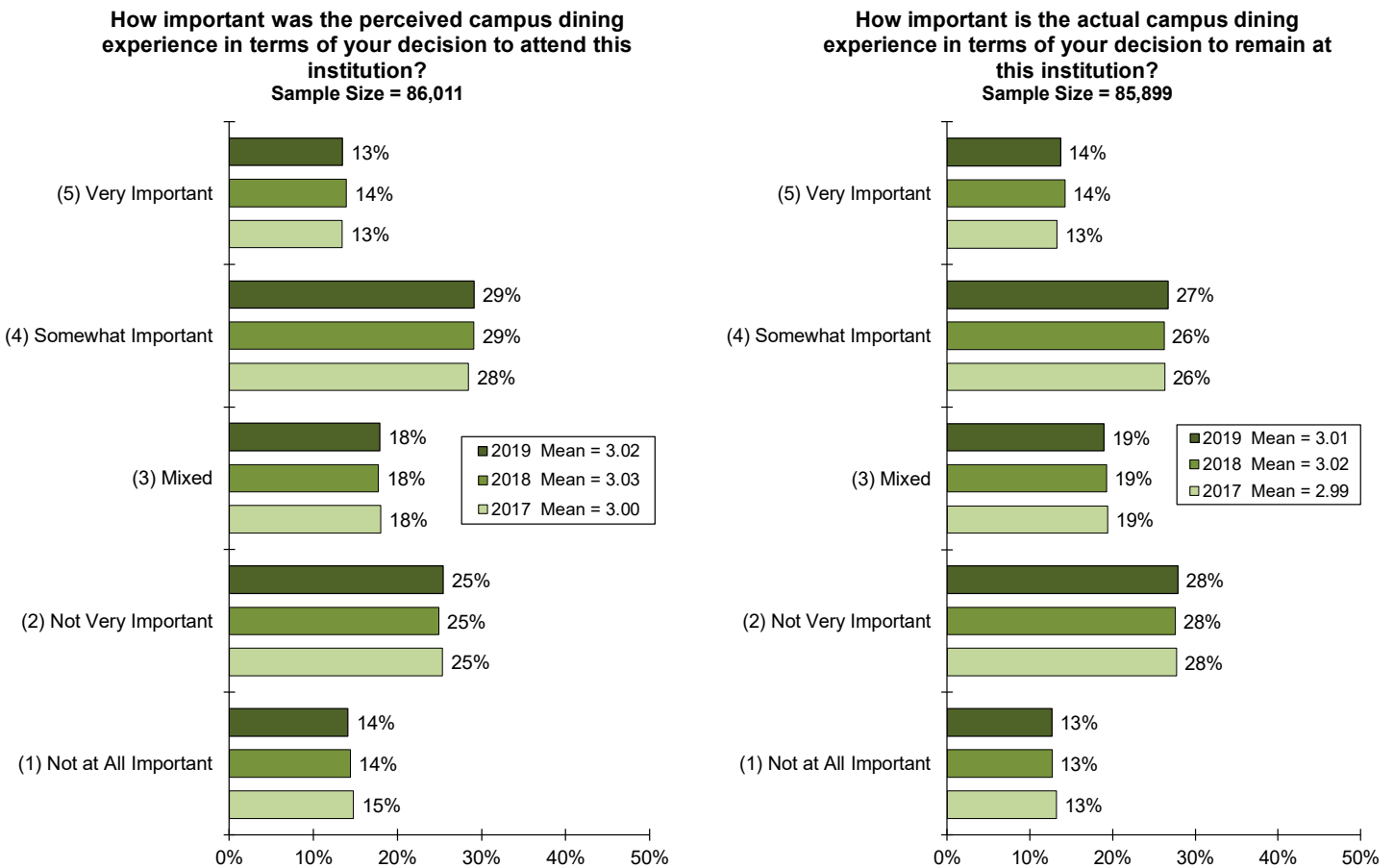
Your Thoughts

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 four in 10 responding students rated the dining services as somewhat or very important in terms of the decision to attend (42%), and remain at (41%), their institution.

How important was the *perceived* campus dining experience in terms of your decision to attend this institution, and how important is the *actual* campus dining experience in terms of your decision to remain at this institution?
Sample Sizes: Perceived 86,011 Actual: 85,899

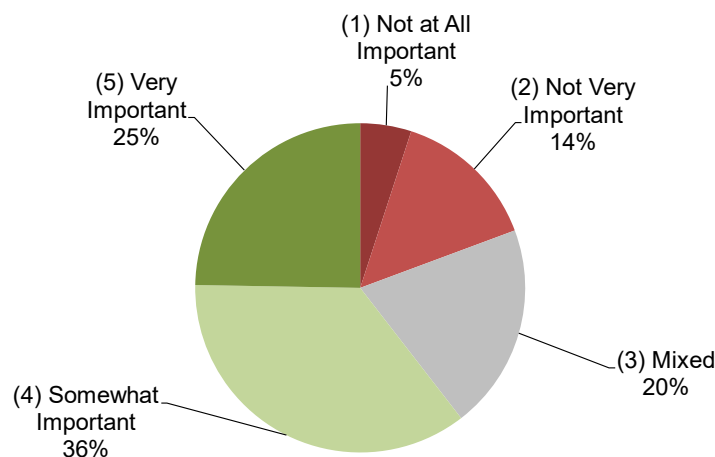


Since this is the third year the survey has included these questions, we can now present some trend information, although, as shown below, there has been little change in the students' importance ratings over time.

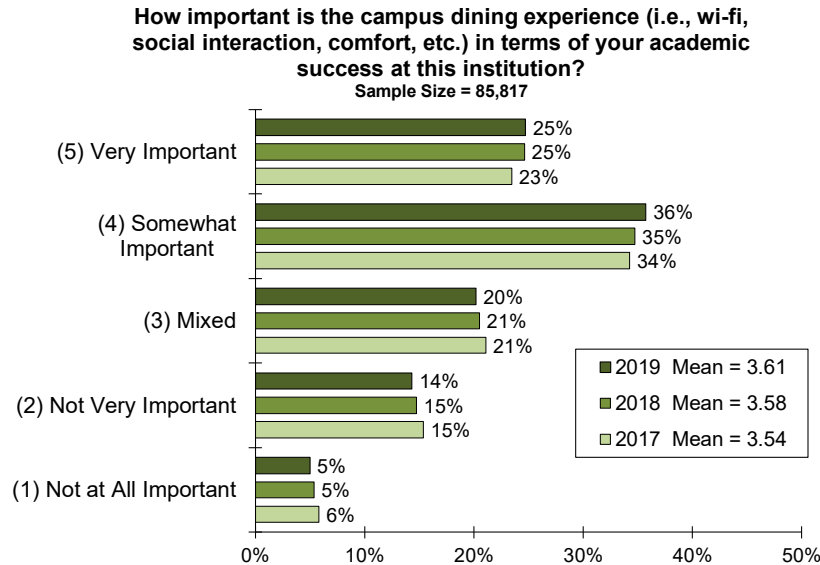


Six out of 10 student respondents (61%) rated their campus dining experience as either somewhat or very important to their academic success.

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 = 3.61)
Sample Size = 85,817

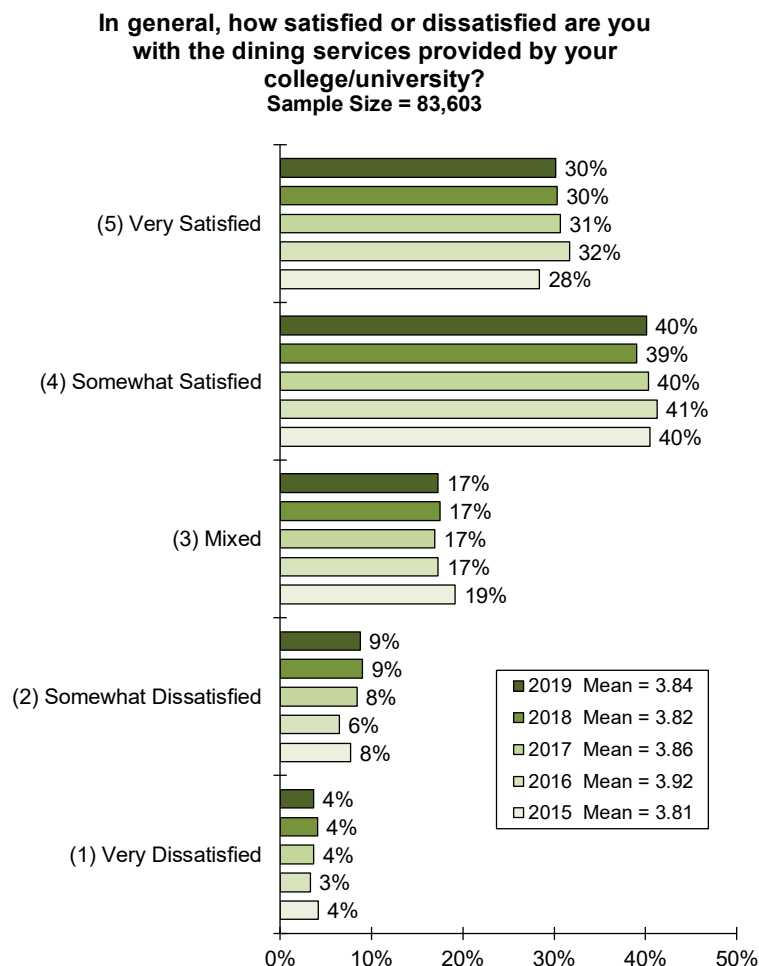


The chart below displays this information over the last three years. As shown, there have been slight increases in the importance of the campus dining experience to students in terms of their academic success over this time.



Satisfaction Ratings

The mean (average) level of satisfaction with the participating institutions' dining services increased slightly last year to 3.84 on the five-point scale (where 1 = low and 5 = high satisfaction). Overall, seven out of 10 valid respondents were very or somewhat satisfied with their institution's dining services in 2019.



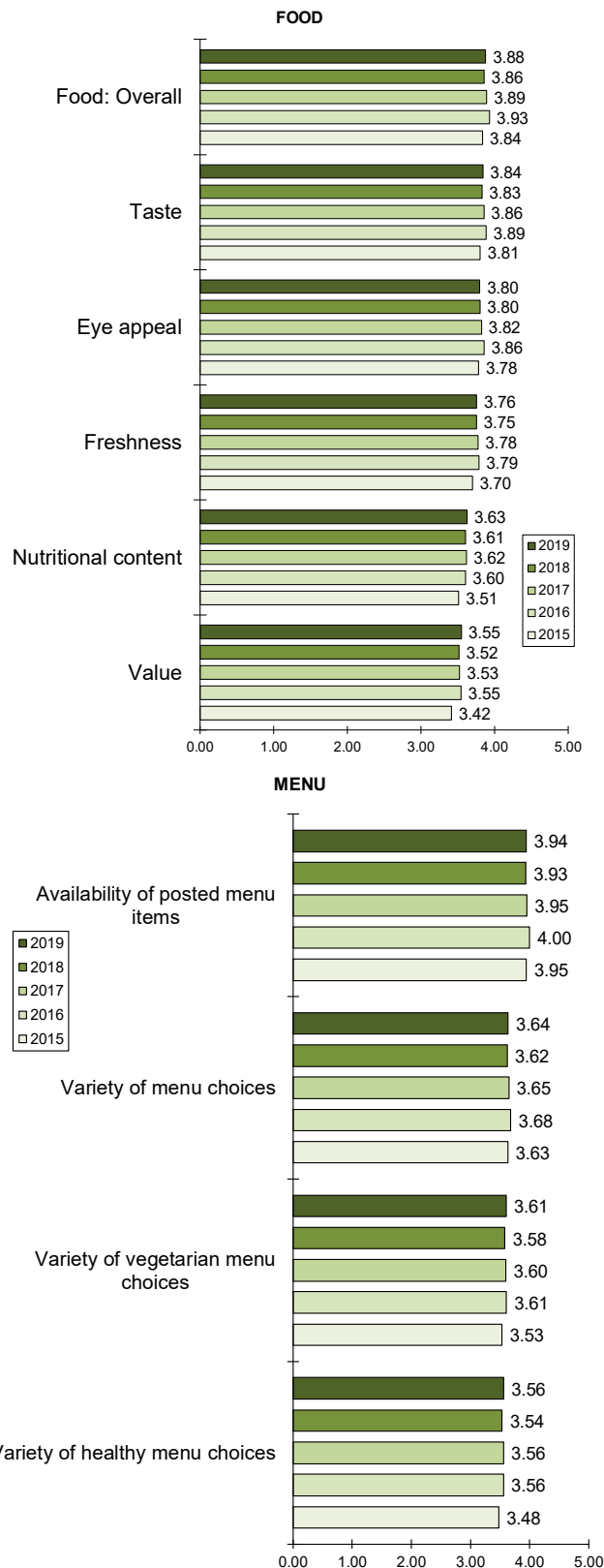
In addition to rating their **overall** satisfaction with their institutions' dining services, the respondents were also asked to rate the importance of **specific dining attributes** and their satisfaction with each attribute. The results are summarized beginning below.

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%	33%	55%	4.39	90,964
Taste	1%	1%	7%	25%	66%	4.55	91,006
Eye appeal	3%	11%	21%	34%	31%	3.79	90,744
Freshness	1%	2%	8%	27%	63%	4.50	90,677
Nutritional content	1%	3%	12%	30%	53%	4.31	90,511
Value	1%	3%	13%	30%	53%	4.33	89,860
MENU							
Availability of posted menu items	1%	3%	12%	34%	49%	4.27	89,297
Variety of menu choices	1%	2%	10%	33%	54%	4.38	89,655
Variety of healthy menu choices	2%	3%	12%	30%	53%	4.30	89,050
Variety of vegetarian menu choices	16%	10%	15%	22%	36%	3.54	79,588
SERVICE							
Overall	1%	2%	9%	33%	56%	4.42	89,730
Speed of service	1%	2%	9%	33%	55%	4.40	89,787
Hours of operation	1%	2%	9%	30%	58%	4.42	89,713
Helpfulness of staff	1%	3%	11%	32%	53%	4.33	89,375
Friendliness of staff	1%	3%	11%	31%	55%	4.36	89,407
CLEANLINESS							
Overall	0%	1%	6%	24%	68%	4.58	89,745
Serving areas	1%	1%	7%	25%	65%	4.54	89,145
Eating areas (tables, chairs, etc.)	1%	2%	7%	27%	64%	4.51	87,609
DINING ENVIRONMENT							
Location	1%	3%	10%	32%	54%	4.34	88,867
Layout of facility	2%	8%	17%	36%	37%	3.99	88,599
Appearance	2%	7%	17%	36%	38%	4.00	88,125
Availability of seating	1%	3%	10%	31%	55%	4.35	86,937
Comfort (seats, temperature, lighting, sound level, etc.)	1%	4%	13%	36%	47%	4.23	85,922
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	4%	5%	14%	28%	49%	4.14	83,306
Social/ethical practices related to food	4%	6%	16%	28%	47%	4.07	80,630

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	4%	8%	17%	40%	31%	3.88	100,538
Taste	4%	9%	19%	37%	32%	3.84	100,413
Eye appeal	4%	9%	22%	34%	31%	3.80	100,054
Freshness	4%	11%	21%	32%	32%	3.76	100,124
Nutritional content	6%	11%	24%	32%	27%	3.63	99,265
Value	8%	12%	24%	29%	27%	3.55	98,715
MENU							
Availability of posted menu items	4%	8%	16%	32%	39%	3.94	98,753
Variety of menu choices	7%	13%	19%	30%	31%	3.64	99,568
Variety of healthy menu choices	8%	13%	22%	29%	28%	3.56	98,574
Variety of vegetarian menu choices	8%	11%	24%	26%	30%	3.61	78,542
SERVICE							
Overall	2%	3%	12%	33%	50%	4.26	99,720
Speed of service	3%	6%	13%	31%	47%	4.13	99,601
Hours of operation	6%	10%	15%	28%	41%	3.87	99,427
Helpfulness of staff	2%	4%	11%	28%	55%	4.30	99,093
Friendliness of staff	2%	3%	11%	26%	58%	4.33	99,334
CLEANLINESS							
Overall	2%	4%	12%	34%	49%	4.26	99,759
Serving areas	2%	3%	10%	33%	52%	4.30	99,184
Eating areas (tables, chairs, etc.)	3%	7%	16%	33%	41%	4.03	97,773
DINING ENVIRONMENT							
Location	1%	2%	9%	29%	59%	4.42	99,659
Layout of facility	2%	3%	11%	34%	50%	4.27	99,332
Appearance	1%	3%	11%	34%	51%	4.30	99,037
Availability of seating	4%	9%	16%	30%	41%	3.97	97,372
Comfort (seats, temperature, lighting, sound level, etc.)	2%	5%	14%	33%	45%	4.13	97,526
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	3%	5%	19%	33%	39%	3.99	91,817
Social/ethical practices related to food	3%	4%	20%	33%	40%	4.04	89,586

The following series of graphs displays 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 only slight changes in mean satisfaction ratings in 2019 across all items.

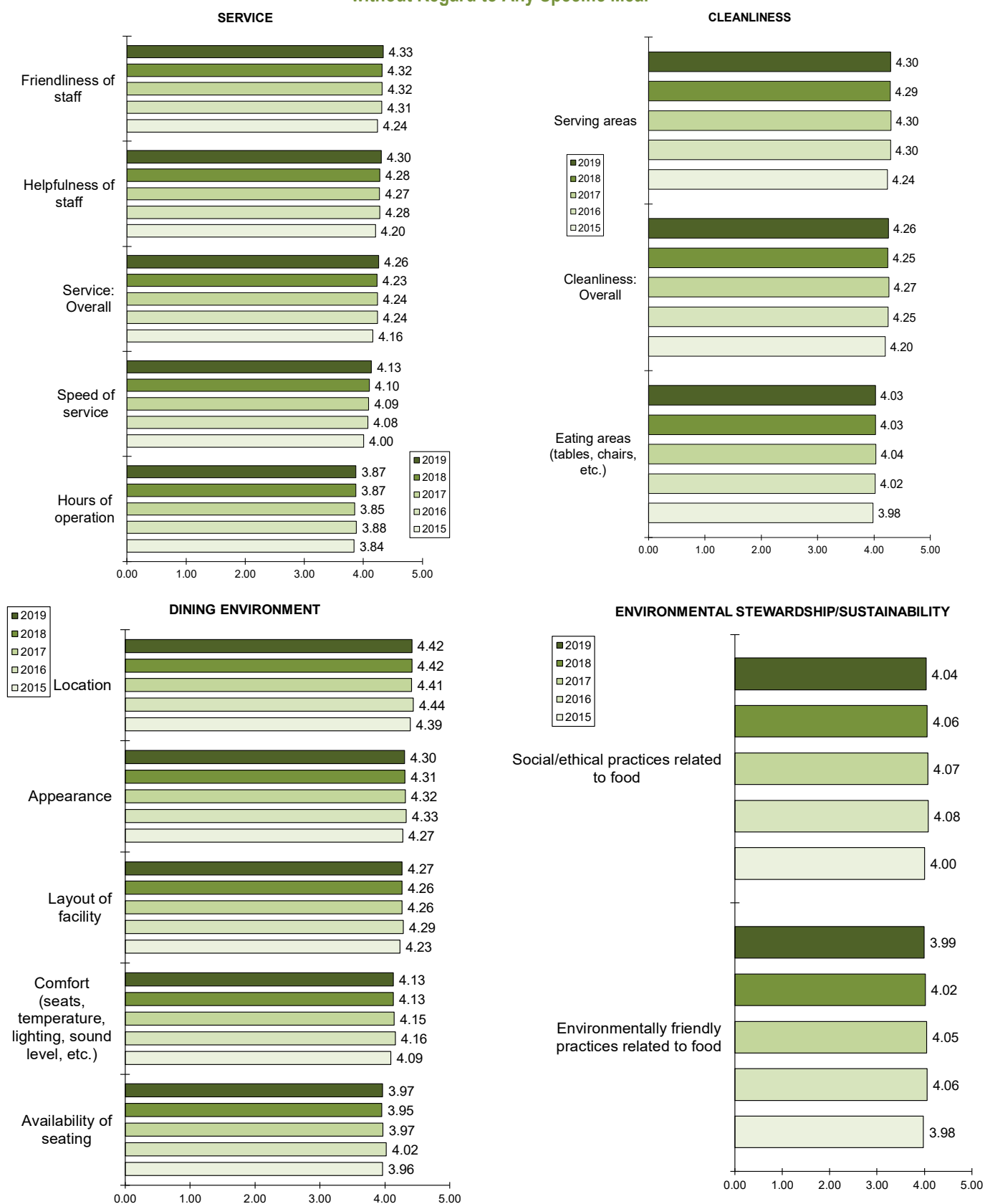
**Mean* Satisfaction with Various Items as They Apply to the Surveyed Facility in General
without Regard to Any Specific Meal**



* 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**

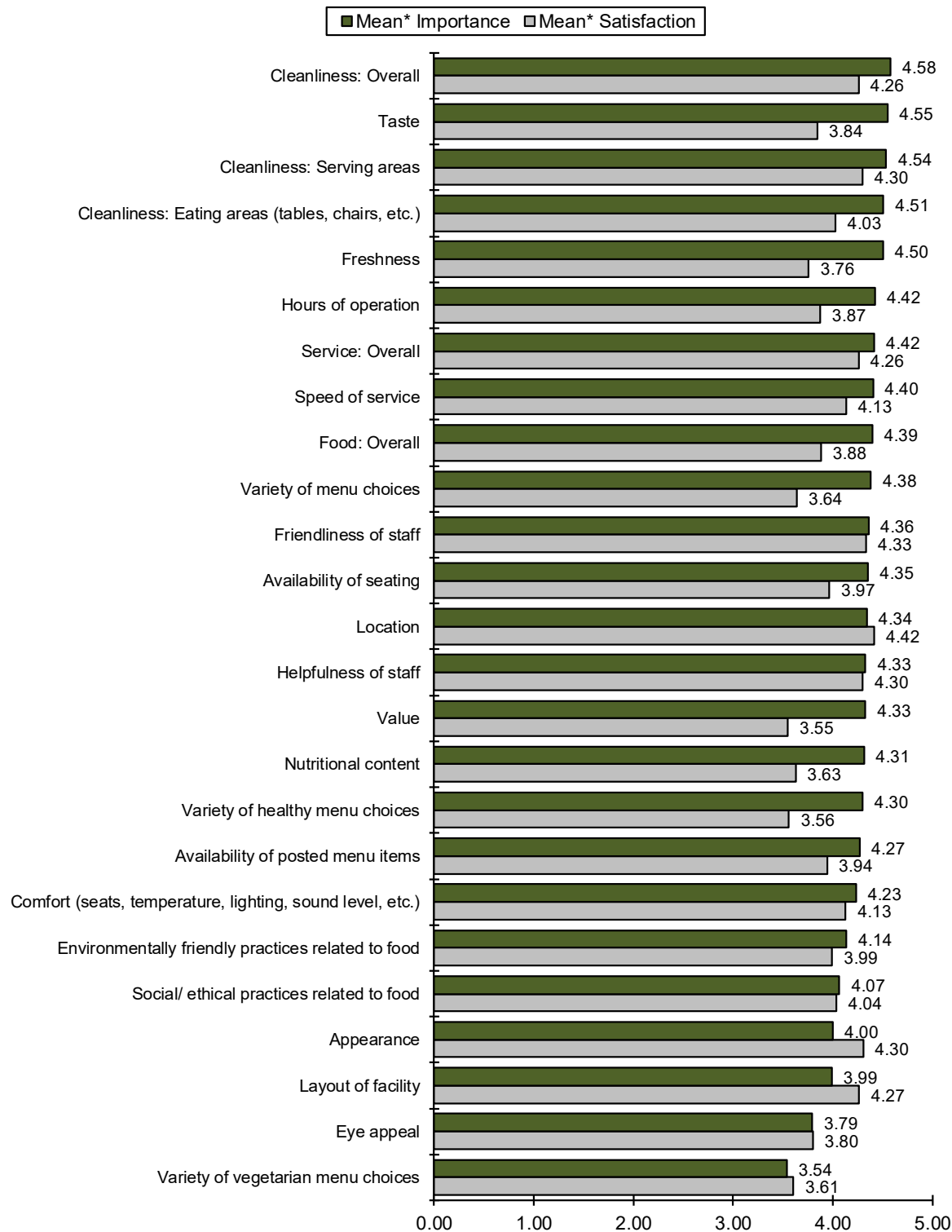


* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("Not Applicable" Responses Removed)

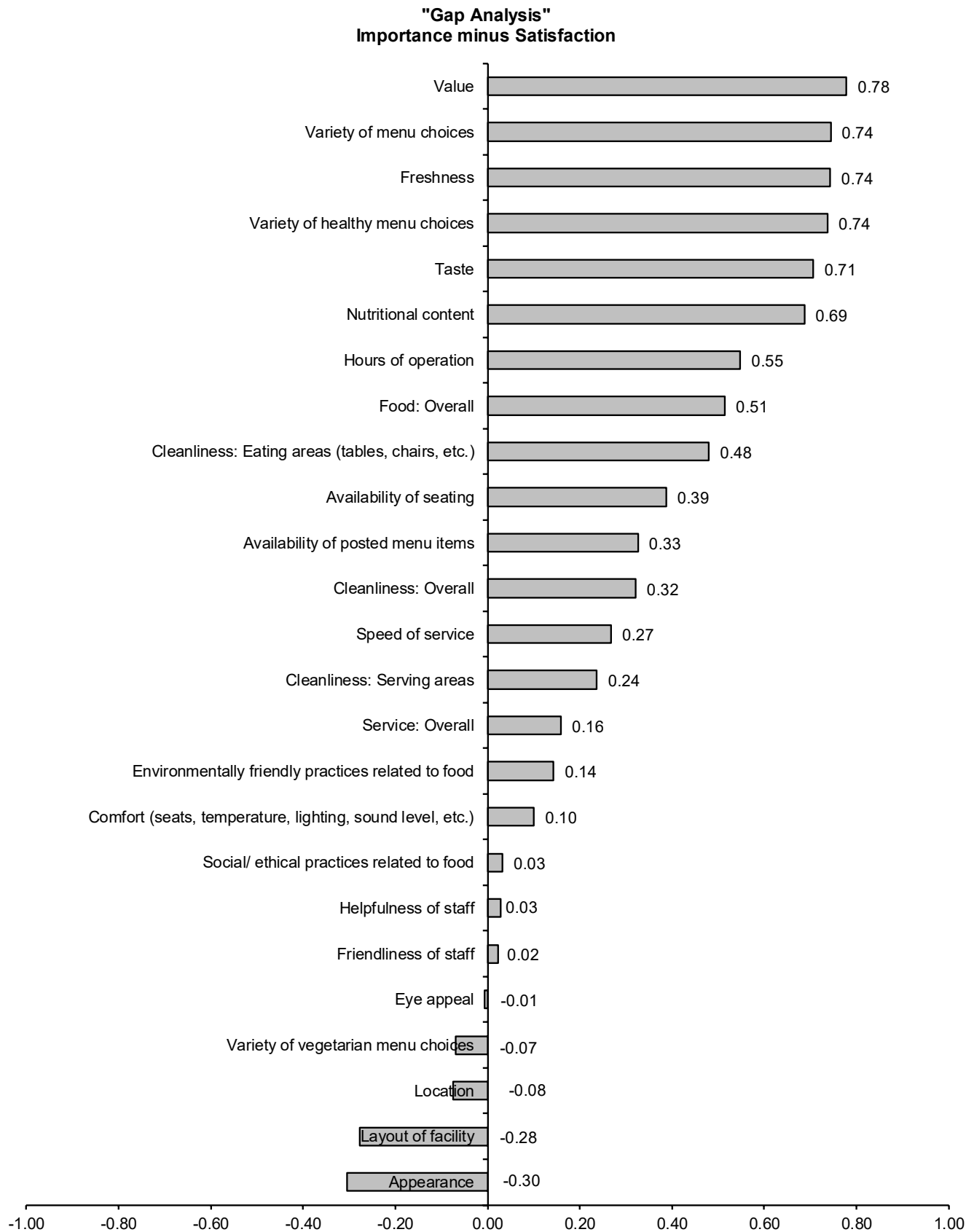
Examining the difference between an item's mean importance and its mean satisfaction ratings can yield significant insights. Using this "gap analysis," areas where importance significantly outscored satisfaction should be looked at as possible opportunities for improvement. The graphs below and on the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

Value, variety, freshness, taste and nutritional content were the areas where importance outscored satisfaction by the largest margins. Importance and satisfaction were the most aligned in terms of eye appeal and friendliness/helpfulness of staff.



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*							
	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***
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.

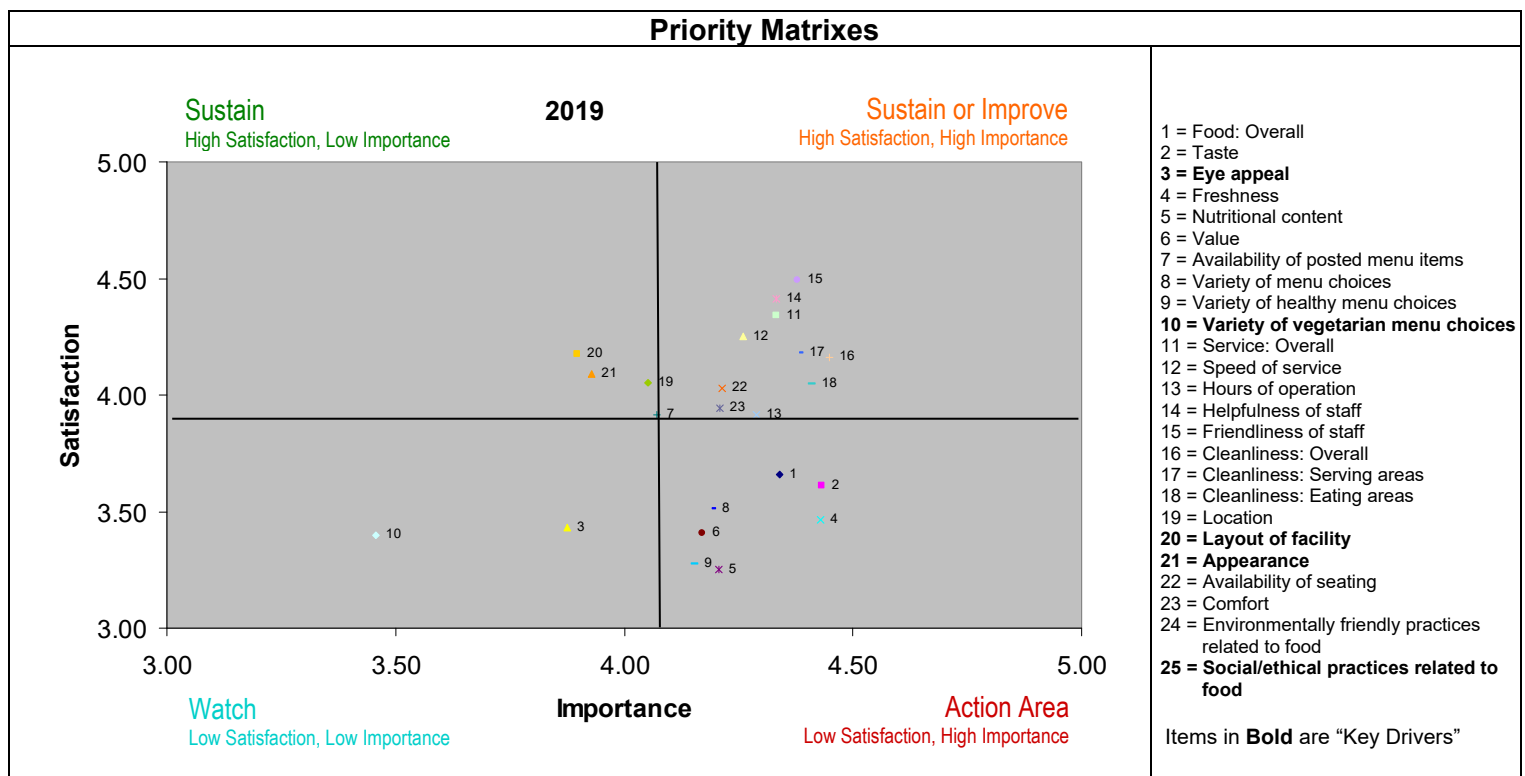
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 25 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's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

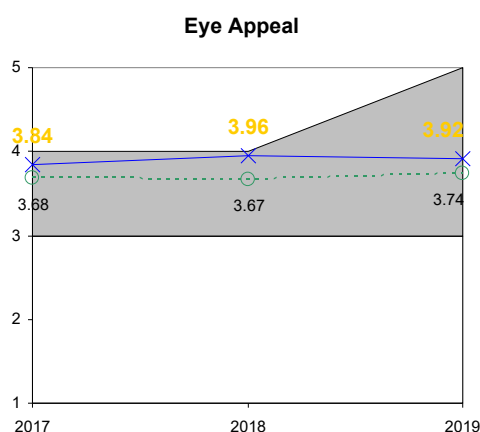
THREE YEAR TREND DATA

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	0.43	0.00	4.13	0.36	3.88	0.51
Service: Overall	2nd Predictor	0.16	0.00	4.20	0.31	4.26	0.16
Variety of menu choices	3rd Predictor	0.15	0.00	3.93	0.53	3.64	0.74
Taste	4th Predictor	0.13	0.01	4.12	0.54	3.84	0.71
Eye appeal				4.05	-0.03	3.80	-0.01
Freshness				4.08	0.51	3.76	0.74
Nutritional content				3.89	0.46	3.63	0.69
Value				3.87	0.65	3.55	0.78
Availability of posted menu items				4.07	0.36	3.94	0.33
Variety of healthy menu choices				3.87	0.44	3.56	0.74
Variety of vegetarian menu choices				3.76	-0.13	3.61	-0.07
Speed of service				4.01	0.52	4.13	0.27
Hours of operation				4.08	0.36	3.87	0.55
Helpfulness of staff				4.24	0.23	4.30	0.03
Friendliness of staff				4.27	0.26	4.33	0.02
Cleanliness: Overall				4.29	0.28	4.26	0.32
Cleanliness: Serving areas				4.32	0.25	4.30	0.24
Cleanliness: Eating areas (tables, chairs, etc.)				4.18	0.37	4.03	0.48
Location				4.34	0.12	4.42	-0.08
Layout of facility				4.27	-0.18	4.27	-0.28
Appearance				4.35	-0.15	4.30	-0.30
Availability of seating				4.02	0.42	3.97	0.39
Comfort (seats, temperature, lighting, sound level, etc.)				4.14	0.20	4.13	0.10
Environmentally friendly practices related to food				4.01	0.19	3.99	0.14
Social/ethical practices related to food				4.01	0.14	4.04	0.03

* 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.

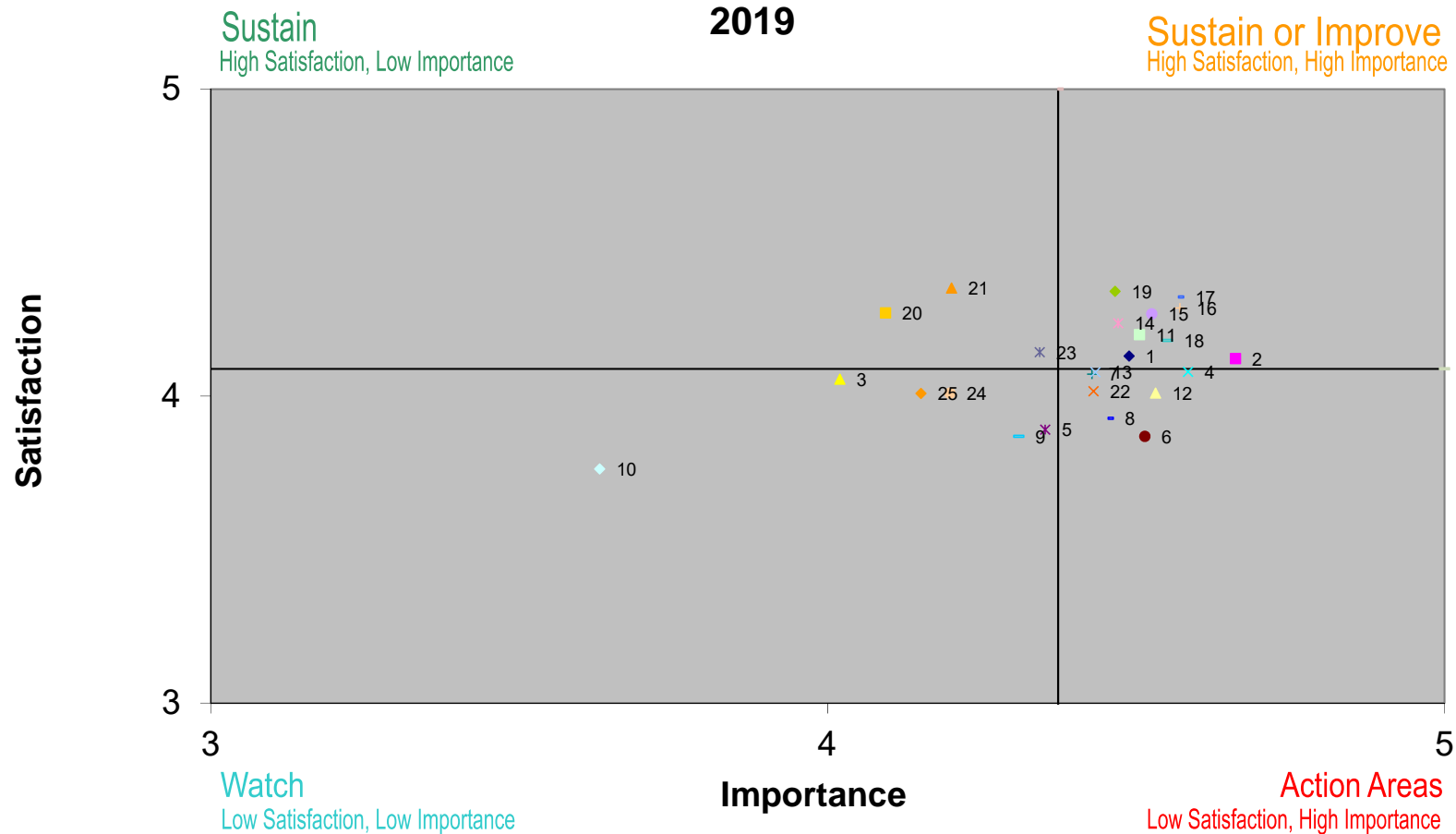
** If cell is blank, that item was not a predictor of overall satisfaction.

*** 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 = 0.491	0.000

2019 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

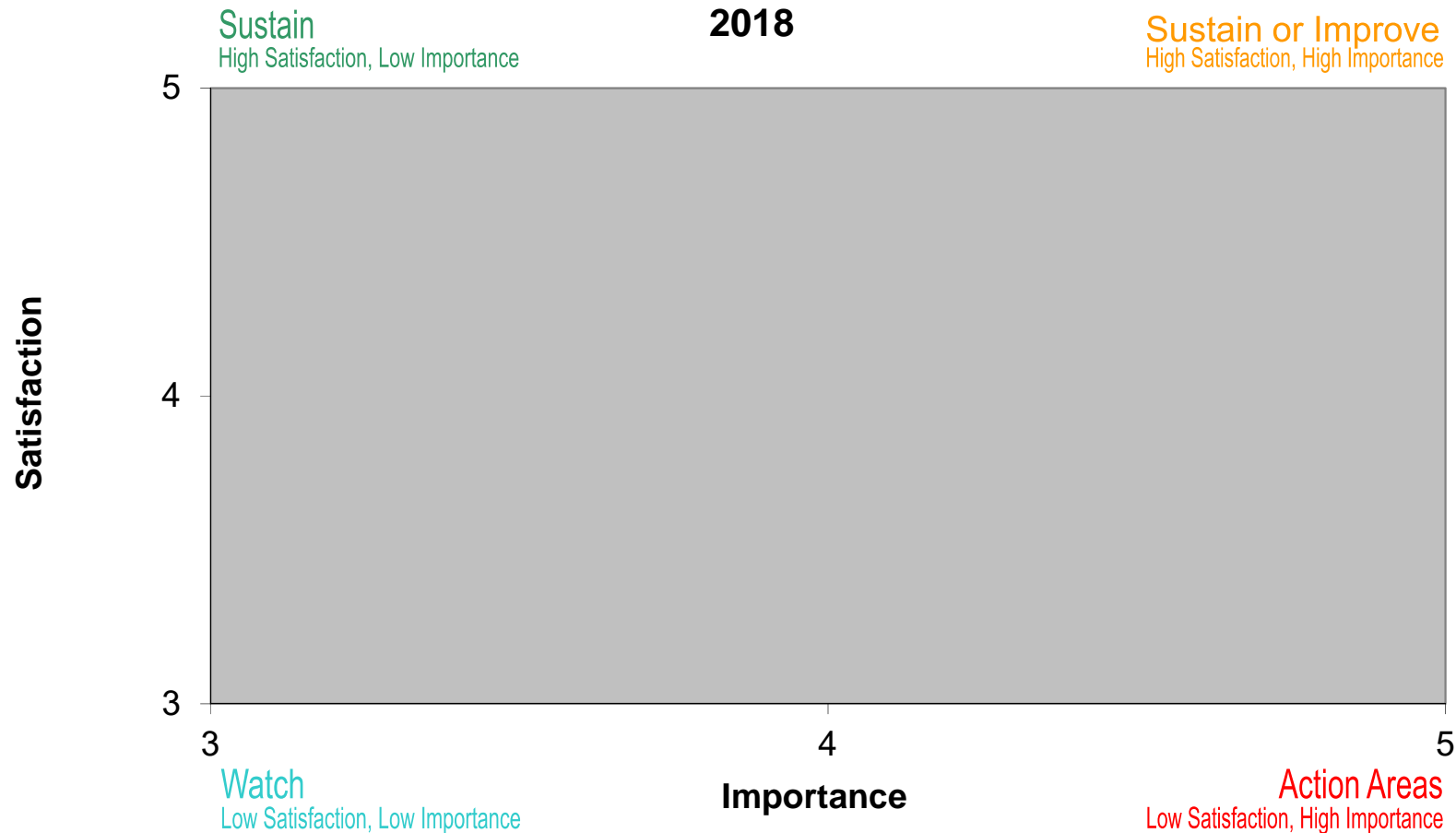
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2019 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



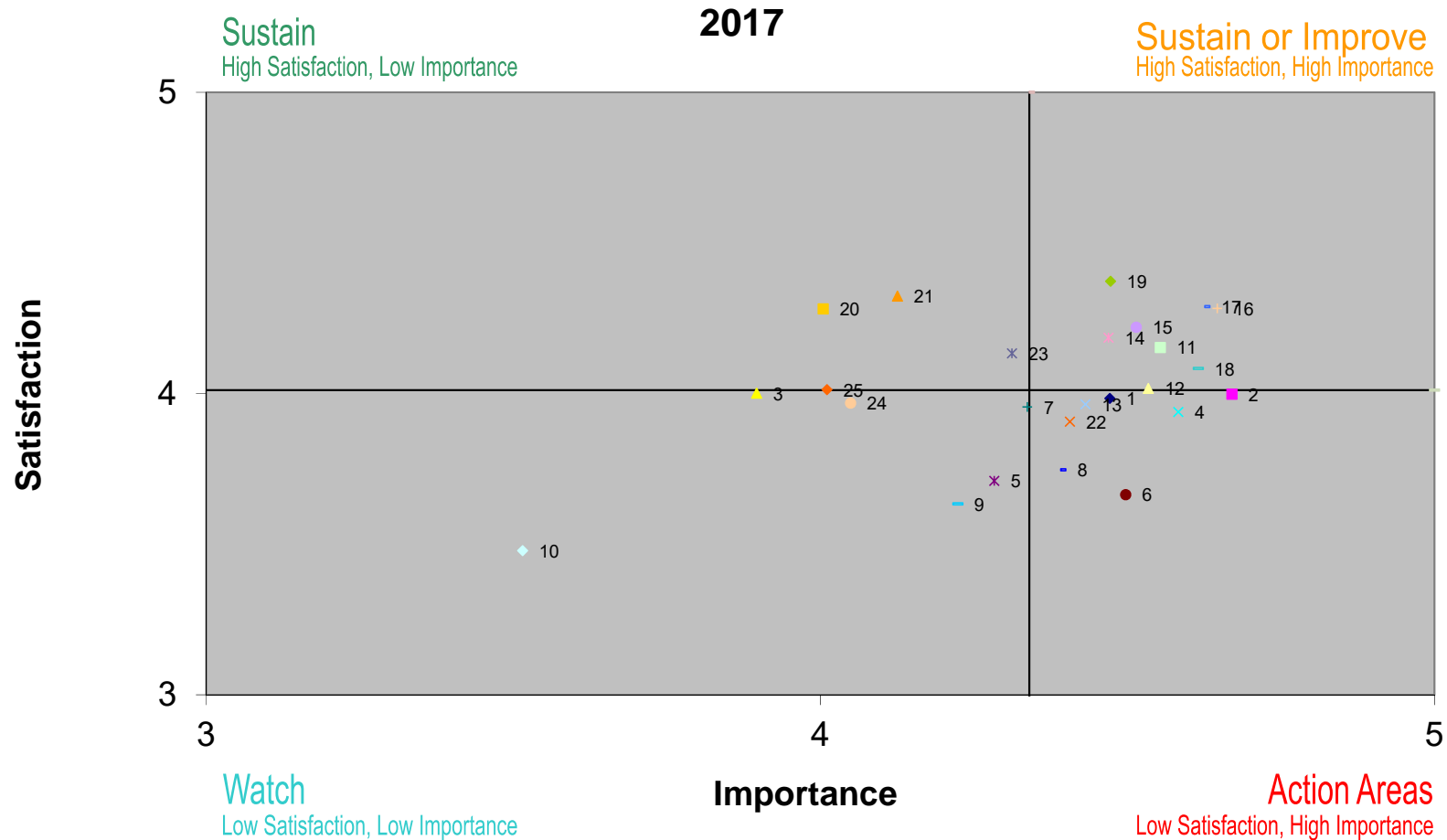
- 1 = Food: Overall
- 2 = Taste
- 3 = Eye appeal
- 4 = Freshness
- 5 = Nutritional content
- 6 = Value
- 7 = Availability of posted menu items
- 8 = Variety of menu choices

- 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

2019 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

2 = Taste

3 = Eye appeal

4 = Freshness

5 = Nutritional content

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7 = Availability of posted menu items

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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	
Food: Overall	4.13	0.36	4.09	0.37	4.03	0.37	4.29	0.31	4.31	0.36	4.18	0.42	4.10	0.33	4.05	0.36	4.02	0.27	4.00	0.41	3.00	1.33	4.15	0.34	4.08	0.41	4.33	0.00	4.25	-0.05	4.14	0.42	4.12	0.33
Taste	4.12	0.54	4.10	0.51	3.97	0.71	4.25	0.60	4.23	0.44	4.16	0.58	4.17	0.42	4.03	0.54	4.02	0.40	4.05	0.54	3.67	0.67	4.17	0.50	4.02	0.62	3.67	1.33	4.50	0.10	4.12	0.60	4.12	0.51
Eye appeal	4.05	-0.03	4.00	-0.05	3.97	0.00	4.28	0.00	4.15	0.35	4.09	-0.15	4.00	-0.14	3.84	0.16	4.02	0.02	3.87	-0.01	3.67	0.67	4.09	-0.04	3.97	-0.01	4.00	0.33	4.00	-0.60	4.10	-0.18	4.03	0.03
Freshness	4.08	0.51	4.01	0.51	4.25	0.44	4.31	0.47	4.23	0.69	4.06	0.57	3.99	0.54	3.99	0.38	3.98	0.36	3.93	0.65	3.00	1.67	4.08	0.52	4.07	0.48	4.00	0.67	4.00	0.40	4.07	0.54	4.09	0.49
Nutritional content	3.89	0.46	3.82	0.50	4.09	0.21	4.12	0.32	3.62	1.22	3.89	0.55	3.81	0.50	3.67	0.49	3.81	0.35	3.84	0.61	3.33	0.67	3.89	0.52	3.90	0.33	4.00	1.00	3.00	0.60	3.85	0.57	3.91	0.41
Value	3.87	0.65	3.76	0.71	4.23	0.17	4.19	0.53	4.25	0.50	3.85	0.64	3.74	0.79	3.69	0.71	3.75	0.59	3.60	0.96	3.33	1.67	3.91	0.62	3.79	0.68	3.67	1.33	3.00	1.60	3.81	0.69	3.90	0.62
Availability of posted menu items	4.07	0.36	4.00	0.38	4.03	0.32	4.33	0.26	4.46	0.37	4.09	0.40	3.92	0.39	3.92	0.48	4.05	0.28	3.91	0.34	2.33	1.67	4.10	0.33	4.01	0.42	3.67	0.33	3.20	1.20	4.12	0.36	4.05	0.35
Variety of menu choices	3.93	0.53	3.90	0.52	3.81	0.68	4.09	0.49	3.85	0.88	3.97	0.54	3.82	0.63	3.87	0.55	3.90	0.39	3.83	0.44	2.33	1.67	3.95	0.53	3.88	0.52	3.33	0.67	3.20	0.80	3.96	0.58	3.91	0.50
Variety of healthy menu choices	3.87	0.44	3.80	0.48	4.03	0.37	4.07	0.27	4.17	0.67	3.84	0.46	3.81	0.51	3.80	0.46	3.79	0.44	3.73	0.61	2.67	1.33	3.86	0.50	3.89	0.28	3.33	1.67	3.00	1.60	3.84	0.51	3.88	0.41
Variety of vegetarian menu choices	3.76	-0.13	3.73	-0.11	3.78	-0.19	3.92	-0.29	3.58	0.67	3.70	-0.23	3.90	-0.37	3.68	-0.05	3.74	0.19	3.67	0.02	2.67	1.00	3.77	-0.08	3.76	-0.27	3.00	0.67	3.40	0.80	3.75	-0.26	3.77	-0.07
Service: Overall	4.20	0.31	4.14	0.33	4.37	0.24	4.38	0.23	4.46	0.29	4.25	0.36	4.13	0.37	4.00	0.44	4.14	0.13	4.00	0.34	2.67	1.33	4.20	0.32	4.19	0.27	4.00	0.00	4.00	0.20	4.22	0.37	4.19	0.28
Speed of service	4.01	0.52	3.92	0.57	4.32	0.19	4.22	0.44	4.62	0.05	4.01	0.61	3.92	0.59	3.77	0.66	3.95	0.35	3.84	0.63	2.33	2.00	4.01	0.54	4.03	0.47	4.33	0.00	3.40	1.20	4.01	0.62	4.01	0.48
Hours of operation	4.08	0.36	3.98	0.44	4.25	0.13	4.37	0.13	4.85	-0.18	4.04	0.55	4.03	0.38	3.73	0.59	4.01	0.24	3.99	0.28	3.00	1.00	4.07	0.37	4.09	0.33	4.67	0.00	3.75	0.75	4.00	0.59	4.12	0.25
Helpfulness of staff	4.24	0.23	4.20	0.22	4.49	0.03	4.32	0.32	4.31	0.36	4.31	0.26	4.17	0.27	3.97	0.32	4.19	0.11	4.20	0.08	2.67	1.67	4.25	0.25	4.21	0.19	4.33	-0.33	3.60	0.60	4.28	0.25	4.22	0.22
Friendliness of staff	4.27	0.26	4.22	0.27	4.56	-0.09	4.38	0.30	4.46	0.21	4.36	0.26	4.14	0.35	4.02	0.38	4.17	0.19	4.21	0.14	2.33	2.00	4.28	0.28	4.25	0.21	4.00	0.33	3.60	1.00	4.33	0.29	4.24	0.24
Cleanliness: Overall	4.29	0.28	4.24	0.30	4.51	0.16	4.43	0.25	4.15	0.39	4.34	0.34	4.26	0.19	4.16	0.35	4.15	0.18	4.14	0.43	3.33	0.67	4.30	0.30	4.26	0.25	4.00	0.67	4.00	0.60	4.31	0.36	4.28	0.25
Cleanliness: Serving areas	4.32	0.25	4.27	0.25	4.51	0.23	4.47	0.22	4.38	0.34	4.38	0.29	4.31	0.13	4.14	0.26	4.18	0.13	4.17	0.43	3.67	0.67	4.35	0.24	4.27	0.26	4.33	0.33	4.00	0.60	4.36	0.30	4.31	0.22
Cleanliness: Eating areas (tables, chairs, etc.)	4.18	0.37	4.13	0.38	4.30	0.34	4.34	0.33	4.31	0.24	4.30	0.36	4.12	0.36	4.02	0.46	4.04	0.23	3.92	0.64	3.33	0.67	4.19	0.37	4.15	0.36	4.33	0.33	4.20	0.60	4.26	0.38	4.14	0.36
Location	4.34	0.12	4.31	0.12	4.40	0.18	4.45	0.12	4.31	0.36	4.39	0.15	4.35	0.13	4.21	0.18	4.19	0.04	4.33	0.06	3.67	0.33	4.38	0.12	4.26	0.13	4.33	-1.00	3.50	0.50	4.39	0.20	4.32	0.09
Layout of facility	4.27	-0.18	4.29	-0.22	4.21	-0.23	4.22	0.00	4.46	-0.21	4.39	-0.28	4.35	-0.24	4.13	-0.11	4.17	-0.10	4.27	-0.32	3.67	0.33	4.29	-0.16	4.24	-0.22	4.33	-1.33	3.00	1.50	4.39	-0.25	4.22	-0.14
Appearance	4.35	-0.15	4.34	-0.18	4.18	-0.08	4.44	-0.05	4.62	-0.07	4.47	-0.25	4.32	-0.14	4.26	-0.23	4.22	-0.10	4.26	-0.15	3.67	0.33	4.38	-0.14	4.30	-0.20	4.50	-0.50	3.25	1.00	4.45	-0.19	4.30	-0.13
Availability of seating	4.02	0.42	3.99	0.41	4.12	0.38	4.10	0.42	4.08	0.59	3.99	0.55	4.00	0.38	3.98	0.34	3.96	0.30	4.01	0.26	3.67	0.33	4.01	0.46	4.03	0.32	3.67	0.00	3.40	0.80	4.03	0.50	4.01	0.37
Comfort (seats, temperature, lighting, sound level, etc.)	4.14	0.20	4.15	0.19	4.03	0.20	4.15	0.23	4.00	0.64	4.27	0.14	4.19	0.16	4.10	0.24	4.04	0.15	3.97	0.36	3.33	0.67	4.16	0.23	4.12	0.15	4.50	-0.83	3.60	0.80	4.28	0.16	4.08	0.22
Environmentally friendly practices related to food	4.01	0.19	3.97	0.21	3.96	0.16	4.20	0.07	4.09	0.49	4.04	0.16	4.02	0.19	3.83	0.35	3.98	0.21	3.82	0.25	3.33	0.33	4.01	0.26	4.01	0.02	4.50	0.50	4.00	0.80	4.07	0.19	3.98	0.19
Social/ethical practices related to food	4.01	0.14	3.99	0.15	3.71	0.25	4.18	0.06	4.09	0.41	4.09	0.06	3.98	0.21	3.86	0.29	3.97	0.16	3.89	0.17	3.67	0.00	4.01	0.22	4.00	-0.04	4.50	0.50	3.50	1.10	4.09	0.11	3.97	0.16

	OVERALL SAMPLE																																			
	All Valid Respondents		Respondent Type								Student Class Status										Gender Identity								Live...							
			Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus			
	Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap				
Food: Overall	3.88	0.51	3.83	0.53	4.06	0.47	4.15	0.46	4.33	0.08	3.80	0.55	3.76	0.62	3.89	0.49	3.93	0.45	3.89	0.41	3.95	0.30	3.88	0.54	3.88	0.48	3.75	0.59	3.90	0.45	3.76	0.61	4.06	0.37		
Taste	3.84	0.71	3.79	0.74	4.08	0.58	4.18	0.59	4.31	0.21	3.73	0.79	3.72	0.80	3.86	0.68	3.92	0.62	3.88	0.59	3.91	0.49	3.85	0.75	3.84	0.64	3.68	0.79	3.88	0.62	3.70	0.83	4.07	0.53		
Eye appeal	3.80	-0.01	3.74	0.01	4.08	-0.08	4.16	-0.05	4.25	-0.20	3.69	0.01	3.66	0.10	3.80	0.02	3.84	-0.05	3.91	-0.15	3.81	-0.07	3.82	0.05	3.77	-0.09	3.64	0.04	3.83	-0.23	3.66	0.05	4.02	-0.10		
Freshness	3.76	0.74	3.68	0.79	4.14	0.49	4.22	0.51	4.25	0.24	3.61	0.85	3.60	0.87	3.75	0.74	3.79	0.69	3.94	0.53	3.85	0.54	3.75	0.84	3.78	0.60	3.64	0.75	3.85	0.58	3.59	0.89	4.03	0.52		
Nutritional content	3.63	0.69	3.56	0.75	3.91	0.49	4.01	0.32	4.11	0.18	3.51	0.80	3.51	0.80	3.62	0.69	3.63	0.65	3.72	0.61	3.64	0.59	3.58	0.81	3.70	0.49	3.52	0.72	3.68	0.58	3.49	0.83	3.83	0.47		
Value	3.55	0.78	3.51	0.78	3.75	0.71	3.72	0.87	4.18	0.18	3.57	0.65	3.44	0.85	3.50	0.87	3.49	0.88	3.45	1.01	3.55	0.70	3.54	0.83	3.56	0.70	3.42	0.86	3.58	0.75	3.50	0.74	3.62	0.86		
Availability of posted menu items	3.94	0.33	3.88	0.37	4.19	0.07	4.28	0.12	4.36	-0.08	3.83	0.37	3.84	0.43	3.95	0.37	3.98	0.33	3.97	0.25	3.92	0.21	3.95	0.36	3.93	0.27	3.77	0.47	3.95	0.28	3.82	0.41	4.13	0.19		
Variety of menu choices	3.64	0.74	3.58	0.79	3.83	0.56	3.95	0.51	4.25	0.06	3.53	0.85	3.50	0.89	3.66	0.73	3.72	0.65	3.67	0.60	3.73	0.45	3.62	0.83	3.67	0.62	3.51	0.87	3.63	0.68	3.49	0.91	3.87	0.49		
Variety of healthy menu choices	3.56	0.74	3.50	0.79	3.79	0.59	3.94	0.40	4.12	0.15	3.46	0.84	3.44	0.86	3.56	0.74	3.58	0.69	3.63	0.66	3.57	0.61	3.50	0.91	3.65	0.47	3.45	0.85	3.64	0.62	3.42	0.89	3.78	0.51		
Variety of vegetarian menu choices	3.61	-0.07	3.55	-0.01	3.80	-0.17	3.94	-0.50	4.12	-0.42	3.56	-0.10	3.48	0.08	3.59	0.03	3.59	0.02	3.61	0.04	3.57	0.02	3.54	0.17	3.71	-0.49	3.41	0.48	3.62	0.21	3.51	0.01	3.76	-0.20		
Service: Overall	4.26	-0.16	4.23	-0.16	4.41	-0.11	4.42	-0.22	4.51	-0.04	4.25	-0.13	4.19	0.20	4.23	-0.18	4.24	-0.18	4.22	-0.15	4.28	-0.18	4.21	-0.12	4.21	-0.13	4.13	0.22	4.32	-0.02	4.21	-0.16	4.32	-0.16		
Speed of service	4.13	0.27	4.11	0.27	4.26	0.23	4.28	0.32	4.43	-0.01	4.13	0.21	4.07	0.30	4.10	0.32	4.10	0.32	4.12	0.30	4.11	0.17	4.15	0.30	4.10	0.23	4.07	0.21	4.27	-0.03	4.10	0.25	4.18	0.31		
Hours of operation	3.87	0.55	3.80	0.62	4.17	0.20	4.30	0.11	4.42	-0.16	3.70	0.73	3.79	0.64	3.90	0.54	3.95	0.47	3.94	0.46	3.89	0.41	3.88	0.59	3.86	0.49	3.76	0.64	3.92	0.40	4.07	0.71	4.10	0.31		
Helpfulness of staff	4.30	0.03	4.26	0.03	4.51	-0.01	4.50	0.11	4.54	-0.13	4.26	0.01	4.24	0.05	4.28	0.05	4.29	0.03	4.28	0.00	4.24	0.05	4.32	0.08	4.26	-0.04	4.19	0.05	4.36	-0.13	4.25	0.02	4.37	0.04		
Friendliness of staff	4.33	0.02	4.30	0.02	4.55	-0.06	4.53	0.10	4.55	-0.11	4.30	0.01	4.28	0.04	4.32	0.04	4.32	0.03	4.30	0.00	4.29	0.07	4.35	0.08	4.31	-0.06	4.22	0.01	4.38	-0.21	4.29	0.02	4.41	0.03		
Cleanliness: Overall	4.26	0.32	4.21	0.34	4.48	0.19	4.50	0.26	4.51	0.05	4.19	0.36	4.17	0.39	4.25	0.32	4.26	0.31	4.33	0.22	4.32	0.17	4.27	0.37	4.24	0.25	4.18	0.26	4.30	0.18	4.17	0.38	4.39	0.23		
Cleanliness: Serving areas	4.30	0.24	4.27	0.25	4.48	0.14	4.50	0.21	4.49	0.03	4.26	0.24	4.22	0.29	4.28	0.25	4.28	0.25	4.35	0.16	4.32	0.13	4.31	0.30	4.28	0.15	4.19	0.23	4.33	0.10	4.24	0.28	4.39	0.19		
Cleanliness: Eating areas (tables, chairs, etc.)	4.03	0.48	3.99	0.51	4.22	0.28	4.24	0.34	4.42	0.09	3.96	0.54	3.95	0.55	4.03	0.49	4.03	0.47	4.13	0.35	4.09	0.32	4.02	0.55	4.04	0.38	3.98	0.42	4.08	0.30	3.96	0.55	4.14	0.39		
Location	4.42	-0.08	4.39	-0.06	4.53	-0.17	4.56	-0.17	4.53	-0.27	4.43	-0.10	4.37	-0.03	4.37	-0.03	4.36	-0.04	4.34	0.01	4.25	-0.05	4.44	-0.04	4.38	-0.13	4.29	-0.04	4.42	-0.21	4.41	-0.08	4.42	-0.07		
Layout of facility	4.27	-0.28	4.26	-0.29	4.27	-0.20	4.30	-0.19	4.44	-0.32	4.24	-0.32	4.20	-0.39	4.21	-0.24	4.22	-0.20	4.21	-0.19	4.21	-0.25	4.16	-0.27	4.29	-0.25	4.22	-0.32	4.09	-0.09	4.24	-0.42	4.27	-0.32	4.26	-0.21
Appearance	4.30	-0.30	4.29	-0.32	4.33	-0.23	4.40	-0.21	4.48	-0.27	4.32	-0.38	4.26	-0.28	4.27	-0.26	4.27	-0.26	4.27	-0.31	4.22	-0.35	4.33	-0.27	4.26	-0.36	4.16	-0.27	4.32	-0.60	4.29	-0.34	4.32	-0.25		
Availability of seating	3.97	0.39	3.93	0.44	4.15	0.09	4.18	0.08	4.32	-0.02	4.00	0.36	3.87	0.51	3.88	0.52	3.87	0.52	3.92	0.36	3.98	0.26	3.95	0.45	3.99	0.29	3.80	0.48	4.08	0.17	3.96	0.41	3.97	0.36		
Comfort (seats, temperature, lighting, sound level, etc.)	4.13	0.10	4.12	0.11	4.12	0.07	4.18	0.02	4.35	-0.12	4.20	0.02	4.10	0.14	4.06	0.21	4.05	0.21	4.03	0.16	3.98	0.21	4.13	0.15	4.13	0.02	3.88	0.31	4.12	0.01	4.15	0.07	4.09	0.15		
Environmentally friendly practices related to food	3.99	0.14	3.97	0.16	3.99	0.25	4.18	0.01	4.38	-0.31	4.04	0.06	3.91	0.21	3.94	0.23	3.90	0.25	3.92	0.24	3.85	0.34	3.97	0.31	4.03	-0.13	3.83	0.41	3.85	0.40	3.96	0.15	4.04	0.15		
Social/ethical practices related to food	4.04	0.03	4.01	0.05	4.04	0.11	4.18	-0.09	4.38	-0.42	4.08	-0.04	3.96	0.08	4.00	0.12	3.95	0.14	3.95	0.15	3.92	0.15	4.02	0.20	4.07	-0.26	3.81	0.42	3.87	0.30	4.01	0.03	4.07	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	4.13	0.36	3.88	0.51	4.07	0.40	3.88	0.50	3.89	0.50	3.67	0.65	3.90	0.49
Taste	4.12	0.54	3.84	0.71	4.04	0.57	3.84	0.70	3.85	0.70	3.64	0.85	3.85	0.70
Eye appeal	4.05	-0.03	3.80	-0.01	4.00	-0.04	3.80	0.01	3.81	-0.02	3.66	0.06	3.81	-0.04
Freshness	4.08	0.51	3.76	0.74	3.98	0.57	3.76	0.74	3.77	0.74	3.63	0.81	3.77	0.72
Nutritional content	3.89	0.46	3.63	0.69	3.82	0.53	3.63	0.67	3.63	0.68	3.51	0.77	3.63	0.69
Value	3.87	0.65	3.55	0.78	3.76	0.69	3.56	0.77	3.56	0.76	3.33	0.96	3.57	0.76
Availability of posted menu items	4.07	0.36	3.94	0.33	4.11	0.25	3.93	0.35	3.95	0.32	3.80	0.38	3.93	0.34
Variety of menu choices	3.93	0.53	3.64	0.74	3.89	0.54	3.65	0.74	3.65	0.73	3.51	0.79	3.66	0.72
Variety of healthy menu choices	3.87	0.44	3.56	0.74	3.77	0.55	3.57	0.72	3.57	0.73	3.45	0.79	3.57	0.73
Variety of vegetarian menu choices	3.76	-0.13	3.61	-0.07	3.76	-0.08	3.61	-0.04	3.62	-0.08	3.45	0.12	3.62	-0.09
Service: Overall	4.20	0.31	4.26	0.16	4.33	0.19	4.25	0.17	4.26	0.15	4.12	0.22	4.26	0.14
Speed of service	4.01	0.52	4.13	0.27	4.18	0.32	4.14	0.26	4.14	0.26	4.03	0.31	4.13	0.27
Hours of operation	4.08	0.36	3.87	0.55	4.02	0.45	3.87	0.56	3.88	0.54	3.82	0.56	3.87	0.55
Helpfulness of staff	4.24	0.23	4.30	0.03	4.35	0.09	4.29	0.04	4.31	0.02	4.18	0.09	4.29	0.00
Friendliness of staff	4.27	0.26	4.33	0.02	4.38	0.08	4.32	0.03	4.34	0.02	4.22	0.09	4.32	0.00
Cleanliness: Overall	4.29	0.28	4.26	0.32	4.38	0.27	4.25	0.33	4.26	0.32	4.13	0.37	4.25	0.32
Cleanliness: Serving areas	4.32	0.25	4.30	0.24	4.40	0.20	4.29	0.25	4.30	0.23	4.17	0.29	4.29	0.23
Cleanliness: Eating areas (tables, chairs, etc.)	4.18	0.37	4.03	0.48	4.15	0.41	4.02	0.50	4.03	0.48	3.95	0.49	4.00	0.50
Location	4.34	0.12	4.42	-0.08	4.44	-0.02	4.40	-0.04	4.42	-0.08	4.26	-0.03	4.42	-0.05
Layout of facility	4.27	-0.18	4.27	-0.28	4.33	-0.24	4.27	-0.27	4.27	-0.28	4.15	-0.28	4.27	-0.31
Appearance	4.35	-0.15	4.30	-0.30	4.38	-0.24	4.30	-0.29	4.31	-0.31	4.19	-0.28	4.30	-0.33
Availability of seating	4.02	0.42	3.97	0.39	3.95	0.46	3.96	0.40	3.97	0.39	3.84	0.43	3.88	0.49
Comfort (seats, temperature, lighting, sound level, etc.)	4.14	0.20	4.13	0.10	4.17	0.14	4.13	0.11	4.14	0.09	4.02	0.13	4.11	0.11
Environmentally friendly practices related to food	4.01	0.19	3.99	0.14	4.11	0.12	4.01	0.15	4.00	0.14	3.84	0.21	4.02	0.11
Social/ethical practices related to food	4.01	0.14	4.04	0.03	4.14	0.03	4.05	0.04	4.04	0.02	3.89	0.10	4.06	0.01

* Gap = Mean Importance minus Mean Satisfaction.

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

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

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.03	0.51	3.66	0.71	3.91	0.55	3.68	0.69	3.66	0.71	3.39	0.96	3.70	0.67
Taste	3.90	0.85	3.55	0.97	3.79	0.80	3.56	0.95	3.55	0.97	3.28	1.23	3.58	0.95
Eye appeal	3.94	0.00	3.54	0.13	3.80	0.09	3.55	0.14	3.54	0.13	3.39	0.20	3.57	0.06
Freshness	3.95	0.77	3.50	0.99	3.81	0.74	3.51	0.97	3.50	0.99	3.35	1.10	3.52	0.96
Nutritional content	3.89	0.57	3.48	0.86	3.78	0.61	3.49	0.84	3.48	0.86	3.36	0.97	3.47	0.87
Value	3.93	0.61	3.47	0.72	3.79	0.59	3.49	0.71	3.48	0.72	3.21	0.97	3.50	0.69
Availability of posted menu items	4.03	0.38	3.75	0.44	3.94	0.36	3.74	0.46	3.76	0.44	3.61	0.50	3.74	0.44
Variety of menu choices	3.82	0.76	3.40	1.00	3.72	0.73	3.41	0.98	3.40	1.00	3.24	1.11	3.42	0.96
Variety of healthy menu choices	3.82	0.63	3.41	0.92	3.72	0.64	3.42	0.89	3.41	0.92	3.28	1.01	3.41	0.91
Variety of vegetarian menu choices	3.71	-0.20	3.46	0.01	3.72	-0.04	3.47	0.02	3.47	0.01	3.30	0.22	3.48	-0.03
Service: Overall	4.42	0.13	4.22	0.13	4.32	0.17	4.21	0.14	4.22	0.13	4.14	0.17	4.22	0.11
Speed of service	4.38	0.15	4.18	0.13	4.27	0.17	4.18	0.14	4.18	0.13	4.12	0.15	4.17	0.12
Hours of operation	4.22	0.24	3.72	0.70	3.93	0.55	3.73	0.70	3.72	0.70	3.74	0.66	3.72	0.68
Helpfulness of staff	4.44	0.06	4.26	-0.01	4.34	0.07	4.23	0.01	4.26	-0.01	4.21	0.03	4.24	-0.03
Friendliness of staff	4.48	0.09	4.29	-0.01	4.37	0.07	4.26	0.02	4.29	-0.01	4.26	0.03	4.25	-0.02
Cleanliness: Overall	4.27	0.41	4.10	0.47	4.28	0.37	4.09	0.48	4.10	0.47	4.01	0.53	4.09	0.47
Cleanliness: Serving areas	4.38	0.33	4.21	0.33	4.35	0.26	4.19	0.34	4.21	0.33	4.11	0.39	4.21	0.31
Cleanliness: Eating areas (tables, chairs, etc.)	4.24	0.43	3.89	0.64	4.07	0.53	3.87	0.67	3.89	0.64	3.86	0.64	3.87	0.65
Location	4.37	0.13	4.39	-0.07	4.36	0.02	4.38	-0.03	4.39	-0.07	4.30	-0.04	4.38	-0.04
Layout of facility	4.37	-0.34	4.25	-0.32	4.34	-0.31	4.25	-0.32	4.25	-0.33	4.14	-0.30	4.25	-0.38
Appearance	4.47	-0.31	4.25	-0.33	4.35	-0.26	4.26	-0.32	4.25	-0.33	4.18	-0.32	4.25	-0.38
Availability of seating	4.07	0.45	3.93	0.47	3.86	0.63	3.92	0.50	3.93	0.47	3.82	0.52	3.84	0.58
Comfort (seats, temperature, lighting, sound level, etc.)	4.19	0.18	4.12	0.11	4.16	0.19	4.13	0.12	4.12	0.10	4.05	0.13	4.11	0.09
Environmentally friendly practices related to food	4.04	0.14	3.95	0.14	4.11	0.06	3.97	0.12	3.95	0.14	3.78	0.24	3.98	0.08
Social/ethical practices related to food	4.03	0.10	3.98	0.04	4.14	-0.02	4.00	0.02	3.98	0.04	3.84	0.12	4.00	-0.02

* 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	4.18	0.28	4.07	0.34	4.17	0.30	4.06	0.34	4.09	0.32	3.87	0.44	4.08	0.33
Taste	4.23	0.38	4.09	0.47	4.19	0.43	4.08	0.48	4.12	0.45	3.90	0.58	4.10	0.47
Eye appeal	4.11	-0.05	4.03	-0.12	4.11	-0.12	4.02	-0.09	4.05	-0.14	3.86	-0.05	4.02	-0.13
Freshness	4.14	0.37	3.98	0.53	4.09	0.46	3.98	0.53	4.00	0.51	3.82	0.61	3.99	0.51
Nutritional content	3.89	0.41	3.75	0.53	3.84	0.48	3.76	0.53	3.77	0.51	3.61	0.63	3.76	0.53
Value	3.84	0.66	3.61	0.83	3.75	0.75	3.62	0.83	3.64	0.80	3.42	0.96	3.64	0.82
Availability of posted menu items	4.09	0.35	4.10	0.23	4.22	0.19	4.09	0.25	4.12	0.22	3.94	0.30	4.10	0.25
Variety of menu choices	3.98	0.41	3.85	0.52	4.00	0.43	3.85	0.52	3.87	0.50	3.70	0.57	3.87	0.50
Variety of healthy menu choices	3.89	0.34	3.70	0.58	3.79	0.50	3.70	0.57	3.72	0.55	3.56	0.63	3.71	0.56
Variety of vegetarian menu choices	3.79	-0.10	3.73	-0.13	3.78	-0.12	3.72	-0.08	3.75	-0.15	3.56	0.06	3.74	-0.14
Service: Overall	4.09	0.39	4.29	0.19	4.33	0.21	4.28	0.19	4.30	0.17	4.11	0.26	4.29	0.18
Speed of service	3.82	0.71	4.10	0.39	4.13	0.41	4.11	0.36	4.11	0.37	3.97	0.42	4.08	0.40
Hours of operation	4.01	0.41	4.01	0.41	4.07	0.39	3.99	0.44	4.03	0.39	3.87	0.49	3.99	0.42
Helpfulness of staff	4.13	0.32	4.34	0.06	4.36	0.10	4.33	0.07	4.35	0.05	4.16	0.14	4.34	0.04
Friendliness of staff	4.16	0.34	4.37	0.05	4.39	0.10	4.37	0.05	4.38	0.04	4.20	0.14	4.38	0.01
Cleanliness: Overall	4.29	0.22	4.39	0.19	4.44	0.20	4.38	0.20	4.40	0.18	4.22	0.26	4.38	0.19
Cleanliness: Serving areas	4.29	0.20	4.38	0.16	4.43	0.17	4.37	0.17	4.39	0.15	4.21	0.21	4.37	0.16
Cleanliness: Eating areas (tables, chairs, etc.)	4.15	0.34	4.15	0.33	4.21	0.34	4.15	0.34	4.17	0.32	4.01	0.38	4.12	0.36
Location	4.33	0.12	4.44	-0.08	4.49	-0.05	4.42	-0.04	4.45	-0.08	4.24	-0.02	4.45	-0.07
Layout of facility	4.22	-0.09	4.28	-0.24	4.32	-0.20	4.28	-0.23	4.29	-0.25	4.16	-0.26	4.28	-0.24
Appearance	4.29	-0.07	4.35	-0.28	4.39	-0.23	4.34	-0.26	4.36	-0.29	4.20	-0.25	4.34	-0.29
Availability of seating	3.99	0.39	4.00	0.31	4.00	0.35	4.00	0.31	4.00	0.31	3.86	0.36	3.92	0.40
Comfort (seats, temperature, lighting, sound level, etc.)	4.12	0.21	4.14	0.10	4.18	0.11	4.13	0.11	4.15	0.08	4.00	0.12	4.11	0.12
Environmentally friendly practices related to food	4.00	0.21	4.03	0.15	4.10	0.16	4.05	0.17	4.04	0.14	3.88	0.19	4.06	0.14
Social/ethical practices related to food	4.00	0.16	4.08	0.03	4.14	0.06	4.09	0.07	4.10	0.02	3.92	0.08	4.10	0.03

* Gap = Mean Importance minus Mean Satisfaction.

3 Year Trend For Your Institution

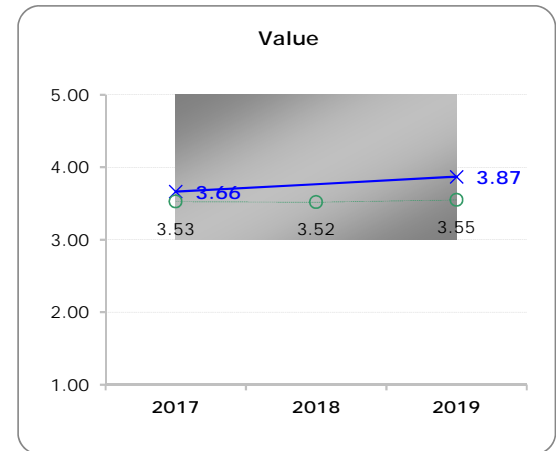
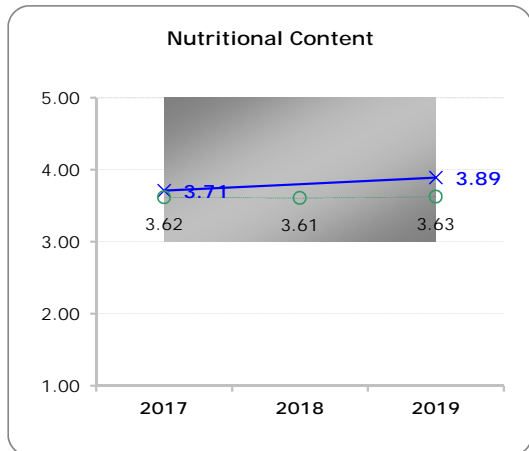
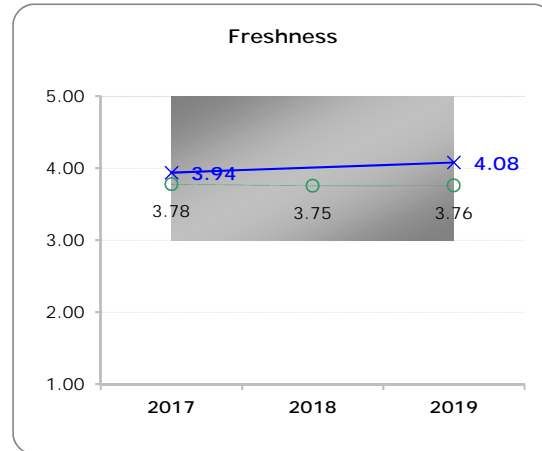
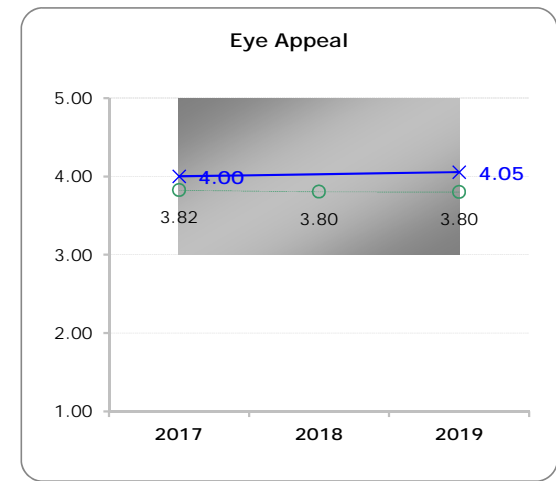
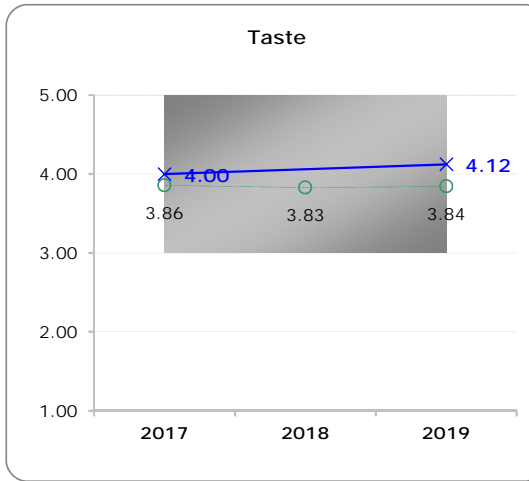
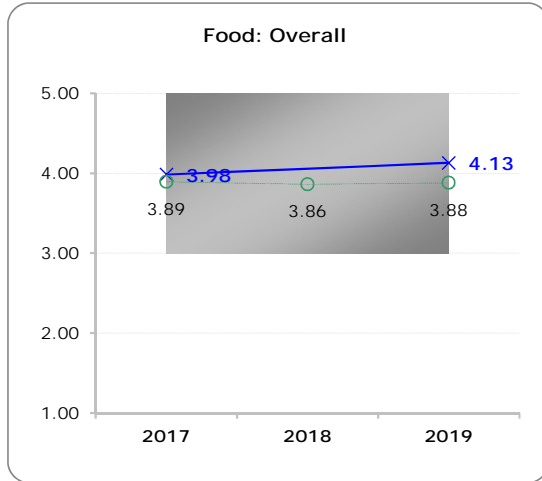
	Your Institution		Your Institution			Your Institution		
	2017		2018			2019		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall	3.98	0.49				4.13	0.36	
Taste	4.00	0.67				4.12	0.54	
Eye appeal	4.00	-0.10				4.05	-0.03	
Freshness	3.94	0.64				4.08	0.51	
Nutritional content	3.71	0.57				3.89	0.46	
Value	3.66	0.83				3.87	0.65	
Availability of posted menu items	3.96	0.38				4.07	0.36	
Variety of menu choices	3.75	0.65				3.93	0.53	
Variety of healthy menu choices	3.63	0.59				3.87	0.44	
Variety of vegetarian menu choices	3.48	0.04				3.76	-0.13	
Service: Overall	4.15	0.40				4.20	0.31	
Speed of service	4.02	0.52				4.01	0.52	
Hours of operation	3.96	0.47				4.08	0.36	
Helpfulness of staff	4.19	0.28				4.24	0.23	
Friendliness of staff	4.22	0.29				4.27	0.26	
Cleanliness: Overall	4.28	0.36				4.29	0.28	
Cleanliness: Serving areas	4.29	0.34				4.32	0.25	
Cleanliness: Eating areas (tables, chairs, etc.)	4.08	0.53				4.18	0.37	
Location	4.37	0.10				4.34	0.12	
Layout of facility	4.28	-0.28				4.27	-0.18	
Appearance	4.32	-0.20				4.35	-0.15	
Availability of seating	3.91	0.50				4.02	0.42	
Comfort (seats, temperature, lighting, sound level, etc.)	4.13	0.18				4.14	0.20	
Environmentally friendly practices related to food	3.97	0.08				4.01	0.19	
Social/ethical practices related to food	4.01	0.00				4.01	0.14	

* Gap = Mean Importance minus Mean Satisfaction.

2019 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

FOOD



X = YOUR RESULTS

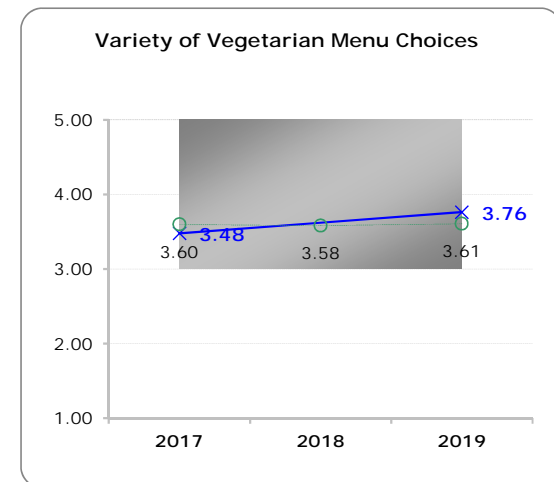
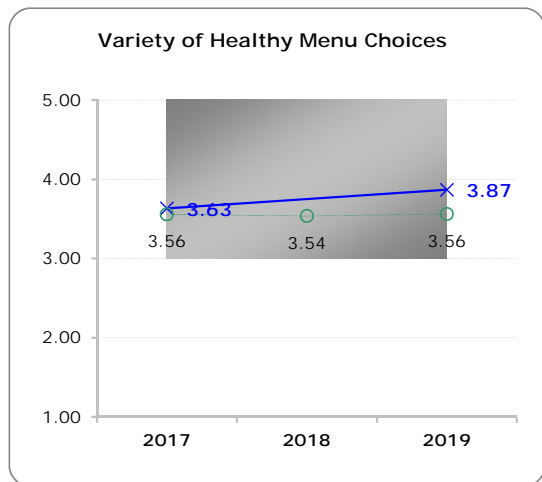
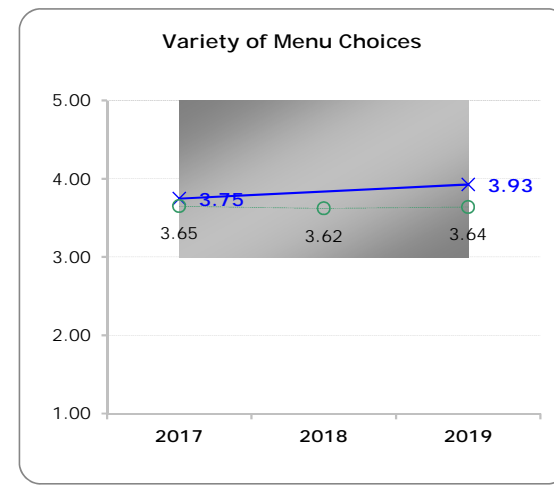
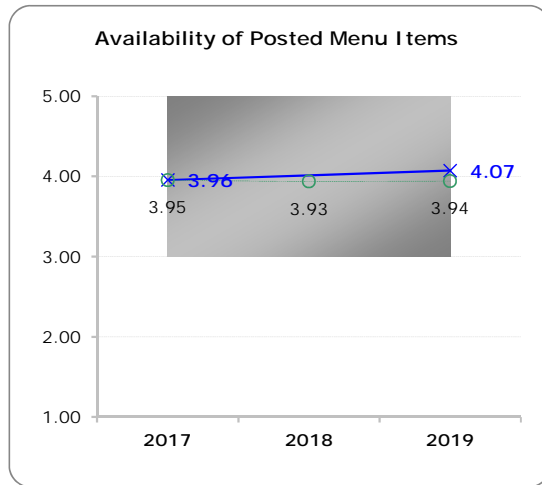
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2019 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

MENU



X = YOUR RESULTS

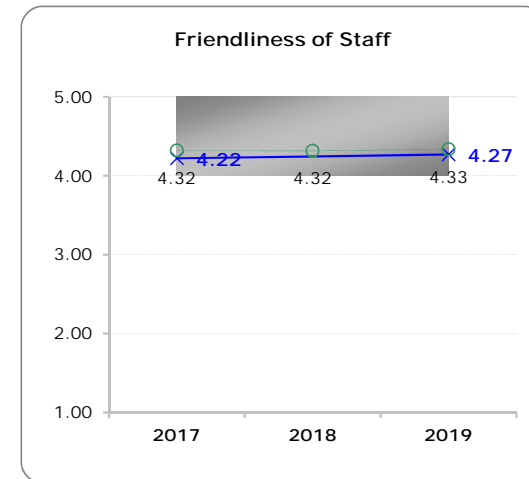
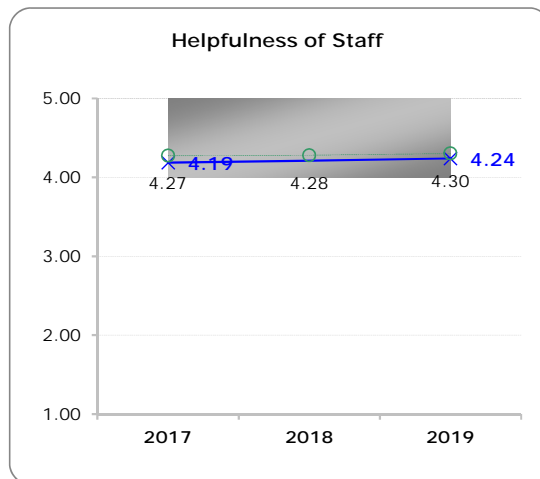
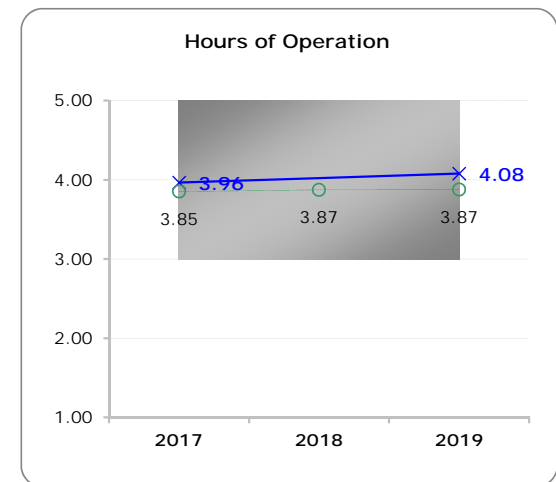
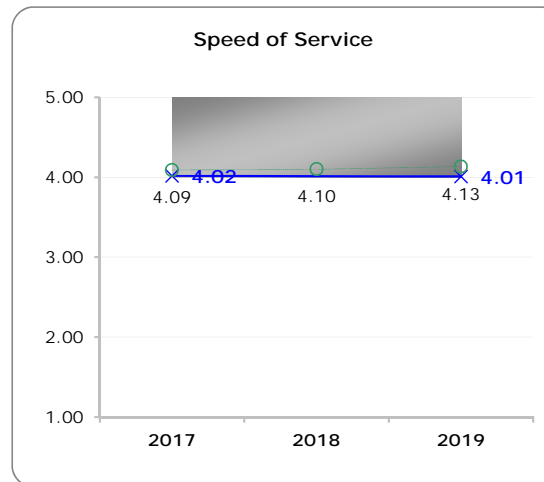
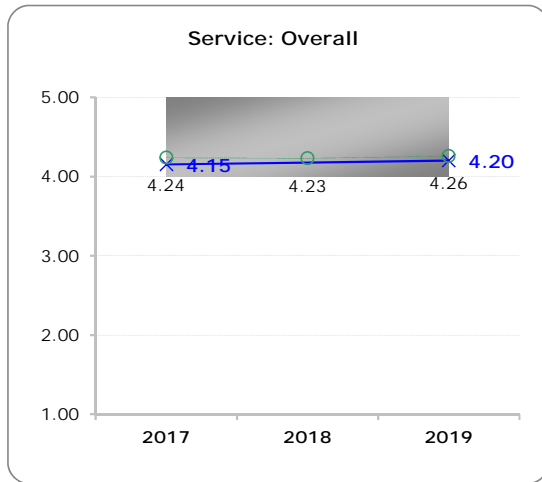
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2019 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

SERVICE



X = YOUR RESULTS

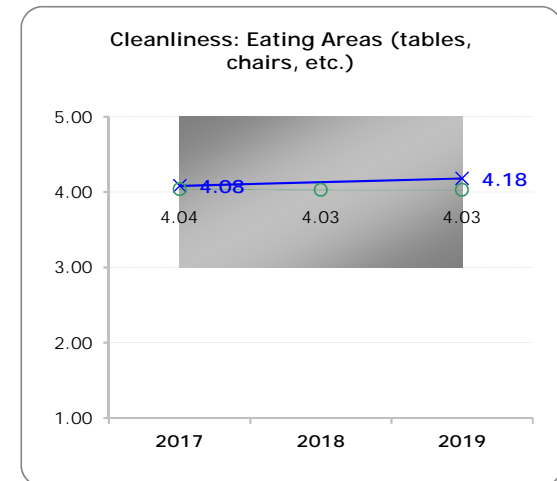
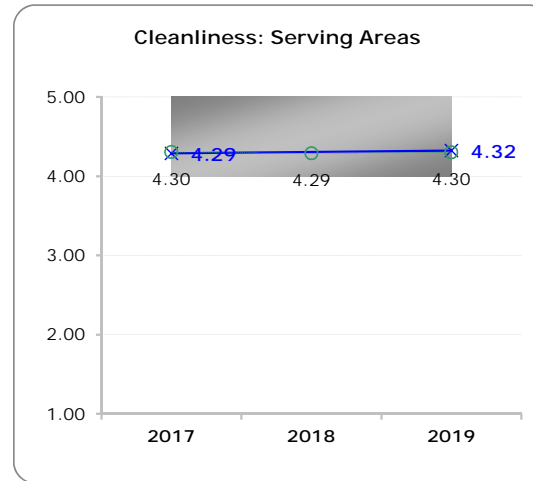
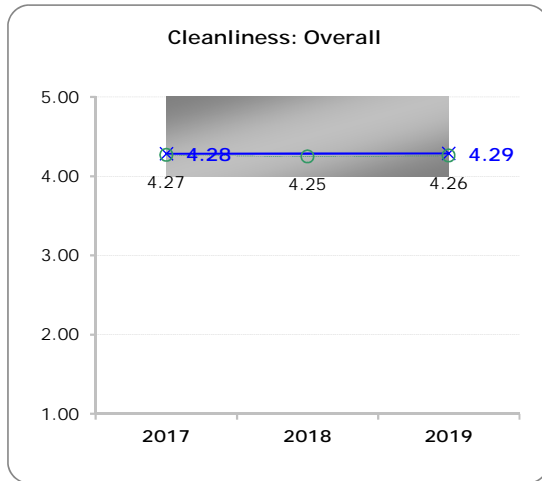
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

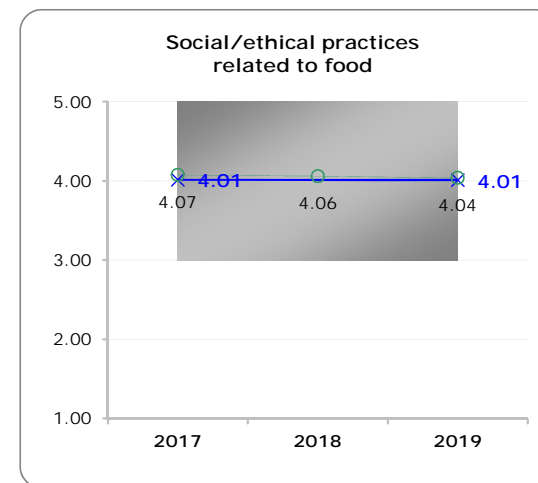
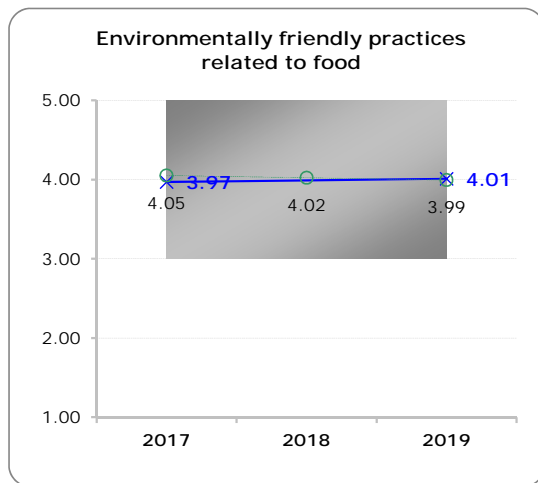
2019 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

CLEANLINESS



ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

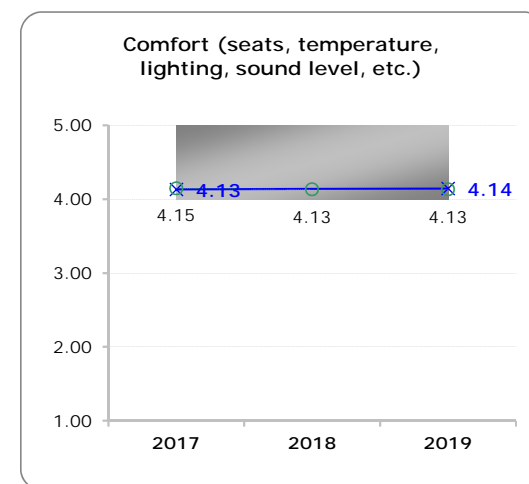
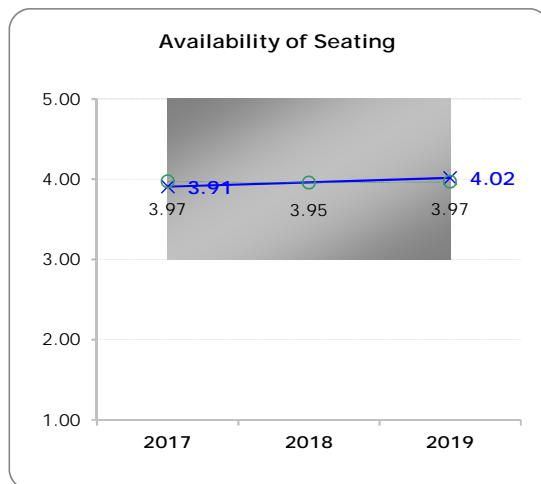
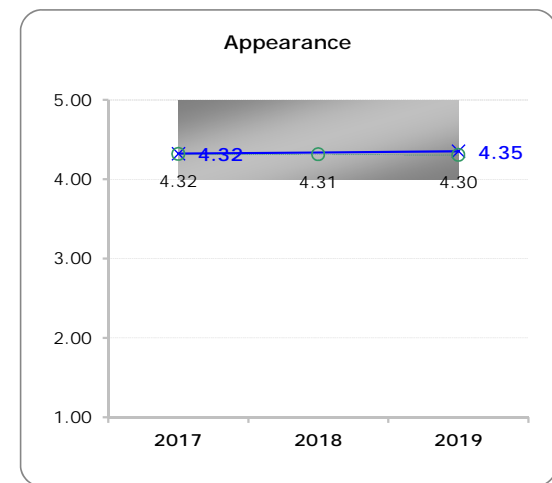
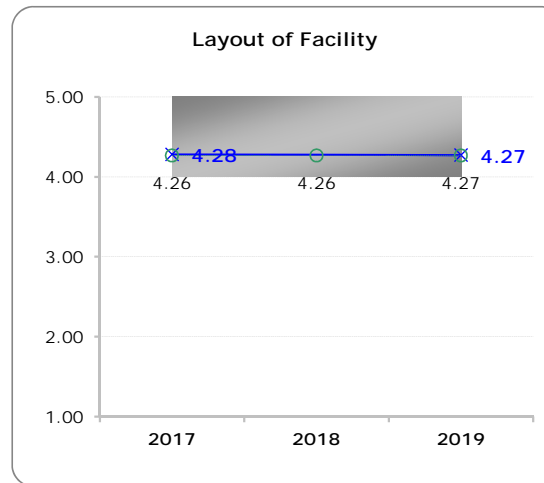
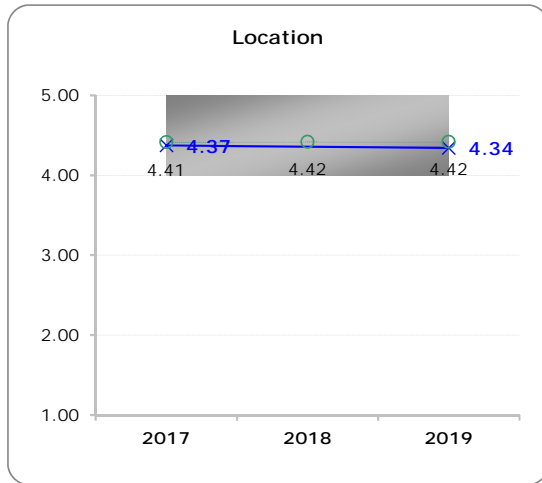
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2019 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	4.03	0.59	4.05	0.36	3.96	0.54				
Taste	3.91	0.92	3.87	0.76	4.00	0.65				
Eye appeal	3.96	-0.08	3.94	0.03	3.73	0.62				
Freshness	3.93	0.83	3.99	0.67	3.88	0.65				
Nutritional content	3.80	0.74	3.99	0.35	4.23	0.12				
Value	3.89	0.68	4.02	0.48	3.96	0.65				
Availability of posted menu items	4.06	0.42	4.01	0.31	3.88	0.38				
Variety of menu choices	3.91	0.72	3.69	0.86	3.63	0.72				
Variety of healthy menu choices	3.83	0.70	3.78	0.59	3.89	0.23				
Variety of vegetarian menu choices	3.75	-0.20	3.60	-0.15	3.81	-0.43				
Service: Overall	4.44	0.15	4.40	0.10	4.33	0.17				
Speed of service	4.36	0.23	4.43	0.00	4.30	0.09				
Hours of operation	4.44	0.12	3.95	0.38	3.56	0.75				
Helpfulness of staff	4.48	0.04	4.46	0.02	4.07	0.43				
Friendliness of staff	4.48	0.11	4.52	0.03	4.33	0.24				
Cleanliness: Overall	4.28	0.45	4.27	0.33	4.26	0.39				
Cleanliness: Serving areas	4.40	0.37	4.37	0.27	4.19	0.24				
Cleanliness: Eating areas (tables, chairs, etc.)	4.26	0.49	4.22	0.34	4.15	0.35				
Location	4.38	0.15	4.38	0.06	4.19	0.28				
Layout of facility	4.35	-0.24	4.45	-0.50	4.15	-0.46				
Appearance	4.54	-0.30	4.38	-0.38	4.22	-0.03				
Availability of seating	3.97	0.65	4.23	0.18	4.22	-0.03				
Comfort (seats, temperature, lighting, sound level, etc.)	4.19	0.24	4.18	0.11	4.28	-0.01				
Environmentally friendly practices related to food	4.03	0.23	4.05	-0.01	4.04	0.09				
Social/ethical practices related to food	4.07	0.16	4.02	-0.05	3.76	0.24				

	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	4.15	0.30	4.33	0.15	4.23	0.26	4.50	0.00	4.30	0.19
Taste	4.33	0.33	4.44	0.30	4.32	0.26	4.53	0.14	4.35	0.27
Eye appeal	4.40	-0.26	4.35	-0.19	4.17	-0.21	4.56	-0.50	4.14	-0.01
Freshness	4.42	0.21	4.21	0.47	4.19	0.16	4.50	0.19	4.18	0.31
Nutritional content	4.07	0.32	3.92	0.40	3.98	0.22	4.15	0.29	3.92	0.37
Value	3.93	0.68	3.92	0.81	3.81	0.57	4.00	0.52	3.86	0.61
Availability of posted menu items	4.09	0.48	4.15	0.54	4.38	-0.04	4.40	0.18	4.01	0.44
Variety of menu choices	4.16	0.26	4.12	0.46	4.20	-0.09	4.31	0.19	3.89	0.46
Variety of healthy menu choices	4.02	0.44	4.10	0.19	3.98	0.14	4.26	0.19	3.83	0.34
Variety of vegetarian menu choices	4.15	-0.15	4.13	-0.48	3.83	-0.16	4.03	-0.17	3.76	-0.06
Service: Overall	4.25	0.30	4.27	0.30	4.15	0.25	4.65	-0.08	4.07	0.50
Speed of service	3.75	0.87	4.02	0.49	3.98	0.63	4.44	0.07	3.90	0.72
Hours of operation	4.33	0.27	4.27	0.19	3.94	0.36	3.91	0.41	3.94	0.58
Helpfulness of staff	4.35	0.23	4.37	0.17	4.34	0.01	4.68	-0.06	4.07	0.41
Friendliness of staff	4.44	0.20	4.37	0.22	4.23	0.18	4.65	0.00	4.06	0.46
Cleanliness: Overall	4.39	0.24	4.39	0.10	4.27	0.47	4.65	-0.12	4.27	0.26
Cleanliness: Serving areas	4.44	0.13	4.37	0.13	4.20	0.46	4.62	0.00	4.28	0.19
Cleanliness: Eating areas (tables, chairs, etc.)	4.11	0.46	4.28	0.30	4.10	0.50	4.55	0.07	4.13	0.36
Location	4.46	0.17	4.41	0.28	4.15	0.08	4.44	-0.07	4.36	0.22
Layout of facility	4.18	0.16	4.27	-0.04	4.02	-0.15	4.38	-0.35	4.24	-0.04
Appearance	4.43	-0.08	4.24	-0.06	4.18	-0.09	4.56	-0.46	4.31	0.01
Availability of seating	3.83	0.58	3.88	0.55	3.96	0.38	4.18	0.31	4.01	0.51
Comfort (seats, temperature, lighting, sound level, etc.)	3.98	0.47	3.95	0.51	4.04	0.27	4.50	-0.15	4.17	0.23
Environmentally friendly practices related to food	4.04	0.15	4.00	0.46	4.09	-0.02	4.03	0.31	4.10	0.30
Social/ethical practices related to food	4.12	0.05	3.95	0.45	4.02	0.00	4.10	0.19	4.03	0.31

	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	3.78	0.33	4.11	0.36	3.69	0.48	4.11	0.32	3.50	0.75
Taste	3.83	0.50	4.19	0.49	3.65	0.59	4.17	0.48	3.50	0.50
Eye appeal	3.72	0.00	3.91	0.12	3.47	0.36	3.97	-0.11	3.25	0.25
Freshness	3.83	0.33	3.95	0.67	3.76	0.24	4.11	0.38	3.50	0.50
Nutritional content	3.94	0.18	3.46	0.69	3.65	0.24	3.95	0.30	3.50	0.75
Value	3.50	0.74	3.84	0.63	3.50	0.74	3.65	0.81	3.75	0.25
Availability of posted menu items	3.76	0.29	4.04	0.43	3.79	0.21	3.97	0.40	4.00	0.00
Variety of menu choices	3.76	0.35	3.85	0.63	3.68	0.48	3.95	0.38	4.33	-0.33
Variety of healthy menu choices	3.81	0.06	3.55	0.56	3.63	0.54	3.84	0.32	4.33	-0.33
Variety of vegetarian menu choices	3.57	0.03	3.36	0.33	3.60	0.05	3.67	-0.34	4.33	-0.33
Service: Overall	3.94	0.06	3.66	0.90	3.84	0.16	3.84	0.50	3.75	-0.08
Speed of service	3.61	0.39	2.79	1.84	3.74	0.49	3.64	0.81	3.50	0.17
Hours of operation	3.47	0.47	4.34	0.16	3.47	0.69	3.57	0.74	3.25	0.75
Helpfulness of staff	4.29	-0.18	3.74	0.82	3.95	0.22	3.85	0.44	3.50	-0.17
Friendliness of staff	4.24	-0.12	3.95	0.66	4.21	-0.10	3.80	0.64	3.50	0.17
Cleanliness: Overall	4.06	0.11	3.96	0.65	4.39	-0.21	4.32	0.09	3.75	-0.08
Cleanliness: Serving areas	3.94	0.11	4.07	0.57	4.28	-0.04	4.36	0.07	3.75	-0.08
Cleanliness: Eating areas (tables, chairs, etc.)	4.29	-0.18	3.64	1.07	4.33	-0.22	4.19	0.26	3.67	0.00
Location	3.94	0.22	4.42	0.13	4.53	-0.47	4.32	0.01	3.50	0.00
Layout of facility	4.11	-0.11	4.27	0.03	4.21	-0.27	3.87	0.03	3.75	-0.75
Appearance	4.11	-0.22	4.09	0.22	4.16	-0.32	4.28	-0.21	3.75	-0.50
Availability of seating	4.00	0.18	3.95	0.53	3.89	0.11	3.50	0.74	3.33	0.17
Comfort (seats, temperature, lighting, sound level, etc.)	3.94	0.06	4.10	0.36	4.22	-0.34	3.78	0.46	3.75	0.00
Environmentally friendly practices related to food	3.88	0.06	3.96	0.17	3.82	0.06	3.78	0.26	3.50	1.17
Social/ethical practices related to food	3.94	-0.18	3.88	0.21	3.67	0.20	3.88	0.13	3.50	0.50

* 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	4.27	0.07	4.00	0.54	4.00	0.00	4.06	0.54	4.04	0.46
Taste	4.27	0.20	4.05	0.56	3.89	0.25	4.06	0.62	4.00	0.61
Eye appeal	4.27	-0.53	3.90	0.37	3.78	0.22	3.90	0.42	3.90	0.34
Freshness	4.27	0.13	3.95	0.59	3.78	0.37	3.94	0.58	4.08	0.55
Nutritional content	3.87	0.40	3.92	0.58	3.44	0.13	3.66	0.68	4.04	0.35
Value	3.67	0.67	3.83	0.73	3.78	0.22	4.06	0.66	3.90	0.60
Availability of posted menu items	4.14	0.29	4.05	0.46	4.00	-0.29	4.00	0.52	4.22	0.30
Variety of menu choices	3.80	0.60	4.00	0.51	3.89	-0.03	3.94	0.58	3.98	0.45
Variety of healthy menu choices	3.73	0.27	3.95	0.48	3.56	-0.41	3.83	0.49	4.13	0.25
Variety of vegetarian menu choices	3.56	-0.47	3.77	0.20	4.13	-0.84	3.56	0.28	3.87	-0.14
Service: Overall	4.20	0.13	3.98	0.54	3.67	0.50	3.97	0.51	4.09	0.54
Speed of service	3.87	0.60	3.93	0.56	3.78	0.37	3.87	0.61	4.00	0.56
Hours of operation	4.00	0.13	3.73	0.71	3.89	0.11	4.30	0.06	3.96	0.47
Helpfulness of staff	4.00	0.47	4.10	0.44	3.78	0.37	4.03	0.45	4.02	0.40
Friendliness of staff	4.13	0.27	4.10	0.40	3.89	0.25	4.00	0.32	3.94	0.62
Cleanliness: Overall	4.20	0.33	4.20	0.29	3.89	-0.03	4.20	0.18	4.34	0.16
Cleanliness: Serving areas	4.20	0.27	4.13	0.35	3.89	0.25	4.23	0.14	4.32	0.15
Cleanliness: Eating areas (tables, chairs, etc.)	4.20	0.20	4.03	0.45	3.89	-0.03	4.17	0.21	4.19	0.19
Location	4.27	0.07	4.22	0.16	3.89	-0.03	4.43	-0.03	4.17	0.22
Layout of facility	4.33	-0.27	4.12	0.09	4.22	-0.37	4.33	-0.09	4.28	-0.17
Appearance	4.47	-0.27	4.00	0.24	3.89	-0.03	4.47	-0.07	4.36	-0.12
Availability of seating	4.13	0.07	4.05	0.31	3.78	0.22	4.37	0.03	3.76	0.54
Comfort (seats, temperature, lighting, sound level, etc.)	4.13	0.13	4.16	0.04	3.89	-0.03	4.33	0.03	3.85	0.57
Environmentally friendly practices related to food	3.92	0.15	3.91	-0.06	3.78	0.22	4.11	0.01	3.80	0.35
Social/ethical practices related to food	3.92	-0.15	3.86	-0.03	3.89	0.25	4.15	0.01	3.98	0.19

	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	3.87	0.49	4.37	0.28	4.38	0.16	4.38	-0.25	3.71	0.29
Taste	3.87	0.56	4.47	0.42	4.38	0.26	4.25	0.00	3.71	0.29
Eye appeal	4.00	0.00	4.58	-0.67	4.34	0.01	4.13	-0.38	3.86	-0.14
Freshness	3.87	0.56	4.53	0.16	4.24	0.51	4.13	-0.25	3.71	0.14
Nutritional content	3.93	0.28	3.95	0.54	3.93	0.64	4.00	-0.13	3.86	0.14
Value	3.33	0.81	3.88	0.91	3.97	0.78	4.00	0.00	3.86	0.14
Availability of posted menu items	3.80	0.43	4.50	0.07	4.00	0.50	4.38	-0.13	3.57	0.00
Variety of menu choices	3.73	0.50	4.24	0.33	3.86	0.78	4.25	-0.13	3.57	0.29
Variety of healthy menu choices	4.00	0.00	3.95	0.50	3.79	0.74	4.38	-0.13	3.86	0.00
Variety of vegetarian menu choices	3.00	0.60	4.14	-0.58	3.76	-0.03	4.25	-0.13	3.71	-0.14
Service: Overall	4.43	-0.04	4.56	0.04	4.31	0.26	4.38	-0.25	4.00	-0.14
Speed of service	4.07	0.47	4.32	0.36	3.93	0.75	4.25	-0.13	4.00	-0.14
Hours of operation	4.20	0.11	4.29	0.36	4.10	0.36	4.29	0.00	3.71	0.00
Helpfulness of staff	4.13	0.17	4.66	-0.01	4.28	0.33	4.25	-0.38	3.86	0.00
Friendliness of staff	4.40	-0.09	4.71	-0.01	4.41	0.23	4.38	0.00	4.00	-0.14
Cleanliness: Overall	4.40	-0.09	4.73	0.10	4.41	0.12	4.38	0.00	4.00	-0.14
Cleanliness: Serving areas	4.40	-0.09	4.73	0.10	4.41	0.16	4.25	0.00	3.83	0.02
Cleanliness: Eating areas (tables, chairs, etc.)	4.47	-0.16	4.55	0.23	4.32	0.07	4.38	0.00	4.00	-0.14
Location	4.40	-0.17	4.39	0.22	4.34	0.23	4.29	0.00	4.00	-0.14
Layout of facility	4.27	-0.34	4.59	-0.46	4.41	-0.27	4.14	0.14	4.00	-0.29
Appearance	4.27	-0.19	4.63	-0.22	4.52	-0.16	4.29	0.00	3.86	-0.14
Availability of seating	4.07	0.24	4.38	0.14	4.55	-0.05	4.38	-0.38	3.86	0.00
Comfort (seats, temperature, lighting, sound level, etc.)	4.00	0.23	4.63	-0.24	4.36	-0.07	4.25	-0.13	3.71	0.00
Environmentally friendly practices related to food	3.64	0.36	4.24	0.20	4.08	0.18	4.14	0.14	3.86	0.00
Social/ethical practices related to food	3.64	0.27	4.40	0.01	4.19	0.14	4.00	0.29	3.71	0.00

* Gap = Mean Importance minus Mean Satisfaction.

Detailed Survey Results for Florida State University

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

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

Dining Halls		Retail Units	
1	Suwannee Dining Hall	1	Starbucks Strozier
2	Seminole Cafe	2	Starbucks Dirac
3	The Figg	3	4 Rivers Smokehouse
4		4	Argo Tea
5		5	Chick-Fil-A
6		6	C.O.E. Cafe
7		7	The Den
8		8	Doctor's Inn
9		9	Einstein Bros Bagels
10		10	The Grid
11		11	J Street Grill
12		12	Pollo Tropical
13		13	Seminole Pies
14		14	Steak N Shake
15		15	Subway
16		16	Sushi with Gusto @ 1851
17		17	Tally Mac Shak
18		18	Tuscan Eatery
19		19	Natural Express
20		20	Legal Provisions

DEMOGRAPHICS

YOUR INSTITUTION

		Florida State University
# Responses		1,191
Respondent Type	Student	74%
	Faculty	5%
	Administration/ Staff	19%
	Other	1%
	Total Resp	1,191
Student Class Status	First year	39%
	Sophomore	15%
	Junior	14%
	Senior	20%
	Graduate	12%
	Other	0%
	Total Resp	886
Gender Identity	Female	69%
	Male	31%
	Transgender	0%
	Other Identity	1%
	Total Resp	1,191
Live...	On campus	32%
	Off campus	68%
	Total Resp	1,191

"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	19%	26%	22%	22%	11%	2.81	.04	883
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	14%	25%	18%	29%	13%	3.02	.00	86,011
Aggregated Retail Units	YOUR INSTITUTION	19%	24%	24%	21%	12%	2.82	.05	628
Aggregated Retail Units	ENTIRE SAMPLE	16%	24%	18%	28%	14%	3.00	.01	43,025
Aggregated Dining Halls	YOUR INSTITUTION	19%	29%	18%	24%	10%	2.78	.08	255
Aggregated Dining Halls	ENTIRE SAMPLE	13%	26%	18%	30%	13%	3.05	.01	42,986
Respondent Type - YOUR INSTITUTION	Student	19%	26%	22%	22%	11%	2.81	.04	883
Respondent Type - ENTIRE SAMPLE	Student	14%	25%	18%	29%	13%	3.02	.00	86,011
Student Class Status - YOUR INSTITUTION	First year	16%	24%	24%	24%	12%	2.93	.07	340
	Sophomore	8%	27%	27%	25%	13%	3.07	.10	136
	Junior	21%	29%	20%	20%	10%	2.69	.11	124
	Senior	24%	24%	24%	18%	11%	2.68	.10	174
	Graduate	32%	29%	13%	17%	8%	2.41	.13	106
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	12%	27%	19%	30%	13%	3.05	.01	35,238
	Sophomore	12%	25%	19%	30%	14%	3.09	.01	18,516
	Junior	14%	24%	18%	29%	15%	3.08	.01	13,690
	Senior	15%	25%	17%	29%	15%	3.04	.01	12,309
	Graduate	33%	24%	13%	19%	11%	2.52	.02	5,548
	Other	25%	21%	19%	21%	14%	2.78	.06	614
Gender - YOUR INSTITUTION	Female	18%	27%	24%	21%	10%	2.77	.05	613
	Male	20%	23%	19%	23%	15%	2.89	.08	264
	Transgender	50%	50%				1.50	.50	2
	Other Identity	50%			25%	25%	2.75	1.03	4
Gender - ENTIRE SAMPLE	Female	13%	26%	18%	30%	13%	3.04	.01	51,602
	Male	15%	25%	17%	28%	14%	3.00	.01	32,364
	Transgender	21%	22%	19%	24%	15%	2.91	.06	500
	Other Identity	18%	26%	21%	24%	12%	2.85	.04	879
Live... - YOUR INSTITUTION	On campus	15%	24%	23%	26%	12%	2.97	.06	380
	Off campus	22%	27%	22%	19%	10%	2.68	.06	503
Live... - ENTIRE SAMPLE	On campus	11%	25%	18%	31%	14%	3.10	.01	60,475
	Off campus	21%	26%	17%	25%	12%	2.82	.01	24,630
NACUFS Region - YOUR INSTITUTION	Southern	19%	26%	22%	22%	11%	2.81	.04	883
NACUFS Region - ENTIRE SAMPLE	Continental	19%	29%	17%	26%	9%	2.78	.01	10,563
	Mid-Atlantic	13%	27%	17%	31%	12%	3.03	.01	8,720
	Midwest	14%	27%	18%	28%	13%	2.98	.01	27,018
	Northeast	9%	20%	18%	36%	17%	3.34	.01	15,402
	Pacific	20%	28%	17%	23%	13%	2.81	.01	10,615
	Southern	13%	24%	19%	30%	15%	3.10	.01	13,693
Institution Type - YOUR INSTITUTION	Public	19%	26%	22%	22%	11%	2.81	.04	883
Institution Type - ENTIRE SAMPLE	Public	14%	25%	18%	29%	14%	3.04	.00	68,915
	Private	16%	27%	16%	28%	13%	2.95	.01	17,096
Institution Type - YOUR INSTITUTION	Primarily 4-year	19%	26%	22%	22%	11%	2.81	.04	883
Institution Type - ENTIRE SAMPLE	Primarily 2-year	23%	21%	18%	21%	17%	2.87	.04	1,213
	Primarily 4-year	14%	25%	18%	29%	13%	3.03	.00	84,798
Operation Type - YOUR INSTITUTION	Mainly Contracted	19%	26%	22%	22%	11%	2.81	.04	883
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	13%	25%	18%	30%	14%	3.07	.00	71,359
	Mainly Contracted	18%	29%	20%	23%	10%	2.79	.01	14,498
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	19%	26%	22%	22%	11%	2.81	.04	883
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	21%	19%	39%	14%	3.30	.02	3,487
	2,500 to 10,000	10%	21%	18%	32%	20%	3.30	.01	14,564
	10,001 to 20,000	15%	27%	18%	28%	12%	2.96	.01	18,890
	Over 20,000	16%	27%	18%	28%	12%	2.94	.01	49,070
Type of Retail Unit - YOUR INSTITUTION	Food Court	19%	25%	28%	19%	9%	2.75	.22	32
	Marketplace	20%	22%	23%	22%	13%	2.85	.07	343
	Express Unit	29%	24%	35%	6%	6%	2.35	.20	34
	Specialty Coffee Shop/ Juice Bar	17%	27%	23%	22%	11%	2.83	.10	157
	Sit-down Restaurant	12%	31%	25%	22%	10%	2.88	.15	59
	Convenience Store	33%		33%	33%		2.67	.88	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	17%	25%	18%	28%	12%	2.95	.01	10,536
	Marketplace	16%	26%	17%	27%	14%	2.97	.01	8,054
	Express Unit	14%	24%	19%	28%	16%	3.08	.01	10,933
	Specialty Coffee Shop/ Juice Bar	19%	24%	17%	27%	13%	2.90	.02	6,234
	Sit-down Restaurant	16%	25%	17%	28%	14%	3.01	.03	1,851
	Convenience Store	13%	24%	20%	28%	16%	3.11	.02	5,417

*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	17%	28%	20%	23%	13%	2.87	.04	884
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	13%	28%	19%	27%	14%	3.01	.00	85,899
Aggregated Retail Units	YOUR INSTITUTION	18%	26%	21%	22%	13%	2.86	.05	628
Aggregated Retail Units	ENTIRE SAMPLE	14%	27%	18%	26%	14%	2.99	.01	42,971
Aggregated Dining Halls	YOUR INSTITUTION	14%	32%	17%	25%	13%	2.91	.08	256
Aggregated Dining Halls	ENTIRE SAMPLE	11%	29%	20%	28%	13%	3.03	.01	42,928
Respondent Type - YOUR INSTITUTION	Student	17%	28%	20%	23%	13%	2.87	.04	884
Respondent Type - ENTIRE SAMPLE	Student	13%	28%	19%	27%	14%	3.01	.00	85,899
Student Class Status - YOUR INSTITUTION	First year	10%	26%	20%	29%	15%	3.11	.07	341
	Sophomore	10%	38%	21%	18%	13%	2.88	.10	136
	Junior	19%	31%	19%	19%	10%	2.70	.11	124
	Senior	28%	22%	21%	19%	10%	2.62	.10	174
	Graduate	25%	26%	16%	21%	11%	2.66	.13	106
	Other		33%		33%	33%	3.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	10%	28%	20%	29%	13%	3.09	.01	35,186
	Sophomore	11%	29%	19%	28%	13%	3.03	.01	18,510
	Junior	14%	27%	19%	25%	15%	3.01	.01	13,664
	Senior	15%	29%	18%	24%	14%	2.93	.01	12,287
	Graduate	28%	25%	14%	20%	12%	2.64	.02	5,543
	Other	18%	23%	21%	25%	13%	2.91	.05	612
Gender - YOUR INSTITUTION	Female	16%	29%	21%	23%	11%	2.86	.05	614
	Male	18%	27%	16%	22%	16%	2.92	.08	264
	Transgender	50%	50%				1.50	.50	2
	Other Identity	50%		25%		25%	2.50	.96	4
Gender - ENTIRE SAMPLE	Female	13%	29%	19%	27%	13%	2.97	.01	51,518
	Male	13%	26%	19%	27%	15%	3.07	.01	32,341
	Transgender	17%	26%	20%	22%	15%	2.91	.06	501
	Other Identity	16%	26%	20%	23%	15%	2.95	.04	878
Live... - YOUR INSTITUTION	On campus	10%	27%	20%	28%	14%	3.09	.06	381
	Off campus	21%	29%	19%	19%	11%	2.70	.06	503
Live... - ENTIRE SAMPLE	On campus	10%	28%	20%	28%	14%	3.10	.01	60,400
	Off campus	19%	29%	17%	23%	12%	2.79	.01	24,598
NACUFS Region - YOUR INSTITUTION	Southern	17%	28%	20%	23%	13%	2.87	.04	884
NACUFS Region - ENTIRE SAMPLE	Continental	16%	32%	19%	23%	9%	2.77	.01	10,540
	Mid-Atlantic	12%	31%	18%	27%	11%	2.93	.01	8,713
	Midwest	13%	28%	19%	25%	14%	2.98	.01	26,984
	Northeast	8%	24%	20%	32%	16%	3.23	.01	15,375
	Pacific	15%	29%	18%	24%	14%	2.93	.01	10,607
	Southern	12%	25%	19%	28%	16%	3.12	.01	13,680
Institution Type - YOUR INSTITUTION	Public	17%	28%	20%	23%	13%	2.87	.04	884
Institution Type - ENTIRE SAMPLE	Public	12%	27%	19%	28%	14%	3.04	.00	68,822
	Private	15%	31%	18%	24%	13%	2.88	.01	17,077
Institution Type - YOUR INSTITUTION	Primarily 4-year	17%	28%	20%	23%	13%	2.87	.04	884
Institution Type - ENTIRE SAMPLE	Primarily 2-year	17%	23%	19%	24%	17%	3.00	.04	1,213
	Primarily 4-year	13%	28%	19%	27%	14%	3.01	.00	84,686
Operation Type - YOUR INSTITUTION	Mainly Contracted	17%	28%	20%	23%	13%	2.87	.04	884
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	12%	28%	19%	27%	14%	3.04	.00	71,262
	Mainly Contracted	16%	29%	20%	23%	11%	2.85	.01	14,483
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	17%	28%	20%	23%	13%	2.87	.04	884
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	27%	22%	30%	12%	3.11	.02	3,477
	2,500 to 10,000	9%	24%	19%	29%	19%	3.23	.01	14,539
	10,001 to 20,000	13%	29%	20%	26%	13%	2.97	.01	18,863
	Over 20,000	14%	29%	18%	26%	13%	2.95	.01	49,020
Type of Retail Unit - YOUR INSTITUTION	Food Court	19%	19%	31%	22%	9%	2.84	.22	32
	Marketplace	18%	26%	19%	22%	15%	2.90	.07	343
	Express Unit	24%	32%	32%	6%	6%	2.38	.19	34
	Specialty Coffee Shop/ Juice Bar	17%	30%	20%	23%	10%	2.80	.10	157
	Sit-down Restaurant	19%	19%	20%	27%	15%	3.02	.18	59
	Convenience Store		33%	33%	33%		3.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	15%	28%	19%	26%	12%	2.93	.01	10,514
	Marketplace	14%	29%	18%	25%	14%	2.94	.01	8,055
	Express Unit	12%	26%	18%	27%	16%	3.09	.01	10,919
	Specialty Coffee Shop/ Juice Bar	18%	27%	18%	24%	13%	2.86	.02	6,220
	Sit-down Restaurant	14%	26%	17%	27%	16%	3.06	.03	1,854
	Convenience Store	12%	25%	20%	25%	17%	3.11	.02	5,409

*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	10%	17%	23%	31%	18%	3.30	.04	879
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	14%	20%	36%	25%	3.61	.00	85,817
Aggregated Retail Units	YOUR INSTITUTION	11%	18%	26%	28%	17%	3.22	.05	625
Aggregated Retail Units	ENTIRE SAMPLE	6%	14%	20%	34%	25%	3.59	.01	42,913
Aggregated Dining Halls	YOUR INSTITUTION	7%	15%	18%	39%	20%	3.50	.07	254
Aggregated Dining Halls	ENTIRE SAMPLE	4%	15%	20%	37%	24%	3.63	.01	42,904
Respondent Type - YOUR INSTITUTION	Student	10%	17%	23%	31%	18%	3.30	.04	879
Respondent Type - ENTIRE SAMPLE	Student	5%	14%	20%	36%	25%	3.61	.00	85,817
Student Class Status - YOUR INSTITUTION	First year	5%	13%	21%	39%	22%	3.61	.06	339
	Sophomore	2%	21%	26%	32%	19%	3.43	.09	135
	Junior	15%	22%	23%	26%	14%	3.02	.12	122
	Senior	20%	17%	32%	17%	14%	2.87	.10	174
	Graduate	15%	21%	14%	33%	17%	3.16	.13	106
	Other			67%	33%		3.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	4%	15%	21%	37%	23%	3.62	.01	35,146
	Sophomore	4%	14%	20%	36%	25%	3.63	.01	18,487
	Junior	5%	14%	19%	34%	28%	3.66	.01	13,667
	Senior	6%	13%	19%	35%	27%	3.63	.01	12,279
	Graduate	13%	16%	19%	30%	21%	3.31	.02	5,537
	Other	9%	14%	21%	31%	25%	3.50	.05	610
Gender - YOUR INSTITUTION	Female	10%	16%	26%	31%	17%	3.28	.05	612
	Male	10%	20%	18%	33%	20%	3.34	.08	261
	Transgender					100%	5.00	.00	2
	Other Identity	25%			25%	50%	3.75	.95	4
Gender - ENTIRE SAMPLE	Female	5%	14%	20%	37%	24%	3.61	.00	51,498
	Male	6%	14%	20%	35%	26%	3.60	.01	32,296
	Transgender	7%	12%	22%	29%	30%	3.64	.05	499
	Other Identity	7%	15%	20%	32%	26%	3.56	.04	872
Live... - YOUR INSTITUTION	On campus	5%	15%	21%	38%	21%	3.56	.06	378
	Off campus	14%	19%	26%	26%	16%	3.10	.06	501
Live... - ENTIRE SAMPLE	On campus	4%	14%	20%	37%	25%	3.66	.00	60,352
	Off campus	8%	16%	20%	33%	24%	3.48	.01	24,572
NACUFS Region - YOUR INSTITUTION	Southern	10%	17%	23%	31%	18%	3.30	.04	879
NACUFS Region - ENTIRE SAMPLE	Continental	7%	18%	23%	33%	19%	3.39	.01	10,541
	Mid-Atlantic	4%	14%	20%	38%	24%	3.64	.01	8,696
	Midwest	5%	15%	21%	35%	23%	3.57	.01	26,962
	Northeast	4%	12%	19%	38%	27%	3.74	.01	15,370
	Pacific	5%	13%	18%	35%	28%	3.66	.01	10,586
	Southern	5%	13%	20%	35%	27%	3.66	.01	13,662
Institution Type - YOUR INSTITUTION	Public	10%	17%	23%	31%	18%	3.30	.04	879
Institution Type - ENTIRE SAMPLE	Public	5%	14%	20%	36%	25%	3.61	.00	68,750
	Private	5%	14%	20%	36%	24%	3.60	.01	17,067
Institution Type - YOUR INSTITUTION	Primarily 4-year	10%	17%	23%	31%	18%	3.30	.04	879
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	13%	20%	30%	29%	3.60	.04	1,212
	Primarily 4-year	5%	14%	20%	36%	25%	3.61	.00	84,605
Operation Type - YOUR INSTITUTION	Mainly Contracted	10%	17%	23%	31%	18%	3.30	.04	879
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	14%	20%	36%	25%	3.62	.00	71,202
	Mainly Contracted	6%	15%	22%	35%	22%	3.53	.01	14,460
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	10%	17%	23%	31%	18%	3.30	.04	879
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	12%	21%	38%	25%	3.71	.02	3,481
	2,500 to 10,000	4%	12%	19%	35%	29%	3.72	.01	14,530
	10,001 to 20,000	5%	15%	20%	36%	23%	3.58	.01	18,837
	Over 20,000	5%	15%	20%	36%	24%	3.58	.01	48,969
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	22%	31%	22%	22%	3.38	.20	32
	Marketplace	12%	19%	21%	29%	20%	3.25	.07	341
	Express Unit	21%	24%	32%	12%	12%	2.71	.22	34
	Specialty Coffee Shop/ Juice Bar	10%	14%	36%	27%	13%	3.19	.09	157
	Sit-down Restaurant	9%	19%	21%	34%	17%	3.33	.16	58
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	15%	21%	35%	24%	3.55	.01	10,501
	Marketplace	6%	15%	20%	35%	25%	3.59	.01	8,036
	Express Unit	5%	13%	20%	35%	27%	3.66	.01	10,905
	Specialty Coffee Shop/ Juice Bar	7%	14%	21%	33%	24%	3.52	.02	6,217
	Sit-down Restaurant	6%	15%	19%	36%	24%	3.58	.03	1,851
	Convenience Store	6%	14%	20%	33%	27%	3.61	.02	5,403

*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%	7%	11%	37%	40%	4.03	.03	1,035
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	9%	17%	40%	30%	3.84	.00	83,603
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	11%	37%	41%	4.04	.04	685
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	15%	40%	35%	3.97	.00	45,389
Aggregated Dining Halls	YOUR INSTITUTION	3%	8%	12%	37%	39%	4.01	.06	350
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	19%	41%	25%	3.70	.01	38,214
Respondent Type - YOUR INSTITUTION	Student	4%	8%	12%	37%	40%	4.02	.04	759
	Faculty	8%	10%	13%	32%	37%	3.78	.16	60
	Administration/ Staff	3%	4%	11%	40%	41%	4.11	.07	205
	Other		18%		36%	45%	4.09	.34	11
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	18%	41%	28%	3.80	.00	71,830
	Faculty	5%	6%	15%	36%	38%	3.97	.02	2,828
	Administration/Staff	3%	5%	12%	36%	44%	4.14	.01	8,033
	Other	3%	3%	11%	28%	55%	4.28	.03	847
Student Class Status - YOUR INSTITUTION	First year	3%	6%	11%	34%	45%	4.12	.06	295
	Sophomore	3%	9%	14%	28%	47%	4.06	.10	116
	Junior	4%	9%	11%	42%	35%	3.93	.10	113
	Senior	4%	6%	11%	42%	36%	4.01	.09	140
	Graduate	3%	12%	13%	42%	29%	3.83	.11	92
	Other	33%			33%	33%	3.33	1.20	3
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	19%	41%	27%	3.81	.01	29,052
	Sophomore	5%	11%	19%	40%	26%	3.71	.01	15,455
	Junior	4%	9%	17%	39%	30%	3.82	.01	11,552
	Senior	3%	8%	16%	42%	31%	3.88	.01	10,492
	Graduate	4%	8%	17%	43%	28%	3.82	.02	4,668
	Other	3%	8%	17%	42%	30%	3.87	.04	532
Gender - YOUR INSTITUTION	Female	3%	7%	12%	38%	40%	4.05	.04	711
	Male	5%	8%	11%	35%	40%	3.97	.06	318
	Transgender				100%		4.00	.00	2
	Other Identity		25%	25%	25%	25%	3.50	.65	4
Gender - ENTIRE SAMPLE	Female	3%	9%	18%	41%	29%	3.83	.00	50,527
	Male	4%	8%	17%	40%	31%	3.86	.01	30,768
	Transgender	7%	9%	19%	38%	28%	3.71	.05	501
	Other Identity	6%	8%	18%	31%	38%	3.87	.04	1,011
Live... - YOUR INSTITUTION	On campus	3%	7%	11%	34%	44%	4.10	.06	331
	Off campus	4%	7%	12%	38%	38%	3.99	.04	704
Live... - ENTIRE SAMPLE	On campus	4%	10%	19%	41%	26%	3.75	.00	51,027
	Off campus	3%	6%	15%	39%	36%	3.99	.01	31,452
NACUFS Region - YOUR INSTITUTION	Southern	4%	7%	11%	37%	40%	4.03	.03	1,035
NACUFS Region - ENTIRE SAMPLE	Continental	3%	7%	16%	43%	32%	3.95	.01	10,600
	Mid-Atlantic	4%	11%	19%	39%	26%	3.72	.01	7,902
	Midwest	3%	8%	17%	40%	31%	3.88	.01	26,291
	Northeast	4%	9%	18%	40%	29%	3.81	.01	14,245
	Pacific	6%	13%	21%	38%	22%	3.57	.01	10,193
	Southern	3%	7%	15%	39%	37%	4.00	.01	14,372
Institution Type - YOUR INSTITUTION	Public	4%	7%	11%	37%	40%	4.03	.03	1,035
Institution Type - ENTIRE SAMPLE	Public	4%	9%	17%	40%	30%	3.84	.00	65,476
	Private	4%	9%	17%	40%	30%	3.84	.01	18,127
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	11%	37%	40%	4.03	.03	1,035
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	15%	24%	28%	20%	3.28	.03	1,522
	Primarily 4-year	4%	9%	17%	40%	30%	3.85	.00	82,081
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	11%	37%	40%	4.03	.03	1,035
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	16%	40%	32%	3.90	.00	68,988
	Mainly Contracted	6%	12%	22%	40%	21%	3.58	.01	14,480
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	7%	11%	37%	40%	4.03	.03	1,035
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	10%	19%	42%	25%	3.76	.02	3,843
	2,500 to 10,000	3%	8%	17%	38%	35%	3.93	.01	15,362
	10,001 to 20,000	4%	11%	19%	41%	25%	3.71	.01	17,570
	Over 20,000	4%	8%	17%	41%	31%	3.87	.00	46,828
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%		14%	42%	36%	3.97	.19	36
	Marketplace	4%	8%	8%	35%	45%	4.07	.06	364
	Express Unit	5%	7%	20%	45%	23%	3.75	.16	44
	Specialty Coffee Shop/ Juice Bar	2%	5%	11%	37%	44%	4.17	.07	171
	Sit-down Restaurant	6%	9%	20%	39%	26%	3.70	.14	66
	Convenience Store				75%	25%	4.25	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	16%	42%	30%	3.86	.01	11,030
	Marketplace	4%	9%	16%	38%	32%	3.83	.01	8,176
	Express Unit	2%	5%	14%	38%	41%	4.10	.01	11,349
	Specialty Coffee Shop/ Juice Bar	3%	6%	15%	41%	35%	4.00	.01	7,031
	Sit-down Restaurant	2%	4%	12%	37%	46%	4.20	.02	2,258
	Convenience Store	2%	7%	17%	41%	33%	3.95	.01	5,545

*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	4.49
Food: Overall - SATISFACTION	4.13
Taste - IMPORTANCE	4.66
Taste - SATISFACTION	4.12
Eye appeal - IMPORTANCE	4.02
Eye appeal - SATISFACTION	4.05
Freshness - IMPORTANCE	4.58
Freshness - SATISFACTION	4.08
Nutritional content - IMPORTANCE	4.35
Nutritional content - SATISFACTION	3.89
Value - IMPORTANCE	4.51
Value - SATISFACTION	3.87
Availability of posted menu items - IMPORTANCE	4.43
Availability of posted menu items - SATISFACTION	4.07
Variety of menu choices - IMPORTANCE	4.45
Variety of menu choices - SATISFACTION	3.93
Variety of healthy menu choices - IMPORTANCE	4.31
Variety of healthy menu choices - SATISFACTION	3.87
Variety of vegetarian menu choices - IMPORTANCE	3.63
Variety of vegetarian menu choices - SATISFACTION	3.76
Service: Overall - IMPORTANCE	4.51
Service: Overall - SATISFACTION	4.20
Speed of service - IMPORTANCE	4.53
Speed of service - SATISFACTION	4.01
Hours of operation - IMPORTANCE	4.43
Hours of operation - SATISFACTION	4.08
Helpfulness of staff - IMPORTANCE	4.47
Helpfulness of staff - SATISFACTION	4.24
Friendliness of staff - IMPORTANCE	4.53
Friendliness of staff - SATISFACTION	4.27
Cleanliness: Overall - IMPORTANCE	4.57
Cleanliness: Overall - SATISFACTION	4.29
Cleanliness: Serving areas - IMPORTANCE	4.57
Cleanliness: Serving areas - SATISFACTION	4.32
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.55
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	4.18
Location - IMPORTANCE	4.47
Location - SATISFACTION	4.34
Layout of facility - IMPORTANCE	4.09
Layout of facility - SATISFACTION	4.27
Appearance - IMPORTANCE	4.20
Appearance - SATISFACTION	4.35
Availability of seating - IMPORTANCE	4.43
Availability of seating - SATISFACTION	4.02
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	4.34
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.14
Environmentally friendly practices related to food - IMPORTANCE	4.20
Environmentally friendly practices related to food - SATISFACTION	4.01
Social/ ethical practices related to food - IMPORTANCE	4.15
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%	0%	9%	30%	61%	4.49	.02	1,103
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	33%	55%	4.39	.00	90,964
Aggregated Retail Units	YOUR INSTITUTION	1%	0%	10%	30%	59%	4.46	.03	725
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	57%	4.41	.00	48,087
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	7%	29%	63%	4.54	.03	378
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	34%	53%	4.38	.00	42,877
Respondent Type - YOUR INSTITUTION	Student	1%	1%	9%	31%	59%	4.46	.03	816
	Faculty			10%	40%	50%	4.40	.09	60
	Administration/ Staff	0%		8%	23%	69%	4.60	.05	215
	Other				33%	67%	4.67	.14	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	11%	34%	53%	4.37	.00	78,494
	Faculty	1%	1%	7%	26%	65%	4.53	.01	3,080
	Administration/Staff	1%	0%	5%	26%	68%	4.61	.01	8,456
	Other	2%	2%	10%	26%	60%	4.41	.03	732
Student Class Status - YOUR INSTITUTION	First year	0%	0%	6%	27%	67%	4.60	.04	322
	Sophomore	1%	1%	9%	33%	57%	4.43	.07	122
	Junior	1%	1%	9%	34%	55%	4.41	.07	108
	Senior	2%	1%	16%	27%	54%	4.30	.07	162
	Graduate	1%		7%	40%	52%	4.41	.07	99
	Other				67%	33%	4.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	34%	52%	4.36	.00	32,722
	Sophomore	1%	2%	11%	33%	54%	4.38	.01	16,915
	Junior	1%	2%	10%	33%	55%	4.39	.01	12,395
	Senior	1%	2%	11%	32%	55%	4.39	.01	10,909
	Graduate	1%	3%	11%	36%	50%	4.30	.01	4,901
	Other	2%	3%	12%	36%	48%	4.25	.04	577
Gender - YOUR INSTITUTION	Female	1%	1%	9%	29%	61%	4.49	.03	758
	Male	1%	0%	7%	31%	60%	4.49	.04	337
	Transgender			33%		67%	4.33	.67	3
	Other Identity			20%	40%	40%	4.20	.37	5
Gender - ENTIRE SAMPLE	Female	1%	1%	9%	32%	56%	4.43	.00	54,652
	Male	1%	2%	11%	33%	53%	4.35	.00	33,823
	Transgender	1%	3%	14%	26%	56%	4.34	.04	567
	Other Identity	1%	1%	11%	33%	53%	4.34	.03	938
Live... - YOUR INSTITUTION	On campus	1%	1%	5%	28%	65%	4.57	.04	357
	Off campus	1%	0%	10%	30%	58%	4.45	.03	746
Live... - ENTIRE SAMPLE	On campus	1%	2%	11%	34%	53%	4.38	.00	56,187
	Off campus	1%	2%	9%	30%	58%	4.43	.00	33,465
NACUFS Region - YOUR INSTITUTION	Southern	1%	0%	9%	30%	61%	4.49	.02	1,103
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	11%	35%	51%	4.33	.01	11,512
	Mid-Atlantic	0%	1%	9%	33%	56%	4.43	.01	8,663
	Midwest	1%	2%	11%	34%	52%	4.35	.00	28,461
	Northeast	1%	1%	9%	31%	58%	4.44	.01	15,861
	Pacific	1%	2%	10%	33%	54%	4.37	.01	10,933
Institution Type - YOUR INSTITUTION	Southern	1%	1%	9%	29%	60%	4.47	.01	15,534
	Public	1%	0%	9%	30%	61%	4.49	.02	1,103
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	33%	54%	4.38	.00	71,753
	Private	1%	1%	9%	33%	57%	4.44	.01	19,211
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	0%	9%	30%	61%	4.49	.02	1,103
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	11%	31%	55%	4.37	.02	1,714
	Primarily 4-year	1%	2%	10%	33%	55%	4.40	.00	89,250
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	0%	9%	30%	61%	4.49	.02	1,103
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	32%	56%	4.41	.00	75,686
	Mainly Contracted	1%	2%	12%	33%	52%	4.32	.01	15,140
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	0%	9%	30%	61%	4.49	.02	1,103
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	10%	34%	54%	4.40	.01	4,276
	2,500 to 10,000	1%	1%	10%	30%	59%	4.44	.01	16,370
	10,001 to 20,000	1%	2%	11%	34%	52%	4.36	.01	19,170
	Over 20,000	1%	2%	10%	33%	55%	4.39	.00	51,148
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	3%	32%	62%	4.54	.11	37
	Marketplace	1%	0%	10%	27%	62%	4.50	.04	381
	Express Unit	2%		16%	49%	33%	4.12	.11	51
	Specialty Coffee Shop/ Juice Bar	1%	1%	9%	31%	59%	4.46	.06	184
	Sit-down Restaurant	1%		9%	29%	60%	4.47	.09	68
	Convenience Store			25%	25%	50%	4.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	32%	56%	4.40	.01	11,784
	Marketplace	1%	1%	9%	33%	56%	4.43	.01	8,925
	Express Unit	1%	2%	9%	29%	59%	4.43	.01	11,904
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	31%	56%	4.40	.01	7,284
	Sit-down Restaurant	1%	1%	7%	26%	65%	4.54	.01	2,468
	Convenience Store	1%	2%	12%	32%	52%	4.33	.01	5,722

*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	3%	5%	12%	37%	43%	4.13	.03	1,168
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	17%	40%	31%	3.88	.00	100,538
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	11%	35%	46%	4.18	.04	775
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	14%	38%	40%	4.07	.00	53,902
Aggregated Dining Halls	YOUR INSTITUTION	4%	6%	12%	41%	37%	4.03	.05	393
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	21%	42%	22%	3.66	.00	46,636
Respondent Type - YOUR INSTITUTION	Student	3%	5%	13%	37%	42%	4.09	.03	871
	Faculty	2%	7%	10%	50%	32%	4.03	.12	60
	Administration/ Staff	3%	3%	8%	34%	52%	4.29	.06	224
	Other		8%	8%	31%	54%	4.31	.26	13
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	18%	41%	29%	3.83	.00	85,117
	Faculty	3%	6%	14%	36%	41%	4.06	.02	3,752
	Administration/Staff	3%	5%	12%	37%	44%	4.15	.01	10,470
	Other	2%	4%	10%	26%	57%	4.33	.03	966
Student Class Status - YOUR INSTITUTION	First year	3%	5%	10%	36%	46%	4.18	.05	339
	Sophomore	3%	3%	16%	36%	41%	4.10	.08	135
	Junior	3%	5%	12%	44%	36%	4.05	.09	121
	Senior	4%	3%	20%	32%	41%	4.02	.08	170
	Graduate	1%	12%	10%	42%	36%	4.00	.10	103
	Other		33%	33%	33%		3.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	19%	42%	27%	3.80	.01	34,979
	Sophomore	5%	9%	19%	40%	27%	3.76	.01	18,347
	Junior	4%	7%	17%	39%	33%	3.89	.01	13,532
	Senior	3%	7%	17%	40%	34%	3.93	.01	12,148
	Graduate	3%	7%	16%	43%	30%	3.89	.01	5,403
	Other	3%	7%	16%	40%	34%	3.95	.04	616
Gender - YOUR INSTITUTION	Female	2%	5%	12%	37%	43%	4.15	.03	806
	Male	5%	5%	11%	37%	43%	4.08	.06	355
	Transgender				67%	33%	4.33	.33	3
	Other Identity		25%			75%	4.25	.75	4
Gender - ENTIRE SAMPLE	Female	3%	8%	18%	40%	32%	3.88	.00	60,540
	Male	4%	7%	17%	41%	31%	3.88	.01	37,135
	Transgender	8%	8%	16%	37%	31%	3.75	.05	607
	Other Identity	5%	7%	18%	32%	38%	3.90	.03	1,163
Live... - YOUR INSTITUTION	On campus	3%	4%	11%	38%	43%	4.14	.05	378
	Off campus	3%	5%	12%	36%	43%	4.12	.04	790
Live... - ENTIRE SAMPLE	On campus	4%	9%	20%	41%	26%	3.76	.00	60,758
	Off campus	3%	5%	14%	39%	39%	4.06	.01	38,330
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	12%	37%	43%	4.13	.03	1,168
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	16%	43%	33%	3.99	.01	12,693
	Mid-Atlantic	5%	10%	19%	38%	28%	3.76	.01	9,404
	Midwest	3%	7%	17%	41%	31%	3.90	.01	31,391
	Northeast	4%	9%	19%	40%	29%	3.82	.01	17,382
	Pacific	6%	11%	20%	37%	25%	3.63	.01	12,709
Institution Type - YOUR INSTITUTION	Southern	3%	5%	14%	38%	40%	4.07	.01	16,959
	Public	3%	5%	12%	37%	43%	4.13	.03	1,168
Institution Type - ENTIRE SAMPLE	Public	4%	8%	18%	40%	32%	3.88	.00	79,082
	Private	3%	8%	17%	40%	31%	3.87	.01	21,456
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	12%	37%	43%	4.13	.03	1,168
Institution Type - ENTIRE SAMPLE	Primarily 2-year	11%	15%	22%	31%	21%	3.37	.03	2,049
	Primarily 4-year	3%	8%	17%	40%	32%	3.89	.00	98,489
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	12%	37%	43%	4.13	.03	1,168
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	17%	40%	33%	3.92	.00	83,948
	Mainly Contracted	5%	10%	21%	40%	24%	3.67	.01	16,444
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	5%	12%	37%	43%	4.13	.03	1,168
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	9%	19%	43%	26%	3.79	.01	4,700
	2,500 to 10,000	3%	7%	17%	38%	36%	3.96	.01	18,129
	10,001 to 20,000	4%	9%	19%	41%	27%	3.78	.01	21,372
	Over 20,000	4%	7%	17%	40%	32%	3.90	.00	56,337
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	2%	15%	34%	41%	4.00	.18	41
	Marketplace	3%	3%	13%	32%	50%	4.23	.05	416
	Express Unit		12%	14%	51%	22%	3.84	.13	49
	Specialty Coffee Shop/ Juice Bar	2%	7%	8%	33%	50%	4.24	.07	191
	Sit-down Restaurant	4%	4%	8%	45%	39%	4.11	.12	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	16%	41%	34%	3.96	.01	12,960
	Marketplace	4%	8%	16%	39%	34%	3.92	.01	10,066
	Express Unit	2%	4%	12%	35%	48%	4.23	.01	13,361
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	37%	43%	4.13	.01	8,384
	Sit-down Restaurant	1%	3%	9%	35%	51%	4.32	.02	2,784
	Convenience Store	2%	5%	17%	40%	36%	4.01	.01	6,347

*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%	6%	19%	74%	4.66	.02	1,101
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	1%	7%	25%	66%	4.55	.00	91,006
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	8%	21%	71%	4.61	.03	724
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	23%	68%	4.57	.00	48,110
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	3%	15%	81%	4.75	.03	377
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	27%	64%	4.53	.00	42,896
Respondent Type - YOUR INSTITUTION	Student	0%	1%	7%	21%	71%	4.61	.02	815
	Faculty			5%	22%	73%	4.68	.07	59
	Administration/ Staff			3%	8%	88%	4.85	.03	215
	Other			8%	17%	75%	4.67	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	1%	8%	26%	64%	4.52	.00	78,470
	Faculty	1%	1%	4%	20%	74%	4.66	.01	3,093
	Administration/Staff	0%	0%	3%	15%	82%	4.77	.01	8,511
	Other	2%	1%	7%	24%	66%	4.52	.03	728
Student Class Status - YOUR INSTITUTION	First year	0%	0%	4%	16%	80%	4.74	.03	322
	Sophomore		1%	6%	27%	66%	4.59	.06	122
	Junior	1%		6%	27%	66%	4.56	.07	108
	Senior	1%	1%	15%	22%	61%	4.42	.07	161
	Graduate		2%	5%	25%	68%	4.59	.07	99
	Other				67%	33%	4.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	27%	64%	4.51	.00	32,698
	Sophomore	1%	1%	7%	27%	64%	4.52	.01	16,914
	Junior	1%	1%	7%	25%	66%	4.54	.01	12,397
	Senior	1%	1%	7%	25%	66%	4.54	.01	10,896
	Graduate	1%	2%	8%	28%	62%	4.48	.01	4,907
	Other	2%	2%	8%	30%	58%	4.40	.04	578
Gender - YOUR INSTITUTION	Female	0%	0%	7%	18%	75%	4.67	.02	756
	Male	1%	1%	5%	21%	72%	4.64	.04	337
	Transgender					100%	5.00	.00	3
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	24%	69%	4.60	.00	54,696
	Male	1%	2%	9%	27%	62%	4.48	.00	33,820
	Transgender	1%	3%	9%	24%	64%	4.47	.03	569
	Other Identity	1%	1%	8%	25%	65%	4.51	.03	942
Live... - YOUR INSTITUTION	On campus	1%	0%	4%	16%	79%	4.72	.03	357
	Off campus	0%	1%	7%	20%	72%	4.63	.02	744
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	27%	64%	4.53	.00	56,209
	Off campus	1%	1%	6%	22%	70%	4.59	.00	33,489
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	6%	19%	74%	4.66	.02	1,101
NACUFS Region - ENTIRE SAMPLE	Continental	0%	2%	7%	27%	64%	4.52	.01	11,516
	Mid-Atlantic	0%	1%	6%	24%	69%	4.60	.01	8,658
	Midwest	1%	1%	8%	26%	63%	4.51	.00	28,488
	Northeast	1%	1%	7%	24%	67%	4.57	.01	15,872
	Pacific	1%	2%	7%	25%	66%	4.54	.01	10,925
Institution Type - YOUR INSTITUTION	Southern	0%	1%	6%	22%	70%	4.60	.01	15,547
	Public	0%	1%	6%	19%	74%	4.66	.02	1,101
Institution Type - ENTIRE SAMPLE	Public	1%	1%	7%	25%	66%	4.54	.00	71,771
	Private	0%	1%	6%	25%	68%	4.59	.00	19,235
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	6%	19%	74%	4.66	.02	1,101
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	7%	24%	67%	4.54	.02	1,715
	Primarily 4-year	1%	1%	7%	25%	66%	4.55	.00	89,291
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	19%	74%	4.66	.02	1,101
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	1%	7%	25%	67%	4.56	.00	75,709
	Mainly Contracted	1%	2%	8%	26%	63%	4.49	.01	15,159
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	6%	19%	74%	4.66	.02	1,101
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	27%	65%	4.55	.01	4,292
	2,500 to 10,000	0%	1%	7%	24%	67%	4.57	.01	16,393
	10,001 to 20,000	1%	1%	7%	26%	65%	4.53	.01	19,169
	Over 20,000	1%	1%	7%	25%	66%	4.55	.00	51,152
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	6%	19%	72%	4.61	.12	36
	Marketplace	0%	1%	8%	18%	73%	4.63	.03	381
	Express Unit			16%	44%	40%	4.24	.10	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	19%	75%	4.68	.05	185
	Sit-down Restaurant			6%	21%	74%	4.68	.07	68
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	6%	24%	68%	4.57	.01	11,811
	Marketplace	0%	1%	6%	23%	70%	4.61	.01	8,936
	Express Unit	1%	1%	7%	23%	68%	4.56	.01	11,890
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	23%	69%	4.59	.01	7,295
	Sit-down Restaurant	1%	0%	5%	21%	72%	4.64	.01	2,476
	Convenience Store	1%	2%	9%	27%	61%	4.46	.01	5,702

*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	3%	5%	14%	34%	44%	4.12	.03	1,168
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	9%	19%	37%	32%	3.84	.00	100,413
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	12%	32%	50%	4.23	.03	775
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	14%	35%	42%	4.09	.00	53,806
Aggregated Dining Halls	YOUR INSTITUTION	3%	8%	18%	37%	34%	3.90	.05	393
Aggregated Dining Halls	ENTIRE SAMPLE	5%	13%	24%	38%	20%	3.55	.01	46,607
Respondent Type - YOUR INSTITUTION	Student	3%	6%	14%	34%	43%	4.10	.03	872
	Faculty	2%	7%	15%	47%	30%	3.97	.12	60
	Administration/ Staff	2%	3%	13%	31%	51%	4.25	.06	223
	Other	8%		15%	15%	62%	4.23	.34	13
Respondent Type - ENTIRE SAMPLE	Student	4%	10%	20%	37%	30%	3.79	.00	85,035
	Faculty	3%	6%	14%	35%	42%	4.08	.02	3,737
	Administration/Staff	2%	4%	12%	36%	45%	4.18	.01	10,447
	Other	2%	3%	12%	25%	57%	4.31	.03	964
Student Class Status - YOUR INSTITUTION	First year	2%	9%	12%	27%	51%	4.16	.06	340
	Sophomore	3%	2%	11%	42%	41%	4.17	.08	135
	Junior	3%	4%	15%	42%	36%	4.03	.09	120
	Senior	4%	5%	19%	29%	43%	4.02	.08	171
	Graduate	1%	5%	16%	46%	33%	4.05	.09	103
	Other		33%		33%	33%	3.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	4%	11%	21%	37%	27%	3.73	.01	34,965
	Sophomore	5%	10%	20%	36%	28%	3.72	.01	18,337
	Junior	4%	8%	18%	36%	33%	3.86	.01	13,508
	Senior	3%	8%	17%	38%	34%	3.92	.01	12,131
	Graduate	3%	7%	18%	40%	31%	3.88	.01	5,394
	Other	3%	8%	18%	38%	33%	3.91	.04	609
Gender - YOUR INSTITUTION	Female	2%	5%	14%	33%	46%	4.17	.03	806
	Male	5%	6%	13%	35%	41%	4.02	.06	355
	Transgender			33%	67%		3.67	.33	3
	Other Identity				50%	50%	4.50	.29	4
Gender - ENTIRE SAMPLE	Female	4%	9%	18%	37%	32%	3.85	.00	60,499
	Male	4%	8%	19%	37%	31%	3.84	.01	37,055
	Transgender	8%	10%	20%	31%	32%	3.68	.05	604
	Other Identity	5%	9%	17%	30%	39%	3.88	.03	1,167
Live... - YOUR INSTITUTION	On campus	2%	7%	12%	32%	46%	4.12	.05	379
	Off campus	3%	4%	15%	35%	43%	4.12	.04	789
Live... - ENTIRE SAMPLE	On campus	5%	11%	21%	37%	26%	3.70	.00	60,739
	Off campus	3%	6%	14%	36%	41%	4.07	.01	38,217
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	14%	34%	44%	4.12	.03	1,168
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	17%	40%	33%	3.95	.01	12,654
	Mid-Atlantic	5%	12%	19%	35%	30%	3.74	.01	9,407
	Midwest	3%	8%	20%	38%	31%	3.86	.01	31,373
	Northeast	4%	10%	19%	37%	30%	3.79	.01	17,368
	Pacific	7%	12%	21%	34%	26%	3.60	.01	12,686
Institution Type - YOUR INSTITUTION	Public	3%	5%	14%	34%	44%	4.12	.03	1,168
	Private	4%	9%	18%	37%	32%	3.86	.01	21,417
Institution Type - ENTIRE SAMPLE	Public	4%	9%	19%	37%	32%	3.84	.00	78,996
	Private	4%	9%	18%	37%	32%	3.86	.01	21,417
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	14%	34%	44%	4.12	.03	1,168
Institution Type - ENTIRE SAMPLE	Primarily 2-year	11%	14%	21%	31%	23%	3.41	.03	2,044
	Primarily 4-year	4%	9%	19%	37%	32%	3.85	.00	98,369
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	14%	34%	44%	4.12	.03	1,168
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	18%	37%	33%	3.88	.00	83,838
	Mainly Contracted	5%	11%	22%	36%	25%	3.64	.01	16,430
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	5%	14%	34%	44%	4.12	.03	1,168
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	9%	20%	41%	27%	3.78	.02	4,688
	2,500 to 10,000	3%	8%	17%	35%	37%	3.94	.01	18,098
	10,001 to 20,000	4%	10%	20%	38%	28%	3.74	.01	21,375
	Over 20,000	4%	9%	18%	36%	33%	3.85	.00	56,252
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	3%	13%	33%	45%	4.05	.19	40
	Marketplace	2%	3%	12%	30%	53%	4.27	.05	416
	Express Unit	2%	6%	22%	48%	22%	3.82	.13	50
	Specialty Coffee Shop/ Juice Bar	2%	4%	7%	35%	53%	4.34	.06	191
	Sit-down Restaurant	1%	7%	12%	31%	49%	4.19	.11	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	16%	39%	36%	4.00	.01	12,962
	Marketplace	3%	8%	16%	36%	37%	3.95	.01	10,059
	Express Unit	2%	4%	12%	32%	51%	4.25	.01	13,331
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	34%	46%	4.16	.01	8,367
	Sit-down Restaurant	1%	3%	9%	33%	53%	4.34	.02	2,775
	Convenience Store	2%	6%	17%	39%	36%	4.00	.01	6,312

*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%	8%	17%	32%	41%	4.02	.03	1,102
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	11%	21%	34%	31%	3.79	.00	90,744
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	16%	30%	44%	4.06	.04	724
Aggregated Retail Units	ENTIRE SAMPLE	2%	10%	19%	34%	36%	3.90	.00	47,950
Aggregated Dining Halls	YOUR INSTITUTION	1%	10%	18%	35%	36%	3.94	.05	378
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	24%	35%	25%	3.67	.01	42,794
Respondent Type - YOUR INSTITUTION	Student	2%	9%	18%	32%	38%	3.95	.04	816
	Faculty		5%	23%	42%	30%	3.97	.11	60
	Administration/ Staff	1%	7%	10%	29%	54%	4.28	.07	214
	Other			8%	33%	58%	4.50	.19	12
Respondent Type - ENTIRE SAMPLE	Student	3%	12%	22%	34%	29%	3.75	.00	78,250
	Faculty	2%	7%	17%	37%	37%	4.00	.02	3,072
	Administration/Staff	1%	6%	14%	38%	40%	4.11	.01	8,493
	Other	3%	6%	18%	29%	44%	4.05	.04	725
Student Class Status - YOUR INSTITUTION	First year	4%	9%	18%	28%	41%	3.94	.06	323
	Sophomore	1%	16%	12%	39%	32%	3.86	.10	122
	Junior	1%	9%	17%	35%	38%	4.00	.10	108
	Senior	2%	4%	25%	26%	43%	4.04	.08	161
	Graduate	2%	8%	20%	40%	29%	3.87	.10	99
	Other				67%	33%	4.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	3%	13%	23%	34%	27%	3.70	.01	32,619
	Sophomore	3%	12%	22%	34%	29%	3.76	.01	16,885
	Junior	3%	11%	21%	33%	33%	3.82	.01	12,343
	Senior	3%	11%	21%	33%	32%	3.79	.01	10,857
	Graduate	3%	12%	21%	35%	29%	3.76	.02	4,898
	Other	4%	10%	21%	37%	28%	3.74	.05	574
Gender - YOUR INSTITUTION	Female	2%	8%	17%	31%	42%	4.05	.04	756
	Male	2%	10%	16%	34%	38%	3.96	.06	338
	Transgender			33%		67%	4.33	.67	3
	Other Identity	20%		40%		40%	3.40	.75	5
Gender - ENTIRE SAMPLE	Female	2%	10%	20%	35%	33%	3.86	.00	54,538
	Male	3%	13%	23%	33%	28%	3.68	.01	33,715
	Transgender	5%	12%	23%	29%	30%	3.68	.05	566
	Other Identity	5%	14%	22%	33%	26%	3.60	.04	937
Live... - YOUR INSTITUTION	On campus	4%	9%	17%	31%	39%	3.92	.06	358
	Off campus	1%	8%	17%	32%	42%	4.07	.04	744
Live... - ENTIRE SAMPLE	On campus	3%	12%	23%	34%	28%	3.71	.00	56,045
	Off campus	2%	9%	19%	35%	35%	3.92	.01	33,394
NACUFS Region - YOUR INSTITUTION	Southern	2%	8%	17%	32%	41%	4.02	.03	1,102
NACUFS Region - ENTIRE SAMPLE	Continental	3%	12%	22%	36%	26%	3.69	.01	11,464
	Mid-Atlantic	3%	13%	23%	35%	26%	3.70	.01	8,647
	Midwest	3%	12%	22%	34%	29%	3.75	.01	28,364
	Northeast	2%	10%	21%	35%	32%	3.84	.01	15,828
	Pacific	3%	12%	21%	34%	31%	3.77	.01	10,920
Institution Type - YOUR INSTITUTION	Southern	2%	9%	18%	33%	38%	3.96	.01	15,521
	Public	2%	8%	17%	32%	41%	4.02	.03	1,102
Institution Type - ENTIRE SAMPLE	Public	3%	11%	21%	34%	32%	3.81	.00	71,563
	Private	3%	13%	21%	36%	27%	3.72	.01	19,181
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	8%	17%	32%	41%	4.02	.03	1,102
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	9%	19%	36%	35%	3.92	.03	1,708
	Primarily 4-year	3%	11%	21%	34%	31%	3.79	.00	89,036
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	8%	17%	32%	41%	4.02	.03	1,102
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	11%	21%	35%	31%	3.81	.00	75,508
	Mainly Contracted	3%	13%	22%	33%	29%	3.72	.01	15,099
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	8%	17%	32%	41%	4.02	.03	1,102
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	11%	21%	39%	27%	3.77	.02	4,276
	2,500 to 10,000	2%	9%	19%	34%	36%	3.93	.01	16,316
	10,001 to 20,000	3%	11%	22%	35%	28%	3.75	.01	19,119
	Over 20,000	3%	12%	21%	34%	30%	3.77	.00	51,033
Type of Retail Unit - YOUR INSTITUTION	Food Court		8%	11%	27%	54%	4.27	.16	37
	Marketplace	2%	6%	17%	30%	45%	4.10	.05	379
	Express Unit	2%	6%	25%	47%	20%	3.76	.13	51
	Specialty Coffee Shop/ Juice Bar	3%	10%	15%	26%	46%	4.04	.08	185
	Sit-down Restaurant	4%	9%	12%	29%	46%	4.03	.14	68
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	11%	20%	34%	32%	3.80	.01	11,763
	Marketplace	3%	12%	21%	35%	30%	3.78	.01	8,911
	Express Unit	2%	8%	17%	33%	41%	4.02	.01	11,847
	Specialty Coffee Shop/ Juice Bar	2%	8%	17%	34%	38%	3.96	.01	7,268
	Sit-down Restaurant	2%	7%	14%	33%	44%	4.10	.02	2,469
	Convenience Store	2%	9%	20%	33%	35%	3.91	.01	5,692

*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%	6%	16%	31%	43%	4.05	.03	1,169
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	9%	22%	34%	31%	3.80	.00	100,054
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	16%	30%	46%	4.11	.04	777
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	18%	34%	40%	4.03	.00	53,636
Aggregated Dining Halls	YOUR INSTITUTION	3%	10%	15%	33%	38%	3.94	.06	392
Aggregated Dining Halls	ENTIRE SAMPLE	5%	12%	27%	34%	21%	3.54	.01	46,418
Respondent Type - YOUR INSTITUTION	Student	3%	7%	17%	30%	42%	4.00	.04	871
	Faculty	3%	3%	16%	48%	30%	3.97	.12	61
	Administration/ Staff	3%	3%	9%	33%	52%	4.28	.06	224
	Other		15%	8%	23%	54%	4.15	.32	13
Respondent Type - ENTIRE SAMPLE	Student	4%	10%	24%	34%	29%	3.74	.00	84,721
	Faculty	2%	5%	16%	34%	42%	4.08	.02	3,721
	Administration/Staff	2%	4%	14%	35%	45%	4.16	.01	10,423
	Other	2%	4%	14%	27%	53%	4.25	.03	962
Student Class Status - YOUR INSTITUTION	First year	2%	9%	13%	29%	47%	4.09	.06	338
	Sophomore	6%	5%	15%	31%	43%	4.00	.10	135
	Junior	3%	7%	25%	32%	33%	3.84	.10	119
	Senior	5%	5%	20%	25%	46%	4.02	.09	173
	Graduate	1%	10%	21%	37%	31%	3.87	.10	103
	Other		33%		33%	33%	3.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	4%	11%	25%	35%	26%	3.69	.01	34,820
	Sophomore	5%	11%	24%	33%	27%	3.66	.01	18,272
	Junior	4%	9%	22%	33%	32%	3.80	.01	13,456
	Senior	3%	8%	22%	35%	32%	3.84	.01	12,093
	Graduate	3%	7%	20%	38%	33%	3.91	.01	5,382
	Other	3%	8%	24%	34%	31%	3.81	.04	604
Gender - YOUR INSTITUTION	Female	3%	6%	15%	31%	45%	4.09	.04	805
	Male	5%	6%	17%	32%	41%	3.97	.06	356
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity			20%	60%	20%	4.00	.32	5
Gender - ENTIRE SAMPLE	Female	3%	9%	21%	34%	32%	3.82	.00	60,294
	Male	4%	9%	24%	34%	30%	3.77	.01	36,914
	Transgender	8%	11%	22%	26%	32%	3.64	.05	604
	Other Identity	5%	9%	19%	28%	38%	3.83	.03	1,160
Live... - YOUR INSTITUTION	On campus	3%	7%	14%	31%	46%	4.10	.05	378
	Off campus	4%	6%	16%	32%	42%	4.03	.04	791
Live... - ENTIRE SAMPLE	On campus	4%	11%	25%	34%	26%	3.66	.00	60,517
	Off campus	3%	6%	18%	35%	39%	4.02	.01	38,106
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	16%	31%	43%	4.05	.03	1,169
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	22%	37%	31%	3.87	.01	12,613
	Mid-Atlantic	5%	11%	22%	34%	28%	3.68	.01	9,386
	Midwest	3%	9%	23%	34%	31%	3.82	.01	31,219
	Northeast	4%	10%	24%	34%	28%	3.73	.01	17,322
	Pacific	6%	12%	23%	32%	27%	3.61	.01	12,653
	Southern	3%	6%	19%	33%	39%	4.00	.01	16,861
Institution Type - YOUR INSTITUTION	Public	3%	6%	16%	31%	43%	4.05	.03	1,169
Institution Type - ENTIRE SAMPLE	Public	4%	9%	22%	34%	31%	3.80	.00	78,707
	Private	3%	9%	22%	35%	30%	3.80	.01	21,347
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	16%	31%	43%	4.05	.03	1,169
Institution Type - ENTIRE SAMPLE	Primarily 2-year	10%	13%	24%	30%	23%	3.43	.03	2,050
	Primarily 4-year	3%	9%	22%	34%	31%	3.81	.00	98,004
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	16%	31%	43%	4.05	.03	1,169
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	9%	22%	34%	32%	3.83	.00	83,549
	Mainly Contracted	5%	10%	25%	35%	25%	3.66	.01	16,359
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	6%	16%	31%	43%	4.05	.03	1,169
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	10%	26%	35%	25%	3.69	.02	4,681
	2,500 to 10,000	3%	8%	21%	33%	36%	3.91	.01	18,023
	10,001 to 20,000	4%	10%	24%	35%	27%	3.70	.01	21,274
	Over 20,000	4%	9%	22%	34%	32%	3.81	.00	56,076
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	7%	12%	34%	39%	3.90	.19	41
	Marketplace	3%	4%	17%	29%	48%	4.15	.05	416
	Express Unit	2%	10%	22%	46%	20%	3.72	.14	50
	Specialty Coffee Shop/ Juice Bar	2%	3%	15%	27%	54%	4.28	.07	192
	Sit-down Restaurant	9%	5%	11%	34%	41%	3.91	.15	74
	Convenience Store		25%	25%	50%		3.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	21%	36%	33%	3.89	.01	12,886
	Marketplace	3%	8%	20%	34%	34%	3.88	.01	10,029
	Express Unit	2%	5%	15%	32%	47%	4.17	.01	13,297
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	33%	46%	4.17	.01	8,360
	Sit-down Restaurant	2%	4%	13%	29%	52%	4.25	.02	2,772
	Convenience Store	2%	7%	21%	35%	35%	3.95	.01	6,292

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

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

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

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	7%	23%	69%	4.58	.02	1,097
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	27%	63%	4.50	.00	90,677
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	9%	26%	64%	4.52	.03	722
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	26%	64%	4.51	.00	47,895
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	4%	18%	78%	4.72	.03	375
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	28%	62%	4.49	.00	42,782
Respondent Type - YOUR INSTITUTION	Student	1%	1%	9%	25%	64%	4.52	.03	813
	Faculty		2%		27%	72%	4.68	.07	60
	Administration/ Staff			4%	14%	82%	4.78	.03	212
	Other				8%	92%	4.92	.08	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	28%	61%	4.47	.00	78,180
	Faculty	1%	1%	5%	22%	72%	4.63	.01	3,089
	Administration/Staff	0%	0%	3%	19%	78%	4.73	.01	8,487
	Other	2%	2%	8%	23%	66%	4.49	.03	718
Student Class Status - YOUR INSTITUTION	First year	1%		7%	20%	72%	4.63	.04	322
	Sophomore		1%	7%	31%	61%	4.53	.06	122
	Junior	1%	3%	10%	31%	56%	4.37	.08	108
	Senior	1%	2%	15%	25%	57%	4.34	.07	160
	Graduate		1%	5%	29%	65%	4.58	.06	98
	Other				33%	67%	4.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	28%	61%	4.47	.00	32,585
	Sophomore	1%	2%	8%	28%	61%	4.48	.01	16,863
	Junior	1%	2%	8%	27%	62%	4.49	.01	12,347
	Senior	1%	2%	9%	28%	61%	4.47	.01	10,830
	Graduate	1%	2%	8%	28%	61%	4.46	.01	4,897
	Other	2%	1%	9%	32%	56%	4.39	.03	581
Gender - YOUR INSTITUTION	Female	0%	1%	8%	21%	71%	4.60	.03	753
	Male	1%	1%	6%	28%	64%	4.54	.04	336
	Transgender				33%	67%	4.67	.33	3
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	24%	68%	4.58	.00	54,483
	Male	1%	2%	10%	32%	55%	4.38	.00	33,713
	Transgender	1%	3%	12%	27%	58%	4.39	.04	564
	Other Identity	1%	1%	10%	29%	59%	4.43	.03	943
Live... - YOUR INSTITUTION	On campus	1%	0%	5%	25%	69%	4.60	.04	357
	Off campus	0%	1%	8%	22%	69%	4.58	.03	740
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	28%	61%	4.48	.00	55,992
	Off campus	1%	1%	7%	25%	66%	4.55	.00	33,398
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	7%	23%	69%	4.58	.02	1,097
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	30%	59%	4.46	.01	11,459
	Mid-Atlantic	0%	1%	7%	28%	63%	4.52	.01	8,640
	Midwest	1%	2%	9%	28%	61%	4.47	.00	28,336
	Northeast	1%	1%	8%	25%	65%	4.54	.01	15,851
	Pacific	1%	2%	7%	26%	64%	4.51	.01	10,915
	Southern	0%	1%	7%	25%	66%	4.55	.01	15,476
Institution Type - YOUR INSTITUTION	Public	0%	1%	7%	23%	69%	4.58	.02	1,097
Institution Type - ENTIRE SAMPLE	Public	1%	2%	8%	27%	63%	4.50	.00	71,509
	Private	0%	1%	7%	28%	63%	4.52	.01	19,168
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	7%	23%	69%	4.58	.02	1,097
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	7%	23%	68%	4.55	.02	1,719
	Primarily 4-year	1%	2%	8%	27%	63%	4.50	.00	88,958
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	7%	23%	69%	4.58	.02	1,097
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	1%	8%	27%	64%	4.51	.00	75,479
	Mainly Contracted	1%	2%	10%	28%	59%	4.44	.01	15,060
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	7%	23%	69%	4.58	.02	1,097
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	28%	64%	4.53	.01	4,281
	2,500 to 10,000	0%	1%	8%	25%	66%	4.54	.01	16,323
	10,001 to 20,000	1%	2%	8%	28%	62%	4.48	.01	19,096
	Over 20,000	1%	2%	8%	27%	63%	4.49	.00	50,977
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	3%	24%	68%	4.54	.13	37
	Marketplace	0%	1%	10%	23%	66%	4.52	.04	380
	Express Unit		2%	22%	49%	27%	4.02	.11	51
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	24%	70%	4.60	.05	182
	Sit-down Restaurant			4%	29%	66%	4.62	.07	68
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	27%	63%	4.50	.01	11,744
	Marketplace	0%	1%	7%	26%	65%	4.54	.01	8,909
	Express Unit	1%	2%	8%	25%	65%	4.51	.01	11,831
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	25%	66%	4.55	.01	7,263
	Sit-down Restaurant	1%	1%	6%	24%	68%	4.59	.01	2,471
	Convenience Store	1%	2%	10%	27%	61%	4.45	.01	5,677

*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	3%	6%	16%	30%	45%	4.08	.03	1,166
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	11%	21%	32%	32%	3.76	.00	100,124
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	15%	29%	48%	4.14	.04	774
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	18%	32%	40%	3.98	.00	53,631
Aggregated Dining Halls	YOUR INSTITUTION	4%	9%	17%	32%	40%	3.95	.06	392
Aggregated Dining Halls	ENTIRE SAMPLE	6%	14%	25%	33%	22%	3.50	.01	46,493
Respondent Type - YOUR INSTITUTION	Student	4%	7%	18%	29%	43%	4.01	.04	871
	Faculty		3%	13%	39%	44%	4.25	.10	61
	Administration/ Staff	3%	2%	10%	32%	53%	4.31	.06	221
	Other		8%	15%	23%	54%	4.23	.28	13
Respondent Type - ENTIRE SAMPLE	Student	5%	12%	23%	32%	29%	3.68	.00	84,759
	Faculty	3%	5%	14%	31%	47%	4.14	.02	3,731
	Administration/Staff	2%	4%	12%	32%	49%	4.22	.01	10,444
	Other	2%	5%	14%	22%	56%	4.25	.03	960
Student Class Status - YOUR INSTITUTION	First year	3%	9%	17%	24%	48%	4.06	.06	339
	Sophomore	4%	6%	19%	31%	41%	3.99	.09	134
	Junior	5%	3%	17%	38%	38%	3.99	.10	120
	Senior	5%	6%	19%	28%	42%	3.98	.09	172
	Graduate	3%	8%	18%	35%	36%	3.93	.10	103
	Other		33%	33%	33%		3.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	5%	13%	24%	32%	26%	3.61	.01	34,842
	Sophomore	6%	13%	23%	31%	27%	3.60	.01	18,289
	Junior	5%	11%	21%	32%	32%	3.75	.01	13,468
	Senior	4%	10%	21%	33%	32%	3.79	.01	12,081
	Graduate	3%	7%	18%	37%	35%	3.94	.01	5,381
	Other	4%	8%	23%	32%	34%	3.85	.04	610
Gender - YOUR INSTITUTION	Female	3%	6%	16%	30%	45%	4.08	.04	806
	Male	5%	5%	16%	30%	45%	4.07	.06	353
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity				100%		4.00	.00	4
Gender - ENTIRE SAMPLE	Female	5%	11%	21%	32%	32%	3.75	.00	60,306
	Male	4%	10%	22%	33%	31%	3.78	.01	36,967
	Transgender	8%	12%	20%	29%	32%	3.64	.05	603
	Other Identity	5%	11%	19%	25%	41%	3.85	.04	1,167
Live... - YOUR INSTITUTION	On campus	3%	7%	16%	27%	46%	4.07	.06	379
	Off campus	3%	5%	16%	31%	44%	4.09	.04	787
Live... - ENTIRE SAMPLE	On campus	5%	13%	24%	32%	26%	3.59	.00	60,549
	Off campus	3%	6%	17%	33%	41%	4.03	.01	38,151
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	16%	30%	45%	4.08	.03	1,166
NACUFS Region - ENTIRE SAMPLE	Continental	4%	10%	21%	34%	32%	3.80	.01	12,626
	Mid-Atlantic	5%	13%	22%	31%	28%	3.64	.01	9,393
	Midwest	4%	11%	22%	33%	31%	3.76	.01	31,256
	Northeast	5%	12%	22%	32%	29%	3.68	.01	17,345
	Pacific	7%	13%	22%	31%	28%	3.61	.01	12,680
	Southern	3%	7%	18%	31%	41%	3.98	.01	16,824
Institution Type - YOUR INSTITUTION	Public	3%	6%	16%	30%	45%	4.08	.03	1,166
Institution Type - ENTIRE SAMPLE	Public	5%	10%	21%	32%	32%	3.76	.00	78,734
	Private	4%	11%	21%	32%	31%	3.76	.01	21,390
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	6%	16%	30%	45%	4.08	.03	1,166
Institution Type - ENTIRE SAMPLE	Primarily 2-year	10%	14%	23%	29%	25%	3.45	.03	2,055
	Primarily 4-year	4%	11%	21%	32%	32%	3.77	.00	98,069
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	16%	30%	45%	4.08	.03	1,166
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	10%	21%	32%	33%	3.78	.00	83,647
	Mainly Contracted	6%	12%	23%	32%	27%	3.63	.01	16,331
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	6%	16%	30%	45%	4.08	.03	1,166
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	13%	24%	32%	25%	3.60	.02	4,686
	2,500 to 10,000	4%	9%	20%	31%	36%	3.86	.01	18,040
	10,001 to 20,000	5%	11%	22%	33%	28%	3.68	.01	21,303
	Over 20,000	4%	11%	21%	32%	32%	3.77	.00	56,095
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	7%	12%	29%	44%	3.95	.19	41
	Marketplace	3%	4%	15%	27%	50%	4.18	.05	416
	Express Unit	2%	6%	18%	54%	20%	3.84	.13	50
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	26%	55%	4.29	.07	189
	Sit-down Restaurant	4%	7%	20%	28%	41%	3.95	.13	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	20%	33%	34%	3.85	.01	12,931
	Marketplace	4%	9%	19%	32%	35%	3.85	.01	10,045
	Express Unit	2%	6%	15%	29%	48%	4.15	.01	13,271
	Specialty Coffee Shop/ Juice Bar	3%	6%	15%	32%	45%	4.10	.01	8,325
	Sit-down Restaurant	2%	5%	13%	29%	51%	4.24	.02	2,773
	Convenience Store	3%	9%	21%	33%	34%	3.87	.01	6,286

*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%	2%	12%	29%	56%	4.35	.03	1,097
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	12%	30%	53%	4.31	.00	90,511
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	14%	30%	52%	4.29	.03	720
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	13%	30%	52%	4.29	.00	47,827
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	8%	25%	63%	4.46	.04	377
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.34	.00	42,684
Respondent Type - YOUR INSTITUTION	Student	1%	2%	14%	28%	55%	4.33	.03	812
	Faculty	2%	5%	7%	35%	52%	4.30	.12	60
	Administration/ Staff	1%	2%	7%	31%	59%	4.44	.06	213
	Other				17%	83%	4.83	.11	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	13%	30%	53%	4.31	.00	78,029
	Faculty	1%	3%	10%	28%	58%	4.40	.02	3,093
	Administration/Staff	1%	3%	11%	31%	54%	4.33	.01	8,466
	Other	2%	3%	13%	24%	57%	4.30	.04	722
Student Class Status - YOUR INSTITUTION	First year	1%	2%	12%	23%	63%	4.44	.05	320
	Sophomore		2%	12%	37%	48%	4.31	.07	122
	Junior	2%	4%	18%	30%	47%	4.17	.09	108
	Senior	2%	3%	18%	29%	47%	4.16	.08	161
	Graduate		1%	11%	30%	58%	4.45	.07	98
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	13%	30%	53%	4.31	.00	32,505
	Sophomore	1%	3%	12%	30%	53%	4.31	.01	16,831
	Junior	1%	3%	12%	30%	53%	4.31	.01	12,332
	Senior	1%	3%	13%	30%	52%	4.29	.01	10,836
	Graduate	1%	3%	12%	31%	54%	4.33	.01	4,880
	Other	2%	3%	14%	33%	48%	4.23	.04	570
Gender - YOUR INSTITUTION	Female	1%	1%	12%	27%	59%	4.41	.03	757
	Male	2%	5%	11%	33%	49%	4.23	.05	332
	Transgender					100%	5.00	.00	3
	Other Identity		20%	20%	40%	20%	3.60	.51	5
	Other								
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	29%	57%	4.39	.00	54,439
	Male	2%	4%	15%	32%	47%	4.19	.01	33,606
	Transgender	2%	4%	14%	27%	53%	4.24	.04	556
	Other Identity	2%	3%	14%	29%	52%	4.27	.03	941
	Other								
Live... - YOUR INSTITUTION	On campus	1%	2%	11%	26%	59%	4.42	.04	355
	Off campus	1%	3%	13%	30%	54%	4.32	.03	742
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	30%	53%	4.32	.00	55,917
	Off campus	1%	3%	12%	30%	53%	4.30	.00	33,308
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	12%	29%	56%	4.35	.03	1,097
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	14%	31%	49%	4.23	.01	11,440
	Mid-Atlantic	1%	3%	11%	31%	54%	4.35	.01	8,643
	Midwest	1%	3%	13%	31%	51%	4.28	.01	28,306
	Northeast	1%	3%	11%	30%	55%	4.36	.01	15,805
	Pacific	1%	3%	12%	29%	55%	4.34	.01	10,883
	Southern	1%	3%	12%	28%	56%	4.35	.01	15,434
Institution Type - YOUR INSTITUTION	Public	1%	2%	12%	29%	56%	4.35	.03	1,097
Institution Type - ENTIRE SAMPLE	Public	1%	3%	13%	30%	53%	4.30	.00	71,304
	Private	1%	3%	11%	31%	54%	4.34	.01	19,207
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	12%	29%	56%	4.35	.03	1,097
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	13%	29%	54%	4.31	.02	1,711
	Primarily 4-year	1%	3%	12%	30%	53%	4.31	.00	88,800
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	12%	29%	56%	4.35	.03	1,097
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	12%	30%	54%	4.32	.00	75,362
	Mainly Contracted	1%	3%	13%	31%	51%	4.28	.01	15,013
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	12%	29%	56%	4.35	.03	1,097
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	30%	55%	4.37	.01	4,272
	2,500 to 10,000	1%	3%	13%	29%	55%	4.33	.01	16,303
	10,001 to 20,000	1%	4%	13%	32%	50%	4.27	.01	19,044
	Over 20,000	1%	3%	12%	30%	54%	4.32	.00	50,892
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	6%	22%	67%	4.50	.14	36
	Marketplace	1%	3%	14%	27%	55%	4.32	.05	379
	Express Unit	2%	4%	18%	46%	30%	3.98	.13	50
	Specialty Coffee Shop/ Juice Bar	2%	2%	12%	31%	54%	4.34	.06	183
	Sit-down Restaurant		1%	21%	40%	38%	4.15	.10	68
	Convenience Store			25%	25%	50%	4.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	30%	51%	4.26	.01	11,735
	Marketplace	1%	3%	12%	30%	54%	4.34	.01	8,920
	Express Unit	1%	3%	13%	29%	53%	4.29	.01	11,792
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	31%	51%	4.27	.01	7,251
	Sit-down Restaurant	2%	3%	11%	29%	55%	4.33	.02	2,466
	Convenience Store	1%	3%	15%	29%	51%	4.25	.01	5,663

*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	4%	8%	20%	30%	38%	3.89	.03	1,152
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	11%	24%	32%	27%	3.63	.00	99,265
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	21%	31%	37%	3.89	.04	767
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	23%	31%	32%	3.75	.00	53,119
Aggregated Dining Halls	YOUR INSTITUTION	5%	9%	17%	29%	40%	3.89	.06	385
Aggregated Dining Halls	ENTIRE SAMPLE	7%	13%	25%	33%	21%	3.48	.01	46,146
Respondent Type - YOUR INSTITUTION	Student	5%	9%	20%	31%	35%	3.82	.04	865
	Faculty		7%	21%	29%	43%	4.09	.13	58
	Administration/ Staff	3%	5%	17%	29%	47%	4.12	.07	216
	Other	15%		23%	31%	31%	3.62	.38	13
Respondent Type - ENTIRE SAMPLE	Student	6%	12%	25%	32%	25%	3.56	.00	84,214
	Faculty	4%	8%	19%	31%	38%	3.91	.02	3,676
	Administration/Staff	3%	5%	20%	34%	39%	4.01	.01	10,198
	Other	3%	6%	17%	23%	50%	4.11	.04	947
Student Class Status - YOUR INSTITUTION	First year	4%	10%	18%	29%	39%	3.89	.06	335
	Sophomore	5%	7%	22%	33%	33%	3.81	.10	134
	Junior	6%	9%	23%	36%	26%	3.67	.10	119
	Senior	6%	7%	23%	27%	37%	3.81	.09	172
	Graduate	3%	10%	22%	31%	34%	3.84	.11	102
	Other		33%		67%		3.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	7%	13%	25%	32%	23%	3.51	.01	34,604
	Sophomore	7%	13%	25%	31%	23%	3.51	.01	18,155
	Junior	6%	11%	24%	31%	27%	3.62	.01	13,395
	Senior	6%	11%	24%	31%	27%	3.63	.01	12,017
	Graduate	5%	10%	23%	35%	28%	3.72	.02	5,350
	Other	5%	13%	24%	28%	29%	3.64	.05	604
Gender - YOUR INSTITUTION	Female	4%	9%	20%	31%	37%	3.89	.04	799
	Male	5%	6%	20%	30%	39%	3.90	.06	346
	Transgender			50%		50%	4.00	1.00	2
	Other Identity	20%		60%		20%	3.00	.63	5
Gender - ENTIRE SAMPLE	Female	6%	12%	24%	31%	26%	3.58	.00	59,860
	Male	5%	10%	24%	34%	28%	3.70	.01	36,582
	Transgender	10%	12%	22%	29%	27%	3.52	.05	592
	Other Identity	8%	11%	21%	26%	35%	3.68	.04	1,162
Live... - YOUR INSTITUTION	On campus	5%	10%	18%	32%	36%	3.85	.06	374
	Off campus	4%	7%	21%	30%	38%	3.91	.04	778
Live... - ENTIRE SAMPLE	On campus	7%	14%	25%	31%	23%	3.49	.00	60,178
	Off campus	4%	8%	22%	33%	33%	3.83	.01	37,665
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	20%	30%	38%	3.89	.03	1,152
NACUFS Region - ENTIRE SAMPLE	Continental	5%	11%	25%	34%	26%	3.65	.01	12,503
	Mid-Atlantic	7%	14%	25%	31%	23%	3.49	.01	9,333
	Midwest	5%	11%	24%	32%	27%	3.64	.01	31,009
	Northeast	7%	12%	24%	32%	26%	3.58	.01	17,204
	Pacific	9%	13%	24%	30%	23%	3.47	.01	12,533
	Southern	4%	9%	22%	31%	34%	3.82	.01	16,683
Institution Type - YOUR INSTITUTION	Public	4%	8%	20%	30%	38%	3.89	.03	1,152
Institution Type - ENTIRE SAMPLE	Public	6%	11%	24%	32%	27%	3.63	.00	78,039
	Private	6%	12%	24%	32%	26%	3.60	.01	21,226
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	20%	30%	38%	3.89	.03	1,152
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	15%	28%	25%	19%	3.21	.03	2,016
	Primarily 4-year	6%	11%	24%	32%	27%	3.63	.00	97,249
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	20%	30%	38%	3.89	.03	1,152
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	11%	24%	32%	28%	3.65	.00	82,876
	Mainly Contracted	7%	12%	26%	32%	22%	3.51	.01	16,246
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	8%	20%	30%	38%	3.89	.03	1,152
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	14%	27%	30%	21%	3.42	.02	4,643
	2,500 to 10,000	5%	10%	23%	31%	31%	3.74	.01	17,863
	10,001 to 20,000	6%	12%	25%	34%	24%	3.57	.01	21,100
	Over 20,000	6%	12%	24%	31%	27%	3.63	.00	55,659
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	5%	13%	36%	38%	3.92	.19	39
	Marketplace	3%	8%	22%	29%	38%	3.92	.05	412
	Express Unit	2%	4%	23%	50%	21%	3.83	.13	48
	Specialty Coffee Shop/ Juice Bar	3%	6%	19%	28%	43%	4.02	.08	190
	Sit-down Restaurant	7%	14%	27%	32%	20%	3.46	.13	74
	Convenience Store		25%	25%	25%	25%	3.50	.65	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	12%	25%	32%	26%	3.59	.01	12,782
	Marketplace	6%	11%	23%	32%	28%	3.64	.01	9,970
	Express Unit	4%	8%	21%	29%	39%	3.92	.01	13,165
	Specialty Coffee Shop/ Juice Bar	4%	8%	23%	31%	34%	3.83	.01	8,214
	Sit-down Restaurant	3%	7%	19%	29%	42%	4.01	.02	2,742
	Convenience Store	5%	11%	25%	31%	29%	3.68	.01	6,246

*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%	1%	10%	23%	65%	4.51	.02	1,099
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	13%	30%	53%	4.33	.00	89,860
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	11%	23%	64%	4.50	.03	720
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	27%	60%	4.44	.00	47,781
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	8%	23%	67%	4.55	.04	379
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	16%	34%	46%	4.20	.00	42,079
Respondent Type - YOUR INSTITUTION	Student	1%	1%	12%	25%	62%	4.46	.03	812
	Faculty	2%	3%	7%	30%	58%	4.40	.11	60
	Administration/ Staff		0%	6%	14%	79%	4.72	.04	215
	Other				25%	75%	4.75	.13	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	14%	31%	52%	4.29	.00	77,432
	Faculty	1%	2%	9%	29%	60%	4.45	.01	3,070
	Administration/Staff	1%	1%	5%	25%	68%	4.59	.01	8,455
	Other	3%	3%	11%	24%	60%	4.35	.04	703
Student Class Status - YOUR INSTITUTION	First year	1%	1%	12%	24%	63%	4.48	.04	322
	Sophomore		1%	8%	29%	63%	4.53	.06	120
	Junior	2%		12%	28%	58%	4.41	.08	108
	Senior	1%	1%	18%	23%	57%	4.34	.07	160
	Graduate		1%	8%	25%	66%	4.56	.07	99
	Other					100%	5.00	.00	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	15%	33%	47%	4.22	.01	32,146
	Sophomore	1%	3%	14%	32%	51%	4.29	.01	16,699
	Junior	1%	2%	12%	28%	56%	4.37	.01	12,255
	Senior	1%	2%	12%	29%	56%	4.37	.01	10,812
	Graduate	1%	2%	9%	26%	61%	4.46	.01	4,869
	Other	3%	4%	11%	31%	52%	4.25	.04	571
Gender - YOUR INSTITUTION	Female	0%	1%	10%	24%	65%	4.53	.03	754
	Male	1%	1%	12%	21%	65%	4.47	.05	337
	Transgender					100%	5.00	.00	3
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	1%	2%	11%	30%	55%	4.37	.00	53,952
	Male	1%	3%	14%	31%	51%	4.26	.00	33,451
	Transgender	2%	5%	13%	24%	56%	4.28	.04	555
	Other Identity	2%	2%	13%	27%	56%	4.33	.03	937
Live... - YOUR INSTITUTION	On campus	1%	0%	10%	28%	62%	4.50	.04	357
	Off campus	1%	1%	11%	21%	67%	4.52	.03	742
Live... - ENTIRE SAMPLE	On campus	1%	3%	15%	33%	48%	4.24	.00	55,334
	Off campus	1%	2%	9%	27%	62%	4.48	.00	33,245
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	10%	23%	65%	4.51	.02	1,099
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	13%	32%	51%	4.30	.01	11,330
	Mid-Atlantic	1%	3%	13%	33%	51%	4.29	.01	8,530
	Midwest	1%	3%	14%	32%	50%	4.27	.01	28,072
	Northeast	1%	2%	13%	31%	54%	4.33	.01	15,702
	Pacific	1%	3%	12%	28%	56%	4.35	.01	10,819
	Southern	1%	2%	10%	26%	61%	4.46	.01	15,407
Institution Type - YOUR INSTITUTION	Public	1%	1%	10%	23%	65%	4.51	.02	1,099
Institution Type - ENTIRE SAMPLE	Public	1%	2%	13%	30%	54%	4.34	.00	70,894
	Private	1%	3%	13%	32%	51%	4.30	.01	18,966
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	10%	23%	65%	4.51	.02	1,099
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	8%	25%	64%	4.48	.02	1,695
	Primarily 4-year	1%	3%	13%	30%	53%	4.32	.00	88,165
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	10%	23%	65%	4.51	.02	1,099
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	12%	31%	54%	4.33	.00	74,797
	Mainly Contracted	1%	3%	14%	30%	52%	4.30	.01	14,931
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	10%	23%	65%	4.51	.02	1,099
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	14%	34%	49%	4.28	.01	4,222
	2,500 to 10,000	1%	2%	12%	29%	56%	4.37	.01	16,263
	10,001 to 20,000	1%	3%	13%	32%	51%	4.29	.01	18,873
	Over 20,000	1%	3%	12%	30%	54%	4.33	.00	50,502
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	6%	14%	75%	4.56	.16	36
	Marketplace	0%	1%	12%	22%	65%	4.51	.04	380
	Express Unit			20%	43%	37%	4.16	.11	49
	Specialty Coffee Shop/ Juice Bar	1%		8%	22%	68%	4.57	.05	183
	Sit-down Restaurant		1%	13%	22%	63%	4.47	.09	68
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	27%	61%	4.46	.01	11,740
	Marketplace	1%	2%	10%	29%	58%	4.42	.01	8,882
	Express Unit	1%	2%	10%	26%	61%	4.45	.01	11,793
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	27%	62%	4.48	.01	7,252
	Sit-down Restaurant	1%	1%	9%	27%	62%	4.48	.02	2,460
	Convenience Store	1%	2%	12%	28%	58%	4.39	.01	5,654

*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	5%	9%	18%	29%	39%	3.87	.03	1,160
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	12%	24%	29%	27%	3.55	.00	98,715
Aggregated Retail Units	YOUR INSTITUTION	5%	8%	20%	29%	37%	3.84	.04	772
Aggregated Retail Units	ENTIRE SAMPLE	8%	12%	22%	28%	30%	3.61	.01	53,302
Aggregated Dining Halls	YOUR INSTITUTION	5%	10%	15%	28%	43%	3.93	.06	388
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	26%	31%	22%	3.47	.01	45,413
Respondent Type - YOUR INSTITUTION	Student	6%	10%	21%	29%	35%	3.76	.04	870
	Faculty	4%	5%	9%	30%	53%	4.23	.14	57
	Administration/ Staff	4%	4%	12%	29%	51%	4.19	.07	221
	Other	8%		8%	25%	58%	4.25	.35	12
Respondent Type - ENTIRE SAMPLE	Student	8%	13%	25%	30%	25%	3.51	.00	83,543
	Faculty	7%	11%	18%	28%	35%	3.75	.02	3,696
	Administration/Staff	7%	11%	20%	29%	34%	3.72	.01	10,315
	Other	4%	5%	15%	22%	54%	4.18	.04	933
Student Class Status - YOUR INSTITUTION	First year	5%	10%	20%	27%	38%	3.85	.06	338
	Sophomore	4%	11%	22%	31%	31%	3.74	.10	134
	Junior	8%	10%	19%	32%	31%	3.69	.11	118
	Senior	6%	10%	22%	27%	35%	3.75	.09	173
	Graduate	9%	11%	23%	28%	30%	3.60	.12	104
	Other		33%		67%		3.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	6%	12%	26%	31%	25%	3.57	.01	34,201
	Sophomore	9%	14%	25%	29%	23%	3.44	.01	18,010
	Junior	9%	13%	24%	27%	27%	3.50	.01	13,308
	Senior	9%	14%	23%	28%	27%	3.49	.01	11,988
	Graduate	9%	14%	23%	30%	24%	3.45	.02	5,345
	Other	8%	12%	24%	29%	27%	3.55	.05	602
Gender - YOUR INSTITUTION	Female	4%	8%	20%	30%	39%	3.91	.04	800
	Male	9%	9%	16%	26%	40%	3.79	.07	352
	Transgender		33%		33%	33%	3.67	.88	3
	Other Identity		40%	40%		20%	3.00	.55	5
Gender - ENTIRE SAMPLE	Female	7%	13%	25%	30%	26%	3.54	.00	59,390
	Male	8%	12%	23%	29%	28%	3.56	.01	36,503
	Transgender	13%	12%	21%	25%	28%	3.42	.06	594
	Other Identity	11%	12%	21%	21%	35%	3.58	.04	1,151
Live... - YOUR INSTITUTION	On campus	5%	9%	20%	29%	36%	3.81	.06	377
	Off campus	5%	9%	17%	28%	40%	3.90	.04	783
Live... - ENTIRE SAMPLE	On campus	8%	13%	26%	30%	24%	3.50	.00	59,470
	Off campus	8%	12%	21%	28%	31%	3.62	.01	37,818
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	18%	29%	39%	3.87	.03	1,160
NACUFS Region - ENTIRE SAMPLE	Continental	5%	11%	24%	33%	26%	3.63	.01	12,418
	Mid-Atlantic	9%	14%	25%	29%	23%	3.43	.01	9,228
	Midwest	7%	12%	24%	30%	27%	3.57	.01	30,765
	Northeast	8%	13%	25%	29%	25%	3.49	.01	17,101
	Pacific	12%	15%	25%	27%	21%	3.29	.01	12,481
	Southern	6%	10%	21%	28%	35%	3.76	.01	16,722
Institution Type - YOUR INSTITUTION	Public	5%	9%	18%	29%	39%	3.87	.03	1,160
Institution Type - ENTIRE SAMPLE	Public	8%	12%	24%	29%	27%	3.56	.00	77,683
	Private	8%	14%	24%	30%	25%	3.51	.01	21,032
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	9%	18%	29%	39%	3.87	.03	1,160
Institution Type - ENTIRE SAMPLE	Primarily 2-year	23%	19%	21%	20%	17%	2.89	.03	2,018
	Primarily 4-year	7%	12%	24%	30%	27%	3.56	.00	96,697
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	18%	29%	39%	3.87	.03	1,160
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	12%	24%	30%	28%	3.59	.00	82,431
	Mainly Contracted	11%	15%	25%	27%	21%	3.33	.01	16,146
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	9%	18%	29%	39%	3.87	.03	1,160
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	13%	27%	31%	20%	3.43	.02	4,615
	2,500 to 10,000	7%	12%	22%	28%	31%	3.65	.01	17,853
	10,001 to 20,000	9%	14%	25%	30%	22%	3.43	.01	20,937
	Over 20,000	8%	12%	23%	29%	28%	3.57	.01	55,310
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	10%	13%	33%	38%	3.83	.20	40
	Marketplace	5%	8%	21%	26%	39%	3.86	.06	414
	Express Unit	8%	12%	12%	43%	24%	3.63	.17	49
	Specialty Coffee Shop/ Juice Bar	5%	8%	22%	28%	37%	3.85	.08	192
	Sit-down Restaurant	5%	8%	18%	34%	34%	3.84	.14	73
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	15%	23%	29%	25%	3.46	.01	12,831
	Marketplace	10%	14%	23%	28%	25%	3.43	.01	9,956
	Express Unit	5%	9%	19%	28%	39%	3.84	.01	13,199
	Specialty Coffee Shop/ Juice Bar	7%	12%	22%	28%	30%	3.62	.01	8,320
	Sit-down Restaurant	4%	7%	18%	30%	42%	3.99	.02	2,746
	Convenience Store	8%	12%	23%	28%	28%	3.56	.02	6,250

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

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

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

		Availability of posted menu items					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	9%	29%	59%	4.43	.02	1,080
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	12%	34%	49%	4.27	.00	89,297
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	10%	29%	59%	4.44	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	53%	4.34	.00	47,169
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	29%	59%	4.41	.04	367
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	36%	45%	4.19	.00	42,128
Respondent Type - YOUR INSTITUTION	Student	1%	2%	11%	29%	57%	4.39	.03	800
	Faculty		4%	5%	44%	47%	4.35	.10	57
	Administration/ Staff	0%	1%	6%	25%	68%	4.59	.05	211
	Other				17%	83%	4.83	.11	12
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	34%	48%	4.25	.00	77,168
	Faculty	1%	3%	11%	36%	48%	4.26	.02	2,992
	Administration/Staff	1%	2%	8%	35%	55%	4.40	.01	8,233
	Other	2%	3%	13%	30%	52%	4.28	.03	704
Student Class Status - YOUR INSTITUTION	First year	1%	2%	7%	28%	62%	4.49	.04	313
	Sophomore	2%	6%	7%	31%	55%	4.31	.09	121
	Junior	1%		13%	31%	56%	4.40	.08	108
	Senior	2%	1%	16%	26%	56%	4.33	.07	160
	Graduate	2%	1%	15%	34%	48%	4.25	.09	95
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	35%	46%	4.20	.01	32,151
	Sophomore	1%	3%	12%	34%	50%	4.28	.01	16,694
	Junior	1%	3%	11%	33%	52%	4.32	.01	12,199
	Senior	1%	3%	12%	33%	52%	4.31	.01	10,699
	Graduate	2%	4%	12%	37%	46%	4.22	.01	4,786
	Other	2%	3%	16%	38%	41%	4.13	.04	568
Gender - YOUR INSTITUTION	Female	1%	2%	10%	28%	60%	4.43	.03	748
	Male	1%	2%	7%	32%	57%	4.43	.04	324
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	34%	51%	4.31	.00	53,653
	Male	2%	4%	14%	35%	46%	4.20	.01	33,203
	Transgender	2%	3%	15%	30%	50%	4.24	.04	550
	Other Identity	2%	4%	14%	32%	49%	4.23	.03	919
Live... - YOUR INSTITUTION	On campus	1%	2%	7%	29%	62%	4.48	.04	349
	Off campus	1%	2%	11%	29%	58%	4.40	.03	731
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	35%	47%	4.24	.00	55,276
	Off campus	1%	3%	11%	34%	52%	4.32	.00	32,744
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	9%	29%	59%	4.43	.02	1,080
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	37%	44%	4.19	.01	11,230
	Mid-Atlantic	1%	3%	12%	36%	47%	4.24	.01	8,488
	Midwest	1%	3%	13%	35%	47%	4.23	.01	27,935
	Northeast	1%	3%	11%	34%	52%	4.32	.01	15,631
	Pacific	1%	4%	13%	34%	49%	4.25	.01	10,711
Institution Type - YOUR INSTITUTION	Southern	1%	3%	10%	31%	55%	4.36	.01	15,302
	Public	1%	2%	9%	29%	59%	4.43	.02	1,080
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	34%	50%	4.28	.00	70,523
	Private	1%	4%	12%	37%	46%	4.23	.01	18,774
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	9%	29%	59%	4.43	.02	1,080
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	14%	33%	50%	4.27	.02	1,670
	Primarily 4-year	1%	3%	12%	35%	49%	4.27	.00	87,627
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	9%	29%	59%	4.43	.02	1,080
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	12%	34%	50%	4.28	.00	74,373
	Mainly Contracted	1%	4%	14%	36%	45%	4.18	.01	14,789
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	9%	29%	59%	4.43	.02	1,080
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	12%	37%	46%	4.23	.01	4,172
	2,500 to 10,000	1%	3%	12%	33%	52%	4.32	.01	16,136
	10,001 to 20,000	1%	3%	13%	36%	47%	4.23	.01	18,754
	Over 20,000	1%	3%	12%	34%	49%	4.27	.00	50,235
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	8%	16%	70%	4.51	.14	37
	Marketplace	1%	1%	11%	27%	60%	4.45	.04	371
	Express Unit	2%	4%	16%	48%	30%	4.00	.13	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	29%	63%	4.53	.05	184
	Sit-down Restaurant		1%	9%	31%	59%	4.47	.09	68
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	34%	51%	4.31	.01	11,603
	Marketplace	1%	3%	11%	35%	50%	4.30	.01	8,746
	Express Unit	1%	2%	10%	30%	57%	4.39	.01	11,729
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	33%	54%	4.37	.01	7,169
	Sit-down Restaurant	1%	2%	8%	32%	57%	4.42	.02	2,448
	Convenience Store	1%	3%	13%	33%	49%	4.25	.01	5,474

*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	3%	7%	16%	29%	46%	4.07	.03	1,152
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	16%	32%	39%	3.94	.00	98,753
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	15%	29%	47%	4.09	.04	774
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	31%	46%	4.10	.00	52,915
Aggregated Dining Halls	YOUR INSTITUTION	4%	7%	16%	30%	43%	4.03	.06	378
Aggregated Dining Halls	ENTIRE SAMPLE	5%	11%	19%	34%	31%	3.75	.01	45,838
Respondent Type - YOUR INSTITUTION	Student	4%	7%	17%	29%	43%	4.00	.04	862
	Faculty	3%	10%	10%	33%	43%	4.03	.14	60
	Administration/ Staff	0%	5%	11%	29%	55%	4.33	.06	217
	Other	8%			23%	69%	4.46	.31	13
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	17%	33%	37%	3.88	.00	83,901
	Faculty	3%	5%	13%	29%	51%	4.19	.02	3,568
	Administration/Staff	2%	4%	11%	30%	53%	4.28	.01	10,101
	Other	2%	4%	10%	24%	60%	4.36	.03	954
Student Class Status - YOUR INSTITUTION	First year	3%	8%	14%	27%	48%	4.09	.06	334
	Sophomore	6%	5%	20%	32%	38%	3.92	.10	133
	Junior	5%	7%	17%	31%	39%	3.92	.10	121
	Senior	4%	5%	19%	27%	46%	4.05	.08	169
	Graduate	2%	9%	21%	33%	35%	3.91	.10	102
	Other	33%		67%			2.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	4%	10%	18%	33%	35%	3.83	.01	34,489
	Sophomore	5%	10%	18%	32%	36%	3.84	.01	18,121
	Junior	4%	8%	16%	32%	40%	3.95	.01	13,350
	Senior	4%	8%	15%	32%	41%	3.98	.01	11,965
	Graduate	4%	7%	15%	36%	37%	3.97	.01	5,292
	Other	4%	8%	16%	35%	37%	3.92	.05	596
Gender - YOUR INSTITUTION	Female	3%	7%	15%	29%	47%	4.10	.04	798
	Male	5%	6%	16%	29%	44%	4.01	.06	346
	Transgender			33%	67%		3.67	.33	3
	Other Identity	20%		40%	20%	20%	3.20	.66	5
Gender - ENTIRE SAMPLE	Female	4%	9%	16%	32%	40%	3.95	.00	59,415
	Male	4%	8%	17%	32%	39%	3.93	.01	36,515
	Transgender	7%	9%	19%	29%	36%	3.77	.05	600
	Other Identity	5%	9%	15%	26%	44%	3.95	.04	1,151
Live... - YOUR INSTITUTION	On campus	3%	7%	13%	31%	46%	4.12	.05	373
	Off campus	4%	6%	17%	28%	45%	4.05	.04	779
Live... - ENTIRE SAMPLE	On campus	5%	10%	18%	32%	35%	3.82	.00	59,919
	Off campus	3%	6%	14%	31%	47%	4.13	.01	37,419
NACUFS Region - YOUR INSTITUTION	Southern	3%	7%	16%	29%	46%	4.07	.03	1,152
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	16%	33%	41%	4.00	.01	12,433
	Mid-Atlantic	5%	11%	17%	34%	33%	3.78	.01	9,236
	Midwest	4%	8%	17%	32%	39%	3.95	.01	30,867
	Northeast	4%	8%	16%	31%	40%	3.96	.01	17,107
	Pacific	6%	11%	18%	32%	32%	3.73	.01	12,425
	Southern	3%	6%	14%	30%	47%	4.11	.01	16,685
Institution Type - YOUR INSTITUTION	Public	3%	7%	16%	29%	46%	4.07	.03	1,152
Institution Type - ENTIRE SAMPLE	Public	4%	9%	16%	32%	39%	3.93	.00	77,801
	Private	3%	8%	15%	33%	40%	3.98	.01	20,952
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	16%	29%	46%	4.07	.03	1,152
Institution Type - ENTIRE SAMPLE	Primarily 2-year	9%	11%	18%	30%	32%	3.64	.03	1,970
	Primarily 4-year	4%	8%	16%	32%	39%	3.95	.00	96,783
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	16%	29%	46%	4.07	.03	1,152
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	8%	16%	32%	41%	3.97	.00	82,487
	Mainly Contracted	5%	10%	19%	33%	33%	3.80	.01	16,123
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	7%	16%	29%	46%	4.07	.03	1,152
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	16%	32%	41%	4.00	.02	4,578
	2,500 to 10,000	3%	7%	15%	30%	44%	4.04	.01	17,832
	10,001 to 20,000	4%	9%	18%	33%	36%	3.87	.01	20,980
	Over 20,000	4%	9%	16%	32%	39%	3.93	.00	55,363
	Other								
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	5%	10%	32%	46%	4.05	.19	41
	Marketplace	2%	7%	16%	27%	48%	4.12	.05	410
	Express Unit	2%	10%	20%	39%	29%	3.84	.14	51
	Specialty Coffee Shop/ Juice Bar	5%	6%	12%	28%	49%	4.12	.08	195
	Sit-down Restaurant	3%	7%	19%	27%	45%	4.04	.13	74
	Convenience Store				100%		4.00	.00	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	14%	32%	43%	4.04	.01	12,769
	Marketplace	4%	8%	15%	32%	40%	3.95	.01	9,852
	Express Unit	2%	4%	12%	28%	53%	4.25	.01	13,201
	Specialty Coffee Shop/ Juice Bar	3%	6%	14%	30%	47%	4.12	.01	8,283
	Sit-down Restaurant	2%	4%	10%	28%	57%	4.36	.02	2,747
	Convenience Store	3%	7%	17%	32%	41%	4.01	.01	6,063

*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%	1%	9%	30%	59%	4.45	.02	1,088
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.38	.00	89,655
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	11%	31%	55%	4.39	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.37	.00	47,319
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	6%	27%	66%	4.58	.03	375
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	33%	55%	4.39	.00	42,336
Respondent Type - YOUR INSTITUTION	Student	1%	1%	10%	30%	57%	4.42	.03	803
	Faculty	2%	2%	5%	30%	62%	4.48	.10	60
	Administration/ Staff	0%		5%	31%	64%	4.58	.04	214
	Other			9%	9%	82%	4.73	.19	11
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	33%	54%	4.37	.00	77,345
	Faculty	1%	2%	9%	35%	54%	4.39	.01	3,046
	Administration/Staff	1%	1%	7%	35%	56%	4.46	.01	8,351
	Other	1%	2%	13%	31%	53%	4.32	.03	707
Student Class Status - YOUR INSTITUTION	First year	1%	1%	9%	26%	64%	4.51	.04	315
	Sophomore		2%	7%	36%	55%	4.45	.06	121
	Junior		1%	11%	33%	55%	4.42	.07	108
	Senior	1%	2%	17%	25%	54%	4.29	.07	161
	Graduate	2%	3%	7%	40%	47%	4.27	.09	95
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	33%	54%	4.38	.00	32,230
	Sophomore	1%	2%	10%	32%	55%	4.39	.01	16,724
	Junior	1%	2%	10%	31%	56%	4.39	.01	12,211
	Senior	1%	2%	10%	33%	54%	4.37	.01	10,728
	Graduate	1%	2%	12%	36%	48%	4.27	.01	4,817
	Other	1%	2%	14%	41%	41%	4.19	.04	563
Gender - YOUR INSTITUTION	Female	1%	1%	9%	30%	61%	4.49	.03	752
	Male	1%	2%	10%	31%	56%	4.40	.05	328
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity		20%	20%		60%	4.00	.63	5
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	32%	58%	4.45	.00	53,896
	Male	1%	3%	12%	35%	49%	4.29	.00	33,287
	Transgender	1%	3%	12%	30%	54%	4.33	.04	562
	Other Identity	1%	4%	12%	32%	52%	4.29	.03	925
Live... - YOUR INSTITUTION	On campus	1%	1%	7%	27%	65%	4.54	.04	350
	Off campus	1%	1%	10%	32%	57%	4.42	.03	738
Live... - ENTIRE SAMPLE	On campus	1%	2%	10%	32%	55%	4.40	.00	55,416
	Off campus	1%	2%	10%	34%	53%	4.37	.00	32,954
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	9%	30%	59%	4.45	.02	1,088
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	36%	48%	4.29	.01	11,277
	Mid-Atlantic	1%	2%	9%	34%	54%	4.40	.01	8,515
	Midwest	1%	2%	11%	34%	53%	4.36	.00	28,054
	Northeast	1%	1%	9%	30%	58%	4.45	.01	15,682
	Pacific	1%	3%	10%	33%	54%	4.36	.01	10,763
Institution Type - YOUR INSTITUTION	Southern	1%	2%	9%	31%	58%	4.44	.01	15,364
	Public	1%	1%	9%	30%	59%	4.45	.02	1,088
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	32%	55%	4.38	.00	70,760
	Private	1%	2%	9%	35%	53%	4.38	.01	18,895
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	9%	30%	59%	4.45	.02	1,088
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	11%	33%	52%	4.34	.02	1,684
	Primarily 4-year	1%	2%	10%	33%	54%	4.38	.00	87,971
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	9%	30%	59%	4.45	.02	1,088
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	33%	55%	4.40	.00	74,635
	Mainly Contracted	1%	2%	12%	34%	50%	4.30	.01	14,884
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	9%	30%	59%	4.45	.02	1,088
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	1%	9%	35%	54%	4.41	.01	4,212
	2,500 to 10,000	1%	2%	10%	31%	57%	4.41	.01	16,202
	10,001 to 20,000	1%	2%	10%	34%	53%	4.36	.01	18,835
	Over 20,000	1%	2%	10%	33%	54%	4.38	.00	50,406
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	8%	14%	73%	4.51	.16	37
	Marketplace	1%	2%	12%	30%	55%	4.38	.04	372
	Express Unit		2%	18%	48%	32%	4.10	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	36%	56%	4.44	.06	183
	Sit-down Restaurant		3%	9%	25%	63%	4.49	.09	68
Type of Retail Unit - ENTIRE SAMPLE	Convenience Store			33%	33%	33%	4.00	.58	3
	Food Court	1%	2%	11%	34%	53%	4.35	.01	11,629
	Marketplace	1%	2%	9%	34%	55%	4.40	.01	8,766
	Express Unit	1%	2%	10%	31%	55%	4.37	.01	11,755
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	34%	53%	4.37	.01	7,197
	Sit-down Restaurant	1%	1%	9%	31%	58%	4.45	.02	2,445
	Convenience Store	1%	2%	12%	33%	51%	4.32	.01	5,527

*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	4%	10%	16%	30%	40%	3.93	.03	1,164
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	19%	30%	31%	3.64	.00	99,568
Aggregated Retail Units	YOUR INSTITUTION	3%	9%	17%	30%	41%	3.98	.04	775
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	17%	30%	37%	3.85	.01	53,307
Aggregated Dining Halls	YOUR INSTITUTION	5%	12%	15%	30%	37%	3.82	.06	389
Aggregated Dining Halls	ENTIRE SAMPLE	9%	17%	22%	29%	23%	3.40	.01	46,261
Respondent Type - YOUR INSTITUTION	Student	4%	10%	18%	30%	39%	3.90	.04	868
	Faculty	5%	15%	13%	31%	37%	3.81	.16	62
	Administration/ Staff	2%	9%	12%	33%	44%	4.09	.07	221
	Other	8%	15%	8%	23%	46%	3.85	.39	13
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	20%	30%	29%	3.58	.00	84,379
	Faculty	6%	10%	16%	30%	38%	3.83	.02	3,678
	Administration/Staff	5%	8%	15%	31%	41%	3.95	.01	10,314
	Other	3%	5%	12%	24%	56%	4.25	.03	961
Student Class Status - YOUR INSTITUTION	First year	4%	12%	13%	28%	44%	3.97	.06	336
	Sophomore	4%	9%	19%	35%	33%	3.82	.10	135
	Junior	3%	7%	25%	28%	36%	3.87	.10	121
	Senior	5%	8%	21%	26%	40%	3.90	.09	171
	Graduate	4%	9%	18%	39%	30%	3.83	.11	102
	Other	33%		67%			2.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	7%	15%	21%	29%	27%	3.53	.01	34,711
	Sophomore	9%	15%	20%	29%	27%	3.50	.01	18,206
	Junior	7%	13%	19%	29%	32%	3.66	.01	13,387
	Senior	6%	12%	18%	31%	32%	3.72	.01	12,031
	Graduate	6%	12%	20%	33%	29%	3.67	.02	5,351
	Other	6%	11%	17%	37%	30%	3.73	.05	604
Gender - YOUR INSTITUTION	Female	3%	10%	16%	31%	41%	3.95	.04	806
	Male	5%	9%	17%	30%	38%	3.88	.06	350
	Transgender			67%	33%		3.33	.33	3
	Other Identity		20%	60%		20%	3.20	.49	5
Gender - ENTIRE SAMPLE	Female	7%	14%	19%	29%	30%	3.62	.01	59,967
	Male	7%	12%	19%	31%	31%	3.67	.01	36,748
	Transgender	11%	12%	22%	23%	31%	3.51	.05	609
	Other Identity	9%	13%	18%	23%	37%	3.66	.04	1,157
Live... - YOUR INSTITUTION	On campus	3%	11%	14%	28%	43%	3.96	.06	375
	Off campus	4%	9%	18%	31%	38%	3.91	.04	789
Live... - ENTIRE SAMPLE	On campus	8%	16%	21%	29%	26%	3.49	.01	60,261
	Off campus	5%	9%	17%	31%	38%	3.87	.01	37,872
NACUFS Region - YOUR INSTITUTION	Southern	4%	10%	16%	30%	40%	3.93	.03	1,164
NACUFS Region - ENTIRE SAMPLE	Continental	6%	12%	19%	32%	32%	3.73	.01	12,534
	Mid-Atlantic	8%	17%	20%	29%	26%	3.47	.01	9,311
	Midwest	6%	14%	20%	30%	30%	3.64	.01	31,096
	Northeast	8%	14%	20%	29%	28%	3.55	.01	17,241
	Pacific	10%	16%	20%	28%	26%	3.44	.01	12,573
	Southern	5%	9%	17%	30%	39%	3.89	.01	16,813
Institution Type - YOUR INSTITUTION	Public	4%	10%	16%	30%	40%	3.93	.03	1,164
Institution Type - ENTIRE SAMPLE	Public	7%	13%	19%	30%	31%	3.65	.00	78,389
	Private	7%	14%	20%	30%	29%	3.61	.01	21,179
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	10%	16%	30%	40%	3.93	.03	1,164
Institution Type - ENTIRE SAMPLE	Primarily 2-year	16%	18%	20%	24%	21%	3.16	.03	2,025
	Primarily 4-year	7%	13%	19%	30%	31%	3.65	.00	97,543
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	10%	16%	30%	40%	3.93	.03	1,164
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	19%	30%	32%	3.66	.00	83,146
	Mainly Contracted	8%	14%	22%	31%	25%	3.51	.01	16,277
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	10%	16%	30%	40%	3.93	.03	1,164
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	17%	22%	30%	25%	3.49	.02	4,644
	2,500 to 10,000	6%	11%	19%	29%	34%	3.74	.01	17,968
	10,001 to 20,000	8%	15%	20%	31%	26%	3.53	.01	21,165
	Over 20,000	7%	13%	19%	30%	32%	3.66	.01	55,791
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	8%	8%	33%	45%	4.00	.20	40
	Marketplace	2%	9%	20%	27%	41%	3.96	.05	412
	Express Unit	2%	12%	18%	43%	25%	3.78	.14	51
	Specialty Coffee Shop/ Juice Bar	3%	6%	14%	31%	46%	4.11	.08	195
	Sit-down Restaurant	5%	12%	11%	35%	36%	3.85	.14	74
	Convenience Store				67%	33%	4.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	11%	18%	31%	34%	3.76	.01	12,868
	Marketplace	8%	14%	18%	29%	31%	3.61	.01	9,927
	Express Unit	4%	7%	15%	29%	45%	4.04	.01	13,241
	Specialty Coffee Shop/ Juice Bar	4%	9%	16%	31%	39%	3.93	.01	8,364
	Sit-down Restaurant	3%	7%	14%	30%	47%	4.12	.02	2,758
	Convenience Store	5%	11%	19%	32%	33%	3.77	.01	6,149

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

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

TABLE 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%	3%	11%	29%	55%	4.31	.03	1,078
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	30%	53%	4.30	.00	89,050
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	13%	30%	51%	4.24	.04	707
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	53%	4.28	.00	46,918
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	7%	28%	61%	4.45	.04	371
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.32	.00	42,132
Respondent Type - YOUR INSTITUTION	Student	2%	3%	12%	29%	54%	4.29	.03	799
	Faculty	2%	2%	5%	37%	54%	4.40	.11	57
	Administration/ Staff	3%	1%	9%	31%	55%	4.34	.06	210
	Other				17%	83%	4.83	.11	12
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	30%	53%	4.29	.00	76,856
	Faculty	1%	2%	10%	29%	57%	4.38	.02	3,013
	Administration/Staff	2%	3%	9%	32%	54%	4.34	.01	8,280
	Other	3%	3%	14%	25%	55%	4.27	.04	695
Student Class Status - YOUR INSTITUTION	First year	4%	3%	11%	24%	58%	4.31	.06	314
	Sophomore	1%	4%	9%	35%	51%	4.31	.08	121
	Junior	1%	4%	14%	31%	50%	4.26	.09	108
	Senior	3%	2%	18%	25%	52%	4.23	.08	159
	Graduate	1%	5%	3%	39%	51%	4.34	.09	94
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	30%	53%	4.30	.01	32,041
	Sophomore	2%	4%	12%	30%	53%	4.29	.01	16,618
	Junior	2%	3%	12%	30%	53%	4.30	.01	12,105
	Senior	2%	4%	12%	30%	52%	4.28	.01	10,680
	Graduate	2%	3%	12%	32%	52%	4.28	.01	4,775
	Other	2%	4%	15%	33%	47%	4.18	.04	565
Gender - YOUR INSTITUTION	Female	2%	2%	11%	29%	57%	4.37	.03	744
	Male	4%	5%	11%	31%	49%	4.17	.06	326
	Transgender					100%	5.00	.00	3
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	28%	59%	4.41	.00	53,591
	Male	2%	5%	15%	33%	44%	4.12	.01	33,018
	Transgender	2%	3%	13%	28%	54%	4.30	.04	555
	Other Identity	2%	4%	14%	27%	53%	4.26	.03	922
Live... - YOUR INSTITUTION	On campus	3%	3%	10%	26%	59%	4.35	.05	348
	Off campus	2%	3%	11%	31%	53%	4.29	.03	730
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	30%	54%	4.31	.00	55,105
	Off campus	2%	4%	12%	30%	53%	4.28	.01	32,679
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	11%	29%	55%	4.31	.03	1,078
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	13%	31%	49%	4.21	.01	11,164
	Mid-Atlantic	2%	3%	11%	31%	54%	4.32	.01	8,470
	Midwest	2%	3%	12%	31%	52%	4.28	.01	27,888
	Northeast	1%	3%	10%	29%	57%	4.36	.01	15,575
	Pacific	2%	3%	12%	29%	54%	4.30	.01	10,719
	Southern	2%	3%	11%	29%	55%	4.32	.01	15,234
Institution Type - YOUR INSTITUTION	Public	2%	3%	11%	29%	55%	4.31	.03	1,078
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	30%	53%	4.29	.00	70,272
	Private	2%	3%	11%	30%	54%	4.32	.01	18,778
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	11%	29%	55%	4.31	.03	1,078
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	13%	27%	54%	4.28	.02	1,679
	Primarily 4-year	2%	3%	12%	30%	53%	4.30	.00	87,371
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	11%	29%	55%	4.31	.03	1,078
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	30%	54%	4.31	.00	74,207
	Mainly Contracted	2%	4%	14%	32%	50%	4.23	.01	14,708
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	11%	29%	55%	4.31	.03	1,078
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	10%	29%	56%	4.37	.01	4,181
	2,500 to 10,000	1%	3%	12%	28%	55%	4.33	.01	16,086
	10,001 to 20,000	2%	3%	13%	32%	51%	4.26	.01	18,684
	Over 20,000	2%	4%	12%	30%	53%	4.30	.00	50,099
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	11%	16%	68%	4.43	.16	37
	Marketplace	3%	3%	13%	28%	52%	4.23	.05	371
	Express Unit			22%	51%	27%	4.04	.10	49
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	32%	54%	4.32	.07	180
	Sit-down Restaurant	3%	7%	12%	31%	46%	4.10	.13	67
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	29%	52%	4.25	.01	11,482
	Marketplace	1%	3%	10%	30%	55%	4.34	.01	8,732
	Express Unit	2%	4%	12%	29%	53%	4.26	.01	11,666
	Specialty Coffee Shop/ Juice Bar	2%	3%	12%	31%	52%	4.27	.01	7,120
	Sit-down Restaurant	2%	3%	11%	30%	54%	4.31	.02	2,431
	Convenience Store	2%	4%	14%	30%	51%	4.24	.01	5,487

*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	4%	10%	19%	28%	39%	3.87	.03	1,146
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	13%	22%	29%	28%	3.56	.00	98,574
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	21%	27%	39%	3.89	.04	762
Aggregated Retail Units	ENTIRE SAMPLE	6%	12%	21%	29%	33%	3.70	.01	52,658
Aggregated Dining Halls	YOUR INSTITUTION	6%	11%	17%	29%	38%	3.82	.06	384
Aggregated Dining Halls	ENTIRE SAMPLE	9%	15%	24%	30%	22%	3.41	.01	45,916
Respondent Type - YOUR INSTITUTION	Student	5%	10%	21%	28%	36%	3.80	.04	861
	Faculty		7%	22%	32%	39%	4.03	.12	59
	Administration/ Staff	3%	8%	14%	28%	47%	4.07	.08	214
	Other	8%	8%	8%	8%	67%	4.17	.41	12
Respondent Type - ENTIRE SAMPLE	Student	8%	14%	23%	29%	26%	3.50	.00	83,640
	Faculty	6%	9%	19%	30%	36%	3.79	.02	3,637
	Administration/Staff	4%	8%	17%	32%	39%	3.94	.01	10,129
	Other	3%	7%	16%	22%	52%	4.12	.04	943
Student Class Status - YOUR INSTITUTION	First year	5%	12%	18%	26%	40%	3.84	.07	332
	Sophomore	4%	12%	19%	27%	37%	3.81	.10	135
	Junior	4%	8%	22%	34%	31%	3.80	.10	121
	Senior	7%	7%	25%	22%	39%	3.79	.10	169
	Graduate	4%	10%	23%	36%	28%	3.73	.11	101
	Other	33%		33%	33%		2.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	9%	15%	23%	29%	25%	3.46	.01	34,434
	Sophomore	9%	15%	23%	28%	24%	3.44	.01	18,033
	Junior	8%	13%	21%	29%	28%	3.56	.01	13,275
	Senior	7%	13%	22%	29%	28%	3.58	.01	11,928
	Graduate	6%	12%	21%	33%	28%	3.63	.02	5,293
	Other	8%	12%	21%	33%	26%	3.57	.05	590
Gender - YOUR INSTITUTION	Female	4%	10%	19%	28%	39%	3.86	.04	792
	Male	4%	8%	21%	28%	39%	3.89	.06	346
	Transgender	33%			33%	33%	3.33	1.20	3
	Other Identity		40%	40%		20%	3.00	.55	5
Gender - ENTIRE SAMPLE	Female	9%	15%	22%	28%	27%	3.50	.01	59,489
	Male	6%	11%	23%	31%	29%	3.65	.01	36,271
	Transgender	12%	12%	24%	25%	28%	3.45	.05	606
	Other Identity	9%	12%	20%	24%	35%	3.64	.04	1,149
Live... - YOUR INSTITUTION	On campus	5%	12%	16%	27%	40%	3.84	.06	371
	Off campus	4%	9%	21%	28%	38%	3.88	.04	775
Live... - ENTIRE SAMPLE	On campus	9%	15%	23%	28%	24%	3.42	.01	59,783
	Off campus	5%	10%	20%	31%	34%	3.78	.01	37,397
NACUFS Region - YOUR INSTITUTION	Southern	4%	10%	19%	28%	39%	3.87	.03	1,146
NACUFS Region - ENTIRE SAMPLE	Continental	6%	13%	22%	31%	27%	3.61	.01	12,386
	Mid-Atlantic	9%	16%	22%	29%	23%	3.41	.01	9,212
	Midwest	7%	13%	22%	29%	28%	3.57	.01	30,804
	Northeast	9%	13%	22%	29%	26%	3.51	.01	17,113
	Pacific	11%	15%	22%	28%	24%	3.40	.01	12,445
Institution Type - YOUR INSTITUTION	Southern	6%	10%	20%	28%	35%	3.77	.01	16,614
	Public	4%	10%	19%	28%	39%	3.87	.03	1,146
Institution Type - ENTIRE SAMPLE	Public	8%	13%	22%	29%	28%	3.57	.00	77,564
	Private	8%	14%	22%	29%	27%	3.53	.01	21,010
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	10%	19%	28%	39%	3.87	.03	1,146
Institution Type - ENTIRE SAMPLE	Primarily 2-year	18%	18%	22%	24%	18%	3.06	.03	1,996
	Primarily 4-year	8%	13%	22%	29%	28%	3.57	.00	96,578
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	10%	19%	28%	39%	3.87	.03	1,146
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	13%	21%	29%	29%	3.58	.00	82,321
	Mainly Contracted	8%	14%	24%	29%	23%	3.45	.01	16,111
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	10%	19%	28%	39%	3.87	.03	1,146
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	17%	23%	28%	21%	3.34	.02	4,600
	2,500 to 10,000	7%	12%	21%	29%	32%	3.67	.01	17,812
	10,001 to 20,000	8%	14%	23%	30%	24%	3.49	.01	20,920
	Over 20,000	8%	13%	22%	29%	28%	3.57	.01	55,242
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	5%	23%	25%	43%	3.95	.18	40
	Marketplace	2%	10%	22%	26%	39%	3.89	.05	407
	Express Unit		8%	24%	44%	24%	3.84	.13	50
	Specialty Coffee Shop/ Juice Bar	6%	5%	17%	26%	46%	4.02	.08	191
	Sit-down Restaurant	7%	18%	20%	23%	32%	3.55	.16	71
	Convenience Store				67%	33%	4.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	13%	22%	29%	27%	3.55	.01	12,693
	Marketplace	9%	14%	21%	28%	28%	3.54	.01	9,847
	Express Unit	5%	9%	18%	27%	40%	3.90	.01	13,089
	Specialty Coffee Shop/ Juice Bar	5%	10%	20%	31%	34%	3.79	.01	8,211
	Sit-down Restaurant	3%	9%	17%	28%	43%	3.99	.02	2,733
	Convenience Store	7%	12%	24%	29%	28%	3.59	.02	6,085

*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	16%	8%	13%	22%	40%	3.63	.05	950
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	16%	10%	15%	22%	36%	3.54	.01	79,588
Aggregated Retail Units	YOUR INSTITUTION	14%	7%	14%	24%	41%	3.69	.06	636
Aggregated Retail Units	ENTIRE SAMPLE	15%	9%	15%	23%	38%	3.59	.01	41,979
Aggregated Dining Halls	YOUR INSTITUTION	19%	11%	11%	19%	40%	3.51	.09	314
Aggregated Dining Halls	ENTIRE SAMPLE	16%	11%	16%	22%	34%	3.47	.01	37,609
Respondent Type - YOUR INSTITUTION	Student	16%	9%	14%	22%	40%	3.62	.05	714
	Faculty	17%	7%	11%	30%	35%	3.59	.22	46
	Administration/ Staff	17%	8%	12%	22%	42%	3.63	.11	178
	Other	8%			42%	50%	4.25	.33	12
Respondent Type - ENTIRE SAMPLE	Student	15%	10%	15%	22%	36%	3.54	.01	68,943
	Faculty	15%	9%	14%	23%	39%	3.64	.03	2,764
	Administration/Staff	19%	10%	13%	23%	35%	3.44	.02	7,076
	Other	14%	7%	15%	23%	41%	3.71	.06	618
Student Class Status - YOUR INSTITUTION	First year	19%	12%	11%	18%	40%	3.47	.09	280
	Sophomore	21%	7%	9%	26%	37%	3.53	.15	107
	Junior	15%	7%	14%	25%	38%	3.63	.15	97
	Senior	7%	5%	22%	21%	45%	3.93	.10	146
	Graduate	14%	10%	10%	27%	40%	3.69	.16	81
	Other			67%		33%	3.67	.67	3
Student Class Status - ENTIRE SAMPLE	First year	17%	11%	16%	22%	34%	3.46	.01	28,692
	Sophomore	15%	10%	15%	23%	36%	3.56	.01	14,864
	Junior	14%	9%	15%	22%	39%	3.62	.01	10,963
	Senior	15%	10%	15%	22%	39%	3.61	.01	9,553
	Graduate	13%	10%	14%	25%	38%	3.65	.02	4,304
	Other	13%	10%	17%	25%	35%	3.59	.06	505
Gender - YOUR INSTITUTION	Female	14%	9%	13%	23%	41%	3.69	.06	670
	Male	21%	8%	13%	21%	38%	3.48	.09	272
	Transgender	33%				67%	3.67	1.33	3
	Other Identity		20%		20%	60%	4.20	.58	5
Gender - ENTIRE SAMPLE	Female	12%	9%	14%	23%	41%	3.72	.01	48,066
	Male	22%	12%	17%	21%	28%	3.22	.01	29,274
	Transgender	11%	6%	14%	20%	48%	3.89	.06	527
	Other Identity	11%	9%	14%	20%	46%	3.82	.05	854
Live... - YOUR INSTITUTION	On campus	20%	10%	10%	21%	39%	3.49	.09	307
	Off campus	14%	7%	14%	23%	41%	3.70	.06	643
Live... - ENTIRE SAMPLE	On campus	16%	11%	16%	22%	36%	3.52	.01	49,243
	Off campus	16%	10%	14%	23%	38%	3.56	.01	29,205
NACUFS Region - YOUR INSTITUTION	Southern	16%	8%	13%	22%	40%	3.63	.05	950
NACUFS Region - ENTIRE SAMPLE	Continental	21%	12%	15%	23%	29%	3.27	.02	9,468
	Mid-Atlantic	19%	12%	15%	21%	33%	3.37	.02	7,428
	Midwest	15%	10%	16%	23%	36%	3.54	.01	25,041
	Northeast	15%	10%	15%	22%	38%	3.60	.01	14,192
	Pacific	14%	10%	16%	22%	39%	3.63	.01	9,668
Institution Type - YOUR INSTITUTION	Southern	14%	9%	14%	22%	41%	3.67	.01	13,791
	Public	16%	8%	13%	22%	40%	3.63	.05	950
Institution Type - ENTIRE SAMPLE	Public	15%	10%	15%	22%	37%	3.57	.01	63,062
	Private	18%	11%	15%	22%	33%	3.41	.01	16,526
Institution Type - YOUR INSTITUTION	Primarily 4-year	16%	8%	13%	22%	40%	3.63	.05	950
Institution Type - ENTIRE SAMPLE	Primarily 2-year	16%	8%	18%	21%	36%	3.53	.04	1,508
	Primarily 4-year	16%	10%	15%	22%	36%	3.54	.01	78,080
Operation Type - YOUR INSTITUTION	Mainly Contracted	16%	8%	13%	22%	40%	3.63	.05	950
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	16%	10%	15%	22%	37%	3.53	.01	66,381
	Mainly Contracted	14%	11%	16%	24%	36%	3.58	.01	13,100
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	16%	8%	13%	22%	40%	3.63	.05	950
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	16%	10%	16%	24%	34%	3.50	.02	3,686
	2,500 to 10,000	14%	9%	15%	23%	39%	3.63	.01	14,373
	10,001 to 20,000	17%	10%	16%	23%	34%	3.47	.01	16,809
	Over 20,000	16%	10%	15%	22%	37%	3.53	.01	44,720
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	9%	12%	15%	55%	3.97	.24	33
	Marketplace	15%	7%	15%	21%	41%	3.66	.08	335
	Express Unit	4%	9%	21%	45%	21%	3.70	.15	47
	Specialty Coffee Shop/ Juice Bar	17%	6%	13%	22%	43%	3.69	.12	163
	Sit-down Restaurant	15%	9%	7%	31%	38%	3.69	.19	55
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	18%	10%	15%	22%	35%	3.47	.01	10,087
	Marketplace	17%	10%	15%	22%	35%	3.46	.02	7,740
	Express Unit	12%	9%	14%	23%	42%	3.73	.01	10,655
	Specialty Coffee Shop/ Juice Bar	15%	9%	14%	23%	39%	3.62	.02	6,394
	Sit-down Restaurant	15%	7%	13%	23%	42%	3.70	.03	2,193
	Convenience Store	12%	9%	16%	23%	39%	3.68	.02	4,910

*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	8%	10%	19%	26%	38%	3.76	.04	919
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	11%	24%	26%	30%	3.61	.00	78,542
Aggregated Retail Units	YOUR INSTITUTION	7%	10%	20%	25%	38%	3.79	.05	627
Aggregated Retail Units	ENTIRE SAMPLE	7%	10%	23%	26%	35%	3.73	.01	42,293
Aggregated Dining Halls	YOUR INSTITUTION	9%	11%	17%	26%	37%	3.71	.08	292
Aggregated Dining Halls	ENTIRE SAMPLE	10%	12%	26%	27%	25%	3.46	.01	36,249
Respondent Type - YOUR INSTITUTION	Student	8%	10%	21%	26%	36%	3.73	.05	704
	Faculty	11%	7%	11%	36%	36%	3.78	.20	45
	Administration/ Staff	6%	10%	15%	23%	46%	3.92	.10	158
	Other	8%	17%	17%	25%	33%	3.58	.40	12
Respondent Type - ENTIRE SAMPLE	Student	8%	11%	25%	26%	29%	3.55	.00	67,359
	Faculty	7%	9%	20%	26%	38%	3.80	.02	2,903
	Administration/Staff	4%	7%	20%	29%	41%	3.94	.01	7,255
	Other	4%	6%	18%	19%	54%	4.12	.04	818
Student Class Status - YOUR INSTITUTION	First year	10%	9%	20%	22%	39%	3.70	.08	267
	Sophomore	5%	12%	13%	29%	41%	3.90	.12	104
	Junior	4%	13%	25%	27%	31%	3.68	.12	100
	Senior	7%	9%	21%	25%	37%	3.74	.10	149
	Graduate	6%	9%	25%	33%	27%	3.67	.13	81
	Other	33%		33%	33%		2.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	8%	11%	26%	26%	28%	3.56	.01	27,489
	Sophomore	10%	12%	25%	26%	27%	3.48	.01	14,443
	Junior	8%	11%	24%	25%	31%	3.59	.01	10,766
	Senior	8%	11%	24%	26%	30%	3.59	.01	9,709
	Graduate	7%	11%	23%	30%	28%	3.61	.02	4,374
	Other	10%	9%	23%	30%	28%	3.57	.06	501
Gender - YOUR INSTITUTION	Female	7%	11%	18%	26%	38%	3.77	.05	641
	Male	10%	7%	20%	25%	38%	3.76	.08	271
	Transgender			100%			3.00	.00	2
	Other Identity		20%	40%	20%	20%	3.40	.51	5
Gender - ENTIRE SAMPLE	Female	9%	12%	24%	26%	29%	3.54	.01	47,670
	Male	6%	8%	26%	27%	33%	3.71	.01	28,359
	Transgender	14%	14%	21%	20%	31%	3.41	.06	548
	Other Identity	11%	12%	20%	19%	38%	3.62	.04	1,014
Live... - YOUR INSTITUTION	On campus	9%	11%	17%	25%	39%	3.75	.08	293
	Off campus	7%	10%	20%	26%	37%	3.77	.05	626
Live... - ENTIRE SAMPLE	On campus	9%	12%	26%	26%	27%	3.51	.01	47,803
	Off campus	6%	9%	22%	27%	35%	3.76	.01	29,483
NACUFS Region - YOUR INSTITUTION	Southern	8%	10%	19%	26%	38%	3.76	.04	919
NACUFS Region - ENTIRE SAMPLE	Continental	7%	10%	26%	27%	30%	3.64	.01	9,299
	Mid-Atlantic	10%	13%	24%	27%	26%	3.46	.02	6,826
	Midwest	7%	11%	25%	27%	31%	3.63	.01	24,899
	Northeast	9%	11%	24%	26%	29%	3.56	.01	13,737
	Pacific	11%	12%	25%	26%	27%	3.47	.01	10,056
Institution Type - YOUR INSTITUTION	Southern	6%	9%	23%	25%	36%	3.76	.01	13,725
	Public	8%	10%	19%	26%	38%	3.76	.04	919
Institution Type - ENTIRE SAMPLE	Public	8%	11%	24%	26%	31%	3.61	.00	62,366
	Private	8%	12%	24%	26%	30%	3.60	.01	16,176
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	10%	19%	26%	38%	3.76	.04	919
Institution Type - ENTIRE SAMPLE	Primarily 2-year	17%	15%	29%	20%	19%	3.09	.03	1,526
	Primarily 4-year	8%	11%	24%	27%	31%	3.62	.00	77,016
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	10%	19%	26%	38%	3.76	.04	919
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	11%	24%	26%	32%	3.64	.00	65,187
	Mainly Contracted	10%	12%	27%	26%	25%	3.45	.01	13,255
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	8%	10%	19%	26%	38%	3.76	.04	919
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	14%	26%	26%	24%	3.40	.02	3,422
	2,500 to 10,000	7%	10%	23%	25%	35%	3.70	.01	14,340
	10,001 to 20,000	9%	11%	26%	28%	26%	3.52	.01	16,502
	Over 20,000	8%	11%	24%	26%	31%	3.62	.01	44,278
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	9%	17%	29%	37%	3.77	.22	35
	Marketplace	7%	11%	20%	24%	39%	3.78	.07	338
	Express Unit	2%	9%	23%	45%	20%	3.73	.15	44
	Specialty Coffee Shop/ Juice Bar	6%	7%	18%	21%	48%	3.98	.10	152
	Sit-down Restaurant	15%	9%	25%	27%	24%	3.36	.18	55
	Convenience Store				67%	33%	4.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	11%	26%	25%	30%	3.58	.01	9,896
	Marketplace	8%	11%	22%	27%	32%	3.62	.01	7,532
	Express Unit	5%	8%	20%	25%	42%	3.89	.01	11,045
	Specialty Coffee Shop/ Juice Bar	6%	9%	22%	27%	37%	3.79	.01	6,500
	Sit-down Restaurant	4%	7%	20%	24%	45%	4.00	.02	2,229
	Convenience Store	7%	11%	26%	26%	30%	3.61	.02	5,091

*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 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%	7%	30%	61%	4.51	.02	1,090
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	56%	4.42	.00	89,730
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	9%	29%	60%	4.48	.03	716
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	30%	60%	4.47	.00	47,484
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	5%	31%	63%	4.55	.03	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	35%	52%	4.35	.00	42,246
Respondent Type - YOUR INSTITUTION	Student	1%	1%	9%	30%	60%	4.47	.03	802
	Faculty				39%	61%	4.61	.06	61
	Administration/ Staff			5%	28%	67%	4.61	.04	215
	Other				25%	75%	4.75	.13	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	33%	54%	4.39	.00	77,358
	Faculty	1%	1%	6%	30%	62%	4.52	.01	3,049
	Administration/Staff	0%	0%	4%	26%	70%	4.64	.01	8,404
	Other	1%	1%	8%	26%	62%	4.47	.03	712
Student Class Status - YOUR INSTITUTION	First year	0%	1%	5%	25%	68%	4.61	.04	314
	Sophomore		1%	5%	38%	56%	4.50	.06	119
	Junior			3%	9%	59%	4.44	.07	108
	Senior	2%	1%	17%	25%	54%	4.27	.08	161
	Graduate		2%	8%	43%	46%	4.34	.07	97
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	34%	53%	4.37	.00	32,241
	Sophomore	1%	2%	9%	34%	54%	4.39	.01	16,696
	Junior	1%	2%	9%	32%	56%	4.41	.01	12,216
	Senior	1%	2%	9%	31%	57%	4.42	.01	10,736
	Graduate	1%	2%	9%	35%	53%	4.37	.01	4,827
	Other	0%	2%	11%	36%	51%	4.35	.03	571
Gender - YOUR INSTITUTION	Female	0%	1%	7%	29%	62%	4.53	.03	750
	Male	1%	1%	8%	32%	59%	4.47	.04	332
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity			40%		60%	4.20	.49	5
Gender - ENTIRE SAMPLE	Female	0%	1%	8%	32%	59%	4.47	.00	53,966
	Male	1%	2%	11%	34%	52%	4.34	.00	33,306
	Transgender	2%	3%	10%	32%	54%	4.35	.04	559
	Other Identity	1%	2%	14%	33%	50%	4.30	.03	933
Live... - YOUR INSTITUTION	On campus	0%	1%	5%	28%	66%	4.59	.03	349
	Off campus	1%	1%	9%	31%	59%	4.47	.03	741
Live... - ENTIRE SAMPLE	On campus	1%	2%	10%	34%	53%	4.38	.00	55,369
	Off campus	1%	1%	7%	30%	61%	4.49	.00	33,080
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	7%	30%	61%	4.51	.02	1,090
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	35%	52%	4.37	.01	11,324
	Mid-Atlantic	1%	2%	9%	35%	54%	4.41	.01	8,535
	Midwest	1%	2%	10%	34%	53%	4.37	.00	28,023
	Northeast	1%	1%	8%	31%	58%	4.45	.01	15,663
	Pacific	1%	2%	9%	33%	56%	4.40	.01	10,772
	Southern	0%	1%	7%	28%	63%	4.52	.01	15,413
Institution Type - YOUR INSTITUTION	Public	0%	1%	7%	30%	61%	4.51	.02	1,090
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	32%	56%	4.42	.00	70,805
	Private	0%	2%	8%	35%	55%	4.42	.01	18,925
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	7%	30%	61%	4.51	.02	1,090
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	28%	63%	4.52	.02	1,687
	Primarily 4-year	1%	2%	9%	33%	56%	4.41	.00	88,043
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	7%	30%	61%	4.51	.02	1,090
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	32%	57%	4.43	.00	74,708
	Mainly Contracted	1%	2%	11%	34%	52%	4.35	.01	14,885
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	7%	30%	61%	4.51	.02	1,090
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	34%	57%	4.47	.01	4,229
	2,500 to 10,000	0%	1%	8%	29%	60%	4.48	.01	16,209
	10,001 to 20,000	1%	2%	10%	34%	55%	4.40	.01	18,863
	Over 20,000	1%	2%	9%	33%	55%	4.40	.00	50,429
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	8%	24%	65%	4.51	.13	37
	Marketplace	1%	1%	7%	27%	64%	4.53	.04	374
	Express Unit	2%		20%	53%	25%	4.00	.11	51
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	28%	61%	4.49	.05	183
	Sit-down Restaurant		1%	4%	31%	63%	4.56	.08	68
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	32%	57%	4.44	.01	11,614
	Marketplace	0%	1%	8%	35%	56%	4.44	.01	8,770
	Express Unit	1%	1%	8%	27%	63%	4.50	.01	11,778
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	27%	65%	4.55	.01	7,237
	Sit-down Restaurant	0%	1%	6%	26%	67%	4.58	.01	2,454
	Convenience Store	1%	2%	10%	31%	57%	4.41	.01	5,631

*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	4%	3%	13%	31%	50%	4.20	.03	1,164
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	33%	50%	4.26	.00	99,720
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	15%	31%	46%	4.09	.04	775
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	31%	53%	4.29	.00	53,567
Aggregated Dining Halls	YOUR INSTITUTION	2%	1%	9%	30%	58%	4.42	.04	389
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	35%	47%	4.22	.00	46,153
Respondent Type - YOUR INSTITUTION	Student	4%	3%	14%	33%	46%	4.14	.03	866
	Faculty	3%	2%	11%	24%	60%	4.37	.12	63
	Administration/ Staff	3%	2%	9%	24%	61%	4.38	.06	222
	Other			23%	8%	69%	4.46	.24	13
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	12%	34%	48%	4.23	.00	84,388
	Faculty	2%	3%	9%	26%	61%	4.41	.01	3,723
	Administration/Staff	2%	3%	9%	26%	61%	4.42	.01	10,409
	Other	1%	2%	9%	21%	67%	4.51	.03	969
Student Class Status - YOUR INSTITUTION	First year	4%	3%	10%	31%	52%	4.25	.06	334
	Sophomore	3%	5%	12%	38%	43%	4.13	.09	133
	Junior	5%	3%	16%	39%	37%	4.00	.10	122
	Senior	3%	2%	19%	29%	46%	4.14	.08	170
	Graduate	4%	5%	18%	34%	39%	4.00	.10	104
	Other	33%		33%	33%		2.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	12%	35%	48%	4.25	.00	34,643
	Sophomore	2%	4%	13%	35%	47%	4.19	.01	18,210
	Junior	2%	4%	13%	32%	49%	4.23	.01	13,409
	Senior	2%	3%	12%	33%	49%	4.24	.01	12,041
	Graduate	2%	4%	11%	35%	47%	4.22	.01	5,389
	Other	2%	4%	16%	29%	49%	4.20	.04	609
Gender - YOUR INSTITUTION	Female	4%	3%	13%	30%	50%	4.20	.04	802
	Male	3%	4%	12%	33%	49%	4.19	.05	354
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity			40%	20%	40%	4.00	.45	5
Gender - ENTIRE SAMPLE	Female	2%	3%	11%	33%	51%	4.28	.00	60,077
	Male	2%	4%	12%	33%	48%	4.21	.01	36,784
	Transgender	5%	4%	12%	29%	49%	4.13	.05	607
	Other Identity	3%	3%	11%	26%	58%	4.32	.03	1,166
Live... - YOUR INSTITUTION	On campus	4%	3%	10%	35%	49%	4.22	.05	373
	Off campus	3%	3%	15%	29%	50%	4.19	.04	791
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	34%	47%	4.21	.00	60,221
	Off campus	2%	3%	10%	30%	55%	4.32	.00	38,064
NACUFS Region - YOUR INSTITUTION	Southern	4%	3%	13%	31%	50%	4.20	.03	1,164
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	33%	53%	4.35	.01	12,603
	Mid-Atlantic	3%	5%	13%	35%	45%	4.15	.01	9,295
	Midwest	2%	3%	12%	33%	51%	4.28	.01	31,147
	Northeast	2%	3%	12%	33%	50%	4.25	.01	17,230
	Pacific	3%	5%	14%	35%	43%	4.09	.01	12,582
	Southern	2%	3%	10%	29%	55%	4.33	.01	16,863
Institution Type - YOUR INSTITUTION	Public	4%	3%	13%	31%	50%	4.20	.03	1,164
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	33%	50%	4.25	.00	78,474
	Private	2%	3%	11%	32%	52%	4.28	.01	21,246
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	3%	13%	31%	50%	4.20	.03	1,164
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	7%	16%	32%	39%	3.93	.03	2,029
	Primarily 4-year	2%	3%	12%	33%	50%	4.26	.00	97,691
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	3%	13%	31%	50%	4.20	.03	1,164
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	33%	51%	4.28	.00	83,232
	Mainly Contracted	3%	5%	14%	33%	45%	4.12	.01	16,343
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	3%	13%	31%	50%	4.20	.03	1,164
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	12%	33%	51%	4.28	.01	4,670
	2,500 to 10,000	2%	3%	11%	30%	54%	4.31	.01	18,028
	10,001 to 20,000	2%	4%	13%	33%	48%	4.21	.01	21,211
	Over 20,000	2%	3%	12%	34%	50%	4.26	.00	55,811
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	2%	12%	41%	37%	3.98	.18	41
	Marketplace	4%	4%	15%	28%	49%	4.15	.05	411
	Express Unit	2%	2%	23%	42%	31%	3.98	.12	52
	Specialty Coffee Shop/ Juice Bar	3%	5%	12%	31%	49%	4.19	.07	193
	Sit-down Restaurant	11%	7%	22%	27%	34%	3.66	.15	74
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	34%	47%	4.20	.01	12,887
	Marketplace	3%	5%	12%	34%	46%	4.17	.01	9,934
	Express Unit	2%	3%	9%	28%	58%	4.38	.01	13,277
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	28%	56%	4.31	.01	8,424
	Sit-down Restaurant	2%	3%	9%	25%	61%	4.42	.02	2,764
	Convenience Store	1%	2%	11%	31%	54%	4.35	.01	6,281

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

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

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

		Speed of service					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	7%	28%	64%	4.53	.02	1,089
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	33%	55%	4.40	.00	89,787
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	7%	27%	64%	4.53	.03	715
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	29%	61%	4.48	.00	47,574
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	5%	31%	62%	4.53	.04	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	37%	49%	4.31	.00	42,213
Respondent Type - YOUR INSTITUTION	Student	0%	2%	7%	28%	62%	4.50	.03	802
	Faculty			7%	36%	57%	4.51	.08	61
	Administration/ Staff			4%	27%	70%	4.66	.04	214
	Other			8%	17%	75%	4.67	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	33%	54%	4.38	.00	77,375
	Faculty	1%	1%	6%	32%	60%	4.49	.01	3,065
	Administration/Staff	0%	1%	4%	28%	67%	4.60	.01	8,440
	Other	1%	2%	8%	29%	59%	4.43	.03	704
Student Class Status - YOUR INSTITUTION	First year	0%	1%	4%	25%	69%	4.62	.04	316
	Sophomore		1%	4%	38%	57%	4.51	.06	119
	Junior			5%	7%	59%	4.43	.08	107
	Senior	2%	2%	17%	22%	57%	4.30	.07	161
	Graduate			3%	4%	57%	4.47	.07	96
	Other			33%		67%	4.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	35%	52%	4.34	.00	32,245
	Sophomore	1%	2%	10%	33%	54%	4.38	.01	16,694
	Junior	1%	2%	9%	31%	57%	4.42	.01	12,215
	Senior	1%	2%	9%	31%	57%	4.42	.01	10,739
	Graduate	1%	2%	8%	32%	56%	4.42	.01	4,832
	Other	1%	2%	14%	38%	47%	4.28	.03	572
Gender - YOUR INSTITUTION	Female	0%	1%	7%	27%	65%	4.55	.03	749
	Male	1%	1%	6%	32%	60%	4.49	.04	332
	Transgender			33%		67%	4.33	.67	3
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	32%	58%	4.45	.00	54,024
	Male	1%	2%	11%	34%	52%	4.33	.00	33,307
	Transgender	1%	4%	12%	32%	51%	4.27	.04	553
	Other Identity	1%	4%	11%	37%	47%	4.24	.03	931
Live... - YOUR INSTITUTION	On campus	0%	1%	4%	28%	68%	4.62	.03	351
	Off campus	0%	2%	8%	28%	62%	4.49	.03	738
Live... - ENTIRE SAMPLE	On campus	1%	2%	10%	35%	52%	4.35	.00	55,372
	Off campus	1%	2%	7%	30%	61%	4.49	.00	33,126
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	7%	28%	64%	4.53	.02	1,089
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	35%	52%	4.35	.01	11,328
	Mid-Atlantic	1%	2%	9%	33%	55%	4.41	.01	8,531
	Midwest	1%	2%	11%	34%	52%	4.34	.00	28,042
	Northeast	1%	2%	9%	32%	57%	4.43	.01	15,676
	Pacific	1%	2%	9%	33%	55%	4.41	.01	10,784
	Southern	0%	2%	7%	29%	62%	4.50	.01	15,426
Institution Type - YOUR INSTITUTION	Public	0%	1%	7%	28%	64%	4.53	.02	1,089
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	32%	55%	4.40	.00	70,835
	Private	1%	2%	8%	34%	55%	4.41	.01	18,952
Institution Type - YOUR INSTITUTION	Primarily 4-year	0%	1%	7%	28%	64%	4.53	.02	1,089
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	7%	30%	61%	4.50	.02	1,691
	Primarily 4-year	1%	2%	9%	33%	55%	4.40	.00	88,096
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	7%	28%	64%	4.53	.02	1,089
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	32%	56%	4.42	.00	74,752
	Mainly Contracted	1%	2%	11%	34%	52%	4.34	.01	14,898
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	0%	1%	7%	28%	64%	4.53	.02	1,089
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	8%	35%	55%	4.42	.01	4,228
	2,500 to 10,000	0%	2%	9%	30%	59%	4.45	.01	16,230
	10,001 to 20,000	1%	2%	10%	35%	53%	4.37	.01	18,842
	Over 20,000	1%	2%	9%	33%	55%	4.40	.00	50,487
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	11%	14%	70%	4.49	.15	37
	Marketplace	1%	1%	7%	22%	69%	4.59	.04	376
	Express Unit		4%	14%	52%	30%	4.08	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	33%	61%	4.52	.05	181
	Sit-down Restaurant		1%	6%	21%	72%	4.63	.08	68
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	31%	60%	4.47	.01	11,620
	Marketplace	0%	1%	7%	33%	58%	4.47	.01	8,821
	Express Unit	1%	2%	8%	27%	63%	4.50	.01	11,788
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	27%	65%	4.55	.01	7,266
	Sit-down Restaurant	1%	1%	6%	27%	66%	4.56	.01	2,449
	Convenience Store	1%	2%	10%	30%	56%	4.39	.01	5,630

*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 Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	7%	14%	29%	45%	4.01	.03	1,162
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	13%	31%	47%	4.13	.00	99,601
Aggregated Retail Units	YOUR INSTITUTION	7%	9%	17%	29%	38%	3.82	.04	774
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	14%	29%	47%	4.10	.00	53,581
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	9%	28%	58%	4.38	.05	388
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	34%	46%	4.18	.00	46,020
Respondent Type - YOUR INSTITUTION	Student	6%	7%	16%	29%	41%	3.92	.04	864
	Faculty	3%	6%	5%	27%	59%	4.32	.13	63
	Administration/ Staff	5%	4%	10%	28%	54%	4.22	.07	222
	Other				38%	62%	4.62	.14	13
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	14%	32%	45%	4.11	.00	84,262
	Faculty	3%	5%	11%	27%	55%	4.26	.02	3,719
	Administration/Staff	3%	4%	11%	27%	55%	4.28	.01	10,420
	Other	2%	3%	9%	25%	62%	4.43	.03	967
Student Class Status - YOUR INSTITUTION	First year	5%	7%	14%	29%	44%	4.01	.06	335
	Sophomore	6%	9%	11%	33%	40%	3.92	.10	131
	Junior	8%	8%	18%	36%	32%	3.77	.11	120
	Senior	5%	6%	22%	21%	46%	3.95	.09	171
	Graduate	7%	10%	14%	32%	38%	3.84	.12	104
	Other	33%		67%			2.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	2%	6%	14%	33%	45%	4.13	.01	34,607
	Sophomore	3%	6%	14%	33%	44%	4.07	.01	18,171
	Junior	3%	6%	14%	31%	46%	4.10	.01	13,404
	Senior	3%	6%	14%	31%	46%	4.10	.01	12,012
	Graduate	3%	6%	13%	32%	46%	4.12	.01	5,378
	Other	3%	5%	17%	29%	46%	4.11	.04	605
Gender - YOUR INSTITUTION	Female	5%	7%	15%	28%	45%	4.01	.04	800
	Male	6%	5%	12%	31%	45%	4.03	.06	354
	Transgender				67%	33%	4.33	.33	3
	Other Identity	20%		40%		40%	3.40	.75	5
Gender - ENTIRE SAMPLE	Female	3%	6%	13%	31%	48%	4.15	.00	60,054
	Male	3%	6%	14%	32%	45%	4.10	.01	36,692
	Transgender	6%	5%	13%	28%	48%	4.07	.05	602
	Other Identity	3%	5%	11%	25%	56%	4.27	.03	1,162
Live... - YOUR INSTITUTION	On campus	5%	6%	14%	31%	43%	4.01	.06	374
	Off campus	6%	7%	14%	28%	46%	4.01	.04	788
Live... - ENTIRE SAMPLE	On campus	3%	6%	14%	33%	44%	4.10	.00	60,103
	Off campus	3%	5%	12%	29%	50%	4.18	.01	38,050
NACUFS Region - YOUR INSTITUTION	Southern	6%	7%	14%	29%	45%	4.01	.03	1,162
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	12%	31%	50%	4.23	.01	12,588
	Mid-Atlantic	4%	8%	14%	32%	42%	4.01	.01	9,301
	Midwest	2%	5%	13%	32%	48%	4.19	.01	31,076
	Northeast	3%	6%	14%	31%	46%	4.11	.01	17,199
	Pacific	4%	7%	16%	32%	40%	3.97	.01	12,584
	Southern	3%	5%	12%	29%	51%	4.18	.01	16,853
Institution Type - YOUR INSTITUTION	Public	6%	7%	14%	29%	45%	4.01	.03	1,162
Institution Type - ENTIRE SAMPLE	Public	3%	5%	13%	32%	47%	4.14	.00	78,359
	Private	3%	6%	14%	31%	46%	4.11	.01	21,242
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	7%	14%	29%	45%	4.01	.03	1,162
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	9%	18%	31%	36%	3.81	.03	2,036
	Primarily 4-year	3%	5%	13%	31%	47%	4.14	.00	97,565
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	7%	14%	29%	45%	4.01	.03	1,162
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	13%	31%	48%	4.15	.00	83,138
	Mainly Contracted	4%	6%	15%	32%	43%	4.03	.01	16,318
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	6%	7%	14%	29%	45%	4.01	.03	1,162
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	16%	31%	44%	4.05	.02	4,659
	2,500 to 10,000	3%	5%	13%	30%	50%	4.20	.01	18,005
	10,001 to 20,000	3%	5%	14%	32%	46%	4.12	.01	21,179
	Over 20,000	3%	6%	13%	32%	46%	4.13	.00	55,758
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	2%	15%	41%	34%	3.93	.18	41
	Marketplace	5%	8%	13%	32%	42%	3.96	.06	412
	Express Unit	4%	10%	13%	48%	25%	3.81	.15	52
	Specialty Coffee Shop/ Juice Bar	5%	7%	23%	23%	41%	3.90	.08	193
	Sit-down Restaurant	29%	18%	19%	11%	22%	2.79	.18	72
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	16%	32%	41%	3.99	.01	12,884
	Marketplace	4%	8%	15%	32%	40%	3.95	.01	9,954
	Express Unit	3%	5%	12%	27%	53%	4.22	.01	13,280
	Specialty Coffee Shop/ Juice Bar	4%	7%	14%	27%	48%	4.09	.01	8,434
	Sit-down Restaurant	4%	7%	13%	23%	54%	4.16	.02	2,754
	Convenience Store	2%	4%	12%	30%	53%	4.29	.01	6,275

*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%	8%	28%	60%	4.43	.03	1,087
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	30%	58%	4.42	.00	89,713
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	29%	58%	4.42	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	29%	58%	4.42	.00	47,456
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	7%	26%	63%	4.47	.04	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	30%	58%	4.43	.00	42,257
Respondent Type - YOUR INSTITUTION	Student	1%	3%	10%	26%	60%	4.42	.03	799
	Faculty	2%	2%	5%	41%	51%	4.38	.10	61
	Administration/ Staff	0%	1%	6%	33%	60%	4.50	.05	215
	Other				33%	67%	4.67	.14	12
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	29%	58%	4.43	.00	77,405
	Faculty	1%	2%	9%	33%	54%	4.37	.02	3,043
	Administration/Staff	1%	2%	8%	32%	57%	4.41	.01	8,367
	Other	3%	3%	14%	25%	54%	4.26	.04	700
Student Class Status - YOUR INSTITUTION	First year	1%	3%	4%	20%	71%	4.58	.04	315
	Sophomore		3%	7%	35%	55%	4.41	.07	119
	Junior			5%	12%	29%	4.33	.08	107
	Senior	3%	2%	19%	21%	56%	4.25	.08	160
	Graduate			4%	12%	37%	4.27	.09	95
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	29%	58%	4.43	.00	32,256
	Sophomore	1%	2%	9%	30%	59%	4.44	.01	16,696
	Junior	1%	2%	9%	28%	60%	4.44	.01	12,257
	Senior	1%	2%	9%	29%	59%	4.43	.01	10,735
	Graduate	1%	2%	9%	32%	56%	4.41	.01	4,820
	Other	1%	3%	12%	33%	51%	4.30	.04	570
Gender - YOUR INSTITUTION	Female	0%	3%	9%	27%	60%	4.44	.03	747
	Male	2%	3%	7%	30%	59%	4.41	.05	333
	Transgender				33%	67%	4.67	.33	3
	Other Identity			25%		75%	4.50	.50	4
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	29%	60%	4.47	.00	53,914
	Male	1%	3%	11%	30%	55%	4.35	.00	33,349
	Transgender	1%	3%	10%	27%	59%	4.40	.04	557
	Other Identity	1%	2%	13%	30%	53%	4.32	.03	930
Live... - YOUR INSTITUTION	On campus	1%	2%	5%	22%	70%	4.58	.04	350
	Off campus	1%	3%	10%	31%	55%	4.36	.03	737
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	29%	59%	4.44	.00	55,473
	Off campus	1%	2%	9%	30%	57%	4.40	.00	32,968
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	8%	28%	60%	4.43	.03	1,087
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	33%	52%	4.32	.01	11,276
	Mid-Atlantic	1%	2%	9%	30%	58%	4.44	.01	8,544
	Midwest	1%	2%	10%	31%	56%	4.39	.00	28,029
	Northeast	1%	2%	8%	28%	61%	4.48	.01	15,700
	Pacific	1%	2%	9%	29%	59%	4.44	.01	10,779
Institution Type - YOUR INSTITUTION	Southern	1%	2%	9%	27%	62%	4.47	.01	15,385
	Public	1%	3%	8%	28%	60%	4.43	.03	1,087
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	29%	59%	4.43	.00	70,767
	Private	1%	2%	9%	32%	56%	4.40	.01	18,946
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	8%	28%	60%	4.43	.03	1,087
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	8%	27%	62%	4.46	.02	1,690
	Primarily 4-year	1%	2%	9%	30%	58%	4.42	.00	88,023
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	8%	28%	60%	4.43	.03	1,087
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	29%	59%	4.43	.00	74,727
	Mainly Contracted	1%	2%	10%	31%	55%	4.38	.01	14,849
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	8%	28%	60%	4.43	.03	1,087
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	8%	33%	56%	4.43	.01	4,219
	2,500 to 10,000	1%	2%	9%	28%	60%	4.45	.01	16,202
	10,001 to 20,000	1%	2%	9%	31%	57%	4.42	.01	18,813
	Over 20,000	1%	2%	9%	29%	58%	4.41	.00	50,479
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	8%	22%	65%	4.43	.16	37
	Marketplace	1%	3%	9%	25%	62%	4.45	.04	374
	Express Unit		4%	16%	51%	29%	4.04	.11	49
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	31%	57%	4.43	.06	182
	Sit-down Restaurant		1%	7%	31%	60%	4.50	.09	68
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	55%	4.38	.01	11,587
	Marketplace	0%	2%	9%	31%	57%	4.42	.01	8,794
	Express Unit	1%	2%	10%	28%	60%	4.43	.01	11,746
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	29%	60%	4.45	.01	7,246
	Sit-down Restaurant	1%	2%	9%	28%	61%	4.46	.02	2,454
	Convenience Store	1%	2%	10%	28%	59%	4.42	.01	5,629

*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 Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	7%	14%	27%	48%	4.08	.03	1,153
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	10%	15%	28%	41%	3.87	.00	99,427
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	17%	28%	44%	4.01	.04	767
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	14%	28%	45%	4.01	.00	53,351
Aggregated Dining Halls	YOUR INSTITUTION	6%	5%	7%	25%	57%	4.22	.06	386
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	16%	29%	35%	3.72	.01	46,076
Respondent Type - YOUR INSTITUTION	Student	5%	8%	15%	28%	44%	3.98	.04	858
	Faculty	3%	7%	8%	26%	56%	4.25	.14	61
	Administration/ Staff	2%	3%	11%	25%	59%	4.37	.06	221
	Other			8%		92%	4.85	.15	13
Respondent Type - ENTIRE SAMPLE	Student	6%	11%	16%	29%	38%	3.80	.00	84,296
	Faculty	4%	6%	11%	26%	53%	4.17	.02	3,672
	Administration/Staff	3%	5%	9%	27%	57%	4.30	.01	10,279
	Other	2%	4%	9%	20%	65%	4.42	.03	950
Student Class Status - YOUR INSTITUTION	First year	7%	7%	13%	24%	50%	4.04	.07	334
	Sophomore	5%	5%	12%	35%	42%	4.03	.10	130
	Junior	6%	14%	17%	28%	36%	3.73	.11	120
	Senior	5%	5%	19%	25%	45%	4.01	.09	170
	Graduate	1%	11%	14%	37%	38%	3.99	.10	101
	Other	33%		33%		33%	3.00	1.15	3
Student Class Status - ENTIRE SAMPLE	First year	7%	14%	16%	28%	35%	3.70	.01	34,635
	Sophomore	7%	11%	16%	28%	38%	3.79	.01	18,175
	Junior	6%	10%	14%	28%	41%	3.90	.01	13,402
	Senior	5%	9%	14%	30%	42%	3.95	.01	12,027
	Graduate	4%	9%	15%	33%	40%	3.94	.02	5,360
	Other	5%	9%	17%	31%	38%	3.89	.05	606
Gender - YOUR INSTITUTION	Female	5%	6%	14%	27%	48%	4.07	.04	797
	Male	4%	7%	13%	26%	49%	4.09	.06	349
	Transgender				33%	67%	4.67	.33	3
	Other Identity		25%	25%		50%	3.75	.75	4
Gender - ENTIRE SAMPLE	Female	6%	11%	14%	28%	41%	3.88	.00	59,883
	Male	6%	10%	15%	29%	40%	3.86	.01	36,693
	Transgender	9%	11%	15%	27%	38%	3.76	.05	607
	Other Identity	7%	10%	14%	22%	47%	3.92	.04	1,161
Live... - YOUR INSTITUTION	On campus	8%	7%	12%	27%	47%	4.00	.06	373
	Off campus	3%	7%	14%	27%	49%	4.12	.04	780
Live... - ENTIRE SAMPLE	On campus	7%	12%	16%	28%	36%	3.73	.01	60,228
	Off campus	4%	7%	13%	28%	48%	4.10	.01	37,769
NACUFS Region - YOUR INSTITUTION	Southern	5%	7%	14%	27%	48%	4.08	.03	1,153
NACUFS Region - ENTIRE SAMPLE	Continental	5%	10%	15%	29%	40%	3.90	.01	12,523
	Mid-Atlantic	6%	12%	15%	29%	37%	3.79	.01	9,308
	Midwest	6%	10%	15%	28%	40%	3.88	.01	31,082
	Northeast	6%	10%	14%	28%	41%	3.87	.01	17,180
	Pacific	9%	12%	15%	28%	36%	3.71	.01	12,550
	Southern	4%	9%	14%	27%	46%	4.02	.01	16,784
Institution Type - YOUR INSTITUTION	Public	5%	7%	14%	27%	48%	4.08	.03	1,153
Institution Type - ENTIRE SAMPLE	Public	6%	10%	15%	28%	40%	3.87	.00	78,230
	Private	6%	10%	14%	28%	42%	3.89	.01	21,197
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	7%	14%	27%	48%	4.08	.03	1,153
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	15%	17%	26%	29%	3.42	.03	2,012
	Primarily 4-year	6%	10%	15%	28%	41%	3.88	.00	97,415
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	7%	14%	27%	48%	4.08	.03	1,153
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	10%	15%	28%	41%	3.89	.00	83,001
	Mainly Contracted	6%	11%	16%	29%	38%	3.82	.01	16,281
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	7%	14%	27%	48%	4.08	.03	1,153
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	10%	14%	28%	43%	3.92	.02	4,637
	2,500 to 10,000	6%	10%	14%	27%	43%	3.92	.01	17,955
	10,001 to 20,000	7%	10%	15%	29%	39%	3.84	.01	21,140
	Over 20,000	6%	11%	15%	29%	40%	3.87	.01	55,695
Type of Retail Unit - YOUR INSTITUTION	Food Court	13%	5%	15%	33%	35%	3.73	.21	40
	Marketplace	4%	7%	17%	27%	45%	4.03	.06	408
	Express Unit	2%	18%	16%	44%	20%	3.62	.15	50
	Specialty Coffee Shop/ Juice Bar	4%	6%	20%	26%	44%	4.01	.08	192
	Sit-down Restaurant	4%	3%	8%	25%	60%	4.34	.12	73
	Convenience Store		25%	25%	50%		3.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	16%	30%	38%	3.85	.01	12,792
	Marketplace	7%	11%	15%	28%	39%	3.80	.01	9,916
	Express Unit	3%	8%	13%	27%	50%	4.12	.01	13,224
	Specialty Coffee Shop/ Juice Bar	3%	6%	13%	28%	50%	4.15	.01	8,386
	Sit-down Restaurant	3%	6%	12%	25%	55%	4.22	.02	2,750
	Convenience Store	3%	7%	14%	27%	49%	4.12	.01	6,283

*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	1%	1%	9%	28%	61%	4.47	.02	1,085
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	32%	53%	4.33	.00	89,375
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	10%	27%	60%	4.45	.03	712
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	30%	57%	4.40	.00	47,350
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	7%	30%	61%	4.50	.04	373
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	13%	34%	48%	4.25	.00	42,025
Respondent Type - YOUR INSTITUTION	Student	1%	2%	11%	28%	58%	4.42	.03	799
	Faculty			5%	38%	57%	4.52	.08	61
	Administration/ Staff	0%		5%	25%	69%	4.63	.04	213
	Other				33%	67%	4.67	.14	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	33%	51%	4.29	.00	77,014
	Faculty	1%	2%	6%	31%	61%	4.50	.01	3,054
	Administration/Staff	0%	1%	5%	26%	68%	4.61	.01	8,416
	Other	2%	2%	10%	27%	59%	4.40	.03	694
Student Class Status - YOUR INSTITUTION	First year	1%	1%	6%	26%	66%	4.56	.04	317
	Sophomore		1%	10%	33%	56%	4.45	.07	119
	Junior		4%	14%	32%	50%	4.28	.08	106
	Senior	2%	2%	17%	23%	57%	4.30	.08	159
	Graduate		4%	12%	37%	47%	4.27	.09	95
	Other			33%		67%	4.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	33%	50%	4.27	.00	32,067
	Sophomore	1%	4%	12%	33%	50%	4.28	.01	16,603
	Junior	1%	3%	11%	32%	53%	4.33	.01	12,189
	Senior	1%	4%	11%	32%	53%	4.32	.01	10,702
	Graduate	1%	4%	12%	33%	50%	4.28	.01	4,812
	Other	1%	2%	13%	34%	49%	4.29	.04	570
Gender - YOUR INSTITUTION	Female	0%	1%	8%	28%	62%	4.51	.03	744
	Male	2%	2%	10%	29%	58%	4.40	.05	333
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity		20%		20%	60%	4.20	.58	5
Gender - ENTIRE SAMPLE	Female	1%	3%	9%	31%	56%	4.40	.00	53,750
	Male	1%	4%	14%	33%	48%	4.22	.01	33,180
	Transgender	1%	5%	13%	31%	51%	4.24	.04	550
	Other Identity	1%	4%	14%	31%	49%	4.24	.03	930
Live... - YOUR INSTITUTION	On campus	1%	1%	6%	28%	64%	4.54	.04	351
	Off campus	1%	1%	10%	29%	59%	4.44	.03	734
Live... - ENTIRE SAMPLE	On campus	1%	4%	12%	33%	50%	4.28	.00	55,136
	Off campus	1%	2%	9%	30%	58%	4.42	.00	32,972
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	9%	28%	61%	4.47	.02	1,085
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	35%	49%	4.27	.01	11,253
	Mid-Atlantic	1%	4%	12%	34%	49%	4.27	.01	8,518
	Midwest	1%	3%	12%	33%	50%	4.28	.01	27,874
	Northeast	1%	3%	10%	30%	56%	4.38	.01	15,623
	Pacific	1%	3%	11%	31%	53%	4.33	.01	10,765
Institution Type - YOUR INSTITUTION	Southern	1%	2%	9%	29%	60%	4.44	.01	15,342
	Public	1%	1%	9%	28%	61%	4.47	.02	1,085
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	32%	53%	4.33	.00	70,457
	Private	1%	3%	11%	33%	52%	4.33	.01	18,918
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	9%	28%	61%	4.47	.02	1,085
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	8%	27%	63%	4.50	.02	1,694
	Primarily 4-year	1%	3%	11%	32%	53%	4.33	.00	87,681
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	9%	28%	61%	4.47	.02	1,085
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	32%	54%	4.34	.00	74,456
	Mainly Contracted	1%	3%	13%	33%	50%	4.28	.01	14,787
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	9%	28%	61%	4.47	.02	1,085
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	8%	32%	57%	4.44	.01	4,231
	2,500 to 10,000	1%	2%	10%	28%	59%	4.43	.01	16,183
	10,001 to 20,000	1%	3%	12%	33%	51%	4.31	.01	18,731
	Over 20,000	1%	4%	12%	33%	51%	4.29	.00	50,230
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	8%	22%	68%	4.54	.13	37
	Marketplace	1%	1%	9%	27%	62%	4.47	.04	373
	Express Unit		2%	20%	48%	30%	4.06	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	27%	62%	4.49	.06	181
	Sit-down Restaurant		1%	10%	19%	69%	4.56	.09	68
	Convenience Store			67%	33%		3.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	32%	53%	4.35	.01	11,562
	Marketplace	1%	3%	11%	33%	52%	4.34	.01	8,776
	Express Unit	1%	3%	9%	27%	61%	4.44	.01	11,734
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	28%	62%	4.49	.01	7,222
	Sit-down Restaurant	1%	2%	8%	25%	65%	4.52	.02	2,446
	Convenience Store	1%	3%	11%	30%	55%	4.36	.01	5,610

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

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

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

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	4%	12%	26%	55%	4.24	.03	1,159
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	11%	28%	55%	4.30	.00	99,093
Aggregated Retail Units	YOUR INSTITUTION	5%	4%	15%	27%	50%	4.13	.04	770
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	27%	57%	4.34	.00	53,337
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	8%	23%	64%	4.44	.05	389
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	30%	52%	4.26	.00	45,756
Respondent Type - YOUR INSTITUTION	Student	4%	4%	13%	27%	52%	4.20	.04	860
	Faculty	2%	5%	2%	27%	65%	4.49	.11	63
	Administration/ Staff	4%	3%	12%	20%	61%	4.32	.07	223
	Other	8%		8%	23%	62%	4.31	.33	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	29%	53%	4.26	.00	83,796
	Faculty	2%	2%	7%	22%	67%	4.51	.01	3,705
	Administration/Staff	2%	2%	7%	22%	67%	4.50	.01	10,395
	Other	2%	2%	7%	19%	70%	4.54	.03	964
Student Class Status - YOUR INSTITUTION	First year	4%	3%	11%	24%	59%	4.31	.06	333
	Sophomore	5%	4%	11%	31%	50%	4.17	.09	133
	Junior	4%	8%	15%	31%	41%	3.97	.10	119
	Senior	3%	2%	19%	25%	51%	4.19	.08	170
	Graduate	4%	3%	13%	30%	50%	4.20	.10	102
	Other	33%		33%	33%		2.67	.88	3
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	30%	52%	4.26	.01	34,418
	Sophomore	2%	4%	13%	29%	52%	4.24	.01	18,059
	Junior	2%	4%	12%	28%	54%	4.28	.01	13,338
	Senior	2%	4%	12%	28%	54%	4.29	.01	11,947
	Graduate	2%	4%	11%	31%	53%	4.28	.01	5,343
	Other	1%	4%	13%	30%	51%	4.24	.04	603
Gender - YOUR INSTITUTION	Female	4%	3%	13%	25%	56%	4.25	.04	797
	Male	4%	4%	11%	28%	53%	4.21	.06	354
	Transgender				67%	33%	4.33	.33	3
	Other Identity		20%	40%		40%	3.60	.60	5
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	27%	56%	4.32	.00	59,715
	Male	2%	4%	12%	29%	53%	4.26	.01	36,535
	Transgender	5%	4%	12%	25%	54%	4.19	.05	598
	Other Identity	3%	4%	11%	20%	63%	4.36	.03	1,162
Live... - YOUR INSTITUTION	On campus	3%	4%	10%	27%	56%	4.28	.05	372
	Off campus	4%	3%	13%	25%	54%	4.22	.04	787
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	29%	52%	4.25	.00	59,808
	Off campus	2%	3%	10%	26%	59%	4.37	.00	37,855
NACUFS Region - YOUR INSTITUTION	Southern	4%	4%	12%	26%	55%	4.24	.03	1,159
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	29%	57%	4.37	.01	12,497
	Mid-Atlantic	3%	5%	13%	29%	51%	4.20	.01	9,244
	Midwest	2%	3%	12%	28%	55%	4.32	.01	30,913
	Northeast	2%	3%	11%	27%	56%	4.31	.01	17,130
	Pacific	3%	5%	13%	30%	49%	4.17	.01	12,530
	Southern	2%	3%	10%	26%	59%	4.35	.01	16,779
Institution Type - YOUR INSTITUTION	Public	4%	4%	12%	26%	55%	4.24	.03	1,159
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	29%	54%	4.29	.00	77,916
	Private	2%	4%	10%	26%	58%	4.35	.01	21,177
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	4%	12%	26%	55%	4.24	.03	1,159
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	6%	13%	29%	47%	4.07	.03	2,030
	Primarily 4-year	2%	4%	11%	28%	55%	4.31	.00	97,063
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	4%	12%	26%	55%	4.24	.03	1,159
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	28%	56%	4.32	.00	82,698
	Mainly Contracted	3%	5%	14%	29%	50%	4.18	.01	16,255
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	4%	12%	26%	55%	4.24	.03	1,159
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	10%	25%	60%	4.40	.01	4,668
	2,500 to 10,000	2%	3%	10%	26%	59%	4.35	.01	17,947
	10,001 to 20,000	2%	4%	12%	28%	53%	4.26	.01	21,062
	Over 20,000	2%	4%	12%	29%	54%	4.29	.00	55,416
		10%		10%	32%	49%	4.10	.19	41
Type of Retail Unit - YOUR INSTITUTION	Food Court								
	Marketplace	5%	4%	14%	24%	53%	4.16	.06	407
	Express Unit		4%	14%	51%	31%	4.10	.11	51
	Specialty Coffee Shop/ Juice Bar	3%	3%	13%	27%	53%	4.25	.07	193
	Sit-down Restaurant	9%	8%	22%	20%	41%	3.74	.15	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	30%	52%	4.26	.01	12,813
	Marketplace	3%	5%	12%	29%	52%	4.23	.01	9,887
	Express Unit	2%	3%	9%	25%	61%	4.41	.01	13,219
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	25%	61%	4.38	.01	8,404
	Sit-down Restaurant	2%	2%	8%	22%	66%	4.48	.02	2,748
	Convenience Store	2%	3%	11%	26%	59%	4.37	.01	6,266

*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	1%	1%	8%	26%	65%	4.53	.02	1,083
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	31%	55%	4.36	.00	89,407
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	9%	25%	64%	4.50	.03	712
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	29%	59%	4.42	.00	47,339
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	6%	27%	66%	4.57	.03	371
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	12%	33%	50%	4.28	.00	42,068
Respondent Type - YOUR INSTITUTION	Student	1%	1%	10%	25%	63%	4.49	.03	800
	Faculty			7%	39%	54%	4.47	.08	59
	Administration/ Staff	0%		4%	22%	73%	4.67	.04	212
	Other				33%	67%	4.67	.14	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	31%	53%	4.32	.00	77,084
	Faculty	1%	1%	6%	31%	61%	4.49	.01	3,039
	Administration/Staff	0%	1%	4%	25%	70%	4.62	.01	8,393
	Other	1%	2%	10%	24%	62%	4.44	.03	694
Student Class Status - YOUR INSTITUTION	First year	1%	1%	6%	22%	71%	4.62	.04	316
	Sophomore		1%	7%	34%	58%	4.50	.06	119
	Junior		2%	14%	26%	58%	4.40	.08	106
	Senior	2%	2%	16%	19%	61%	4.36	.07	160
	Graduate		3%	9%	36%	51%	4.35	.08	96
	Other			33%		67%	4.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	32%	52%	4.31	.00	32,103
	Sophomore	1%	3%	11%	32%	52%	4.31	.01	16,632
	Junior	1%	3%	11%	30%	55%	4.36	.01	12,186
	Senior	1%	3%	11%	30%	55%	4.35	.01	10,706
	Graduate	1%	4%	11%	32%	52%	4.30	.01	4,822
	Other	1%	2%	11%	33%	53%	4.35	.03	565
Gender - YOUR INSTITUTION	Female	0%	1%	8%	26%	66%	4.56	.03	744
	Male	2%	2%	9%	26%	62%	4.45	.05	331
	Transgender			33%		67%	4.33	.67	3
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	30%	58%	4.43	.00	53,779
	Male	1%	4%	13%	31%	50%	4.25	.01	33,198
	Transgender	2%	5%	12%	30%	51%	4.23	.04	548
	Other Identity	2%	5%	15%	30%	48%	4.17	.03	930
Live... - YOUR INSTITUTION	On campus	1%	1%	5%	24%	70%	4.62	.04	350
	Off campus	1%	1%	10%	26%	62%	4.48	.03	733
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	32%	52%	4.31	.00	55,197
	Off campus	1%	2%	9%	28%	60%	4.44	.00	32,959
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	8%	26%	65%	4.53	.02	1,083
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	33%	52%	4.31	.01	11,254
	Mid-Atlantic	1%	3%	11%	34%	51%	4.30	.01	8,523
	Midwest	1%	3%	12%	32%	52%	4.31	.01	27,917
	Northeast	1%	3%	9%	29%	58%	4.41	.01	15,642
	Pacific	1%	3%	11%	30%	55%	4.34	.01	10,755
Institution Type - YOUR INSTITUTION	Public	1%	1%	8%	26%	65%	4.53	.02	1,083
	Private	1%	3%	10%	32%	54%	4.37	.01	18,922
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	30%	55%	4.36	.00	70,485
	Private	1%	3%	10%	32%	54%	4.37	.01	18,922
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	8%	26%	65%	4.53	.02	1,083
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	7%	26%	65%	4.53	.02	1,692
	Primarily 4-year	1%	3%	11%	31%	55%	4.35	.00	87,715
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	8%	26%	65%	4.53	.02	1,083
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	30%	56%	4.37	.00	74,498
	Mainly Contracted	1%	3%	12%	32%	52%	4.31	.01	14,774
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	8%	26%	65%	4.53	.02	1,083
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	8%	30%	60%	4.47	.01	4,216
	2,500 to 10,000	1%	2%	9%	27%	61%	4.47	.01	16,195
	10,001 to 20,000	1%	3%	11%	32%	54%	4.35	.01	18,736
	Over 20,000	1%	3%	11%	32%	53%	4.32	.00	50,260
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	11%	19%	67%	4.50	.14	36
	Marketplace	1%	1%	9%	25%	64%	4.51	.04	374
	Express Unit			20%	48%	32%	4.12	.10	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	20%	70%	4.57	.06	181
	Sit-down Restaurant		1%	6%	24%	69%	4.60	.08	68
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	31%	55%	4.38	.01	11,555
	Marketplace	1%	3%	10%	32%	54%	4.36	.01	8,805
	Express Unit	1%	2%	9%	26%	62%	4.46	.01	11,733
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	26%	65%	4.52	.01	7,215
	Sit-down Restaurant	1%	2%	8%	24%	66%	4.52	.02	2,437
	Convenience Store	1%	3%	11%	29%	57%	4.38	.01	5,594

*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%	3%	12%	24%	57%	4.27	.03	1,156
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	11%	26%	58%	4.33	.00	99,334
Aggregated Retail Units	YOUR INSTITUTION	5%	4%	14%	26%	52%	4.16	.04	772
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	25%	60%	4.37	.00	53,411
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	9%	21%	66%	4.48	.04	384
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	27%	55%	4.29	.00	45,923
Respondent Type - YOUR INSTITUTION	Student	4%	4%	13%	25%	54%	4.22	.04	860
	Faculty	3%	2%		26%	69%	4.56	.11	62
	Administration/ Staff	4%	2%	10%	23%	62%	4.38	.07	221
	Other			23%	8%	69%	4.46	.24	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	11%	27%	56%	4.30	.00	84,091
	Faculty	2%	2%	7%	20%	70%	4.55	.01	3,685
	Administration/Staff	2%	2%	7%	21%	69%	4.53	.01	10,363
	Other	2%	2%	7%	18%	71%	4.55	.03	967
Student Class Status - YOUR INSTITUTION	First year	3%	3%	10%	22%	62%	4.36	.06	333
	Sophomore	5%	5%	8%	32%	49%	4.14	.10	133
	Junior	4%	6%	19%	25%	45%	4.02	.10	119
	Senior	4%	2%	18%	26%	50%	4.17	.08	169
	Graduate	4%	4%	14%	24%	54%	4.21	.11	103
	Other	33%		67%			2.33	.67	3
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	12%	27%	55%	4.30	.01	34,521
	Sophomore	3%	4%	12%	27%	55%	4.28	.01	18,127
	Junior	2%	4%	11%	26%	57%	4.32	.01	13,376
	Senior	2%	3%	11%	26%	57%	4.32	.01	12,002
	Graduate	2%	4%	10%	29%	55%	4.30	.01	5,372
	Other	1%	4%	13%	26%	55%	4.29	.04	605
Gender - YOUR INSTITUTION	Female	4%	3%	11%	24%	58%	4.28	.04	796
	Male	4%	3%	14%	24%	55%	4.25	.06	352
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity		20%	20%	40%	20%	3.60	.51	5
Gender - ENTIRE SAMPLE	Female	2%	3%	11%	25%	59%	4.35	.00	59,872
	Male	2%	3%	11%	27%	56%	4.31	.01	36,622
	Transgender	5%	4%	13%	21%	57%	4.22	.05	600
	Other Identity	3%	3%	10%	20%	63%	4.38	.03	1,164
Live... - YOUR INSTITUTION	On campus	3%	4%	9%	25%	59%	4.33	.05	370
	Off campus	4%	3%	13%	24%	55%	4.24	.04	786
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	27%	55%	4.29	.00	60,035
	Off campus	2%	3%	9%	24%	62%	4.41	.00	37,877
NACUFS Region - YOUR INSTITUTION	Southern	4%	3%	12%	24%	57%	4.27	.03	1,156
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	9%	26%	61%	4.42	.01	12,541
	Mid-Atlantic	3%	5%	12%	26%	53%	4.21	.01	9,282
	Midwest	2%	3%	11%	26%	58%	4.36	.01	31,006
	Northeast	2%	3%	11%	25%	58%	4.33	.01	17,179
	Pacific	3%	4%	12%	28%	52%	4.22	.01	12,537
	Southern	2%	3%	10%	24%	61%	4.38	.01	16,789
Institution Type - YOUR INSTITUTION	Public	4%	3%	12%	24%	57%	4.27	.03	1,156
Institution Type - ENTIRE SAMPLE	Public	2%	3%	11%	27%	57%	4.32	.00	78,098
	Private	2%	4%	10%	23%	62%	4.39	.01	21,236
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	3%	12%	24%	57%	4.27	.03	1,156
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	5%	12%	27%	51%	4.15	.02	2,026
	Primarily 4-year	2%	3%	11%	26%	58%	4.34	.00	97,308
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	3%	12%	24%	57%	4.27	.03	1,156
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	10%	26%	59%	4.36	.00	82,904
	Mainly Contracted	3%	4%	13%	26%	54%	4.22	.01	16,287
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	3%	12%	24%	57%	4.27	.03	1,156
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	2%	10%	23%	63%	4.43	.01	4,673
	2,500 to 10,000	2%	3%	10%	23%	62%	4.40	.01	17,976
	10,001 to 20,000	3%	4%	12%	26%	56%	4.29	.01	21,101
	Over 20,000	2%	3%	11%	27%	57%	4.32	.00	55,584
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%		10%	30%	50%	4.10	.20	40
	Marketplace	5%	4%	14%	23%	54%	4.16	.06	410
	Express Unit		4%	12%	43%	41%	4.22	.11	51
	Specialty Coffee Shop/ Juice Bar	4%	2%	14%	27%	54%	4.26	.07	193
	Sit-down Restaurant	7%	8%	15%	24%	46%	3.95	.15	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	11%	27%	56%	4.31	.01	12,849
	Marketplace	3%	4%	11%	26%	55%	4.28	.01	9,916
	Express Unit	2%	2%	9%	23%	64%	4.44	.01	13,228
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	23%	63%	4.42	.01	8,387
	Sit-down Restaurant	1%	2%	7%	20%	69%	4.53	.02	2,745
	Convenience Store	2%	3%	10%	25%	61%	4.40	.01	6,286

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	1%	6%	23%	68%	4.57	.02	1,082
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	6%	24%	68%	4.58	.00	89,745
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	8%	24%	65%	4.51	.03	707
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	6%	23%	69%	4.59	.00	47,385
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	3%	22%	74%	4.68	.03	375
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	6%	26%	66%	4.57	.00	42,360
Respondent Type - YOUR INSTITUTION	Student	1%	2%	8%	23%	67%	4.53	.03	800
	Faculty				33%	67%	4.67	.06	61
	Administration/ Staff	0%		4%	22%	74%	4.69	.04	210
	Other			18%	9%	73%	4.55	.25	11
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	25%	66%	4.56	.00	77,351
	Faculty	1%	1%	5%	19%	74%	4.67	.01	3,070
	Administration/Staff	0%	0%	2%	17%	80%	4.76	.01	8,407
	Other	1%	1%	9%	18%	71%	4.57	.03	712
Student Class Status - YOUR INSTITUTION	First year	0%	1%	5%	18%	76%	4.68	.04	317
	Sophomore		3%	4%	39%	54%	4.45	.06	118
	Junior	1%	3%	5%	27%	64%	4.50	.08	103
	Senior	2%	2%	16%	17%	61%	4.33	.08	161
	Graduate	1%		6%	28%	65%	4.56	.07	98
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	26%	65%	4.55	.00	32,238
	Sophomore	0%	1%	7%	26%	66%	4.56	.01	16,685
	Junior	1%	1%	6%	24%	68%	4.57	.01	12,213
	Senior	1%	1%	7%	25%	67%	4.57	.01	10,728
	Graduate	1%	1%	7%	25%	66%	4.55	.01	4,840
	Other	1%	1%	9%	27%	62%	4.49	.03	571
Gender - YOUR INSTITUTION	Female	0%	1%	7%	21%	70%	4.60	.03	740
	Male	1%	1%	6%	28%	63%	4.51	.04	334
	Transgender				33%	67%	4.67	.33	3
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	22%	72%	4.64	.00	53,924
	Male	1%	1%	8%	27%	62%	4.49	.00	33,361
	Transgender	1%	3%	8%	27%	61%	4.44	.04	557
	Other Identity	1%	2%	8%	26%	63%	4.48	.03	932
Live... - YOUR INSTITUTION	On campus	0%	1%	4%	21%	74%	4.67	.03	351
	Off campus	1%	1%	8%	25%	65%	4.52	.03	731
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	66%	4.56	.00	55,372
	Off campus	1%	1%	6%	21%	71%	4.62	.00	33,093
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	6%	23%	68%	4.57	.02	1,082
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	26%	65%	4.53	.01	11,320
	Mid-Atlantic	0%	1%	6%	26%	67%	4.58	.01	8,541
	Midwest	1%	1%	7%	26%	66%	4.54	.00	28,037
	Northeast	0%	1%	6%	23%	70%	4.62	.01	15,699
	Pacific	1%	1%	6%	25%	67%	4.57	.01	10,784
	Southern	0%	1%	5%	21%	73%	4.64	.01	15,364
Institution Type - YOUR INSTITUTION	Public	1%	1%	6%	23%	68%	4.57	.02	1,082
Institution Type - ENTIRE SAMPLE	Public	1%	1%	6%	24%	68%	4.58	.00	70,764
	Private	0%	1%	6%	26%	67%	4.58	.00	18,981
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	6%	23%	68%	4.57	.02	1,082
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	5%	19%	75%	4.67	.02	1,697
	Primarily 4-year	0%	1%	6%	24%	68%	4.58	.00	88,048
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	6%	23%	68%	4.57	.02	1,082
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	6%	24%	69%	4.59	.00	74,742
	Mainly Contracted	1%	1%	8%	26%	63%	4.50	.01	14,865
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	6%	23%	68%	4.57	.02	1,082
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	5%	24%	69%	4.62	.01	4,250
	2,500 to 10,000	0%	1%	6%	22%	71%	4.62	.01	16,215
	10,001 to 20,000	0%	1%	7%	25%	66%	4.56	.01	18,841
	Over 20,000	1%	1%	6%	25%	67%	4.57	.00	50,439
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	8%	19%	68%	4.49	.14	37
	Marketplace	1%	1%	8%	22%	69%	4.55	.04	372
	Express Unit	2%		14%	48%	36%	4.16	.12	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	64%	4.51	.06	178
	Sit-down Restaurant		1%	7%	19%	72%	4.61	.08	67
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	24%	68%	4.57	.01	11,606
	Marketplace	0%	1%	5%	25%	68%	4.60	.01	8,753
	Express Unit	1%	1%	7%	22%	70%	4.58	.01	11,743
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	22%	71%	4.62	.01	7,213
	Sit-down Restaurant	0%	0%	4%	19%	76%	4.69	.01	2,449
	Convenience Store	1%	1%	9%	24%	66%	4.52	.01	5,621

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	11%	31%	52%	4.29	.03	1,158
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	34%	49%	4.26	.00	99,759
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	12%	32%	52%	4.29	.03	768
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	31%	57%	4.39	.00	53,481
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	10%	30%	53%	4.27	.05	390
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	37%	41%	4.10	.00	46,278
Respondent Type - YOUR INSTITUTION	Student	2%	4%	13%	31%	50%	4.24	.03	863
	Faculty	2%		3%	37%	59%	4.51	.09	63
	Administration/ Staff	2%	0%	9%	29%	60%	4.43	.06	219
	Other		8%		62%	31%	4.15	.22	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	35%	47%	4.21	.00	84,437
	Faculty	1%	2%	7%	27%	63%	4.48	.01	3,727
	Administration/Staff	1%	2%	7%	27%	64%	4.50	.01	10,397
	Other	1%	2%	8%	23%	66%	4.51	.03	966
Student Class Status - YOUR INSTITUTION	First year	2%	5%	9%	27%	57%	4.34	.05	335
	Sophomore	3%	2%	11%	36%	48%	4.26	.08	132
	Junior	3%	6%	13%	31%	48%	4.16	.09	119
	Senior	1%	4%	20%	29%	46%	4.15	.07	171
	Graduate	1%	6%	15%	36%	43%	4.14	.09	103
	Other			67%	33%		3.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	36%	45%	4.19	.00	34,702
	Sophomore	2%	4%	13%	35%	45%	4.17	.01	18,193
	Junior	2%	4%	11%	34%	50%	4.25	.01	13,417
	Senior	2%	3%	12%	34%	49%	4.26	.01	12,041
	Graduate	1%	3%	10%	34%	52%	4.33	.01	5,395
	Other	1%	2%	10%	39%	48%	4.32	.03	602
Gender - YOUR INSTITUTION	Female	1%	3%	12%	31%	53%	4.30	.03	797
	Male	3%	3%	10%	32%	52%	4.26	.05	353
	Transgender			33%	33%	33%	4.00	.58	3
	Other Identity		20%	20%		60%	4.00	.63	5
Gender - ENTIRE SAMPLE	Female	2%	4%	11%	34%	50%	4.27	.00	60,071
	Male	2%	4%	12%	34%	49%	4.24	.00	36,832
	Transgender	3%	3%	14%	31%	49%	4.18	.04	608
	Other Identity	2%	4%	11%	28%	55%	4.30	.03	1,164
Live... - YOUR INSTITUTION	On campus	2%	5%	8%	30%	55%	4.31	.05	374
	Off campus	2%	3%	13%	31%	51%	4.28	.03	784
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	36%	45%	4.17	.00	60,282
	Off campus	1%	3%	9%	31%	57%	4.39	.00	38,041
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	11%	31%	52%	4.29	.03	1,158
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	35%	51%	4.31	.01	12,571
	Mid-Atlantic	2%	4%	12%	35%	46%	4.19	.01	9,312
	Midwest	2%	4%	12%	34%	49%	4.26	.01	31,201
	Northeast	2%	4%	13%	35%	47%	4.21	.01	17,251
	Pacific	2%	5%	13%	34%	46%	4.16	.01	12,572
	Southern	1%	3%	9%	30%	56%	4.38	.01	16,852
Institution Type - YOUR INSTITUTION	Public	2%	3%	11%	31%	52%	4.29	.03	1,158
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	34%	49%	4.25	.00	78,447
	Private	1%	3%	10%	33%	52%	4.30	.01	21,312
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	11%	31%	52%	4.29	.03	1,158
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	13%	33%	47%	4.16	.02	2,032
	Primarily 4-year	2%	4%	12%	34%	50%	4.26	.00	97,727
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	11%	31%	52%	4.29	.03	1,158
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	33%	51%	4.28	.00	83,288
	Mainly Contracted	2%	5%	14%	35%	44%	4.13	.01	16,325
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	11%	31%	52%	4.29	.03	1,158
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	35%	49%	4.27	.01	4,695
	2,500 to 10,000	2%	3%	10%	30%	55%	4.35	.01	18,030
	10,001 to 20,000	2%	4%	13%	35%	46%	4.20	.01	21,227
	Over 20,000	2%	4%	12%	34%	49%	4.25	.00	55,807
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	3%	8%	38%	48%	4.20	.16	40
	Marketplace	2%	2%	12%	31%	53%	4.32	.04	408
	Express Unit	2%		16%	39%	43%	4.22	.12	51
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	29%	58%	4.41	.06	191
	Sit-down Restaurant	5%	4%	20%	30%	41%	3.96	.13	74
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	35%	50%	4.29	.01	12,867
	Marketplace	1%	3%	9%	33%	54%	4.34	.01	9,916
	Express Unit	1%	2%	8%	28%	61%	4.45	.01	13,229
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	28%	61%	4.46	.01	8,426
	Sit-down Restaurant	1%	1%	6%	24%	68%	4.56	.01	2,744
	Convenience Store	1%	2%	10%	31%	56%	4.39	.01	6,299

*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	1%	2%	6%	23%	69%	4.57	.02	1,081
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	1%	7%	25%	65%	4.54	.00	89,145
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	25%	64%	4.50	.03	707
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	24%	66%	4.54	.00	46,939
Aggregated Dining Halls	YOUR INSTITUTION	0%	2%	2%	19%	77%	4.71	.03	374
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	65%	4.53	.00	42,206
Respondent Type - YOUR INSTITUTION	Student	1%	2%	7%	24%	66%	4.52	.03	800
	Faculty			2%	23%	75%	4.74	.06	61
	Administration/ Staff	0%	0%	4%	19%	76%	4.70	.04	209
	Other			9%	9%	82%	4.73	.19	11
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	26%	64%	4.52	.00	76,912
	Faculty	1%	1%	5%	21%	72%	4.62	.01	3,032
	Administration/Staff	1%	1%	3%	19%	77%	4.71	.01	8,326
	Other	1%	1%	10%	20%	68%	4.52	.03	680
Student Class Status - YOUR INSTITUTION	First year	0%	2%	4%	19%	75%	4.67	.04	316
	Sophomore		3%	8%	33%	57%	4.44	.07	118
	Junior			5%	6%	33%	56%	.08	103
	Senior	2%	2%	15%	20%	59%	4.31	.08	162
	Graduate	1%		6%	23%	69%	4.60	.07	98
	Other				67%	33%	4.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	8%	27%	63%	4.51	.00	32,065
	Sophomore	0%	1%	8%	26%	64%	4.52	.01	16,612
	Junior	1%	2%	8%	24%	66%	4.53	.01	12,143
	Senior	1%	1%	7%	26%	65%	4.53	.01	10,641
	Graduate	1%	1%	7%	26%	64%	4.51	.01	4,814
	Other	1%	1%	11%	26%	61%	4.45	.03	564
Gender - YOUR INSTITUTION	Female	0%	2%	7%	22%	70%	4.59	.03	739
	Male	1%	1%	6%	25%	66%	4.53	.04	334
	Transgender				33%	67%	4.67	.33	3
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Female	0%	1%	6%	23%	70%	4.61	.00	53,598
	Male	1%	2%	10%	29%	59%	4.43	.00	33,120
	Transgender	1%	3%	8%	29%	59%	4.42	.04	552
	Other Identity	1%	2%	10%	26%	61%	4.43	.03	929
Live... - YOUR INSTITUTION	On campus	0%	1%	4%	22%	73%	4.66	.03	350
	Off campus	1%	2%	8%	23%	66%	4.53	.03	731
Live... - ENTIRE SAMPLE	On campus	0%	2%	8%	27%	64%	4.52	.00	55,111
	Off campus	1%	1%	7%	23%	69%	4.58	.00	32,808
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	6%	23%	69%	4.57	.02	1,081
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	28%	61%	4.48	.01	11,182
	Mid-Atlantic	0%	1%	7%	26%	65%	4.54	.01	8,513
	Midwest	1%	2%	8%	26%	63%	4.50	.00	27,846
	Northeast	1%	1%	6%	24%	68%	4.58	.01	15,632
	Pacific	1%	1%	7%	26%	65%	4.53	.01	10,695
Institution Type - YOUR INSTITUTION	Public	1%	2%	6%	23%	69%	4.57	.02	1,081
	Private	1%	1%	7%	26%	65%	4.53	.01	18,800
Institution Type - ENTIRE SAMPLE	Public	1%	1%	7%	25%	66%	4.54	.00	70,345
	Private	1%	1%	7%	26%	65%	4.53	.01	18,800
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	6%	23%	69%	4.57	.02	1,081
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	6%	20%	72%	4.63	.02	1,688
	Primarily 4-year	1%	1%	7%	25%	65%	4.54	.00	87,457
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	6%	23%	69%	4.57	.02	1,081
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	1%	7%	25%	66%	4.55	.00	74,285
	Mainly Contracted	1%	2%	10%	27%	60%	4.45	.01	14,723
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	6%	23%	69%	4.57	.02	1,081
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	26%	67%	4.58	.01	4,227
	2,500 to 10,000	1%	1%	7%	22%	69%	4.58	.01	16,079
	10,001 to 20,000	1%	1%	8%	26%	64%	4.52	.01	18,739
	Over 20,000	1%	2%	7%	26%	65%	4.53	.00	50,100
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	8%	19%	67%	4.47	.15	36
	Marketplace	1%	1%	8%	24%	66%	4.52	.04	373
	Express Unit	2%	2%	16%	42%	38%	4.12	.13	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	24%	66%	4.52	.06	178
	Sit-down Restaurant		1%	4%	22%	72%	4.64	.08	67
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	25%	65%	4.52	.01	11,488
	Marketplace	0%	1%	6%	25%	67%	4.57	.01	8,761
	Express Unit	1%	2%	8%	23%	66%	4.53	.01	11,658
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	24%	68%	4.57	.01	7,168
	Sit-down Restaurant	0%	1%	5%	21%	73%	4.65	.01	2,433
	Convenience Store	1%	2%	10%	25%	63%	4.46	.01	5,431

*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	1%	3%	11%	31%	53%	4.32	.03	1,157
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	10%	33%	52%	4.30	.00	99,184
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	13%	32%	51%	4.29	.03	767
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	9%	30%	57%	4.38	.00	52,981
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	7%	30%	57%	4.38	.05	390
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	36%	46%	4.21	.00	46,203
Respondent Type - YOUR INSTITUTION	Student	1%	4%	12%	32%	51%	4.27	.03	862
	Faculty	2%		5%	33%	60%	4.51	.09	63
	Administration/ Staff	2%	0%	7%	28%	62%	4.47	.06	219
	Other			15%	31%	54%	4.38	.21	13
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	11%	34%	50%	4.27	.00	84,026
	Faculty	1%	2%	7%	26%	63%	4.48	.01	3,680
	Administration/Staff	1%	2%	6%	27%	64%	4.50	.01	10,293
	Other	1%	2%	9%	23%	65%	4.49	.03	956
Student Class Status - YOUR INSTITUTION	First year	1%	3%	9%	29%	57%	4.38	.05	335
	Sophomore	2%	3%	10%	34%	52%	4.31	.08	132
	Junior	2%	4%	20%	26%	48%	4.14	.09	119
	Senior	1%	4%	17%	32%	46%	4.18	.07	170
	Graduate		7%	9%	45%	40%	4.17	.08	103
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	11%	35%	49%	4.26	.00	34,577
	Sophomore	2%	4%	12%	34%	48%	4.22	.01	18,124
	Junior	2%	3%	11%	33%	51%	4.28	.01	13,336
	Senior	2%	3%	11%	33%	51%	4.28	.01	11,944
	Graduate	1%	3%	9%	34%	53%	4.35	.01	5,357
	Other	1%	2%	10%	37%	49%	4.32	.03	598
Gender - YOUR INSTITUTION	Female	1%	3%	11%	31%	54%	4.35	.03	796
	Male	3%	3%	11%	32%	51%	4.27	.05	353
	Transgender				67%	33%	4.33	.33	3
	Other Identity			40%	20%	40%	4.00	.45	5
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	33%	52%	4.31	.00	59,727
	Male	2%	3%	11%	33%	51%	4.28	.00	36,615
	Transgender	4%	5%	11%	28%	52%	4.19	.04	600
	Other Identity	3%	3%	10%	26%	58%	4.33	.03	1,157
Live... - YOUR INSTITUTION	On campus	2%	3%	8%	32%	55%	4.36	.05	374
	Off campus	1%	3%	12%	31%	52%	4.31	.03	783
Live... - ENTIRE SAMPLE	On campus	2%	4%	11%	35%	48%	4.24	.00	60,005
	Off campus	1%	3%	9%	30%	57%	4.39	.00	37,748
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	11%	31%	53%	4.32	.03	1,157
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	33%	53%	4.34	.01	12,484
	Mid-Atlantic	2%	4%	11%	34%	49%	4.26	.01	9,272
	Midwest	1%	3%	10%	33%	52%	4.32	.00	31,013
	Northeast	2%	4%	12%	33%	50%	4.26	.01	17,181
	Pacific	2%	5%	12%	35%	46%	4.18	.01	12,467
	Southern	1%	2%	9%	30%	58%	4.40	.01	16,767
Institution Type - YOUR INSTITUTION	Public	1%	3%	11%	31%	53%	4.32	.03	1,157
Institution Type - ENTIRE SAMPLE	Public	2%	3%	11%	33%	51%	4.29	.00	78,044
	Private	1%	3%	9%	32%	54%	4.34	.01	21,140
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	11%	31%	53%	4.32	.03	1,157
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	6%	13%	32%	47%	4.15	.02	2,020
	Primarily 4-year	2%	3%	10%	33%	52%	4.30	.00	97,164
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	11%	31%	53%	4.32	.03	1,157
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	32%	53%	4.33	.00	82,793
	Mainly Contracted	2%	4%	13%	35%	45%	4.17	.01	16,246
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	11%	31%	53%	4.32	.03	1,157
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	10%	33%	52%	4.31	.01	4,662
	2,500 to 10,000	1%	3%	9%	29%	57%	4.38	.01	17,873
	10,001 to 20,000	2%	4%	11%	35%	49%	4.25	.01	21,114
	Over 20,000	2%	3%	10%	33%	51%	4.29	.00	55,535
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	5%	13%	28%	50%	4.13	.18	40
	Marketplace	1%	2%	13%	32%	52%	4.32	.04	408
	Express Unit		2%	16%	52%	30%	4.10	.10	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	29%	59%	4.43	.06	191
	Sit-down Restaurant	4%	5%	16%	28%	46%	4.07	.13	74
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	33%	51%	4.29	.01	12,803
	Marketplace	1%	3%	9%	32%	55%	4.36	.01	9,885
	Express Unit	1%	2%	9%	28%	59%	4.42	.01	13,131
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	28%	60%	4.43	.01	8,369
	Sit-down Restaurant	1%	1%	6%	24%	68%	4.56	.01	2,729
	Convenience Store	1%	2%	10%	32%	55%	4.37	.01	6,064

*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%	7%	23%	67%	4.55	.02	1,073
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	7%	27%	64%	4.51	.00	87,609
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	25%	64%	4.49	.03	701
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	64%	4.49	.00	45,640
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	3%	22%	74%	4.67	.03	372
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	64%	4.53	.00	41,969
Respondent Type - YOUR INSTITUTION	Student	1%	2%	8%	24%	66%	4.51	.03	797
	Faculty			2%	33%	65%	4.63	.07	60
	Administration/ Staff	1%	1%	3%	20%	75%	4.67	.05	205
	Other			9%	27%	64%	4.55	.21	11
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	27%	63%	4.50	.00	75,923
	Faculty	2%	2%	6%	25%	65%	4.50	.02	2,932
	Administration/Staff	2%	1%	5%	23%	70%	4.58	.01	7,941
	Other	1%	1%	10%	19%	68%	4.51	.03	633
Student Class Status - YOUR INSTITUTION	First year	1%	1%	5%	18%	75%	4.66	.04	316
	Sophomore	1%	2%	3%	37%	57%	4.47	.07	118
	Junior		4%	7%	26%	63%	4.48	.08	102
	Senior	2%	2%	18%	20%	57%	4.27	.08	162
	Graduate	1%		6%	27%	66%	4.56	.07	96
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	8%	28%	62%	4.49	.00	31,737
	Sophomore	1%	2%	8%	27%	63%	4.50	.01	16,424
	Junior	1%	2%	7%	25%	65%	4.52	.01	11,940
	Senior	1%	1%	8%	26%	64%	4.51	.01	10,475
	Graduate	1%	2%	7%	27%	62%	4.47	.01	4,720
	Other	1%	2%	10%	27%	59%	4.42	.04	558
Gender - YOUR INSTITUTION	Female	1%	1%	7%	22%	69%	4.57	.03	735
	Male	2%	2%	6%	26%	65%	4.51	.04	330
	Transgender				33%	67%	4.67	.33	3
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	1%	1%	6%	25%	67%	4.57	.00	52,607
	Male	1%	2%	9%	29%	59%	4.42	.00	32,626
	Transgender	1%	3%	9%	27%	60%	4.41	.04	544
	Other Identity	1%	2%	11%	29%	57%	4.38	.03	923
Live... - YOUR INSTITUTION	On campus	1%	1%	4%	20%	73%	4.64	.04	350
	Off campus	1%	2%	8%	25%	65%	4.51	.03	723
Live... - ENTIRE SAMPLE	On campus	1%	2%	7%	28%	63%	4.50	.00	54,465
	Off campus	1%	2%	7%	25%	66%	4.53	.00	31,972
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	7%	23%	67%	4.55	.02	1,073
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	29%	60%	4.45	.01	10,878
	Mid-Atlantic	1%	1%	7%	28%	63%	4.50	.01	8,417
	Midwest	1%	2%	8%	27%	62%	4.48	.00	27,356
	Northeast	1%	1%	6%	25%	66%	4.55	.01	15,496
	Pacific	1%	2%	7%	27%	63%	4.49	.01	10,483
	Southern	1%	1%	6%	23%	68%	4.57	.01	14,979
Institution Type - YOUR INSTITUTION	Public	1%	1%	7%	23%	67%	4.55	.02	1,073
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	26%	64%	4.51	.00	69,234
	Private	1%	2%	7%	28%	62%	4.50	.01	18,375
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	7%	23%	67%	4.55	.02	1,073
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	7%	24%	67%	4.53	.02	1,642
	Primarily 4-year	1%	2%	7%	27%	64%	4.51	.00	85,967
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	7%	23%	67%	4.55	.02	1,073
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	7%	26%	65%	4.52	.00	73,084
	Mainly Contracted	1%	2%	9%	28%	60%	4.44	.01	14,389
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	1%	7%	23%	67%	4.55	.02	1,073
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	28%	65%	4.55	.01	4,184
	2,500 to 10,000	1%	2%	7%	24%	67%	4.54	.01	15,740
	10,001 to 20,000	1%	2%	8%	28%	62%	4.49	.01	18,428
	Over 20,000	1%	2%	8%	27%	63%	4.50	.00	49,257
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	8%	19%	67%	4.47	.15	36
	Marketplace	1%	1%	9%	24%	64%	4.48	.04	370
	Express Unit	2%		14%	51%	33%	4.12	.12	49
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	23%	68%	4.54	.06	176
	Sit-down Restaurant		1%	4%	16%	78%	4.70	.08	67
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	27%	62%	4.47	.01	11,163
	Marketplace	1%	2%	7%	28%	63%	4.51	.01	8,616
	Express Unit	1%	2%	8%	24%	64%	4.48	.01	11,307
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	25%	65%	4.50	.01	6,987
	Sit-down Restaurant	0%	1%	5%	21%	72%	4.64	.01	2,411
	Convenience Store	1%	2%	10%	25%	61%	4.42	.01	5,156

*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%	4%	14%	30%	49%	4.18	.03	1,144
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	33%	41%	4.03	.00	97,773
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	15%	31%	47%	4.15	.04	755
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	14%	31%	47%	4.15	.00	51,608
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	14%	29%	51%	4.24	.05	389
Aggregated Dining Halls	ENTIRE SAMPLE	3%	9%	18%	35%	35%	3.89	.01	46,165
Respondent Type - YOUR INSTITUTION	Student	3%	5%	16%	29%	47%	4.13	.04	855
	Faculty	3%	2%	8%	36%	51%	4.30	.12	61
	Administration/ Staff	2%	2%	11%	31%	54%	4.34	.06	215
	Other		8%	8%	31%	54%	4.31	.26	13
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	17%	33%	40%	3.99	.00	83,351
	Faculty	3%	5%	12%	29%	52%	4.22	.02	3,522
	Administration/Staff	2%	5%	12%	29%	52%	4.24	.01	9,730
	Other	1%	4%	10%	23%	63%	4.42	.03	945
Student Class Status - YOUR INSTITUTION	First year	2%	4%	11%	27%	55%	4.30	.05	334
	Sophomore	3%	5%	14%	34%	45%	4.12	.09	128
	Junior	3%	5%	21%	27%	43%	4.02	.10	118
	Senior	3%	4%	23%	29%	42%	4.04	.08	171
	Graduate	4%	10%	13%	37%	37%	3.92	.11	101
	Other			67%	33%		3.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	17%	34%	38%	3.96	.01	34,424
	Sophomore	3%	8%	17%	33%	38%	3.95	.01	17,968
	Junior	3%	7%	16%	33%	42%	4.03	.01	13,207
	Senior	3%	7%	16%	33%	42%	4.03	.01	11,813
	Graduate	2%	6%	13%	34%	45%	4.13	.01	5,261
	Other	2%	5%	17%	33%	42%	4.09	.04	588
Gender - YOUR INSTITUTION	Female	2%	4%	15%	31%	49%	4.19	.03	786
	Male	3%	5%	14%	29%	49%	4.15	.06	350
	Transgender				67%	33%	4.33	.33	3
	Other Identity			40%		60%	4.20	.49	5
Gender - ENTIRE SAMPLE	Female	3%	8%	16%	33%	41%	4.02	.00	58,713
	Male	3%	7%	16%	33%	42%	4.04	.01	36,243
	Transgender	4%	8%	15%	32%	41%	3.98	.05	596
	Other Identity	3%	8%	14%	27%	48%	4.08	.03	1,147
Live... - YOUR INSTITUTION	On campus	2%	5%	12%	30%	52%	4.26	.05	372
	Off campus	3%	4%	16%	30%	47%	4.14	.04	772
Live... - ENTIRE SAMPLE	On campus	3%	8%	17%	34%	38%	3.96	.00	59,623
	Off campus	2%	6%	14%	31%	47%	4.14	.01	36,738
NACUFS Region - YOUR INSTITUTION	Southern	3%	4%	14%	30%	49%	4.18	.03	1,144
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	15%	34%	42%	4.06	.01	12,325
	Mid-Atlantic	3%	8%	16%	35%	38%	3.98	.01	9,178
	Midwest	3%	7%	16%	32%	42%	4.04	.01	30,683
	Northeast	3%	8%	17%	33%	40%	3.99	.01	17,011
	Pacific	4%	9%	18%	33%	37%	3.89	.01	12,190
	Southern	2%	6%	14%	31%	48%	4.15	.01	16,386
Institution Type - YOUR INSTITUTION	Public	3%	4%	14%	30%	49%	4.18	.03	1,144
Institution Type - ENTIRE SAMPLE	Public	3%	8%	16%	33%	41%	4.02	.00	77,013
	Private	2%	7%	15%	33%	43%	4.08	.01	20,760
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	4%	14%	30%	49%	4.18	.03	1,144
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	11%	18%	30%	37%	3.83	.03	1,948
	Primarily 4-year	3%	7%	16%	33%	42%	4.03	.00	95,825
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	14%	30%	49%	4.18	.03	1,144
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	32%	42%	4.04	.00	81,595
	Mainly Contracted	3%	8%	17%	34%	38%	3.95	.01	16,034
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	4%	14%	30%	49%	4.18	.03	1,144
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	7%	15%	34%	42%	4.06	.01	4,605
	2,500 to 10,000	2%	6%	14%	30%	48%	4.16	.01	17,570
	10,001 to 20,000	3%	7%	17%	34%	39%	3.99	.01	20,864
	Over 20,000	3%	8%	16%	33%	40%	4.00	.00	54,734
	Other								
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	5%	15%	33%	43%	4.03	.18	40
	Marketplace	3%	4%	13%	30%	50%	4.20	.05	404
	Express Unit			14%	44%	42%	4.28	.10	50
	Specialty Coffee Shop/ Juice Bar	2%	2%	15%	31%	50%	4.25	.07	184
	Sit-down Restaurant	8%	12%	22%	24%	34%	3.64	.15	74
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	17%	33%	40%	4.02	.01	12,575
	Marketplace	3%	7%	14%	32%	44%	4.09	.01	9,710
	Express Unit	2%	5%	13%	29%	52%	4.23	.01	12,680
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	29%	51%	4.23	.01	8,115
	Sit-down Restaurant	2%	3%	9%	24%	62%	4.41	.02	2,715
	Convenience Store	2%	5%	15%	32%	47%	4.17	.01	5,813

*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%	8%	29%	61%	4.47	.02	1,088
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	32%	54%	4.34	.00	88,867
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	29%	59%	4.45	.03	715
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	30%	55%	4.36	.00	46,700
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	6%	28%	63%	4.50	.04	373
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	33%	52%	4.32	.00	42,167
Respondent Type - YOUR INSTITUTION	Student	1%	2%	9%	28%	59%	4.43	.03	802
	Faculty			3%	35%	62%	4.58	.07	60
	Administration/ Staff	0%	0%	6%	29%	64%	4.57	.05	214
	Other				33%	67%	4.67	.14	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	31%	54%	4.33	.00	76,748
	Faculty	1%	3%	8%	32%	55%	4.37	.02	3,002
	Administration/Staff	1%	2%	8%	32%	56%	4.40	.01	8,275
	Other	2%	4%	14%	26%	54%	4.26	.04	657
Student Class Status - YOUR INSTITUTION	First year	1%	2%	8%	22%	68%	4.54	.04	317
	Sophomore		2%	4%	38%	56%	4.48	.06	118
	Junior			3%	9%	53%	4.38	.07	107
	Senior	3%	1%	18%	24%	53%	4.23	.08	159
	Graduate	1%	4%	4%	37%	54%	4.39	.08	98
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	31%	54%	4.33	.00	32,011
	Sophomore	1%	3%	10%	32%	54%	4.34	.01	16,570
	Junior	1%	3%	11%	31%	54%	4.34	.01	12,120
	Senior	1%	3%	11%	31%	53%	4.32	.01	10,610
	Graduate	1%	3%	10%	32%	54%	4.35	.01	4,816
	Other	2%	5%	13%	33%	48%	4.20	.04	553
Gender - YOUR INSTITUTION	Female	1%	1%	8%	27%	63%	4.51	.03	749
	Male	1%	2%	8%	34%	55%	4.39	.04	332
	Transgender	33%			33%	33%	3.33	1.20	3
	Other Identity			25%	50%	25%	4.00	.41	4
Gender - ENTIRE SAMPLE	Female	1%	3%	9%	31%	57%	4.40	.00	53,553
	Male	2%	4%	13%	33%	49%	4.25	.01	32,946
	Transgender	2%	4%	14%	28%	52%	4.24	.04	552
	Other Identity	2%	4%	14%	30%	50%	4.21	.03	923
Live... - YOUR INSTITUTION	On campus	1%	1%	5%	23%	70%	4.59	.04	350
	Off campus	1%	2%	9%	32%	56%	4.41	.03	738
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	32%	54%	4.34	.00	55,033
	Off campus	1%	3%	10%	31%	55%	4.36	.00	32,671
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	8%	29%	61%	4.47	.02	1,088
NACUFS Region - ENTIRE SAMPLE	Continental	1%	5%	13%	35%	46%	4.20	.01	11,011
	Mid-Atlantic	1%	3%	9%	34%	53%	4.35	.01	8,546
	Midwest	1%	3%	10%	31%	55%	4.35	.01	27,664
	Northeast	1%	3%	9%	31%	56%	4.39	.01	15,712
	Pacific	1%	4%	12%	33%	51%	4.27	.01	10,692
Institution Type - YOUR INSTITUTION	Southern	1%	2%	9%	29%	59%	4.42	.01	15,242
	Public	1%	2%	8%	29%	61%	4.47	.02	1,088
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	31%	55%	4.36	.00	70,197
	Private	1%	4%	11%	35%	48%	4.25	.01	18,670
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	8%	29%	61%	4.47	.02	1,088
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	12%	33%	49%	4.24	.02	1,662
	Primarily 4-year	1%	3%	10%	31%	54%	4.34	.00	87,205
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	8%	29%	61%	4.47	.02	1,088
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	31%	55%	4.36	.00	74,295
	Mainly Contracted	1%	4%	13%	34%	48%	4.23	.01	14,436
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	8%	29%	61%	4.47	.02	1,088
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	13%	39%	43%	4.16	.01	4,226
	2,500 to 10,000	1%	3%	11%	31%	53%	4.32	.01	15,993
	10,001 to 20,000	1%	3%	10%	33%	53%	4.34	.01	18,662
	Over 20,000	1%	3%	10%	31%	55%	4.36	.00	49,986
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	8%	38%	51%	4.38	.12	37
	Marketplace	1%	2%	10%	25%	63%	4.47	.04	372
	Express Unit	2%		14%	54%	30%	4.10	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	6%	29%	63%	4.50	.06	184
	Sit-down Restaurant		1%	6%	29%	63%	4.54	.08	68
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	11%	33%	51%	4.28	.01	11,285
	Marketplace	1%	3%	9%	32%	55%	4.36	.01	8,756
	Express Unit	1%	3%	10%	28%	58%	4.38	.01	11,652
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	27%	61%	4.46	.01	7,171
	Sit-down Restaurant	1%	3%	8%	32%	57%	4.41	.02	2,414
	Convenience Store	1%	3%	12%	30%	54%	4.32	.01	5,422

*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%	11%	28%	56%	4.34	.03	1,158
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	29%	59%	4.42	.00	99,659
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	13%	29%	54%	4.33	.03	771
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	28%	60%	4.44	.00	53,350
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	7%	27%	59%	4.37	.05	387
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	9%	30%	57%	4.39	.00	46,309
Respondent Type - YOUR INSTITUTION	Student	2%	3%	12%	30%	54%	4.31	.03	863
	Faculty		10%	3%	24%	63%	4.40	.12	62
	Administration/ Staff	1%	1%	10%	25%	62%	4.45	.06	220
	Other		8%	8%	31%	54%	4.31	.26	13
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	9%	30%	57%	4.39	.00	84,516
	Faculty	1%	1%	6%	24%	67%	4.53	.01	3,663
	Administration/Staff	1%	1%	6%	24%	68%	4.56	.01	10,295
	Other	1%	2%	8%	21%	68%	4.53	.03	960
Student Class Status - YOUR INSTITUTION	First year	1%	5%	8%	26%	60%	4.39	.05	332
	Sophomore	2%	1%	9%	35%	53%	4.35	.07	133
	Junior	2%	4%	13%	34%	47%	4.21	.09	121
	Senior	2%	2%	21%	26%	49%	4.19	.07	170
	Graduate	1%	4%	9%	35%	52%	4.33	.08	104
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	9%	28%	60%	4.43	.00	34,751
	Sophomore	1%	3%	10%	30%	56%	4.37	.01	18,210
	Junior	1%	3%	10%	30%	56%	4.37	.01	13,426
	Senior	2%	2%	10%	30%	56%	4.36	.01	12,029
	Graduate	1%	3%	10%	33%	53%	4.34	.01	5,413
	Other	2%	4%	10%	35%	49%	4.25	.04	600
Gender - YOUR INSTITUTION	Female	1%	3%	10%	28%	57%	4.38	.03	800
	Male	2%	4%	13%	28%	53%	4.26	.05	351
	Transgender				67%	33%	4.33	.33	3
	Other Identity		25%	25%	25%	25%	3.50	.65	4
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	28%	60%	4.44	.00	60,107
	Male	1%	2%	10%	30%	57%	4.38	.00	36,713
	Transgender	4%	3%	11%	26%	56%	4.29	.04	606
	Other Identity	2%	3%	8%	26%	61%	4.42	.03	1,155
Live... - YOUR INSTITUTION	On campus	1%	4%	8%	28%	59%	4.39	.05	369
	Off campus	1%	3%	12%	29%	54%	4.32	.03	789
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	29%	59%	4.41	.00	60,329
	Off campus	1%	2%	9%	28%	60%	4.42	.00	37,902
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	11%	28%	56%	4.34	.03	1,158
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	9%	28%	60%	4.44	.01	12,561
	Mid-Atlantic	1%	3%	9%	30%	57%	4.38	.01	9,318
	Midwest	1%	2%	8%	27%	61%	4.45	.00	31,144
	Northeast	1%	2%	9%	30%	58%	4.40	.01	17,262
	Pacific	2%	3%	10%	32%	53%	4.31	.01	12,510
	Southern	1%	2%	9%	27%	61%	4.44	.01	16,864
Institution Type - YOUR INSTITUTION	Public	1%	3%	11%	28%	56%	4.34	.03	1,158
Institution Type - ENTIRE SAMPLE	Public	1%	3%	9%	29%	58%	4.40	.00	78,447
	Private	1%	2%	8%	28%	61%	4.46	.01	21,212
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	11%	28%	56%	4.34	.03	1,158
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	12%	33%	48%	4.19	.02	1,991
	Primarily 4-year	1%	2%	9%	29%	59%	4.42	.00	97,668
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	11%	28%	56%	4.34	.03	1,158
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	28%	61%	4.44	.00	83,219
	Mainly Contracted	2%	3%	12%	33%	50%	4.26	.01	16,295
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	3%	11%	28%	56%	4.34	.03	1,158
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	8%	30%	60%	4.45	.01	4,655
	2,500 to 10,000	1%	3%	9%	27%	60%	4.43	.01	17,972
	10,001 to 20,000	1%	2%	10%	30%	57%	4.39	.01	21,203
	Over 20,000	1%	3%	9%	29%	59%	4.42	.00	55,829
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	17%	27%	51%	4.22	.15	41
	Marketplace	1%	3%	13%	29%	53%	4.31	.04	409
	Express Unit	2%	2%	10%	45%	41%	4.22	.12	51
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	27%	58%	4.40	.06	192
	Sit-down Restaurant		4%	11%	24%	61%	4.42	.10	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	56%	4.39	.01	12,859
	Marketplace	1%	2%	8%	28%	61%	4.46	.01	9,915
	Express Unit	1%	2%	8%	26%	62%	4.45	.01	13,221
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	25%	63%	4.47	.01	8,401
	Sit-down Restaurant	1%	2%	7%	25%	66%	4.54	.01	2,736
	Convenience Store	1%	3%	9%	28%	59%	4.40	.01	6,218

*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	1%	7%	14%	35%	42%	4.09	.03	1,087
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	8%	17%	36%	37%	3.99	.00	88,599
Aggregated Retail Units	YOUR INSTITUTION	1%	6%	14%	35%	43%	4.13	.04	713
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	16%	35%	40%	4.05	.00	46,532
Aggregated Dining Halls	YOUR INSTITUTION	2%	9%	14%	36%	40%	4.03	.05	374
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	18%	38%	34%	3.92	.00	42,067
Respondent Type - YOUR INSTITUTION	Student	2%	8%	15%	33%	43%	4.07	.04	800
	Faculty		10%	13%	45%	32%	3.98	.12	60
	Administration/ Staff	0%	4%	12%	40%	43%	4.22	.06	215
	Other			25%	25%	50%	4.25	.25	12
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	17%	36%	37%	3.97	.00	76,530
	Faculty	2%	5%	15%	41%	38%	4.07	.02	2,980
	Administration/Staff	1%	5%	13%	42%	38%	4.11	.01	8,259
	Other	3%	5%	18%	29%	46%	4.11	.04	650
Student Class Status - YOUR INSTITUTION	First year	2%	8%	13%	32%	45%	4.10	.06	316
	Sophomore		7%	14%	42%	37%	4.10	.08	118
	Junior			11%	18%	42%	4.02	.10	107
	Senior	3%	5%	20%	25%	47%	4.08	.09	158
	Graduate	3%	9%	12%	41%	35%	3.95	.11	98
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	2%	9%	18%	36%	35%	3.93	.01	31,923
	Sophomore	2%	8%	17%	36%	37%	3.98	.01	16,525
	Junior	2%	7%	17%	34%	40%	4.03	.01	12,074
	Senior	2%	7%	17%	35%	39%	4.02	.01	10,594
	Graduate	3%	7%	17%	36%	36%	3.96	.01	4,803
	Other	3%	9%	19%	36%	34%	3.90	.05	543
Gender - YOUR INSTITUTION	Female	1%	7%	14%	35%	43%	4.13	.04	747
	Male	2%	8%	15%	35%	40%	4.02	.06	333
	Transgender	33%		33%		33%	3.00	1.15	3
	Other Identity			25%		75%	4.50	.50	4
Gender - ENTIRE SAMPLE	Female	2%	7%	15%	37%	39%	4.04	.00	53,402
	Male	2%	9%	19%	36%	34%	3.90	.01	32,840
	Transgender	3%	6%	19%	31%	40%	4.00	.04	549
	Other Identity	3%	9%	21%	35%	32%	3.83	.04	925
Live... - YOUR INSTITUTION	On campus	1%	8%	11%	32%	47%	4.14	.05	350
	Off campus	1%	7%	16%	36%	40%	4.07	.04	737
Live... - ENTIRE SAMPLE	On campus	2%	9%	18%	36%	36%	3.95	.00	54,888
	Off campus	2%	6%	16%	37%	39%	4.05	.01	32,564
NACUFS Region - YOUR INSTITUTION	Southern	1%	7%	14%	35%	42%	4.09	.03	1,087
NACUFS Region - ENTIRE SAMPLE	Continental	2%	9%	19%	38%	31%	3.85	.01	10,995
	Mid-Atlantic	2%	9%	17%	39%	34%	3.94	.01	8,526
	Midwest	2%	8%	18%	36%	36%	3.95	.01	27,572
	Northeast	1%	6%	15%	37%	40%	4.08	.01	15,693
	Pacific	2%	8%	17%	36%	37%	3.98	.01	10,657
	Southern	2%	7%	15%	34%	43%	4.09	.01	15,156
Institution Type - YOUR INSTITUTION	Public	1%	7%	14%	35%	42%	4.09	.03	1,087
Institution Type - ENTIRE SAMPLE	Public	2%	8%	17%	36%	38%	4.00	.00	69,943
	Private	2%	8%	17%	40%	33%	3.94	.01	18,656
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	7%	14%	35%	42%	4.09	.03	1,087
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	16%	36%	41%	4.09	.02	1,654
	Primarily 4-year	2%	8%	17%	36%	37%	3.99	.00	86,945
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	7%	14%	35%	42%	4.09	.03	1,087
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	8%	16%	36%	38%	4.01	.00	74,086
	Mainly Contracted	2%	9%	20%	36%	32%	3.87	.01	14,377
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	7%	14%	35%	42%	4.09	.03	1,087
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	6%	16%	42%	35%	4.03	.01	4,223
	2,500 to 10,000	2%	6%	15%	35%	42%	4.09	.01	15,932
	10,001 to 20,000	2%	8%	17%	38%	35%	3.97	.01	18,611
	Over 20,000	2%	9%	17%	36%	36%	3.96	.00	49,833
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	14%	43%	41%	4.22	.13	37
	Marketplace	1%	6%	15%	33%	44%	4.12	.05	372
	Express Unit	2%	4%	16%	50%	28%	3.98	.13	50
	Specialty Coffee Shop/ Juice Bar	1%	8%	13%	35%	43%	4.12	.07	182
	Sit-down Restaurant	1%	3%	13%	28%	54%	4.31	.11	68
	Convenience Store		25%	50%	25%		3.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	37%	36%	3.97	.01	11,253
	Marketplace	2%	8%	17%	37%	36%	3.97	.01	8,741
	Express Unit	2%	6%	16%	32%	44%	4.11	.01	11,575
	Specialty Coffee Shop/ Juice Bar	2%	6%	14%	35%	43%	4.12	.01	7,145
	Sit-down Restaurant	2%	5%	14%	35%	45%	4.18	.02	2,418
	Convenience Store	2%	7%	17%	33%	40%	4.03	.01	5,400

*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 Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	13%	32%	51%	4.27	.03	1,158
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	11%	34%	50%	4.27	.00	99,332
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	15%	33%	47%	4.22	.03	771
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	12%	32%	51%	4.28	.00	53,123
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	7%	30%	57%	4.37	.05	387
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	35%	48%	4.25	.00	46,209
Respondent Type - YOUR INSTITUTION	Student	2%	3%	12%	33%	51%	4.29	.03	863
	Faculty	3%	5%	8%	35%	48%	4.21	.13	62
	Administration/ Staff	2%	2%	17%	29%	50%	4.22	.06	220
	Other			8%	38%	54%	4.46	.18	13
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	12%	34%	49%	4.26	.00	84,223
	Faculty	2%	4%	11%	30%	53%	4.27	.02	3,658
	Administration/Staff	2%	4%	10%	30%	54%	4.30	.01	10,268
	Other	1%	2%	10%	23%	63%	4.44	.03	957
Student Class Status - YOUR INSTITUTION	First year	2%	4%	7%	29%	58%	4.39	.05	332
	Sophomore	2%	1%	9%	39%	50%	4.35	.07	133
	Junior	2%	4%	19%	30%	45%	4.13	.09	121
	Senior	2%	2%	18%	32%	46%	4.17	.07	169
	Graduate	1%	2%	11%	41%	45%	4.27	.08	105
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	10%	34%	52%	4.32	.00	34,650
	Sophomore	2%	4%	12%	34%	48%	4.21	.01	18,147
	Junior	2%	4%	12%	34%	48%	4.22	.01	13,370
	Senior	2%	4%	13%	34%	48%	4.21	.01	11,995
	Graduate	1%	4%	13%	37%	45%	4.21	.01	5,376
	Other	2%	4%	16%	35%	44%	4.16	.04	593
Gender - YOUR INSTITUTION	Female	1%	3%	13%	31%	52%	4.29	.03	799
	Male	3%	3%	11%	35%	49%	4.24	.05	352
	Transgender				67%	33%	4.33	.33	3
	Other Identity		25%	50%	25%		3.00	.41	4
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	33%	51%	4.29	.00	59,887
	Male	2%	3%	13%	35%	47%	4.22	.00	36,614
	Transgender	5%	4%	14%	31%	46%	4.09	.04	602
	Other Identity	2%	5%	13%	28%	53%	4.24	.03	1,154
Live... - YOUR INSTITUTION	On campus	2%	4%	7%	28%	59%	4.39	.05	369
	Off campus	2%	2%	15%	34%	47%	4.22	.03	789
Live... - ENTIRE SAMPLE	On campus	2%	3%	11%	34%	50%	4.27	.00	60,140
	Off campus	2%	4%	12%	33%	50%	4.26	.00	37,769
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	13%	32%	51%	4.27	.03	1,158
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	51%	4.30	.01	12,523
	Mid-Atlantic	3%	5%	12%	34%	46%	4.16	.01	9,287
	Midwest	2%	3%	11%	32%	52%	4.30	.01	31,030
	Northeast	2%	4%	12%	35%	48%	4.25	.01	17,234
	Pacific	2%	4%	13%	36%	44%	4.16	.01	12,457
Institution Type - YOUR INSTITUTION	Southern	1%	3%	11%	31%	53%	4.33	.01	16,801
	Public	2%	3%	13%	32%	51%	4.27	.03	1,158
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	34%	50%	4.27	.00	78,151
	Private	2%	4%	11%	33%	50%	4.25	.01	21,181
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	13%	32%	51%	4.27	.03	1,158
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	15%	35%	41%	4.03	.02	1,984
	Primarily 4-year	2%	3%	11%	33%	50%	4.27	.00	97,348
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	13%	32%	51%	4.27	.03	1,158
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	33%	51%	4.29	.00	82,953
	Mainly Contracted	2%	4%	15%	36%	43%	4.15	.01	16,234
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	3%	13%	32%	51%	4.27	.03	1,158
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	11%	34%	50%	4.26	.01	4,666
	2,500 to 10,000	2%	3%	11%	31%	53%	4.31	.01	17,935
	10,001 to 20,000	2%	4%	12%	35%	48%	4.23	.01	21,115
	Over 20,000	2%	3%	11%	34%	50%	4.27	.00	55,616
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	24%	22%	49%	4.12	.16	41
	Marketplace	1%	2%	14%	33%	50%	4.28	.04	410
	Express Unit		2%	12%	57%	29%	4.14	.10	51
	Specialty Coffee Shop/ Juice Bar	2%	5%	18%	30%	46%	4.14	.07	192
	Sit-down Restaurant	3%	4%	8%	33%	52%	4.27	.11	73
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	35%	47%	4.22	.01	12,805
	Marketplace	2%	4%	11%	33%	50%	4.25	.01	9,893
	Express Unit	2%	3%	11%	31%	54%	4.33	.01	13,129
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	31%	53%	4.29	.01	8,366
	Sit-down Restaurant	1%	2%	8%	29%	60%	4.43	.02	2,719
	Convenience Store	1%	3%	13%	32%	51%	4.27	.01	6,211

*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%	4%	15%	33%	47%	4.20	.03	1,085
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	17%	36%	38%	4.00	.00	88,125
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	15%	33%	48%	4.22	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	16%	35%	41%	4.07	.00	46,281
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	16%	34%	45%	4.16	.05	372
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	18%	37%	34%	3.92	.00	41,844
Respondent Type - YOUR INSTITUTION	Student	1%	5%	16%	31%	46%	4.15	.03	801
	Faculty		3%	15%	50%	32%	4.10	.10	60
	Administration/ Staff	1%	0%	9%	38%	52%	4.38	.05	213
	Other			9%	27%	64%	4.55	.21	11
Respondent Type - ENTIRE SAMPLE	Student	2%	8%	18%	35%	37%	3.97	.00	76,120
	Faculty	2%	5%	15%	39%	40%	4.10	.02	2,982
	Administration/Staff	1%	4%	12%	40%	42%	4.19	.01	8,205
	Other	2%	4%	16%	28%	51%	4.21	.04	646
Student Class Status - YOUR INSTITUTION	First year	1%	6%	14%	28%	51%	4.22	.05	316
	Sophomore		3%	17%	38%	42%	4.18	.08	118
	Junior			9%	20%	43%	4.04	.10	108
	Senior	3%	3%	21%	26%	47%	4.12	.08	159
	Graduate	1%	6%	13%	40%	39%	4.10	.09	97
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	2%	8%	18%	36%	36%	3.95	.01	31,725
	Sophomore	2%	8%	18%	36%	37%	3.98	.01	16,432
	Junior	2%	7%	17%	34%	39%	4.01	.01	12,023
	Senior	2%	7%	18%	35%	38%	4.00	.01	10,546
	Graduate	3%	7%	19%	35%	37%	3.96	.01	4,788
	Other	3%	10%	17%	36%	34%	3.87	.05	541
Gender - YOUR INSTITUTION	Female	1%	4%	14%	32%	49%	4.24	.03	747
	Male	2%	4%	16%	35%	42%	4.10	.05	332
	Transgender			50%		50%	4.00	1.00	2
	Other Identity				75%	25%	4.25	.25	4
Gender - ENTIRE SAMPLE	Female	1%	7%	16%	37%	40%	4.06	.00	53,122
	Male	3%	8%	20%	35%	34%	3.90	.01	32,661
	Transgender	3%	9%	20%	31%	36%	3.88	.05	543
	Other Identity	5%	10%	22%	33%	29%	3.71	.04	922
Live... - YOUR INSTITUTION	On campus	1%	5%	13%	29%	52%	4.26	.05	350
	Off campus	1%	4%	16%	35%	44%	4.17	.03	735
Live... - ENTIRE SAMPLE	On campus	2%	8%	18%	36%	36%	3.96	.00	54,582
	Off campus	2%	6%	16%	36%	40%	4.07	.01	32,407
NACUFS Region - YOUR INSTITUTION	Southern	1%	4%	15%	33%	47%	4.20	.03	1,085
NACUFS Region - ENTIRE SAMPLE	Continental	2%	9%	19%	38%	32%	3.89	.01	10,901
	Mid-Atlantic	2%	9%	18%	38%	33%	3.90	.01	8,511
	Midwest	2%	8%	18%	36%	36%	3.96	.01	27,412
	Northeast	2%	6%	16%	36%	40%	4.07	.01	15,649
	Pacific	2%	8%	17%	36%	37%	3.98	.01	10,629
	Southern	2%	6%	15%	33%	45%	4.14	.01	15,023
Institution Type - YOUR INSTITUTION	Public	1%	4%	15%	33%	47%	4.20	.03	1,085
Institution Type - ENTIRE SAMPLE	Public	2%	7%	17%	35%	39%	4.01	.00	69,567
	Private	2%	8%	18%	39%	34%	3.94	.01	18,558
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	4%	15%	33%	47%	4.20	.03	1,085
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	5%	16%	35%	42%	4.11	.02	1,655
	Primarily 4-year	2%	7%	17%	36%	38%	4.00	.00	86,470
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	4%	15%	33%	47%	4.20	.03	1,085
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	17%	36%	38%	4.02	.00	73,805
	Mainly Contracted	2%	8%	20%	36%	34%	3.91	.01	14,183
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	4%	15%	33%	47%	4.20	.03	1,085
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	6%	16%	41%	36%	4.04	.01	4,225
	2,500 to 10,000	2%	5%	16%	34%	43%	4.12	.01	15,800
	10,001 to 20,000	2%	7%	18%	38%	35%	3.97	.01	18,552
	Over 20,000	2%	8%	18%	35%	37%	3.97	.00	49,548
	Convenience Store			75%	25%		3.25	.25	4
Type of Retail Unit - YOUR INSTITUTION	Food Court		8%	8%	35%	49%	4.24	.15	37
	Marketplace	1%	4%	12%	32%	51%	4.28	.05	373
	Express Unit	2%		24%	54%	20%	3.90	.11	50
	Specialty Coffee Shop/ Juice Bar	2%	4%	17%	27%	49%	4.18	.07	182
	Sit-down Restaurant		1%	15%	34%	49%	4.31	.10	67
	Convenience Store			75%	25%		3.25	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	37%	37%	4.00	.01	11,169
	Marketplace	2%	8%	17%	38%	36%	3.98	.01	8,712
	Express Unit	2%	5%	15%	32%	46%	4.13	.01	11,524
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	35%	44%	4.13	.01	7,133
	Sit-down Restaurant	1%	4%	13%	34%	48%	4.23	.02	2,409
	Convenience Store	2%	6%	18%	33%	41%	4.06	.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 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%	2%	12%	31%	55%	4.35	.03	1,154
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	51%	4.30	.00	99,037
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	14%	32%	51%	4.29	.03	767
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	11%	32%	54%	4.35	.00	52,983
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	7%	28%	62%	4.47	.04	387
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	35%	48%	4.25	.00	46,054
Respondent Type - YOUR INSTITUTION	Student	1%	2%	12%	31%	54%	4.34	.03	863
	Faculty	5%	2%	13%	32%	48%	4.18	.13	62
	Administration/ Staff	1%	0%	11%	29%	58%	4.44	.05	216
	Other			8%	23%	69%	4.62	.18	13
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	34%	50%	4.29	.00	83,992
	Faculty	2%	3%	11%	30%	54%	4.33	.01	3,647
	Administration/Staff	1%	3%	9%	31%	57%	4.40	.01	10,223
	Other	1%	1%	9%	24%	64%	4.48	.03	952
Student Class Status - YOUR INSTITUTION	First year	1%	2%	8%	25%	63%	4.47	.05	332
	Sophomore	2%	2%	8%	41%	48%	4.32	.07	133
	Junior	1%	4%	13%	32%	50%	4.26	.08	122
	Senior	2%	1%	17%	32%	48%	4.22	.07	168
	Graduate		2%	18%	32%	48%	4.26	.08	105
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	34%	52%	4.32	.00	34,524
	Sophomore	2%	3%	12%	34%	49%	4.26	.01	18,090
	Junior	2%	3%	12%	34%	49%	4.27	.01	13,352
	Senior	2%	3%	12%	34%	49%	4.27	.01	11,969
	Graduate	1%	3%	12%	37%	48%	4.27	.01	5,376
	Other	1%	3%	13%	38%	45%	4.22	.04	595
Gender - YOUR INSTITUTION	Female	1%	2%	12%	30%	56%	4.38	.03	797
	Male	2%	3%	11%	32%	52%	4.30	.05	351
	Transgender				50%	50%	4.50	.50	2
	Other Identity		25%	25%	50%		3.25	.48	4
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	33%	53%	4.33	.00	59,733
	Male	2%	3%	12%	35%	48%	4.26	.00	36,482
	Transgender	4%	3%	14%	31%	48%	4.16	.04	599
	Other Identity	2%	4%	10%	30%	54%	4.32	.03	1,155
Live... - YOUR INSTITUTION	On campus	1%	3%	7%	27%	62%	4.45	.04	370
	Off campus	1%	1%	14%	32%	51%	4.30	.03	784
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	34%	50%	4.29	.00	59,973
	Off campus	1%	3%	11%	32%	53%	4.32	.00	37,648
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	12%	31%	55%	4.35	.03	1,154
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	33%	54%	4.37	.01	12,480
	Mid-Atlantic	2%	4%	13%	35%	46%	4.19	.01	9,268
	Midwest	1%	2%	10%	32%	54%	4.36	.00	30,967
	Northeast	1%	3%	11%	35%	49%	4.27	.01	17,171
	Pacific	2%	4%	14%	36%	43%	4.14	.01	12,429
	Southern	1%	2%	10%	31%	55%	4.38	.01	16,722
Institution Type - YOUR INSTITUTION	Public	1%	2%	12%	31%	55%	4.35	.03	1,154
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	34%	51%	4.30	.00	77,949
	Private	1%	3%	11%	33%	51%	4.31	.01	21,088
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	12%	31%	55%	4.35	.03	1,154
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	7%	16%	34%	39%	3.98	.02	1,984
	Primarily 4-year	1%	3%	11%	34%	51%	4.31	.00	97,053
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	12%	31%	55%	4.35	.03	1,154
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	33%	53%	4.32	.00	82,715
	Mainly Contracted	2%	3%	14%	37%	44%	4.19	.01	16,178
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	12%	31%	55%	4.35	.03	1,154
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	12%	35%	48%	4.24	.01	4,649
	2,500 to 10,000	1%	3%	10%	31%	55%	4.36	.01	17,861
	10,001 to 20,000	1%	2%	12%	35%	49%	4.28	.01	21,085
	Over 20,000	1%	3%	11%	33%	51%	4.30	.00	55,442
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	2%	27%	20%	46%	4.00	.18	41
	Marketplace	1%	2%	11%	33%	53%	4.35	.04	409
	Express Unit	2%		14%	53%	31%	4.12	.11	51
	Specialty Coffee Shop/ Juice Bar		1%	17%	26%	56%	4.37	.06	188
	Sit-down Restaurant	3%	8%	12%	31%	46%	4.09	.12	74
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	48%	4.26	.01	12,751
	Marketplace	1%	2%	10%	33%	53%	4.34	.01	9,863
	Express Unit	1%	2%	10%	30%	57%	4.39	.01	13,134
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	31%	57%	4.40	.01	8,339
	Sit-down Restaurant	1%	2%	7%	27%	63%	4.50	.01	2,718
	Convenience Store	1%	3%	12%	33%	51%	4.31	.01	6,178

*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%	2%	9%	28%	60%	4.43	.03	1,079
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	31%	55%	4.35	.00	86,937
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	10%	29%	57%	4.38	.03	705
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	30%	54%	4.30	.00	45,063
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	7%	25%	65%	4.52	.04	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	32%	56%	4.41	.00	41,874
Respondent Type - YOUR INSTITUTION	Student	1%	2%	11%	27%	59%	4.40	.03	801
	Faculty		2%	5%	34%	59%	4.50	.09	58
	Administration/ Staff		2%	6%	30%	62%	4.51	.05	208
	Other			8%	17%	75%	4.67	.19	12
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	10%	31%	56%	4.37	.00	75,372
	Faculty	3%	4%	10%	32%	51%	4.24	.02	2,891
	Administration/Staff	3%	4%	9%	32%	52%	4.26	.01	7,847
	Other	3%	3%	12%	26%	57%	4.31	.04	648
Student Class Status - YOUR INSTITUTION	First year	2%	1%	8%	20%	69%	4.55	.05	317
	Sophomore		3%	6%	42%	49%	4.38	.07	118
	Junior		4%	14%	28%	54%	4.33	.08	107
	Senior	3%	2%	18%	23%	55%	4.26	.08	158
	Graduate	2%	4%	9%	35%	50%	4.27	.09	98
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	10%	32%	54%	4.36	.00	31,504
	Sophomore	1%	3%	10%	31%	56%	4.38	.01	16,259
	Junior	1%	3%	10%	28%	58%	4.40	.01	11,899
	Senior	1%	3%	10%	29%	57%	4.38	.01	10,426
	Graduate	2%	4%	10%	32%	52%	4.29	.01	4,688
	Other	2%	4%	13%	31%	51%	4.24	.04	531
Gender - YOUR INSTITUTION	Female	1%	2%	9%	26%	62%	4.47	.03	740
	Male	2%	1%	10%	32%	54%	4.35	.05	331
	Transgender			67%		33%	3.67	.67	3
	Other Identity			20%	40%	40%	4.20	.37	5
Gender - ENTIRE SAMPLE	Female	1%	3%	9%	30%	58%	4.41	.00	52,326
	Male	2%	3%	12%	32%	51%	4.27	.01	32,294
	Transgender	2%	3%	14%	26%	55%	4.29	.04	535
	Other Identity	2%	4%	14%	29%	51%	4.24	.03	913
Live... - YOUR INSTITUTION	On campus	1%	2%	8%	22%	68%	4.53	.04	351
	Off campus	1%	2%	10%	31%	56%	4.38	.03	728
Live... - ENTIRE SAMPLE	On campus	1%	3%	10%	31%	55%	4.37	.00	54,124
	Off campus	2%	3%	10%	30%	55%	4.33	.01	31,684
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	9%	28%	60%	4.43	.03	1,079
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	11%	33%	50%	4.27	.01	10,691
	Mid-Atlantic	1%	3%	9%	32%	55%	4.37	.01	8,456
	Midwest	1%	3%	11%	31%	54%	4.33	.01	27,086
	Northeast	1%	2%	9%	30%	58%	4.41	.01	15,565
	Pacific	2%	3%	11%	31%	53%	4.31	.01	10,423
Institution Type - YOUR INSTITUTION	Public	1%	2%	9%	28%	60%	4.43	.03	1,079
	Private	1%	3%	10%	34%	52%	4.32	.01	18,305
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	30%	56%	4.36	.00	68,632
	Private	1%	3%	10%	34%	52%	4.32	.01	18,305
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	9%	28%	60%	4.43	.03	1,079
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	11%	31%	52%	4.26	.02	1,623
	Primarily 4-year	1%	3%	10%	31%	55%	4.35	.00	85,314
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	9%	28%	60%	4.43	.03	1,079
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	30%	56%	4.37	.00	72,958
	Mainly Contracted	2%	3%	12%	32%	50%	4.27	.01	13,845
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	9%	28%	60%	4.43	.03	1,079
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	35%	52%	4.36	.01	4,174
	2,500 to 10,000	1%	3%	11%	30%	56%	4.35	.01	15,546
	10,001 to 20,000	1%	3%	11%	33%	53%	4.32	.01	18,290
	Over 20,000	1%	3%	10%	30%	56%	4.36	.00	48,927
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	14%	28%	56%	4.36	.14	36
	Marketplace	1%	2%	11%	27%	60%	4.43	.04	371
	Express Unit	2%		16%	56%	26%	4.04	.11	50
	Specialty Coffee Shop/ Juice Bar	2%	5%	7%	28%	59%	4.37	.07	177
	Sit-down Restaurant		3%	7%	28%	61%	4.48	.09	67
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	10%	31%	53%	4.31	.01	10,944
	Marketplace	2%	3%	10%	32%	54%	4.32	.01	8,629
	Express Unit	2%	4%	11%	28%	55%	4.30	.01	11,163
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	29%	55%	4.31	.01	6,970
	Sit-down Restaurant	1%	2%	8%	28%	61%	4.46	.02	2,397
	Convenience Store	3%	5%	13%	29%	49%	4.17	.01	4,960

*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 Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	7%	17%	30%	42%	4.02	.03	1,140
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	9%	16%	30%	41%	3.97	.00	97,372
Aggregated Retail Units	YOUR INSTITUTION	3%	8%	18%	31%	41%	3.99	.04	756
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	16%	28%	44%	4.00	.00	51,198
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	15%	30%	45%	4.07	.05	384
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	17%	32%	39%	3.93	.01	46,174
Respondent Type - YOUR INSTITUTION	Student	4%	8%	17%	30%	42%	3.99	.04	857
	Faculty	2%	5%	12%	43%	38%	4.12	.12	60
	Administration/ Staff	1%	6%	20%	28%	45%	4.10	.07	210
	Other		15%	8%	31%	46%	4.08	.31	13
Respondent Type - ENTIRE SAMPLE	Student	4%	9%	17%	31%	40%	3.93	.00	83,161
	Faculty	3%	5%	14%	28%	50%	4.15	.02	3,465
	Administration/Staff	3%	6%	13%	28%	50%	4.18	.01	9,576
	Other	2%	4%	12%	21%	60%	4.32	.03	948
Student Class Status - YOUR INSTITUTION	First year	3%	9%	18%	27%	43%	3.99	.06	329
	Sophomore	4%	6%	13%	41%	36%	4.00	.09	132
	Junior	2%	10%	17%	29%	42%	3.98	.10	121
	Senior	5%	5%	21%	27%	42%	3.96	.09	168
	Graduate	4%	8%	14%	32%	42%	4.01	.11	104
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	17%	31%	41%	4.00	.01	34,340
	Sophomore	5%	10%	17%	31%	38%	3.87	.01	17,912
	Junior	5%	10%	17%	29%	39%	3.88	.01	13,179
	Senior	5%	10%	17%	30%	38%	3.87	.01	11,798
	Graduate	4%	9%	17%	32%	38%	3.92	.02	5,262
	Other	4%	6%	16%	36%	38%	3.98	.04	588
Gender - YOUR INSTITUTION	Female	3%	7%	18%	31%	42%	4.01	.04	782
	Male	2%	8%	17%	31%	43%	4.03	.06	350
	Transgender		33%		33%	33%	3.67	.88	3
	Other Identity		40%	20%		40%	3.40	.68	5
Gender - ENTIRE SAMPLE	Female	4%	9%	16%	30%	41%	3.95	.00	58,479
	Male	4%	8%	16%	31%	42%	3.99	.01	36,105
	Transgender	6%	10%	18%	28%	38%	3.80	.05	590
	Other Identity	4%	7%	15%	24%	49%	4.08	.03	1,145
Live... - YOUR INSTITUTION	On campus	3%	8%	16%	30%	43%	4.03	.06	366
	Off campus	3%	7%	18%	31%	41%	4.01	.04	774
Live... - ENTIRE SAMPLE	On campus	4%	8%	17%	31%	40%	3.96	.00	59,458
	Off campus	4%	9%	16%	29%	43%	3.97	.01	36,517
NACUFS Region - YOUR INSTITUTION	Southern	3%	7%	17%	30%	42%	4.02	.03	1,140
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	16%	31%	42%	4.01	.01	12,272
	Mid-Atlantic	5%	10%	17%	30%	37%	3.85	.01	9,167
	Midwest	3%	8%	15%	30%	44%	4.03	.01	30,551
	Northeast	3%	8%	16%	31%	41%	3.98	.01	17,004
	Pacific	5%	9%	17%	32%	37%	3.86	.01	12,071
	Southern	4%	9%	16%	28%	42%	3.95	.01	16,307
Institution Type - YOUR INSTITUTION	Public	3%	7%	17%	30%	42%	4.02	.03	1,140
Institution Type - ENTIRE SAMPLE	Public	4%	9%	16%	30%	41%	3.96	.00	76,707
	Private	3%	8%	16%	30%	42%	3.98	.01	20,665
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	17%	30%	42%	4.02	.03	1,140
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	8%	15%	30%	43%	3.99	.03	1,929
	Primarily 4-year	4%	9%	16%	30%	41%	3.97	.00	95,443
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	17%	30%	42%	4.02	.03	1,140
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	8%	16%	30%	42%	3.99	.00	81,282
	Mainly Contracted	4%	10%	19%	32%	35%	3.84	.01	15,947
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	7%	17%	30%	42%	4.02	.03	1,140
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	15%	32%	42%	4.02	.02	4,586
	2,500 to 10,000	3%	6%	14%	29%	48%	4.13	.01	17,447
	10,001 to 20,000	3%	7%	15%	32%	43%	4.05	.01	20,761
	Over 20,000	4%	10%	17%	30%	39%	3.88	.00	54,578
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	21%	21%	49%	4.05	.18	39
	Marketplace	3%	6%	17%	31%	44%	4.08	.05	406
	Express Unit		6%	16%	51%	27%	4.00	.12	51
	Specialty Coffee Shop/ Juice Bar	3%	11%	24%	25%	36%	3.80	.08	184
	Sit-down Restaurant	4%	11%	11%	34%	40%	3.95	.13	73
	Convenience Store			67%	33%		3.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	10%	17%	30%	39%	3.91	.01	12,530
	Marketplace	5%	8%	15%	29%	43%	3.97	.01	9,685
	Express Unit	4%	8%	15%	27%	47%	4.05	.01	12,561
	Specialty Coffee Shop/ Juice Bar	4%	9%	17%	28%	42%	3.93	.01	8,065
	Sit-down Restaurant	2%	6%	12%	26%	55%	4.25	.02	2,701
	Convenience Store	3%	7%	15%	30%	45%	4.08	.01	5,556

*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%	2%	11%	32%	53%	4.34	.03	1,070
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	13%	36%	47%	4.23	.00	85,922
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	12%	32%	53%	4.33	.03	698
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	33%	49%	4.23	.00	44,479
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	9%	34%	54%	4.37	.04	372
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	38%	45%	4.23	.00	41,443
Respondent Type - YOUR INSTITUTION	Student	1%	2%	12%	31%	54%	4.34	.03	793
	Faculty	2%	5%	2%	51%	41%	4.24	.11	59
	Administration/ Staff	1%	1%	10%	33%	54%	4.38	.06	207
	Other				36%	64%	4.64	.15	11
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	36%	47%	4.24	.00	74,525
	Faculty	3%	4%	11%	37%	46%	4.19	.02	2,867
	Administration/Staff	3%	4%	11%	37%	46%	4.20	.01	7,829
	Other	3%	5%	11%	29%	53%	4.23	.04	554
Student Class Status - YOUR INSTITUTION	First year	1%	2%	10%	28%	59%	4.41	.05	314
	Sophomore		1%	9%	44%	46%	4.35	.06	117
	Junior		3%	11%	35%	51%	4.34	.08	106
	Senior	4%	2%	19%	21%	54%	4.19	.08	156
	Graduate		5%	8%	35%	52%	4.33	.09	97
	Other			33%	33%	33%	4.00	.58	3
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	13%	36%	46%	4.22	.01	31,133
	Sophomore	1%	3%	13%	36%	47%	4.24	.01	16,128
	Junior	1%	3%	12%	34%	50%	4.27	.01	11,745
	Senior	1%	3%	12%	35%	49%	4.26	.01	10,284
	Graduate	2%	4%	13%	36%	46%	4.20	.01	4,660
	Other	3%	3%	14%	36%	44%	4.16	.04	515
Gender - YOUR INSTITUTION	Female	1%	2%	10%	31%	55%	4.38	.03	732
	Male	2%	3%	11%	35%	49%	4.26	.05	330
	Transgender			67%		33%	3.67	.67	3
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	35%	49%	4.28	.00	51,918
	Male	2%	4%	15%	37%	43%	4.15	.01	31,837
	Transgender	2%	3%	17%	28%	50%	4.19	.04	531
	Other Identity	2%	4%	16%	34%	44%	4.13	.03	899
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	29%	59%	4.44	.04	348
	Off campus	1%	3%	12%	34%	50%	4.30	.03	722
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	37%	46%	4.23	.00	53,627
	Off campus	2%	4%	12%	35%	49%	4.24	.01	31,355
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	11%	32%	53%	4.34	.03	1,070
NACUFS Region - ENTIRE SAMPLE	Continental	1%	5%	14%	38%	42%	4.14	.01	10,330
	Mid-Atlantic	1%	4%	13%	38%	44%	4.20	.01	8,452
	Midwest	1%	4%	13%	36%	45%	4.20	.01	26,569
	Northeast	1%	3%	11%	35%	49%	4.29	.01	15,529
	Pacific	2%	4%	13%	35%	46%	4.20	.01	10,440
	Southern	1%	3%	11%	32%	52%	4.32	.01	14,602
Institution Type - YOUR INSTITUTION	Public	1%	2%	11%	32%	53%	4.34	.03	1,070
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	35%	48%	4.24	.00	67,951
	Private	1%	4%	13%	39%	43%	4.18	.01	17,971
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	11%	32%	53%	4.34	.03	1,070
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	12%	34%	49%	4.25	.02	1,621
	Primarily 4-year	1%	4%	13%	36%	47%	4.23	.00	84,301
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	11%	32%	53%	4.34	.03	1,070
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	12%	36%	48%	4.25	.00	72,285
	Mainly Contracted	1%	4%	15%	37%	42%	4.15	.01	13,503
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	1%	2%	11%	32%	53%	4.34	.03	1,070
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	41%	44%	4.25	.01	4,174
	2,500 to 10,000	1%	3%	12%	33%	51%	4.29	.01	15,279
	10,001 to 20,000	1%	3%	13%	38%	45%	4.21	.01	18,094
	Over 20,000	1%	4%	13%	36%	46%	4.22	.00	48,375
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	19%	25%	50%	4.19	.16	36
	Marketplace	1%	2%	11%	30%	55%	4.36	.04	369
	Express Unit	2%		20%	57%	20%	3.94	.11	49
	Specialty Coffee Shop/ Juice Bar	1%	4%	9%	30%	56%	4.37	.06	174
	Sit-down Restaurant		2%	11%	29%	59%	4.45	.09	66
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	36%	45%	4.19	.01	10,564
	Marketplace	2%	4%	12%	37%	46%	4.21	.01	8,608
	Express Unit	2%	4%	13%	30%	52%	4.26	.01	11,078
	Specialty Coffee Shop/ Juice Bar	2%	3%	11%	32%	52%	4.29	.01	6,952
	Sit-down Restaurant	1%	2%	9%	33%	55%	4.38	.02	2,376
	Convenience Store	3%	5%	15%	31%	46%	4.14	.01	4,901

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

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

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

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	4%	16%	31%	46%	4.14	.03	1,133
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	14%	33%	45%	4.13	.00	97,526
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	18%	31%	45%	4.12	.04	752
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	15%	32%	46%	4.14	.00	51,408
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	13%	31%	48%	4.19	.05	381
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	35%	43%	4.12	.00	46,118
Respondent Type - YOUR INSTITUTION	Student	2%	4%	16%	31%	46%	4.15	.03	853
	Faculty	5%	5%	13%	35%	42%	4.03	.14	60
	Administration/ Staff	2%	2%	18%	32%	45%	4.15	.07	207
	Other		8%	23%	31%	38%	4.00	.28	13
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	34%	44%	4.12	.00	83,294
	Faculty	3%	6%	14%	31%	47%	4.12	.02	3,466
	Administration/Staff	2%	5%	13%	32%	48%	4.18	.01	9,612
	Other	2%	3%	13%	23%	59%	4.35	.03	938
Student Class Status - YOUR INSTITUTION	First year	2%	4%	13%	29%	53%	4.27	.05	329
	Sophomore	2%	3%	14%	35%	46%	4.19	.08	130
	Junior	2%	4%	20%	31%	43%	4.10	.09	121
	Senior	4%	4%	21%	27%	44%	4.04	.08	167
	Graduate	3%	9%	13%	40%	36%	3.97	.10	103
	Other			67%	33%		3.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	34%	47%	4.20	.01	34,386
	Sophomore	2%	6%	15%	34%	43%	4.10	.01	17,955
	Junior	3%	6%	16%	33%	42%	4.06	.01	13,222
	Senior	3%	6%	16%	33%	42%	4.05	.01	11,807
	Graduate	2%	6%	16%	36%	39%	4.03	.01	5,263
	Other	3%	6%	19%	38%	35%	3.95	.04	578
Gender - YOUR INSTITUTION	Female	2%	4%	16%	31%	47%	4.16	.04	778
	Male	3%	3%	17%	32%	45%	4.12	.05	348
	Transgender				50%	50%	4.50	.50	2
	Other Identity		20%	20%	40%	20%	3.60	.51	5
Gender - ENTIRE SAMPLE	Female	2%	6%	14%	33%	45%	4.13	.00	58,643
	Male	2%	5%	15%	34%	44%	4.13	.01	36,113
	Transgender	7%	7%	17%	29%	40%	3.88	.05	592
	Other Identity	3%	6%	15%	28%	48%	4.12	.03	1,135
Live... - YOUR INSTITUTION	On campus	1%	4%	12%	32%	52%	4.28	.05	365
	Off campus	3%	4%	18%	31%	43%	4.08	.04	768
Live... - ENTIRE SAMPLE	On campus	2%	5%	14%	34%	45%	4.15	.00	59,568
	Off campus	3%	6%	15%	32%	44%	4.09	.01	36,574
NACUFS Region - YOUR INSTITUTION	Southern	2%	4%	16%	31%	46%	4.14	.03	1,133
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	14%	33%	47%	4.21	.01	12,299
	Mid-Atlantic	3%	6%	16%	36%	40%	4.03	.01	9,171
	Midwest	2%	4%	13%	33%	48%	4.22	.01	30,566
	Northeast	2%	6%	15%	35%	42%	4.09	.01	17,015
	Pacific	4%	8%	18%	34%	36%	3.90	.01	12,120
	Southern	2%	5%	14%	32%	47%	4.17	.01	16,355
Institution Type - YOUR INSTITUTION	Public	2%	4%	16%	31%	46%	4.14	.03	1,133
Institution Type - ENTIRE SAMPLE	Public	2%	5%	15%	33%	45%	4.13	.00	76,824
	Private	2%	5%	14%	34%	44%	4.13	.01	20,702
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	16%	31%	46%	4.14	.03	1,133
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	11%	17%	32%	34%	3.77	.03	1,923
	Primarily 4-year	2%	5%	14%	33%	45%	4.14	.00	95,603
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	16%	31%	46%	4.14	.03	1,133
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	14%	33%	46%	4.15	.00	81,477
	Mainly Contracted	3%	6%	18%	35%	39%	4.02	.01	15,906
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	4%	16%	31%	46%	4.14	.03	1,133
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	15%	36%	42%	4.09	.01	4,595
	2,500 to 10,000	2%	4%	14%	32%	48%	4.20	.01	17,503
	10,001 to 20,000	2%	5%	15%	34%	44%	4.12	.01	20,767
	Over 20,000	2%	6%	15%	33%	44%	4.11	.00	54,661
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%		21%	32%	45%	4.16	.15	38
	Marketplace	2%	4%	16%	30%	48%	4.18	.05	405
	Express Unit	2%	2%	16%	48%	32%	4.06	.12	50
	Specialty Coffee Shop/ Juice Bar	3%	4%	23%	27%	42%	4.01	.08	182
	Sit-down Restaurant	4%	3%	15%	36%	42%	4.10	.12	73
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	16%	35%	41%	4.05	.01	12,541
	Marketplace	2%	5%	13%	33%	46%	4.16	.01	9,688
	Express Unit	3%	5%	14%	29%	49%	4.17	.01	12,630
	Specialty Coffee Shop/ Juice Bar	2%	6%	16%	30%	46%	4.11	.01	8,075
	Sit-down Restaurant	2%	3%	10%	28%	58%	4.38	.02	2,703
	Convenience Store	2%	5%	16%	32%	46%	4.14	.01	5,771

*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%	4%	11%	29%	51%	4.20	.03	999
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	5%	14%	28%	49%	4.14	.00	83,306
Aggregated Retail Units	YOUR INSTITUTION	4%	3%	11%	31%	50%	4.21	.04	658
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	13%	27%	52%	4.18	.01	43,710
Aggregated Dining Halls	YOUR INSTITUTION	5%	5%	11%	27%	53%	4.18	.06	341
Aggregated Dining Halls	ENTIRE SAMPLE	4%	5%	15%	29%	46%	4.08	.01	39,596
Respondent Type - YOUR INSTITUTION	Student	4%	4%	12%	30%	50%	4.18	.04	759
	Faculty	5%	5%	5%	38%	45%	4.13	.15	55
	Administration/ Staff	5%	2%	11%	25%	57%	4.27	.08	173
	Other		8%		17%	75%	4.58	.26	12
Respondent Type - ENTIRE SAMPLE	Student	4%	5%	15%	28%	49%	4.13	.00	72,160
	Faculty	4%	4%	12%	26%	55%	4.24	.02	2,813
	Administration/Staff	4%	4%	12%	29%	51%	4.19	.01	7,585
	Other	7%	4%	15%	23%	51%	4.07	.05	591
Student Class Status - YOUR INSTITUTION	First year	4%	5%	11%	28%	52%	4.20	.06	300
	Sophomore	3%	3%	9%	39%	46%	4.22	.09	116
	Junior	3%	4%	12%	36%	46%	4.18	.10	104
	Senior	4%	3%	17%	20%	55%	4.19	.09	147
	Graduate	6%	6%	10%	34%	45%	4.07	.12	89
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	4%	5%	16%	28%	47%	4.10	.01	30,090
	Sophomore	4%	5%	15%	28%	48%	4.11	.01	15,576
	Junior	4%	5%	13%	26%	52%	4.17	.01	11,401
	Senior	4%	5%	14%	27%	51%	4.15	.01	10,005
	Graduate	4%	5%	13%	28%	50%	4.17	.02	4,492
	Other	4%	4%	13%	28%	51%	4.19	.05	530
Gender - YOUR INSTITUTION	Female	3%	4%	11%	28%	54%	4.27	.04	680
	Male	7%	4%	12%	34%	44%	4.03	.07	312
	Transgender					100%	5.00	.00	2
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Female	2%	3%	13%	28%	54%	4.28	.00	50,592
	Male	6%	7%	17%	28%	41%	3.90	.01	30,533
	Transgender	3%	4%	14%	23%	55%	4.23	.05	514
	Other Identity	4%	3%	13%	23%	57%	4.25	.04	861
Live... - YOUR INSTITUTION	On campus	4%	4%	10%	28%	54%	4.26	.06	331
	Off campus	4%	4%	12%	30%	50%	4.17	.04	668
Live... - ENTIRE SAMPLE	On campus	4%	5%	15%	28%	48%	4.11	.00	51,700
	Off campus	4%	4%	13%	27%	52%	4.19	.01	30,558
NACUFS Region - YOUR INSTITUTION	Southern	4%	4%	11%	29%	51%	4.20	.03	999
NACUFS Region - ENTIRE SAMPLE	Continental	5%	6%	16%	29%	45%	4.02	.01	10,093
	Mid-Atlantic	4%	6%	14%	30%	45%	4.06	.01	7,919
	Midwest	4%	5%	15%	28%	48%	4.12	.01	26,109
	Northeast	3%	4%	14%	27%	52%	4.19	.01	14,947
	Pacific	4%	5%	15%	27%	50%	4.15	.01	10,146
	Southern	3%	4%	13%	26%	53%	4.22	.01	14,092
Institution Type - YOUR INSTITUTION	Public	4%	4%	11%	29%	51%	4.20	.03	999
Institution Type - ENTIRE SAMPLE	Public	4%	5%	14%	27%	50%	4.16	.00	65,779
	Private	5%	6%	14%	29%	46%	4.06	.01	17,527
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	4%	11%	29%	51%	4.20	.03	999
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	3%	15%	26%	52%	4.20	.03	1,615
	Primarily 4-year	4%	5%	14%	28%	49%	4.14	.00	81,691
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	4%	11%	29%	51%	4.20	.03	999
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	5%	14%	27%	50%	4.15	.00	70,088
	Mainly Contracted	4%	6%	17%	29%	45%	4.05	.01	13,091
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	4%	11%	29%	51%	4.20	.03	999
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	14%	29%	50%	4.18	.02	4,016
	2,500 to 10,000	4%	5%	13%	26%	52%	4.17	.01	15,095
	10,001 to 20,000	4%	5%	15%	29%	47%	4.11	.01	17,436
	Over 20,000	4%	5%	14%	28%	49%	4.13	.00	46,759
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	6%	15%	32%	38%	3.85	.22	34
	Marketplace	4%	3%	11%	27%	56%	4.28	.06	345
	Express Unit	2%	2%	19%	52%	25%	3.96	.12	48
	Specialty Coffee Shop/ Juice Bar	3%	4%	11%	32%	50%	4.23	.08	163
	Sit-down Restaurant	5%	6%	9%	32%	48%	4.12	.14	65
	Convenience Store				33%	67%	4.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	14%	28%	49%	4.12	.01	10,448
	Marketplace	4%	5%	13%	28%	49%	4.13	.01	8,305
	Express Unit	3%	4%	13%	24%	55%	4.23	.01	10,908
	Specialty Coffee Shop/ Juice Bar	3%	4%	12%	27%	55%	4.26	.01	6,769
	Sit-down Restaurant	4%	4%	12%	25%	55%	4.25	.02	2,271
	Convenience Store	3%	4%	15%	27%	51%	4.17	.01	5,009

*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	4%	5%	19%	31%	41%	4.01	.03	1,042
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	19%	33%	39%	3.99	.00	91,817
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	19%	31%	41%	4.00	.04	696
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	18%	31%	42%	4.03	.00	49,102
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	20%	31%	41%	4.04	.05	346
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	20%	35%	36%	3.95	.01	42,715
Respondent Type - YOUR INSTITUTION	Student	4%	5%	20%	31%	39%	3.97	.04	798
	Faculty	4%	2%	24%	36%	35%	3.96	.13	55
	Administration/ Staff	2%	3%	16%	29%	49%	4.20	.07	178
	Other	9%	9%		27%	55%	4.09	.41	11
Respondent Type - ENTIRE SAMPLE	Student	4%	5%	20%	33%	38%	3.97	.00	78,306
	Faculty	5%	6%	17%	30%	43%	3.99	.02	3,323
	Administration/Staff	2%	4%	16%	31%	47%	4.18	.01	9,100
	Other	3%	2%	12%	21%	63%	4.38	.03	881
Student Class Status - YOUR INSTITUTION	First year	4%	5%	20%	29%	44%	4.04	.06	307
	Sophomore	3%	5%	16%	39%	37%	4.02	.09	127
	Junior	5%	6%	19%	39%	31%	3.83	.10	114
	Senior	3%	7%	24%	23%	43%	3.98	.09	152
	Graduate	7%	5%	20%	33%	35%	3.82	.12	95
	Other			67%	33%		3.33	.33	3
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	19%	34%	40%	4.04	.01	32,220
	Sophomore	4%	6%	21%	33%	36%	3.91	.01	16,866
	Junior	4%	6%	19%	32%	39%	3.94	.01	12,483
	Senior	5%	6%	20%	32%	37%	3.90	.01	11,165
	Graduate	4%	5%	20%	35%	36%	3.92	.02	4,927
	Other	5%	5%	21%	37%	32%	3.85	.05	564
Gender - YOUR INSTITUTION	Female	3%	5%	21%	31%	40%	4.01	.04	719
	Male	6%	4%	16%	31%	43%	4.01	.06	316
	Transgender				50%	50%	4.50	.50	2
	Other Identity			20%	60%	20%	4.00	.32	5
Gender - ENTIRE SAMPLE	Female	4%	6%	19%	33%	39%	3.97	.00	55,886
	Male	3%	4%	19%	33%	40%	4.03	.01	33,297
	Transgender	9%	6%	18%	30%	38%	3.83	.05	561
	Other Identity	6%	8%	21%	24%	41%	3.85	.04	1,074
Live... - YOUR INSTITUTION	On campus	3%	4%	19%	32%	42%	4.07	.05	344
	Off campus	4%	5%	20%	31%	41%	3.98	.04	698
Live... - ENTIRE SAMPLE	On campus	4%	5%	20%	34%	38%	3.96	.00	55,845
	Off campus	3%	5%	18%	32%	42%	4.04	.01	34,657
NACUFS Region - YOUR INSTITUTION	Southern	4%	5%	19%	31%	41%	4.01	.03	1,042
NACUFS Region - ENTIRE SAMPLE	Continental	3%	5%	19%	33%	39%	4.01	.01	11,383
	Mid-Atlantic	4%	6%	21%	35%	34%	3.88	.01	8,389
	Midwest	3%	5%	19%	33%	41%	4.03	.01	28,929
	Northeast	4%	6%	20%	33%	37%	3.94	.01	16,075
	Pacific	4%	6%	21%	33%	35%	3.89	.01	11,564
	Southern	3%	4%	17%	30%	45%	4.11	.01	15,477
Institution Type - YOUR INSTITUTION	Public	4%	5%	19%	31%	41%	4.01	.03	1,042
Institution Type - ENTIRE SAMPLE	Public	3%	5%	19%	33%	40%	4.01	.00	72,475
	Private	4%	7%	20%	33%	37%	3.92	.01	19,342
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	19%	31%	41%	4.01	.03	1,042
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	8%	22%	31%	33%	3.78	.03	1,881
	Primarily 4-year	3%	5%	19%	33%	39%	4.00	.00	89,936
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	19%	31%	41%	4.01	.03	1,042
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	18%	33%	41%	4.02	.00	76,813
	Mainly Contracted	4%	7%	23%	33%	33%	3.84	.01	14,872
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	5%	19%	31%	41%	4.01	.03	1,042
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	9%	21%	32%	33%	3.79	.02	4,323
	2,500 to 10,000	3%	5%	18%	30%	43%	4.06	.01	16,699
	10,001 to 20,000	4%	6%	21%	34%	35%	3.91	.01	19,465
	Over 20,000	3%	5%	19%	33%	40%	4.02	.00	51,330
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	3%	26%	26%	40%	3.91	.19	35
	Marketplace	5%	5%	15%	30%	45%	4.05	.06	371
	Express Unit	2%	4%	19%	52%	23%	3.90	.13	48
	Specialty Coffee Shop/ Juice Bar	3%	4%	26%	31%	37%	3.95	.08	168
	Sit-down Restaurant	4%	7%	19%	29%	41%	3.96	.14	70
	Convenience Store		25%	25%	25%	25%	3.50	.65	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	21%	32%	37%	3.90	.01	11,782
	Marketplace	4%	6%	18%	33%	40%	3.98	.01	9,135
	Express Unit	3%	4%	17%	29%	48%	4.14	.01	12,269
	Specialty Coffee Shop/ Juice Bar	3%	5%	19%	30%	43%	4.05	.01	7,697
	Sit-down Restaurant	2%	3%	13%	30%	52%	4.26	.02	2,509
	Convenience Store	3%	5%	19%	31%	42%	4.04	.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 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	4%	5%	13%	28%	50%	4.15	.03	991
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	6%	16%	28%	47%	4.07	.00	80,630
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	13%	29%	50%	4.16	.04	651
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	26%	49%	4.11	.01	42,022
Aggregated Dining Halls	YOUR INSTITUTION	4%	6%	13%	25%	51%	4.13	.06	340
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	17%	29%	44%	4.02	.01	38,608
Respondent Type - YOUR INSTITUTION	Student	4%	5%	13%	28%	50%	4.14	.04	756
	Faculty	6%	8%	12%	35%	40%	3.96	.16	52
	Administration/ Staff	5%	4%	11%	26%	56%	4.24	.08	171
	Other		8%		25%	67%	4.50	.26	12
Respondent Type - ENTIRE SAMPLE	Student	4%	6%	16%	27%	47%	4.06	.00	70,025
	Faculty	5%	4%	13%	26%	51%	4.15	.02	2,713
	Administration/Staff	5%	5%	13%	29%	48%	4.09	.01	7,253
	Other	8%	6%	16%	22%	48%	3.96	.06	521
Student Class Status - YOUR INSTITUTION	First year	5%	5%	13%	25%	52%	4.15	.06	299
	Sophomore	3%	5%	9%	36%	47%	4.19	.09	116
	Junior	3%	5%	15%	30%	48%	4.15	.10	103
	Senior	5%	3%	18%	21%	52%	4.12	.09	146
	Graduate	4%	8%	10%	31%	46%	4.07	.12	89
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	17%	28%	45%	4.04	.01	29,221
	Sophomore	4%	6%	16%	28%	46%	4.05	.01	15,109
	Junior	5%	5%	14%	26%	50%	4.12	.01	11,096
	Senior	5%	5%	15%	26%	49%	4.09	.01	9,689
	Graduate	4%	5%	14%	28%	48%	4.10	.02	4,363
	Other	6%	4%	16%	27%	47%	4.07	.05	495
Gender - YOUR INSTITUTION	Female	3%	5%	12%	26%	54%	4.23	.04	675
	Male	7%	6%	13%	31%	43%	3.96	.07	309
	Transgender					100%	5.00	.00	2
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Female	3%	4%	14%	28%	52%	4.22	.00	49,015
	Male	8%	8%	18%	27%	39%	3.81	.01	29,629
	Transgender	3%	4%	14%	22%	56%	4.23	.05	498
	Other Identity	5%	4%	13%	24%	53%	4.17	.04	834
Live... - YOUR INSTITUTION	On campus	4%	5%	12%	26%	54%	4.20	.06	330
	Off campus	4%	5%	13%	29%	49%	4.13	.04	661
Live... - ENTIRE SAMPLE	On campus	4%	6%	16%	28%	45%	4.04	.00	50,267
	Off campus	5%	5%	14%	27%	50%	4.12	.01	29,535
NACUFS Region - YOUR INSTITUTION	Southern	4%	5%	13%	28%	50%	4.15	.03	991
NACUFS Region - ENTIRE SAMPLE	Continental	6%	7%	18%	28%	42%	3.93	.01	9,578
	Mid-Atlantic	5%	6%	16%	30%	43%	3.99	.01	7,757
	Midwest	5%	6%	16%	28%	46%	4.04	.01	25,018
	Northeast	4%	5%	15%	28%	49%	4.13	.01	14,676
	Pacific	4%	5%	15%	26%	49%	4.10	.01	9,981
	Southern	4%	5%	13%	26%	52%	4.17	.01	13,620
Institution Type - YOUR INSTITUTION	Public	4%	5%	13%	28%	50%	4.15	.03	991
Institution Type - ENTIRE SAMPLE	Public	4%	5%	16%	27%	48%	4.09	.00	63,753
	Private	5%	7%	15%	29%	43%	3.98	.01	16,877
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	5%	13%	28%	50%	4.15	.03	991
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	4%	16%	26%	50%	4.12	.03	1,584
	Primarily 4-year	4%	6%	16%	28%	47%	4.07	.00	79,046
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	5%	13%	28%	50%	4.15	.03	991
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	5%	15%	27%	48%	4.08	.00	68,109
	Mainly Contracted	5%	6%	18%	29%	42%	3.98	.01	12,396
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	4%	5%	13%	28%	50%	4.15	.03	991
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	5%	16%	29%	47%	4.10	.02	3,927
	2,500 to 10,000	5%	5%	15%	26%	49%	4.10	.01	14,541
	10,001 to 20,000	5%	6%	16%	29%	44%	4.03	.01	16,887
	Over 20,000	4%	6%	16%	27%	47%	4.07	.01	45,275
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	6%	18%	29%	38%	3.82	.22	34
	Marketplace	4%	5%	11%	26%	55%	4.24	.06	341
	Express Unit	4%		24%	48%	24%	3.87	.14	46
	Specialty Coffee Shop/ Juice Bar	4%	4%	13%	29%	50%	4.19	.08	161
	Sit-down Restaurant	5%	6%	12%	29%	48%	4.09	.14	65
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	16%	28%	46%	4.03	.01	9,754
	Marketplace	5%	7%	15%	28%	46%	4.04	.01	8,109
	Express Unit	4%	4%	14%	24%	53%	4.18	.01	10,607
	Specialty Coffee Shop/ Juice Bar	4%	4%	13%	27%	52%	4.20	.01	6,578
	Sit-down Restaurant	4%	4%	13%	25%	54%	4.21	.02	2,224
	Convenience Store	4%	5%	16%	26%	48%	4.10	.02	4,750

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

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

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

		Social/ ethical practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	5%	21%	30%	41%	4.01	.03	1,025
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	20%	33%	40%	4.04	.00	89,586
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	22%	29%	41%	4.00	.04	684
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	19%	31%	44%	4.08	.00	47,723
Aggregated Dining Halls	YOUR INSTITUTION	3%	6%	18%	31%	42%	4.03	.06	341
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	21%	35%	37%	3.98	.00	41,863
Respondent Type - YOUR INSTITUTION	Student	3%	5%	21%	31%	40%	3.99	.04	788
	Faculty	8%	8%	19%	37%	29%	3.71	.17	52
	Administration/ Staff	3%	3%	18%	24%	52%	4.18	.08	174
	Other	9%		18%	18%	55%	4.09	.39	11
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	21%	33%	39%	4.01	.00	76,744
	Faculty	4%	6%	16%	30%	44%	4.04	.02	3,142
	Administration/Staff	2%	3%	17%	31%	47%	4.18	.01	8,640
	Other	2%	1%	13%	22%	61%	4.38	.03	869
Student Class Status - YOUR INSTITUTION	First year	2%	5%	20%	29%	44%	4.09	.06	303
	Sophomore	2%	6%	20%	36%	35%	3.98	.09	127
	Junior	3%	8%	22%	35%	32%	3.86	.10	113
	Senior	4%	5%	25%	23%	43%	3.97	.09	149
	Graduate	6%	3%	22%	32%	37%	3.89	.12	93
	Other			33%	67%		3.67	.33	3
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	20%	34%	41%	4.08	.01	31,610
	Sophomore	3%	5%	22%	33%	37%	3.96	.01	16,535
	Junior	3%	5%	20%	32%	40%	4.00	.01	12,235
	Senior	4%	5%	21%	32%	38%	3.95	.01	10,951
	Graduate	4%	4%	21%	34%	36%	3.95	.02	4,788
	Other	3%	5%	22%	36%	34%	3.92	.04	543
Gender - YOUR INSTITUTION	Female	2%	6%	22%	29%	41%	4.01	.04	705
	Male	5%	4%	18%	31%	42%	4.00	.06	314
	Transgender				50%	50%	4.50	.50	2
	Other Identity			75%		25%	3.50	.50	4
Gender - ENTIRE SAMPLE	Female	3%	5%	20%	33%	40%	4.02	.00	54,439
	Male	3%	3%	20%	33%	41%	4.07	.01	32,582
	Transgender	9%	5%	17%	31%	37%	3.81	.05	551
	Other Identity	6%	7%	22%	25%	40%	3.87	.04	1,054
Live... - YOUR INSTITUTION	On campus	2%	5%	18%	33%	42%	4.09	.05	339
	Off campus	4%	5%	22%	28%	41%	3.97	.04	686
Live... - ENTIRE SAMPLE	On campus	3%	4%	21%	34%	39%	4.01	.00	54,754
	Off campus	3%	4%	19%	31%	43%	4.07	.01	33,556
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	21%	30%	41%	4.01	.03	1,025
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	20%	33%	41%	4.07	.01	11,103
	Mid-Atlantic	3%	5%	22%	35%	35%	3.95	.01	8,141
	Midwest	2%	4%	19%	33%	41%	4.07	.01	28,163
	Northeast	3%	5%	21%	33%	38%	3.98	.01	15,712
	Pacific	4%	5%	22%	33%	36%	3.91	.01	11,295
	Southern	3%	3%	18%	30%	46%	4.14	.01	15,172
Institution Type - YOUR INSTITUTION	Public	3%	5%	21%	30%	41%	4.01	.03	1,025
Institution Type - ENTIRE SAMPLE	Public	3%	4%	20%	33%	41%	4.05	.00	70,761
	Private	3%	5%	21%	33%	39%	3.99	.01	18,825
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	21%	30%	41%	4.01	.03	1,025
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	8%	24%	30%	31%	3.71	.03	1,811
	Primarily 4-year	3%	4%	20%	33%	41%	4.04	.00	87,775
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	21%	30%	41%	4.01	.03	1,025
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	4%	19%	33%	42%	4.06	.00	74,915
	Mainly Contracted	4%	5%	24%	33%	34%	3.89	.01	14,541
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	3%	5%	21%	30%	41%	4.01	.03	1,025
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	7%	23%	32%	34%	3.86	.02	4,205
	2,500 to 10,000	3%	4%	19%	31%	44%	4.09	.01	16,296
	10,001 to 20,000	3%	5%	22%	34%	37%	3.97	.01	18,989
	Over 20,000	3%	4%	20%	33%	41%	4.06	.00	50,096
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	3%	20%	31%	37%	3.86	.21	35
	Marketplace	3%	5%	19%	28%	45%	4.06	.06	366
	Express Unit	2%	4%	26%	43%	24%	3.83	.14	46
	Specialty Coffee Shop/ Juice Bar	2%	4%	26%	26%	41%	4.01	.08	164
	Sit-down Restaurant	4%	6%	23%	30%	36%	3.88	.13	69
	Convenience Store		25%	25%	25%	25%	3.50	.65	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	21%	32%	38%	3.96	.01	11,423
	Marketplace	3%	5%	19%	33%	40%	4.02	.01	8,833
	Express Unit	2%	3%	17%	28%	49%	4.18	.01	11,985
	Specialty Coffee Shop/ Juice Bar	2%	3%	20%	30%	45%	4.12	.01	7,452
	Sit-down Restaurant	2%	3%	14%	29%	53%	4.28	.02	2,455
	Convenience Store	2%	4%	19%	30%	44%	4.09	.01	5,575

*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.

BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS***

		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	3%	8%	12%	37%	39%	4.01	.06	350
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	19%	41%	25%	3.70	.01	38,214
Dining Hall	# 1	3%	8%	12%	37%	40%	4.03	.07	213
Dining Hall	# 2	4%	8%	12%	40%	37%	3.98	.10	112
Dining Hall	# 3	4%	8%	20%	28%	40%	3.92	.23	25
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	11%	37%	41%	4.04	.04	685
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	15%	40%	35%	3.97	.00	45,389
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%		14%	42%	36%	3.97	.19	36
	Marketplace	4%	8%	8%	35%	45%	4.07	.06	364
	Express Unit	5%	7%	20%	45%	23%	3.75	.16	44
	Specialty Coffee Shop/ Juice Bar	2%	5%	11%	37%	44%	4.17	.07	171
	Sit-down Restaurant	6%	9%	20%	39%	26%	3.70	.14	66
	Convenience Store				75%	25%	4.25	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	16%	42%	30%	3.86	.01	11,030
	Marketplace	4%	9%	16%	38%	32%	3.83	.01	8,176
	Express Unit	2%	5%	14%	38%	41%	4.10	.01	11,349
	Specialty Coffee Shop/ Juice Bar	3%	6%	15%	41%	35%	4.00	.01	7,031
	Sit-down Restaurant	2%	4%	12%	37%	46%	4.20	.02	2,258
	Convenience Store	2%	7%	17%	41%	33%	3.95	.01	5,545
Retail Unit	# 1	2%	6%	13%	36%	43%	4.13	.13	53
Retail Unit	# 2	3%	3%	19%	24%	51%	4.19	.17	37
Retail Unit	# 3	2%	5%	9%	28%	56%	4.30	.15	43
Retail Unit	# 4		3%	7%	40%	50%	4.37	.14	30
Retail Unit	# 5	4%	10%	10%	34%	42%	3.98	.09	159
Retail Unit	# 6	12%	12%	12%	35%	29%	3.59	.33	17
Retail Unit	# 7	6%	9%	20%	39%	26%	3.70	.14	66
Retail Unit	# 8		6%	25%	63%	6%	3.69	.18	16
Retail Unit	# 9	4%	6%	6%	47%	37%	4.08	.14	51
Retail Unit	# 10				75%	25%	4.25	.25	4
Retail Unit	# 11			18%	45%	36%	4.18	.23	11
Retail Unit	# 12	8%		14%	42%	36%	3.97	.19	36
Retail Unit	# 13	20%			40%	40%	3.80	.73	5
Retail Unit	# 14		17%	9%	43%	30%	3.87	.22	23
Retail Unit	# 15	5%	12%	5%	40%	40%	3.98	.18	43
Retail Unit	# 16	13%		13%	53%	20%	3.67	.32	15
Retail Unit	# 17	3%	3%	3%	23%	69%	4.54	.14	39
Retail Unit	# 18	4%	8%	4%	38%	46%	4.15	.21	26
Retail Unit	# 19			17%	33%	50%	4.33	.33	6
Retail Unit	# 20			40%	40%	20%	3.80	.37	5

*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.

***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	0%	1%	7%	29%	63%	4.54	.03	378
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	11%	34%	53%	4.38	.00	42,877
Dining Hall	# 1			4%	29%	67%	4.62	.04	228
Dining Hall	# 2	1%	2%	10%	31%	56%	4.41	.07	124
Dining Hall	# 3			15%	19%	65%	4.50	.15	26
Dining Hall	.						.	.	
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Aggregated Retail Units	YOUR INSTITUTION	1%	0%	10%	30%	59%	4.46	.03	725
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	31%	57%	4.41	.00	48,087
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	3%	32%	62%	4.54	.11	37
	Marketplace	1%	0%	10%	27%	62%	4.50	.04	381
	Express Unit	2%		16%	49%	33%	4.12	.11	51
	Specialty Coffee Shop/ Juice Bar	1%	1%	9%	31%	59%	4.46	.06	184
	Sit-down Restaurant	1%		9%	29%	60%	4.47	.09	68
	Convenience Store			25%	25%	50%	4.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	32%	56%	4.40	.01	11,784
	Marketplace	1%	1%	9%	33%	56%	4.43	.01	8,925
	Express Unit	1%	2%	9%	29%	59%	4.43	.01	11,904
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	31%	56%	4.40	.01	7,284
	Sit-down Restaurant	1%	1%	7%	26%	65%	4.54	.01	2,468
	Convenience Store	1%	2%	12%	32%	52%	4.33	.01	5,722
Retail Unit	# 1	2%	2%	9%	24%	63%	4.44	.12	54
Retail Unit	# 2			11%	32%	58%	4.47	.11	38
Retail Unit	# 3	2%		4%	33%	60%	4.49	.12	45
Retail Unit	# 4			9%	31%	59%	4.50	.12	32
Retail Unit	# 5	1%	1%	9%	25%	63%	4.49	.06	158
Retail Unit	# 6	6%		11%	44%	39%	4.11	.24	18
Retail Unit	# 7	1%		9%	29%	60%	4.47	.09	68
Retail Unit	# 8			11%	61%	28%	4.17	.15	18
Retail Unit	# 9	2%		7%	37%	55%	4.43	.10	60
Retail Unit	# 10			25%	25%	50%	4.25	.48	4
Retail Unit	# 11			13%	40%	47%	4.33	.19	15
Retail Unit	# 12		3%	3%	32%	62%	4.54	.11	37
Retail Unit	# 13			29%	43%	29%	4.00	.31	7
Retail Unit	# 14			4%	32%	64%	4.60	.12	25
Retail Unit	# 15			13%	24%	63%	4.50	.11	46
Retail Unit	# 16			29%	7%	64%	4.36	.25	14
Retail Unit	# 17			2%	30%	67%	4.65	.08	43
Retail Unit	# 18			14%	18%	68%	4.54	.14	28
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

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

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

TABLE 28b
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: Overall

		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	4%	6%	12%	41%	37%	4.03	.05	393
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	21%	42%	22%	3.66	.00	46,636
Dining Hall	# 1	4%	5%	14%	38%	39%	4.03	.07	240
Dining Hall	# 2	2%	6%	10%	46%	35%	4.05	.09	127
Dining Hall	# 3	8%	4%	12%	38%	38%	3.96	.23	26
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	11%	35%	46%	4.18	.04	775
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	14%	38%	40%	4.07	.00	53,902
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	2%	15%	34%	41%	4.00	.18	41
	Marketplace	3%	3%	13%	32%	50%	4.23	.05	416
	Express Unit		12%	14%	51%	22%	3.84	.13	49
	Specialty Coffee Shop/ Juice Bar	2%	7%	8%	33%	50%	4.24	.07	191
	Sit-down Restaurant	4%	4%	8%	45%	39%	4.11	.12	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	16%	41%	34%	3.96	.01	12,960
	Marketplace	4%	8%	16%	39%	34%	3.92	.01	10,066
	Express Unit	2%	4%	12%	35%	48%	4.23	.01	13,361
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	37%	43%	4.13	.01	8,384
	Sit-down Restaurant	1%	3%	9%	35%	51%	4.32	.02	2,784
	Convenience Store	2%	5%	17%	40%	36%	4.01	.01	6,347
Retail Unit	# 1		11%	13%	27%	49%	4.15	.14	55
Retail Unit	# 2		5%	10%	33%	53%	4.33	.14	40
Retail Unit	# 3	2%	4%	15%	27%	52%	4.23	.14	48
Retail Unit	# 4		6%	3%	26%	65%	4.50	.14	34
Retail Unit	# 5	1%	4%	11%	31%	52%	4.30	.07	178
Retail Unit	# 6		17%	17%	39%	28%	3.78	.25	18
Retail Unit	# 7	4%	4%	8%	45%	39%	4.11	.12	74
Retail Unit	# 8		19%		75%	6%	3.69	.22	16
Retail Unit	# 9	5%	5%	6%	42%	42%	4.11	.13	62
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11			13%	47%	40%	4.27	.18	15
Retail Unit	# 12	7%	2%	15%	34%	41%	4.00	.18	41
Retail Unit	# 13	11%		11%	33%	44%	4.00	.44	9
Retail Unit	# 14	6%	3%	13%	32%	45%	4.06	.21	31
Retail Unit	# 15	6%	4%	17%	25%	48%	4.04	.17	48
Retail Unit	# 16	7%		20%	47%	27%	3.87	.27	15
Retail Unit	# 17	2%		9%	35%	53%	4.37	.13	43
Retail Unit	# 18			10%	41%	48%	4.38	.13	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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 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	0%	1%	3%	15%	81%	4.75	.03	377
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	27%	64%	4.53	.00	42,896
Dining Hall	# 1			2%	12%	86%	4.83	.03	228
Dining Hall	# 2	1%	2%	5%	20%	73%	4.63	.07	123
Dining Hall	# 3			8%	19%	73%	4.65	.12	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	8%	21%	71%	4.61	.03	724
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	23%	68%	4.57	.00	48,110
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	6%	19%	72%	4.61	.12	36
	Marketplace	0%	1%	8%	18%	73%	4.63	.03	381
	Express Unit			16%	44%	40%	4.24	.10	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	19%	75%	4.68	.05	185
	Sit-down Restaurant			6%	21%	74%	4.68	.07	68
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	6%	24%	68%	4.57	.01	11,811
	Marketplace	0%	1%	6%	23%	70%	4.61	.01	8,936
	Express Unit	1%	1%	7%	23%	68%	4.56	.01	11,890
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	23%	69%	4.59	.01	7,295
	Sit-down Restaurant	1%	0%	5%	21%	72%	4.64	.01	2,476
	Convenience Store	1%	2%	9%	27%	61%	4.46	.01	5,702
Retail Unit	# 1		2%	6%	17%	75%	4.66	.09	53
Retail Unit	# 2			5%	16%	79%	4.74	.09	38
Retail Unit	# 3	2%		4%	24%	69%	4.58	.12	45
Retail Unit	# 4			6%	21%	73%	4.67	.10	33
Retail Unit	# 5		1%	8%	18%	73%	4.62	.06	158
Retail Unit	# 6			17%	33%	50%	4.33	.18	18
Retail Unit	# 7			6%	21%	74%	4.68	.07	68
Retail Unit	# 8			12%	53%	35%	4.24	.16	17
Retail Unit	# 9	2%		3%	21%	74%	4.66	.09	61
Retail Unit	# 10			25%	50%	25%	4.00	.41	4
Retail Unit	# 11			13%	27%	60%	4.47	.19	15
Retail Unit	# 12		3%	6%	19%	72%	4.61	.12	36
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14			4%	24%	72%	4.68	.11	25
Retail Unit	# 15			13%	13%	74%	4.61	.11	46
Retail Unit	# 16			21%	14%	64%	4.43	.23	14
Retail Unit	# 17				12%	88%	4.88	.05	43
Retail Unit	# 18			11%	14%	75%	4.64	.13	28
Retail Unit	# 19			13%	50%	38%	4.25	.25	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

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

		Taste							
		(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%	8%	18%	37%	34%	3.90	.05	393
Aggregated Dining Halls	ENTIRE SAMPLE	5%	13%	24%	38%	20%	3.55	.01	46,607
Dining Hall	# 1	3%	9%	20%	33%	36%	3.91	.07	240
Dining Hall	# 2	3%	9%	15%	45%	28%	3.87	.09	127
Dining Hall	# 3	8%		19%	31%	42%	4.00	.23	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	12%	32%	50%	4.23	.03	775
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	14%	35%	42%	4.09	.00	53,806
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	3%	13%	33%	45%	4.05	.19	40
	Marketplace	2%	3%	12%	30%	53%	4.27	.05	416
	Express Unit	2%	6%	22%	48%	22%	3.82	.13	50
	Specialty Coffee Shop/ Juice Bar	2%	4%	7%	35%	53%	4.34	.06	191
	Sit-down Restaurant	1%	7%	12%	31%	49%	4.19	.11	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	16%	39%	36%	4.00	.01	12,962
	Marketplace	3%	8%	16%	36%	37%	3.95	.01	10,059
	Express Unit	2%	4%	12%	32%	51%	4.25	.01	13,331
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	34%	46%	4.16	.01	8,367
	Sit-down Restaurant	1%	3%	9%	33%	53%	4.34	.02	2,775
	Convenience Store	2%	6%	17%	39%	36%	4.00	.01	6,312
Retail Unit	# 1		4%	11%	35%	51%	4.33	.11	55
Retail Unit	# 2			8%	41%	51%	4.44	.10	39
Retail Unit	# 3	2%		15%	30%	53%	4.32	.13	47
Retail Unit	# 4		6%	3%	24%	68%	4.53	.14	34
Retail Unit	# 5	1%	6%	9%	28%	57%	4.35	.07	179
Retail Unit	# 6		11%	17%	50%	22%	3.83	.22	18
Retail Unit	# 7	1%	7%	12%	31%	49%	4.19	.11	74
Retail Unit	# 8	6%	6%	18%	59%	12%	3.65	.24	17
Retail Unit	# 9	5%	5%	6%	37%	48%	4.17	.13	63
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11			20%	33%	47%	4.27	.21	15
Retail Unit	# 12	8%	3%	13%	33%	45%	4.05	.19	40
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14	6%	3%	13%	32%	45%	4.06	.21	31
Retail Unit	# 15	6%	2%	21%	27%	44%	4.00	.17	48
Retail Unit	# 16	7%		27%	33%	33%	3.87	.29	15
Retail Unit	# 17	2%		9%	26%	63%	4.47	.13	43
Retail Unit	# 18		3%	7%	38%	52%	4.38	.14	29
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

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

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

TABLE 30a
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: Eye appeal

		Eye appeal							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	10%	18%	35%	36%	3.94	.05	378
Aggregated Dining Halls	ENTIRE SAMPLE	3%	13%	24%	35%	25%	3.67	.01	42,794
Dining Hall	# 1	1%	11%	20%	34%	34%	3.88	.07	228
Dining Hall	# 2	2%	10%	15%	37%	36%	3.97	.09	124
Dining Hall	# 3		4%	12%	31%	54%	4.35	.17	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	16%	30%	44%	4.06	.04	724
Aggregated Retail Units	ENTIRE SAMPLE	2%	10%	19%	34%	36%	3.90	.00	47,950
Type of Retail Unit - YOUR INSTITUTION	Food Court		8%	11%	27%	54%	4.27	.16	37
	Marketplace	2%	6%	17%	30%	45%	4.10	.05	379
	Express Unit	2%	6%	25%	47%	20%	3.76	.13	51
	Specialty Coffee Shop/ Juice Bar	3%	10%	15%	26%	46%	4.04	.08	185
	Sit-down Restaurant	4%	9%	12%	29%	46%	4.03	.14	68
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	11%	20%	34%	32%	3.80	.01	11,763
	Marketplace	3%	12%	21%	35%	30%	3.78	.01	8,911
	Express Unit	2%	8%	17%	33%	41%	4.02	.01	11,847
	Specialty Coffee Shop/ Juice Bar	2%	8%	17%	34%	38%	3.96	.01	7,268
	Sit-down Restaurant	2%	7%	14%	33%	44%	4.10	.02	2,469
	Convenience Store	2%	9%	20%	33%	35%	3.91	.01	5,692
Retail Unit	# 1	4%	7%	17%	15%	57%	4.15	.16	54
Retail Unit	# 2		13%	5%	34%	47%	4.16	.17	38
Retail Unit	# 3	9%		16%	38%	38%	3.96	.17	45
Retail Unit	# 4		3%	28%	28%	41%	4.06	.16	32
Retail Unit	# 5	1%	5%	19%	28%	46%	4.13	.08	156
Retail Unit	# 6		17%	22%	33%	28%	3.72	.25	18
Retail Unit	# 7	4%	9%	12%	29%	46%	4.03	.14	68
Retail Unit	# 8			28%	61%	11%	3.83	.15	18
Retail Unit	# 9	5%	13%	13%	30%	39%	3.85	.16	61
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11		13%	20%	47%	20%	3.73	.25	15
Retail Unit	# 12		8%	11%	27%	54%	4.27	.16	37
Retail Unit	# 13			29%	43%	29%	4.00	.31	7
Retail Unit	# 14		8%	8%	28%	56%	4.32	.19	25
Retail Unit	# 15	2%	7%	15%	17%	59%	4.24	.16	46
Retail Unit	# 16			36%	29%	36%	4.00	.23	14
Retail Unit	# 17		16%	14%	33%	37%	3.91	.17	43
Retail Unit	# 18		4%	7%	39%	50%	4.36	.15	28
Retail Unit	# 19	13%		13%	50%	25%	3.75	.45	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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 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	3%	10%	15%	33%	38%	3.94	.06	392
Aggregated Dining Halls	ENTIRE SAMPLE	5%	12%	27%	34%	21%	3.54	.01	46,418
Dining Hall	# 1	3%	10%	16%	30%	41%	3.96	.07	240
Dining Hall	# 2	2%	8%	16%	41%	33%	3.94	.09	126
Dining Hall	# 3	8%	19%	4%	31%	38%	3.73	.27	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	16%	30%	46%	4.11	.04	777
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	18%	34%	40%	4.03	.00	53,636
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	7%	12%	34%	39%	3.90	.19	41
	Marketplace	3%	4%	17%	29%	48%	4.15	.05	416
	Express Unit	2%	10%	22%	46%	20%	3.72	.14	50
	Specialty Coffee Shop/ Juice Bar	2%	3%	15%	27%	54%	4.28	.07	192
	Sit-down Restaurant	9%	5%	11%	34%	41%	3.91	.15	74
	Convenience Store		25%	25%	50%		3.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	21%	36%	33%	3.89	.01	12,886
	Marketplace	3%	8%	20%	34%	34%	3.88	.01	10,029
	Express Unit	2%	5%	15%	32%	47%	4.17	.01	13,297
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	33%	46%	4.17	.01	8,360
	Sit-down Restaurant	2%	4%	13%	29%	52%	4.25	.02	2,772
	Convenience Store	2%	7%	21%	35%	35%	3.95	.01	6,292
Retail Unit	# 1		4%	12%	25%	60%	4.40	.11	57
Retail Unit	# 2			18%	30%	53%	4.35	.12	40
Retail Unit	# 3	2%	2%	19%	30%	47%	4.17	.14	47
Retail Unit	# 4		6%	6%	15%	74%	4.56	.15	34
Retail Unit	# 5	2%	7%	15%	29%	47%	4.14	.08	179
Retail Unit	# 6		11%	28%	39%	22%	3.72	.23	18
Retail Unit	# 7	9%	5%	11%	34%	41%	3.91	.15	74
Retail Unit	# 8	6%	18%	12%	53%	12%	3.47	.27	17
Retail Unit	# 9	7%	2%	20%	33%	39%	3.97	.14	61
Retail Unit	# 10		25%	25%	50%		3.25	.48	4
Retail Unit	# 11			13%	47%	40%	4.27	.18	15
Retail Unit	# 12	7%	7%	12%	34%	39%	3.90	.19	41
Retail Unit	# 13	11%		22%	33%	33%	3.78	.43	9
Retail Unit	# 14	6%	3%	26%	23%	42%	3.90	.21	31
Retail Unit	# 15	8%	4%	21%	23%	44%	3.90	.18	48
Retail Unit	# 16			33%	33%	33%	4.00	.22	15
Retail Unit	# 17			5%	33%	63%	4.58	.09	43
Retail Unit	# 18		3%	14%	28%	55%	4.34	.16	29
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	4%	18%	78%	4.72	.03	375
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	28%	62%	4.49	.00	42,782
Dining Hall	# 1	0%		3%	15%	81%	4.77	.04	226
Dining Hall	# 2	1%	1%	4%	20%	75%	4.67	.06	123
Dining Hall	# 3			8%	31%	62%	4.54	.13	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	9%	26%	64%	4.52	.03	722
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	26%	64%	4.51	.00	47,895
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	3%	24%	68%	4.54	.13	37
	Marketplace	0%	1%	10%	23%	66%	4.52	.04	380
	Express Unit		2%	22%	49%	27%	4.02	.11	51
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	24%	70%	4.60	.05	182
	Sit-down Restaurant			4%	29%	66%	4.62	.07	68
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	27%	63%	4.50	.01	11,744
	Marketplace	0%	1%	7%	26%	65%	4.54	.01	8,909
	Express Unit	1%	2%	8%	25%	65%	4.51	.01	11,831
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	25%	66%	4.55	.01	7,263
	Sit-down Restaurant	1%	1%	6%	24%	68%	4.59	.01	2,471
	Convenience Store	1%	2%	10%	27%	61%	4.45	.01	5,677
Retail Unit	# 1	2%		4%	22%	72%	4.63	.10	54
Retail Unit	# 2			8%	16%	76%	4.68	.10	37
Retail Unit	# 3	2%	2%	11%	27%	58%	4.36	.14	45
Retail Unit	# 4			6%	19%	75%	4.69	.10	32
Retail Unit	# 5		2%	11%	24%	64%	4.49	.06	157
Retail Unit	# 6			11%	61%	28%	4.17	.15	18
Retail Unit	# 7			4%	29%	66%	4.62	.07	68
Retail Unit	# 8		6%	22%	39%	33%	4.00	.21	18
Retail Unit	# 9	2%	2%	3%	32%	61%	4.49	.10	59
Retail Unit	# 10			25%	50%	25%	4.00	.41	4
Retail Unit	# 11			13%	33%	53%	4.40	.19	15
Retail Unit	# 12		5%	3%	24%	68%	4.54	.13	37
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14			12%	24%	64%	4.52	.14	25
Retail Unit	# 15			11%	15%	74%	4.63	.10	46
Retail Unit	# 16			21%	14%	64%	4.43	.23	14
Retail Unit	# 17			2%	26%	72%	4.70	.08	43
Retail Unit	# 18			7%	11%	82%	4.75	.11	28
Retail Unit	# 19			38%	38%	25%	3.88	.30	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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

Aggregated Dining Halls	YOUR INSTITUTION	4%	9%	17%	32%	40%	3.95	.06	392
Aggregated Dining Halls	ENTIRE SAMPLE	6%	14%	25%	33%	22%	3.50	.01	46,493
Dining Hall	# 1	3%	9%	19%	29%	40%	3.93	.07	240
Dining Hall	# 2	5%	6%	13%	37%	39%	3.99	.10	126
Dining Hall	# 3	4%	15%	12%	27%	42%	3.88	.24	26
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	15%	29%	48%	4.14	.04	774
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	18%	32%	40%	3.98	.00	53,631
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	7%	12%	29%	44%	3.95	.19	41
	Marketplace	3%	4%	15%	27%	50%	4.18	.05	416
	Express Unit	2%	6%	18%	54%	20%	3.84	.13	50
	Specialty Coffee Shop/ Juice Bar	2%	4%	13%	26%	55%	4.29	.07	189
	Sit-down Restaurant	4%	7%	20%	28%	41%	3.95	.13	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	20%	33%	34%	3.85	.01	12,931
	Marketplace	4%	9%	19%	32%	35%	3.85	.01	10,045
	Express Unit	2%	6%	15%	29%	48%	4.15	.01	13,271
	Specialty Coffee Shop/ Juice Bar	3%	6%	15%	32%	45%	4.10	.01	8,325
	Sit-down Restaurant	2%	5%	13%	29%	51%	4.24	.02	2,773
	Convenience Store	3%	9%	21%	33%	34%	3.87	.01	6,286
Retail Unit	# 1	2%	4%	9%	22%	64%	4.42	.13	55
Retail Unit	# 2		3%	26%	21%	51%	4.21	.15	39
Retail Unit	# 3	2%	4%	15%	30%	49%	4.19	.14	47
Retail Unit	# 4		9%		24%	68%	4.50	.15	34
Retail Unit	# 5	2%	6%	16%	25%	51%	4.18	.08	179
Retail Unit	# 6	6%	6%	11%	56%	22%	3.83	.25	18
Retail Unit	# 7	4%	7%	20%	28%	41%	3.95	.13	74
Retail Unit	# 8		12%	12%	65%	12%	3.76	.20	17
Retail Unit	# 9	3%	3%	15%	36%	43%	4.11	.13	61
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11			13%	47%	40%	4.27	.18	15
Retail Unit	# 12	7%	7%	12%	29%	44%	3.95	.19	41
Retail Unit	# 13	11%		33%	11%	44%	3.78	.46	9
Retail Unit	# 14	13%	3%	6%	32%	45%	3.94	.25	31
Retail Unit	# 15	4%	2%	25%	19%	50%	4.08	.16	48
Retail Unit	# 16	13%		13%	33%	40%	3.87	.35	15
Retail Unit	# 17			5%	37%	58%	4.53	.09	43
Retail Unit	# 18	3%		17%	28%	52%	4.24	.18	29
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from 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	2%	2%	8%	25%	63%	4.46	.04	377
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.34	.00	42,684
Dining Hall	# 1	2%	1%	8%	20%	69%	4.54	.05	228
Dining Hall	# 2	2%	4%	7%	33%	54%	4.34	.08	123
Dining Hall	# 3			15%	35%	50%	4.35	.15	26
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	14%	30%	52%	4.29	.03	720
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	13%	30%	52%	4.29	.00	47,827
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	6%	22%	67%	4.50	.14	36
	Marketplace	1%	3%	14%	27%	55%	4.32	.05	379
	Express Unit	2%	4%	18%	46%	30%	3.98	.13	50
	Specialty Coffee Shop/ Juice Bar	2%	2%	12%	31%	54%	4.34	.06	183
	Sit-down Restaurant		1%	21%	40%	38%	4.15	.10	68
	Convenience Store			25%	25%	50%	4.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	30%	51%	4.26	.01	11,735
	Marketplace	1%	3%	12%	30%	54%	4.34	.01	8,920
	Express Unit	1%	3%	13%	29%	53%	4.29	.01	11,792
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	31%	51%	4.27	.01	7,251
	Sit-down Restaurant	2%	3%	11%	29%	55%	4.33	.02	2,466
	Convenience Store	1%	3%	15%	29%	51%	4.25	.01	5,663
Retail Unit	# 1		2%	17%	22%	59%	4.39	.11	54
Retail Unit	# 2	5%		8%	30%	57%	4.32	.17	37
Retail Unit	# 3	2%	2%	18%	29%	49%	4.20	.14	45
Retail Unit	# 4			13%	31%	56%	4.44	.13	32
Retail Unit	# 5		6%	14%	24%	56%	4.29	.07	157
Retail Unit	# 6		6%	18%	35%	41%	4.12	.22	17
Retail Unit	# 7		1%	21%	40%	38%	4.15	.10	68
Retail Unit	# 8	6%		17%	56%	22%	3.89	.23	18
Retail Unit	# 9	2%	3%	10%	38%	47%	4.25	.12	60
Retail Unit	# 10			25%	25%	50%	4.25	.48	4
Retail Unit	# 11			20%	33%	47%	4.27	.21	15
Retail Unit	# 12		6%	6%	22%	67%	4.50	.14	36
Retail Unit	# 13	14%		14%	57%	14%	3.57	.48	7
Retail Unit	# 14	4%		4%	42%	50%	4.33	.19	24
Retail Unit	# 15			17%	26%	57%	4.39	.11	46
Retail Unit	# 16			29%	21%	50%	4.21	.24	14
Retail Unit	# 17			9%	33%	58%	4.49	.10	43
Retail Unit	# 18			11%	21%	68%	4.57	.13	28
Retail Unit	# 19		13%	13%	50%	25%	3.88	.35	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

*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	5%	9%	17%	29%	40%	3.89	.06	385
Aggregated Dining Halls	ENTIRE SAMPLE	7%	13%	25%	33%	21%	3.48	.01	46,146
Dining Hall	# 1	7%	10%	17%	26%	40%	3.80	.08	235
Dining Hall	# 2	2%	7%	19%	35%	37%	3.99	.09	124
Dining Hall	# 3	4%	4%	12%	27%	54%	4.23	.21	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	21%	31%	37%	3.89	.04	767
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	23%	31%	32%	3.75	.00	53,119
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	5%	13%	36%	38%	3.92	.19	39
	Marketplace	3%	8%	22%	29%	38%	3.92	.05	412
	Express Unit	2%	4%	23%	50%	21%	3.83	.13	48
	Specialty Coffee Shop/ Juice Bar	3%	6%	19%	28%	43%	4.02	.08	190
	Sit-down Restaurant	7%	14%	27%	32%	20%	3.46	.13	74
	Convenience Store			25%	25%	25%	3.50	.65	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	12%	25%	32%	26%	3.59	.01	12,782
	Marketplace	6%	11%	23%	32%	28%	3.64	.01	9,970
	Express Unit	4%	8%	21%	29%	39%	3.92	.01	13,165
	Specialty Coffee Shop/ Juice Bar	4%	8%	23%	31%	34%	3.83	.01	8,214
	Sit-down Restaurant	3%	7%	19%	29%	42%	4.01	.02	2,742
	Convenience Store	5%	11%	25%	31%	29%	3.68	.01	6,246
Retail Unit	# 1	2%	4%	29%	18%	48%	4.07	.14	56
Retail Unit	# 2	3%	11%	21%	24%	42%	3.92	.19	38
Retail Unit	# 3	2%	11%	15%	30%	41%	3.98	.16	46
Retail Unit	# 4	6%	6%	9%	26%	53%	4.15	.20	34
Retail Unit	# 5	3%	9%	22%	26%	41%	3.92	.08	180
Retail Unit	# 6		6%	19%	50%	25%	3.94	.21	16
Retail Unit	# 7	7%	14%	27%	32%	20%	3.46	.13	74
Retail Unit	# 8	6%	6%	18%	59%	12%	3.65	.24	17
Retail Unit	# 9	3%	6%	16%	40%	34%	3.95	.13	62
Retail Unit	# 10		25%	25%	25%	25%	3.50	.65	4
Retail Unit	# 11			40%	33%	27%	3.87	.22	15
Retail Unit	# 12	8%	5%	13%	36%	38%	3.92	.19	39
Retail Unit	# 13	11%		33%	44%	11%	3.44	.38	9
Retail Unit	# 14	7%	10%	24%	28%	31%	3.66	.23	29
Retail Unit	# 15	6%	2%	19%	26%	47%	4.04	.17	47
Retail Unit	# 16		7%	27%	33%	33%	3.93	.25	15
Retail Unit	# 17	2%	5%	19%	43%	31%	3.95	.15	42
Retail Unit	# 18	3%	10%	17%	28%	41%	3.93	.22	29
Retail Unit	# 19			38%	25%	38%	4.00	.33	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from 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
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: Value

		Value							
		(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%	23%	67%	4.55	.04	379
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	16%	34%	46%	4.20	.00	42,079
Dining Hall	# 1	0%	1%	7%	23%	68%	4.56	.05	229
Dining Hall	# 2	1%	1%	10%	25%	64%	4.50	.07	124
Dining Hall	# 3			12%	15%	73%	4.62	.14	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	11%	23%	64%	4.50	.03	720
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	27%	60%	4.44	.00	47,781
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	6%	14%	75%	4.56	.16	36
	Marketplace	0%	1%	12%	22%	65%	4.51	.04	380
	Express Unit			20%	43%	37%	4.16	.11	49
	Specialty Coffee Shop/ Juice Bar	1%		8%	22%	68%	4.57	.05	183
	Sit-down Restaurant		1%	13%	22%	63%	4.47	.09	68
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	27%	61%	4.46	.01	11,740
	Marketplace	1%	2%	10%	29%	58%	4.42	.01	8,882
	Express Unit	1%	2%	10%	26%	61%	4.45	.01	11,793
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	27%	62%	4.48	.01	7,252
	Sit-down Restaurant	1%	1%	9%	27%	62%	4.48	.02	2,460
	Convenience Store	1%	2%	12%	28%	58%	4.39	.01	5,654
Retail Unit	# 1			9%	21%	70%	4.60	.09	53
Retail Unit	# 2			3%	21%	76%	4.74	.08	38
Retail Unit	# 3	2%		16%	22%	60%	4.38	.14	45
Retail Unit	# 4			13%	23%	65%	4.52	.13	31
Retail Unit	# 5		2%	12%	23%	63%	4.47	.06	158
Retail Unit	# 6			24%	29%	47%	4.24	.20	17
Retail Unit	# 7		1%	13%	22%	63%	4.47	.09	68
Retail Unit	# 8			12%	53%	35%	4.24	.16	17
Retail Unit	# 9	3%		8%	25%	64%	4.46	.12	61
Retail Unit	# 10			25%	50%	25%	4.00	.41	4
Retail Unit	# 11			13%	40%	47%	4.33	.19	15
Retail Unit	# 12	3%	3%	6%	14%	75%	4.56	.16	36
Retail Unit	# 13			29%	43%	29%	4.00	.31	7
Retail Unit	# 14			4%	20%	76%	4.72	.11	25
Retail Unit	# 15			15%	20%	65%	4.50	.11	46
Retail Unit	# 16			36%	14%	50%	4.14	.25	14
Retail Unit	# 17			2%	16%	81%	4.79	.07	43
Retail Unit	# 18			4%	19%	78%	4.74	.10	27
Retail Unit	# 19			25%	50%	25%	4.00	.27	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

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

		Value							
		(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%	15%	28%	43%	3.93	.06	388
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	26%	31%	22%	3.47	.01	45,413
Dining Hall	# 1	5%	11%	15%	29%	40%	3.89	.08	237
Dining Hall	# 2	5%	7%	15%	27%	46%	4.02	.10	125
Dining Hall	# 3	8%	12%	8%	23%	50%	3.96	.26	26
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	5%	8%	20%	29%	37%	3.84	.04	772
Aggregated Retail Units	ENTIRE SAMPLE	8%	12%	22%	28%	30%	3.61	.01	53,302
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	10%	13%	33%	38%	3.83	.20	40
	Marketplace	5%	8%	21%	26%	39%	3.86	.06	414
	Express Unit	8%	12%	12%	43%	24%	3.63	.17	49
	Specialty Coffee Shop/ Juice Bar	5%	8%	22%	28%	37%	3.85	.08	192
	Sit-down Restaurant	5%	8%	18%	34%	34%	3.84	.14	73
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	15%	23%	29%	25%	3.46	.01	12,831
	Marketplace	10%	14%	23%	28%	25%	3.43	.01	9,956
	Express Unit	5%	9%	19%	28%	39%	3.84	.01	13,199
	Specialty Coffee Shop/ Juice Bar	7%	12%	22%	28%	30%	3.62	.01	8,320
	Sit-down Restaurant	4%	7%	18%	30%	42%	3.99	.02	2,746
	Convenience Store	8%	12%	23%	28%	28%	3.56	.02	6,250
Retail Unit	# 1	5%	4%	25%	25%	41%	3.93	.15	56
Retail Unit	# 2		13%	23%	23%	41%	3.92	.17	39
Retail Unit	# 3	8%	8%	19%	23%	42%	3.81	.19	48
Retail Unit	# 4		9%	24%	26%	41%	4.00	.17	34
Retail Unit	# 5	3%	11%	20%	25%	40%	3.86	.09	176
Retail Unit	# 6	11%	22%		39%	28%	3.50	.34	18
Retail Unit	# 7	5%	8%	18%	34%	34%	3.84	.14	73
Retail Unit	# 8	13%	13%	6%	50%	19%	3.50	.33	16
Retail Unit	# 9	10%	8%	19%	35%	29%	3.65	.16	63
Retail Unit	# 10			50%	25%	25%	3.75	.48	4
Retail Unit	# 11		7%	33%	47%	13%	3.67	.21	15
Retail Unit	# 12	8%	10%	13%	33%	38%	3.83	.20	40
Retail Unit	# 13	11%		33%	11%	44%	3.78	.46	9
Retail Unit	# 14	10%		16%	23%	52%	4.06	.23	31
Retail Unit	# 15	6%	4%	21%	31%	38%	3.90	.17	48
Retail Unit	# 16	7%	20%	33%	13%	27%	3.33	.33	15
Retail Unit	# 17	7%	5%	19%	33%	37%	3.88	.18	43
Retail Unit	# 18	3%	7%	21%	28%	41%	3.97	.21	29
Retail Unit	# 19			38%	25%	38%	4.00	.33	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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.

		Availability of posted menu items							
		(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%	8%	29%	59%	4.41	.04	367
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	14%	36%	45%	4.19	.00	42,128
Dining Hall	# 1	0%	3%	10%	24%	64%	4.47	.05	220
Dining Hall	# 2	2%	2%	7%	36%	51%	4.31	.08	121
Dining Hall	# 3	4%	4%	4%	38%	50%	4.27	.20	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	10%	29%	59%	4.44	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	53%	4.34	.00	47,169
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	8%	16%	70%	4.51	.14	37
	Marketplace	1%	1%	11%	27%	60%	4.45	.04	371
	Express Unit	2%	4%	16%	48%	30%	4.00	.13	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	29%	63%	4.53	.05	184
	Sit-down Restaurant		1%	9%	31%	59%	4.47	.09	68
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	34%	51%	4.31	.01	11,603
	Marketplace	1%	3%	11%	35%	50%	4.30	.01	8,746
	Express Unit	1%	2%	10%	30%	57%	4.39	.01	11,729
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	33%	54%	4.37	.01	7,169
	Sit-down Restaurant	1%	2%	8%	32%	57%	4.42	.02	2,448
	Convenience Store	1%	3%	13%	33%	49%	4.25	.01	5,474
Retail Unit	# 1			6%	32%	62%	4.57	.08	53
Retail Unit	# 2			8%	16%	76%	4.68	.10	38
Retail Unit	# 3	5%		14%	20%	61%	4.34	.16	44
Retail Unit	# 4			6%	30%	64%	4.58	.11	33
Retail Unit	# 5	1%	1%	10%	26%	62%	4.45	.07	154
Retail Unit	# 6		6%	24%	29%	41%	4.06	.23	17
Retail Unit	# 7		1%	9%	31%	59%	4.47	.09	68
Retail Unit	# 8	6%		6%	67%	22%	4.00	.21	18
Retail Unit	# 9	3%	2%	5%	35%	55%	4.37	.12	60
Retail Unit	# 10			33%	33%	33%	4.00	.58	3
Retail Unit	# 11			14%	29%	57%	4.43	.20	14
Retail Unit	# 12		5%	8%	16%	70%	4.51	.14	37
Retail Unit	# 13			43%	43%	14%	3.71	.29	7
Retail Unit	# 14			4%	40%	56%	4.52	.12	25
Retail Unit	# 15			14%	20%	66%	4.52	.11	44
Retail Unit	# 16			23%	31%	46%	4.23	.23	13
Retail Unit	# 17			7%	29%	64%	4.57	.10	42
Retail Unit	# 18		4%	4%	32%	61%	4.50	.14	28
Retail Unit	# 19			13%	50%	38%	4.25	.25	8
Retail Unit	# 20		14%	29%	43%	14%	3.57	.37	7

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

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

		Availability of posted menu items					Mean*	Sampling Error**	Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	4%	7%	16%	30%	43%	4.03	.06	378
Aggregated Dining Halls	ENTIRE SAMPLE	5%	11%	19%	34%	31%	3.75	.01	45,838
Dining Hall	# 1	4%	7%	16%	26%	47%	4.06	.07	228
Dining Hall	# 2	3%	6%	15%	36%	39%	4.01	.09	124
Dining Hall	# 3	4%	8%	19%	35%	35%	3.88	.22	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	15%	29%	47%	4.09	.04	774
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	31%	46%	4.10	.00	52,915
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	5%	10%	32%	46%	4.05	.19	41
	Marketplace	2%	7%	16%	27%	48%	4.12	.05	410
	Express Unit	2%	10%	20%	39%	29%	3.84	.14	51
	Specialty Coffee Shop/ Juice Bar	5%	6%	12%	28%	49%	4.12	.08	195
	Sit-down Restaurant	3%	7%	19%	27%	45%	4.04	.13	74
	Convenience Store				100%		4.00	.00	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	14%	32%	43%	4.04	.01	12,769
	Marketplace	4%	8%	15%	32%	40%	3.95	.01	9,852
	Express Unit	2%	4%	12%	28%	53%	4.25	.01	13,201
	Specialty Coffee Shop/ Juice Bar	3%	6%	14%	30%	47%	4.12	.01	8,283
	Sit-down Restaurant	2%	4%	10%	28%	57%	4.36	.02	2,747
	Convenience Store	3%	7%	17%	32%	41%	4.01	.01	6,063
Retail Unit	# 1	7%	7%	12%	18%	56%	4.09	.17	57
Retail Unit	# 2	2%	10%	10%	27%	51%	4.15	.17	41
Retail Unit	# 3		4%	12%	26%	58%	4.38	.12	50
Retail Unit	# 4	3%	3%	3%	34%	57%	4.40	.15	35
Retail Unit	# 5	3%	10%	15%	27%	45%	4.01	.09	175
Retail Unit	# 6	6%	12%	12%	41%	29%	3.76	.29	17
Retail Unit	# 7	3%	7%	19%	27%	45%	4.04	.13	74
Retail Unit	# 8		11%	26%	37%	26%	3.79	.22	19
Retail Unit	# 9	5%	3%	19%	35%	37%	3.97	.14	62
Retail Unit	# 10				100%		4.00	.00	3
Retail Unit	# 11			21%	43%	36%	4.14	.21	14
Retail Unit	# 12	7%	5%	10%	32%	46%	4.05	.19	41
Retail Unit	# 13			33%	33%	33%	4.00	.29	9
Retail Unit	# 14	3%	6%	23%	23%	45%	4.00	.20	31
Retail Unit	# 15	7%	4%	13%	11%	64%	4.22	.19	45
Retail Unit	# 16		7%	33%	33%	27%	3.80	.24	15
Retail Unit	# 17		2%	5%	33%	60%	4.50	.11	42
Retail Unit	# 18		3%	28%	34%	34%	4.00	.16	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20		14%	29%	43%	14%	3.57	.37	7

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

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

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

		Variety of menu choices					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	1%	0%	6%	27%	66%	4.58	.03	375
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	33%	55%	4.39	.00	42,336
Dining Hall	# 1		0%	5%	25%	69%	4.63	.04	225
Dining Hall	# 2	2%		6%	27%	65%	4.55	.07	124
Dining Hall	# 3			12%	42%	46%	4.35	.14	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	11%	31%	55%	4.39	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	33%	54%	4.37	.00	47,319
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	8%	14%	73%	4.51	.16	37
	Marketplace	1%	2%	12%	30%	55%	4.38	.04	372
	Express Unit		2%	18%	48%	32%	4.10	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	36%	56%	4.44	.06	183
	Sit-down Restaurant		3%	9%	25%	63%	4.49	.09	68
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	11%	34%	53%	4.35	.01	11,629
	Marketplace	1%	2%	9%	34%	55%	4.40	.01	8,766
	Express Unit	1%	2%	10%	31%	55%	4.37	.01	11,755
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	34%	53%	4.37	.01	7,197
	Sit-down Restaurant	1%	1%	9%	31%	58%	4.45	.02	2,445
	Convenience Store	1%	2%	12%	33%	51%	4.32	.01	5,527
Retail Unit	# 1		4%	6%	36%	55%	4.42	.11	53
Retail Unit	# 2			5%	32%	63%	4.58	.10	38
Retail Unit	# 3	2%	2%	25%	23%	48%	4.11	.15	44
Retail Unit	# 4			6%	38%	56%	4.50	.11	32
Retail Unit	# 5	1%	3%	12%	29%	55%	4.34	.07	154
Retail Unit	# 6			18%	53%	29%	4.12	.17	17
Retail Unit	# 7		3%	9%	25%	63%	4.49	.09	68
Retail Unit	# 8		6%	11%	44%	39%	4.17	.20	18
Retail Unit	# 9	3%		8%	37%	52%	4.33	.12	60
Retail Unit	# 10			33%	33%	33%	4.00	.58	3
Retail Unit	# 11			13%	33%	53%	4.40	.19	15
Retail Unit	# 12	3%	3%	8%	14%	73%	4.51	.16	37
Retail Unit	# 13			29%	57%	14%	3.86	.26	7
Retail Unit	# 14			4%	40%	56%	4.52	.12	25
Retail Unit	# 15		2%	14%	23%	61%	4.43	.12	44
Retail Unit	# 16			15%	46%	38%	4.23	.20	13
Retail Unit	# 17			5%	33%	62%	4.57	.09	42
Retail Unit	# 18			4%	29%	68%	4.64	.11	28
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

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

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

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

		Variety of menu choices							
		(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%	12%	15%	30%	37%	3.82	.06	389
Aggregated Dining Halls	ENTIRE SAMPLE	9%	17%	22%	29%	23%	3.40	.01	46,261
Dining Hall	# 1	5%	11%	14%	28%	42%	3.91	.08	235
Dining Hall	# 2	6%	13%	17%	33%	31%	3.69	.11	127
Dining Hall	# 3	7%	7%	22%	41%	22%	3.63	.22	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	9%	17%	30%	41%	3.98	.04	775
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	17%	30%	37%	3.85	.01	53,307
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	8%	8%	33%	45%	4.00	.20	40
	Marketplace	2%	9%	20%	27%	41%	3.96	.05	412
	Express Unit	2%	12%	18%	43%	25%	3.78	.14	51
	Specialty Coffee Shop/ Juice Bar	3%	6%	14%	31%	46%	4.11	.08	195
	Sit-down Restaurant	5%	12%	11%	35%	36%	3.85	.14	74
	Convenience Store				67%	33%	4.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	11%	18%	31%	34%	3.76	.01	12,868
	Marketplace	8%	14%	18%	29%	31%	3.61	.01	9,927
	Express Unit	4%	7%	15%	29%	45%	4.04	.01	13,241
	Specialty Coffee Shop/ Juice Bar	4%	9%	16%	31%	39%	3.93	.01	8,364
	Sit-down Restaurant	3%	7%	14%	30%	47%	4.12	.02	2,758
	Convenience Store	5%	11%	19%	32%	33%	3.77	.01	6,149
Retail Unit	# 1	2%	7%	14%	28%	49%	4.16	.14	57
Retail Unit	# 2	2%	10%	10%	29%	49%	4.12	.17	41
Retail Unit	# 3		4%	22%	22%	51%	4.20	.13	49
Retail Unit	# 4	3%	3%	6%	37%	51%	4.31	.16	35
Retail Unit	# 5	2%	13%	19%	26%	40%	3.89	.09	176
Retail Unit	# 6	6%	12%	12%	41%	29%	3.76	.29	17
Retail Unit	# 7	5%	12%	11%	35%	36%	3.85	.14	74
Retail Unit	# 8		16%	16%	53%	16%	3.68	.22	19
Retail Unit	# 9	5%	3%	23%	31%	39%	3.95	.14	62
Retail Unit	# 10				67%	33%	4.33	.33	3
Retail Unit	# 11		7%	33%	33%	27%	3.80	.24	15
Retail Unit	# 12	8%	8%	8%	33%	45%	4.00	.20	40
Retail Unit	# 13			33%	44%	22%	3.89	.26	9
Retail Unit	# 14	3%	13%	19%	16%	48%	3.94	.22	31
Retail Unit	# 15	4%	9%	17%	24%	46%	3.98	.17	46
Retail Unit	# 16		13%	27%	33%	27%	3.73	.27	15
Retail Unit	# 17		5%	12%	38%	45%	4.24	.13	42
Retail Unit	# 18	3%	7%	24%	31%	34%	3.86	.20	29
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20		14%	29%	43%	14%	3.57	.37	7

*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					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%	2%	7%	28%	61%	4.45	.04	371
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	30%	54%	4.32	.00	42,132
Dining Hall	# 1	1%	2%	5%	24%	67%	4.53	.05	223
Dining Hall	# 2	3%	2%	6%	33%	57%	4.38	.08	122
Dining Hall	# 3			27%	35%	38%	4.12	.16	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	13%	30%	51%	4.24	.04	707
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	53%	4.28	.00	46,918
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	11%	16%	68%	4.43	.16	37
	Marketplace	3%	3%	13%	28%	52%	4.23	.05	371
	Express Unit			22%	51%	27%	4.04	.10	49
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	32%	54%	4.32	.07	180
	Sit-down Restaurant	3%	7%	12%	31%	46%	4.10	.13	67
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	29%	52%	4.25	.01	11,482
	Marketplace	1%	3%	10%	30%	55%	4.34	.01	8,732
	Express Unit	2%	4%	12%	29%	53%	4.26	.01	11,666
	Specialty Coffee Shop/ Juice Bar	2%	3%	12%	31%	52%	4.27	.01	7,120
	Sit-down Restaurant	2%	3%	11%	30%	54%	4.31	.02	2,431
	Convenience Store	2%	4%	14%	30%	51%	4.24	.01	5,487
Retail Unit	# 1		4%	6%	31%	60%	4.46	.11	52
Retail Unit	# 2	3%	8%	5%	26%	58%	4.29	.17	38
Retail Unit	# 3	2%	5%	19%	28%	47%	4.12	.16	43
Retail Unit	# 4			10%	35%	55%	4.45	.12	31
Retail Unit	# 5	4%	6%	13%	24%	53%	4.17	.09	154
Retail Unit	# 6			38%	38%	25%	3.88	.20	16
Retail Unit	# 7	3%	7%	12%	31%	46%	4.10	.13	67
Retail Unit	# 8			11%	61%	28%	4.17	.15	18
Retail Unit	# 9	5%		15%	34%	46%	4.15	.13	59
Retail Unit	# 10			33%	33%	33%	4.00	.58	3
Retail Unit	# 11	7%		20%	33%	40%	4.00	.29	15
Retail Unit	# 12	3%	3%	11%	16%	68%	4.43	.16	37
Retail Unit	# 13	14%		43%	43%		3.14	.40	7
Retail Unit	# 14	4%		4%	44%	48%	4.32	.18	25
Retail Unit	# 15	2%	2%	11%	23%	61%	4.39	.14	44
Retail Unit	# 16	8%		15%	38%	38%	4.00	.32	13
Retail Unit	# 17			12%	31%	57%	4.45	.11	42
Retail Unit	# 18			7%	32%	61%	4.54	.12	28
Retail Unit	# 19			13%	50%	38%	4.25	.25	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 36b
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 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	YOUR INSTITUTION	6%	11%	17%	29%	38%	3.82	.06	384
Aggregated Dining Halls	ENTIRE SAMPLE	9%	15%	24%	30%	22%	3.41	.01	45,916
Dining Hall	# 1	7%	12%	13%	26%	42%	3.83	.08	233
Dining Hall	# 2	4%	11%	20%	31%	33%	3.78	.10	124
Dining Hall	# 3	4%		30%	37%	30%	3.89	.19	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	21%	27%	39%	3.89	.04	762
Aggregated Retail Units	ENTIRE SAMPLE	6%	12%	21%	29%	33%	3.70	.01	52,658
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	5%	23%	25%	43%	3.95	.18	40
	Marketplace	2%	10%	22%	26%	39%	3.89	.05	407
	Express Unit		8%	24%	44%	24%	3.84	.13	50
	Specialty Coffee Shop/ Juice Bar	6%	5%	17%	26%	46%	4.02	.08	191
	Sit-down Restaurant	7%	18%	20%	23%	32%	3.55	.16	71
	Convenience Store				67%	33%	4.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	13%	22%	29%	27%	3.55	.01	12,693
	Marketplace	9%	14%	21%	28%	28%	3.54	.01	9,847
	Express Unit	5%	9%	18%	27%	40%	3.90	.01	13,089
	Specialty Coffee Shop/ Juice Bar	5%	10%	20%	31%	34%	3.79	.01	8,211
	Sit-down Restaurant	3%	9%	17%	28%	43%	3.99	.02	2,733
	Convenience Store	7%	12%	24%	29%	28%	3.59	.02	6,085
Retail Unit	# 1	4%	5%	25%	18%	48%	4.02	.15	56
Retail Unit	# 2	5%	3%	18%	28%	48%	4.10	.17	40
Retail Unit	# 3		10%	25%	21%	44%	3.98	.15	48
Retail Unit	# 4	6%		12%	26%	56%	4.26	.19	34
Retail Unit	# 5	2%	11%	23%	29%	35%	3.83	.08	174
Retail Unit	# 6		13%	19%	44%	25%	3.81	.25	16
Retail Unit	# 7	7%	18%	20%	23%	32%	3.55	.16	71
Retail Unit	# 8		11%	32%	42%	16%	3.63	.21	19
Retail Unit	# 9	8%	8%	13%	33%	38%	3.84	.16	61
Retail Unit	# 10				67%	33%	4.33	.33	3
Retail Unit	# 11		7%	33%	40%	20%	3.73	.23	15
Retail Unit	# 12	5%	5%	23%	25%	43%	3.95	.18	40
Retail Unit	# 13	11%		33%	33%	22%	3.56	.41	9
Retail Unit	# 14	7%	17%	13%	13%	50%	3.83	.25	30
Retail Unit	# 15	2%	4%	20%	24%	49%	4.13	.15	45
Retail Unit	# 16		7%	27%	27%	40%	4.00	.26	15
Retail Unit	# 17	2%	7%	19%	36%	36%	3.95	.16	42
Retail Unit	# 18	3%	17%	21%	14%	45%	3.79	.24	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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					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	19%	11%	11%	19%	40%	3.51	.09	314
Aggregated Dining Halls	ENTIRE SAMPLE	16%	11%	16%	22%	34%	3.47	.01	37,609
Dining Hall	# 1	20%	10%	10%	15%	45%	3.55	.12	193
Dining Hall	# 2	17%	13%	12%	24%	34%	3.45	.15	100
Dining Hall	# 3	19%	5%	19%	33%	24%	3.38	.31	21
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	14%	7%	14%	24%	41%	3.69	.06	636
Aggregated Retail Units	ENTIRE SAMPLE	15%	9%	15%	23%	38%	3.59	.01	41,979
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	9%	12%	15%	55%	3.97	.24	33
	Marketplace	15%	7%	15%	21%	41%	3.66	.08	335
	Express Unit	4%	9%	21%	45%	21%	3.70	.15	47
	Specialty Coffee Shop/ Juice Bar	17%	6%	13%	22%	43%	3.69	.12	163
	Sit-down Restaurant	15%	9%	7%	31%	38%	3.69	.19	55
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	18%	10%	15%	22%	35%	3.47	.01	10,087
	Marketplace	17%	10%	15%	22%	35%	3.46	.02	7,740
	Express Unit	12%	9%	14%	23%	42%	3.73	.01	10,655
	Specialty Coffee Shop/ Juice Bar	15%	9%	14%	23%	39%	3.62	.02	6,394
	Sit-down Restaurant	15%	7%	13%	23%	42%	3.70	.03	2,193
	Convenience Store	12%	9%	16%	23%	39%	3.68	.02	4,910
Retail Unit	# 1	9%	6%	13%	21%	51%	4.00	.19	47
Retail Unit	# 2	19%	8%	11%	14%	49%	3.65	.26	37
Retail Unit	# 3	17%	6%	14%	22%	42%	3.67	.25	36
Retail Unit	# 4	13%		13%	33%	40%	3.87	.24	30
Retail Unit	# 5	15%	9%	14%	17%	45%	3.70	.12	141
Retail Unit	# 6	7%	7%	27%	40%	20%	3.60	.29	15
Retail Unit	# 7	15%	9%	7%	31%	38%	3.69	.19	55
Retail Unit	# 8	6%	12%	12%	53%	18%	3.65	.27	17
Retail Unit	# 9	24%	6%	14%	22%	33%	3.33	.23	49
Retail Unit	# 10			33%	33%	33%	4.00	.58	3
Retail Unit	# 11	25%	8%	17%	33%	17%	3.08	.43	12
Retail Unit	# 12	9%	9%	12%	15%	55%	3.97	.24	33
Retail Unit	# 13	14%		29%	57%		3.29	.42	7
Retail Unit	# 14	13%	4%	13%	29%	42%	3.83	.28	24
Retail Unit	# 15	18%	3%	18%	15%	48%	3.73	.24	40
Retail Unit	# 16		10%	40%	30%	20%	3.60	.31	10
Retail Unit	# 17	13%	15%	8%	31%	33%	3.56	.23	39
Retail Unit	# 18	19%	4%	12%	15%	50%	3.73	.31	26
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20		14%	29%	43%	14%	3.57	.37	7

*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							
		(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	9%	11%	17%	26%	37%	3.71	.08	292
Aggregated Dining Halls	ENTIRE SAMPLE	10%	12%	26%	27%	25%	3.46	.01	36,249
Dining Hall	# 1	8%	13%	15%	23%	41%	3.75	.10	179
Dining Hall	# 2	11%	10%	18%	30%	30%	3.60	.14	92
Dining Hall	# 3	5%		33%	33%	29%	3.81	.22	21
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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%	10%	20%	25%	38%	3.79	.05	627
Aggregated Retail Units	ENTIRE SAMPLE	7%	10%	23%	26%	35%	3.73	.01	42,293
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	9%	17%	29%	37%	3.77	.22	35
	Marketplace	7%	11%	20%	24%	39%	3.78	.07	338
	Express Unit	2%	9%	23%	45%	20%	3.73	.15	44
	Specialty Coffee Shop/ Juice Bar	6%	7%	18%	21%	48%	3.98	.10	152
	Sit-down Restaurant	15%	9%	25%	27%	24%	3.36	.18	55
	Convenience Store				67%	33%	4.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	11%	26%	25%	30%	3.58	.01	9,896
	Marketplace	8%	11%	22%	27%	32%	3.62	.01	7,532
	Express Unit	5%	8%	20%	25%	42%	3.89	.01	11,045
	Specialty Coffee Shop/ Juice Bar	6%	9%	22%	27%	37%	3.79	.01	6,500
	Sit-down Restaurant	4%	7%	20%	24%	45%	4.00	.02	2,229
	Convenience Store	7%	11%	26%	26%	30%	3.61	.02	5,091
Retail Unit	# 1	2%	4%	26%	11%	57%	4.15	.16	46
Retail Unit	# 2	6%	3%	13%	28%	50%	4.13	.20	32
Retail Unit	# 3	6%	14%	17%	17%	46%	3.83	.22	35
Retail Unit	# 4	7%	7%	14%	21%	52%	4.03	.24	29
Retail Unit	# 5	7%	10%	21%	23%	39%	3.76	.10	149
Retail Unit	# 6	7%	14%	14%	43%	21%	3.57	.33	14
Retail Unit	# 7	15%	9%	25%	27%	24%	3.36	.18	55
Retail Unit	# 8		13%	20%	60%	7%	3.60	.21	15
Retail Unit	# 9	9%	13%	16%	27%	36%	3.67	.20	45
Retail Unit	# 10				67%	33%	4.33	.33	3
Retail Unit	# 11		11%	33%	44%	11%	3.56	.29	9
Retail Unit	# 12	9%	9%	17%	29%	37%	3.77	.22	35
Retail Unit	# 13			25%	38%	38%	4.13	.30	8
Retail Unit	# 14	11%	19%	15%	15%	41%	3.56	.28	27
Retail Unit	# 15	8%	5%	21%	24%	42%	3.87	.20	38
Retail Unit	# 16	17%	8%	42%	25%	8%	3.00	.35	12
Retail Unit	# 17		9%	11%	37%	43%	4.14	.16	35
Retail Unit	# 18	4%	20%	16%	16%	44%	3.76	.27	25
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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.

		Service: Overall							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	0%	1%	5%	31%	63%	4.55	.03	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	35%	52%	4.35	.00	42,246
Dining Hall	# 1		0%	5%	29%	65%	4.59	.04	225
Dining Hall	# 2	1%	2%	4%	33%	60%	4.50	.07	123
Dining Hall	# 3		4%	4%	31%	62%	4.50	.15	26
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
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%	9%	29%	60%	4.48	.03	716
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	30%	60%	4.47	.00	47,484
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	8%	24%	65%	4.51	.13	37
	Marketplace	1%	1%	7%	27%	64%	4.53	.04	374
	Express Unit	2%		20%	53%	25%	4.00	.11	51
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	28%	61%	4.49	.05	183
	Sit-down Restaurant		1%	4%	31%	63%	4.56	.08	68
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	32%	57%	4.44	.01	11,614
	Marketplace	0%	1%	8%	35%	56%	4.44	.01	8,770
	Express Unit	1%	1%	8%	27%	63%	4.50	.01	11,778
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	27%	65%	4.55	.01	7,237
	Sit-down Restaurant	0%	1%	6%	26%	67%	4.58	.01	2,454
	Convenience Store	1%	2%	10%	31%	57%	4.41	.01	5,631
Retail Unit	# 1			13%	19%	68%	4.55	.10	53
Retail Unit	# 2			8%	28%	64%	4.56	.10	39
Retail Unit	# 3		5%	12%	23%	60%	4.40	.13	43
Retail Unit	# 4			6%	31%	63%	4.56	.11	32
Retail Unit	# 5	1%	1%	7%	23%	69%	4.57	.06	159
Retail Unit	# 6			22%	56%	22%	4.00	.16	18
Retail Unit	# 7		1%	4%	31%	63%	4.56	.08	68
Retail Unit	# 8	6%		11%	56%	28%	4.00	.23	18
Retail Unit	# 9	2%	2%	10%	34%	53%	4.34	.11	59
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11			20%	27%	53%	4.33	.21	15
Retail Unit	# 12		3%	8%	24%	65%	4.51	.13	37
Retail Unit	# 13			17%	50%	33%	4.17	.31	6
Retail Unit	# 14	4%		4%	28%	64%	4.48	.18	25
Retail Unit	# 15			7%	24%	69%	4.62	.09	45
Retail Unit	# 16			15%	31%	54%	4.38	.21	13
Retail Unit	# 17				40%	60%	4.60	.08	40
Retail Unit	# 18			4%	36%	61%	4.57	.11	28
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

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TABLE 38b
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: Overall

		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	2%	1%	9%	30%	58%	4.42	.04	389
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	35%	47%	4.22	.00	46,153
Dining Hall	# 1	1%	2%	8%	31%	58%	4.44	.05	236
Dining Hall	# 2	3%		10%	28%	60%	4.40	.08	126
Dining Hall	# 3	4%		7%	37%	52%	4.33	.18	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	15%	31%	46%	4.09	.04	775
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	31%	53%	4.29	.00	53,567
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	2%	12%	41%	37%	3.98	.18	41
	Marketplace	4%	4%	15%	28%	49%	4.15	.05	411
	Express Unit	2%	2%	23%	42%	31%	3.98	.12	52
	Specialty Coffee Shop/ Juice Bar	3%	5%	12%	31%	49%	4.19	.07	193
	Sit-down Restaurant	11%	7%	22%	27%	34%	3.66	.15	74
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	34%	47%	4.20	.01	12,887
	Marketplace	3%	5%	12%	34%	46%	4.17	.01	9,934
	Express Unit	2%	3%	9%	28%	58%	4.38	.01	13,277
	Specialty Coffee Shop/ Juice Bar	2%	4%	11%	28%	56%	4.31	.01	8,424
	Sit-down Restaurant	2%	3%	9%	25%	61%	4.42	.02	2,764
	Convenience Store	1%	2%	11%	31%	54%	4.35	.01	6,281
Retail Unit	# 1	2%	4%	14%	30%	51%	4.25	.13	57
Retail Unit	# 2	2%	2%	12%	32%	51%	4.27	.15	41
Retail Unit	# 3	2%	6%	15%	28%	49%	4.15	.15	47
Retail Unit	# 4			6%	24%	71%	4.65	.10	34
Retail Unit	# 5	5%	4%	16%	28%	47%	4.07	.08	179
Retail Unit	# 6			33%	39%	28%	3.94	.19	18
Retail Unit	# 7	11%	7%	22%	27%	34%	3.66	.15	74
Retail Unit	# 8	5%	5%	16%	47%	26%	3.84	.24	19
Retail Unit	# 9	5%	11%	13%	36%	34%	3.84	.15	61
Retail Unit	# 10			25%	75%		3.75	.25	4
Retail Unit	# 11			27%	27%	47%	4.20	.22	15
Retail Unit	# 12	7%	2%	12%	41%	37%	3.98	.18	41
Retail Unit	# 13	11%		33%	22%	33%	3.67	.44	9
Retail Unit	# 14	7%	7%	17%	23%	47%	3.97	.23	30
Retail Unit	# 15	6%	2%	13%	34%	45%	4.09	.16	47
Retail Unit	# 16			14%	29%	57%	4.43	.20	14
Retail Unit	# 17	2%	2%		27%	68%	4.56	.13	41
Retail Unit	# 18			17%	34%	48%	4.31	.14	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

*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 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	0%	2%	5%	31%	62%	4.53	.04	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	37%	49%	4.31	.00	42,213
Dining Hall	# 1		1%	5%	27%	66%	4.59	.04	226
Dining Hall	# 2	1%	2%	4%	38%	55%	4.43	.07	122
Dining Hall	# 3		4%	8%	35%	54%	4.38	.16	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	0%	1%	7%	27%	64%	4.53	.03	715
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	29%	61%	4.48	.00	47,574
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	11%	14%	70%	4.49	.15	37
	Marketplace	1%	1%	7%	22%	69%	4.59	.04	376
	Express Unit		4%	14%	52%	30%	4.08	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	33%	61%	4.52	.05	181
	Sit-down Restaurant		1%	6%	21%	72%	4.63	.08	68
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	31%	60%	4.47	.01	11,620
	Marketplace	0%	1%	7%	33%	58%	4.47	.01	8,821
	Express Unit	1%	2%	8%	27%	63%	4.50	.01	11,788
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	27%	65%	4.55	.01	7,266
	Sit-down Restaurant	1%	1%	6%	27%	66%	4.56	.01	2,449
	Convenience Store	1%	2%	10%	30%	56%	4.39	.01	5,630
Retail Unit	# 1			8%	23%	70%	4.62	.09	53
Retail Unit	# 2		3%	3%	36%	59%	4.51	.11	39
Retail Unit	# 3		2%	7%	18%	73%	4.61	.11	44
Retail Unit	# 4			6%	35%	58%	4.52	.11	31
Retail Unit	# 5	1%	1%	6%	21%	72%	4.62	.06	159
Retail Unit	# 6		6%	12%	59%	24%	4.00	.19	17
Retail Unit	# 7		1%	6%	21%	72%	4.63	.08	68
Retail Unit	# 8		6%	6%	50%	39%	4.22	.19	18
Retail Unit	# 9	2%		5%	38%	55%	4.45	.10	58
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11			13%	27%	60%	4.47	.19	15
Retail Unit	# 12		5%	11%	14%	70%	4.49	.15	37
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14	4%		4%	28%	64%	4.48	.18	25
Retail Unit	# 15			13%	18%	69%	4.56	.11	45
Retail Unit	# 16			15%	15%	69%	4.54	.22	13
Retail Unit	# 17			3%	28%	70%	4.68	.08	40
Retail Unit	# 18		4%	25%	71%	4.68	.10	.28	28
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 39b
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: Speed of service

		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	2%	3%	9%	28%	58%	4.38	.05	388
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	34%	46%	4.18	.00	46,020
Dining Hall	# 1	1%	3%	11%	28%	57%	4.36	.06	236
Dining Hall	# 2	3%	2%	5%	30%	61%	4.43	.08	125
Dining Hall	# 3	4%	4%	7%	30%	56%	4.30	.20	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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%	9%	17%	29%	38%	3.82	.04	774
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	14%	29%	47%	4.10	.00	53,581
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	2%	15%	41%	34%	3.93	.18	41
	Marketplace	5%	8%	13%	32%	42%	3.96	.06	412
	Express Unit	4%	10%	13%	48%	25%	3.81	.15	52
	Specialty Coffee Shop/ Juice Bar	5%	7%	23%	23%	41%	3.90	.08	193
	Sit-down Restaurant	29%	18%	19%	11%	22%	2.79	.18	72
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	16%	32%	41%	3.99	.01	12,884
	Marketplace	4%	8%	15%	32%	40%	3.95	.01	9,954
	Express Unit	3%	5%	12%	27%	53%	4.22	.01	13,280
	Specialty Coffee Shop/ Juice Bar	4%	7%	14%	27%	48%	4.09	.01	8,434
	Sit-down Restaurant	4%	7%	13%	23%	54%	4.16	.02	2,754
	Convenience Store	2%	4%	12%	30%	53%	4.29	.01	6,275
Retail Unit	# 1	7%	7%	28%	19%	39%	3.75	.16	57
Retail Unit	# 2	2%	10%	12%	34%	41%	4.02	.17	41
Retail Unit	# 3	6%	9%	6%	38%	40%	3.98	.17	47
Retail Unit	# 4			21%	15%	65%	4.44	.14	34
Retail Unit	# 5	7%	8%	14%	30%	41%	3.90	.09	179
Retail Unit	# 6	6%	22%	6%	39%	28%	3.61	.30	18
Retail Unit	# 7	29%	18%	19%	11%	22%	2.79	.18	72
Retail Unit	# 8	5%	5%	11%	68%	11%	3.74	.21	19
Retail Unit	# 9	7%	10%	28%	25%	31%	3.64	.16	61
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11		13%	13%	47%	27%	3.87	.26	15
Retail Unit	# 12	7%	2%	15%	41%	34%	3.93	.18	41
Retail Unit	# 13	11%		11%	56%	22%	3.78	.40	9
Retail Unit	# 14	7%	10%	17%	23%	43%	3.87	.23	30
Retail Unit	# 15	6%	4%	15%	32%	43%	4.00	.17	47
Retail Unit	# 16		7%	27%	20%	47%	4.07	.27	15
Retail Unit	# 17	2%	2%	10%	32%	54%	4.32	.15	41
Retail Unit	# 18		17%	14%	28%	41%	3.93	.21	29
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

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

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

		Hours of operation							
		(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%	7%	26%	63%	4.47	.04	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	30%	58%	4.43	.00	42,257
Dining Hall	# 1		2%	6%	25%	66%	4.56	.05	226
Dining Hall	# 2	2%	6%	7%	29%	57%	4.33	.09	122
Dining Hall	# 3	4%	4%	8%	27%	58%	4.31	.21	26
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
Dining Hall	.						-	-	
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%	29%	58%	4.42	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	29%	58%	4.42	.00	47,456
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	8%	22%	65%	4.43	.16	37
	Marketplace	1%	3%	9%	25%	62%	4.45	.04	374
	Express Unit		4%	16%	51%	29%	4.04	.11	49
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	31%	57%	4.43	.06	182
	Sit-down Restaurant		1%	7%	31%	60%	4.50	.09	68
	Convenience Store			33%	33%	33%	4.00	.58	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	55%	4.38	.01	11,587
	Marketplace	0%	2%	9%	31%	57%	4.42	.01	8,794
	Express Unit	1%	2%	10%	28%	60%	4.43	.01	11,746
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	29%	60%	4.45	.01	7,246
	Sit-down Restaurant	1%	2%	9%	28%	61%	4.46	.02	2,454
	Convenience Store	1%	2%	10%	28%	59%	4.42	.01	5,629
Retail Unit	# 1			9%	21%	70%	4.60	.09	53
Retail Unit	# 2			10%	33%	56%	4.46	.11	39
Retail Unit	# 3	2%	2%	11%	32%	52%	4.30	.14	44
Retail Unit	# 4	3%		13%	29%	55%	4.32	.17	31
Retail Unit	# 5	1%	4%	7%	20%	69%	4.52	.07	157
Retail Unit	# 6		12%	6%	59%	24%	3.94	.22	17
Retail Unit	# 7		1%	7%	31%	60%	4.50	.09	68
Retail Unit	# 8			17%	50%	33%	4.17	.17	18
Retail Unit	# 9	2%	2%	8%	41%	47%	4.31	.11	59
Retail Unit	# 10			33%	33%	33%	4.00	.58	3
Retail Unit	# 11		7%	13%	40%	40%	4.13	.24	15
Retail Unit	# 12	3%	3%	8%	22%	65%	4.43	.16	37
Retail Unit	# 13			29%	43%	29%	4.00	.31	7
Retail Unit	# 14	4%	4%	4%	28%	60%	4.36	.21	25
Retail Unit	# 15		4%	11%	22%	62%	4.42	.13	45
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17			5%	25%	70%	4.65	.09	40
Retail Unit	# 18		4%	4%	36%	57%	4.46	.14	28
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from 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	6%	5%	7%	25%	57%	4.22	.06	386
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	16%	29%	35%	3.72	.01	46,076
Dining Hall	# 1	2%	4%	6%	24%	64%	4.44	.06	236
Dining Hall	# 2	11%	6%	8%	26%	49%	3.95	.12	123
Dining Hall	# 3	15%	11%	11%	30%	33%	3.56	.28	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	17%	28%	44%	4.01	.04	767
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	14%	28%	45%	4.01	.00	53,351
Type of Retail Unit - YOUR INSTITUTION	Food Court	13%	5%	15%	33%	35%	3.73	.21	40
	Marketplace	4%	7%	17%	27%	45%	4.03	.06	408
	Express Unit	2%	18%	16%	44%	20%	3.62	.15	50
	Specialty Coffee Shop/ Juice Bar	4%	6%	20%	26%	44%	4.01	.08	192
	Sit-down Restaurant	4%	3%	8%	25%	60%	4.34	.12	73
	Convenience Store		25%	25%	50%		3.25	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	16%	30%	38%	3.85	.01	12,792
	Marketplace	7%	11%	15%	28%	39%	3.80	.01	9,916
	Express Unit	3%	8%	13%	27%	50%	4.12	.01	13,224
	Specialty Coffee Shop/ Juice Bar	3%	6%	13%	28%	50%	4.15	.01	8,386
	Sit-down Restaurant	3%	6%	12%	25%	55%	4.22	.02	2,750
	Convenience Store	3%	7%	14%	27%	49%	4.12	.01	6,283
Retail Unit	# 1	2%	5%	14%	16%	63%	4.33	.14	57
Retail Unit	# 2		5%	15%	29%	51%	4.27	.14	41
Retail Unit	# 3	2%	13%	13%	34%	38%	3.94	.16	47
Retail Unit	# 4	3%	6%	26%	26%	38%	3.91	.19	34
Retail Unit	# 5	5%	8%	19%	25%	44%	3.94	.09	178
Retail Unit	# 6		29%	12%	41%	18%	3.47	.27	17
Retail Unit	# 7	4%	3%	8%	25%	60%	4.34	.12	73
Retail Unit	# 8	5%	21%	11%	47%	16%	3.47	.27	19
Retail Unit	# 9	8%	8%	27%	32%	25%	3.57	.15	60
Retail Unit	# 10		25%	25%	50%		3.25	.48	4
Retail Unit	# 11			36%	29%	36%	4.00	.23	14
Retail Unit	# 12	13%	5%	15%	33%	35%	3.73	.21	40
Retail Unit	# 13	11%		22%	22%	44%	3.89	.45	9
Retail Unit	# 14		3%	17%	27%	53%	4.30	.16	30
Retail Unit	# 15	4%	9%	20%	20%	47%	3.96	.18	45
Retail Unit	# 16			27%	27%	47%	4.20	.22	15
Retail Unit	# 17	2%	7%	5%	29%	56%	4.29	.16	41
Retail Unit	# 18	3%	7%	10%	34%	45%	4.10	.20	29
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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 41a
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: Helpfulness of staff

		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%	2%	7%	30%	61%	4.50	.04	373
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	13%	34%	48%	4.25	.00	42,025
Dining Hall	# 1		1%	8%	28%	62%	4.52	.05	225
Dining Hall	# 2	1%	2%	4%	35%	58%	4.48	.07	122
Dining Hall	# 3		4%	8%	23%	65%	4.50	.16	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	10%	27%	60%	4.45	.03	712
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	30%	57%	4.40	.00	47,350
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	8%	22%	68%	4.54	.13	37
	Marketplace	1%	1%	9%	27%	62%	4.47	.04	373
	Express Unit		2%	20%	48%	30%	4.06	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	27%	62%	4.49	.06	181
	Sit-down Restaurant		1%	10%	19%	69%	4.56	.09	68
	Convenience Store			67%	33%		3.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	32%	53%	4.35	.01	11,562
	Marketplace	1%	3%	11%	33%	52%	4.34	.01	8,776
	Express Unit	1%	3%	9%	27%	61%	4.44	.01	11,734
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	28%	62%	4.49	.01	7,222
	Sit-down Restaurant	1%	2%	8%	25%	65%	4.52	.02	2,446
	Convenience Store	1%	3%	11%	30%	55%	4.36	.01	5,610
Retail Unit	# 1	2%		6%	23%	70%	4.58	.11	53
Retail Unit	# 2		3%	8%	23%	67%	4.54	.12	39
Retail Unit	# 3	2%	2%	12%	26%	58%	4.35	.14	43
Retail Unit	# 4			10%	19%	71%	4.61	.12	31
Retail Unit	# 5	1%	2%	10%	25%	63%	4.48	.06	157
Retail Unit	# 6			24%	41%	35%	4.12	.19	17
Retail Unit	# 7		1%	10%	19%	69%	4.56	.09	68
Retail Unit	# 8			11%	61%	28%	4.17	.15	18
Retail Unit	# 9	2%	2%	10%	38%	48%	4.29	.11	58
Retail Unit	# 10			67%	33%		3.33	.33	3
Retail Unit	# 11			13%	27%	60%	4.47	.19	15
Retail Unit	# 12		3%	8%	22%	68%	4.54	.13	37
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14	4%		4%	28%	64%	4.48	.18	25
Retail Unit	# 15		2%	16%	20%	62%	4.42	.13	45
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17				35%	65%	4.65	.08	40
Retail Unit	# 18			4%	32%	64%	4.61	.11	28
Retail Unit	# 19		13%	25%	25%	38%	3.88	.40	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 41b
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: Helpfulness of staff

		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	2%	3%	8%	23%	64%	4.44	.05	389
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	30%	52%	4.26	.00	45,756
Dining Hall	# 1	2%	3%	9%	18%	68%	4.48	.06	237
Dining Hall	# 2	2%	2%	5%	30%	62%	4.46	.08	125
Dining Hall	# 3	4%	7%	11%	33%	44%	4.07	.21	27
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	5%	4%	15%	27%	50%	4.13	.04	770
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	27%	57%	4.34	.00	53,337
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%		10%	32%	49%	4.10	.19	41
	Marketplace	5%	4%	14%	24%	53%	4.16	.06	407
	Express Unit		4%	14%	51%	31%	4.10	.11	51
	Specialty Coffee Shop/ Juice Bar	3%	3%	13%	27%	53%	4.25	.07	193
	Sit-down Restaurant	9%	8%	22%	20%	41%	3.74	.15	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	30%	52%	4.26	.01	12,813
	Marketplace	3%	5%	12%	29%	52%	4.23	.01	9,887
	Express Unit	2%	3%	9%	25%	61%	4.41	.01	13,219
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	25%	61%	4.38	.01	8,404
	Sit-down Restaurant	2%	2%	8%	22%	66%	4.48	.02	2,748
	Convenience Store	2%	3%	11%	26%	59%	4.37	.01	6,266
Retail Unit	# 1		4%	14%	26%	56%	4.35	.11	57
Retail Unit	# 2	2%		12%	29%	56%	4.37	.14	41
Retail Unit	# 3	2%	6%	6%	26%	60%	4.34	.15	47
Retail Unit	# 4			9%	15%	76%	4.68	.11	34
Retail Unit	# 5	7%	5%	15%	21%	52%	4.07	.09	175
Retail Unit	# 6			12%	47%	41%	4.29	.17	17
Retail Unit	# 7	9%	8%	22%	20%	41%	3.74	.15	74
Retail Unit	# 8		11%	5%	63%	21%	3.95	.19	19
Retail Unit	# 9	8%	5%	16%	34%	36%	3.85	.15	61
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11		13%	13%	33%	40%	4.00	.28	15
Retail Unit	# 12	10%		10%	32%	49%	4.10	.19	41
Retail Unit	# 13	11%		11%	56%	22%	3.78	.40	9
Retail Unit	# 14	7%	7%	14%	21%	52%	4.03	.24	29
Retail Unit	# 15	6%	2%	17%	32%	43%	4.02	.17	47
Retail Unit	# 16		7%	20%	27%	47%	4.13	.26	15
Retail Unit	# 17		2%	5%	17%	76%	4.66	.11	41
Retail Unit	# 18			24%	24%	52%	4.28	.16	29
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 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%	1%	6%	27%	66%	4.57	.03	371
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	12%	33%	50%	4.28	.00	42,068
Dining Hall	# 1		0%	7%	26%	67%	4.59	.04	224
Dining Hall	# 2	1%	1%	6%	28%	64%	4.55	.07	121
Dining Hall	# 3		4%	4%	23%	69%	4.58	.15	26
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	9%	25%	64%	4.50	.03	712
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	29%	59%	4.42	.00	47,339
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	11%	19%	67%	4.50	.14	36
	Marketplace	1%	1%	9%	25%	64%	4.51	.04	374
	Express Unit			20%	48%	32%	4.12	.10	50
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	20%	70%	4.57	.06	181
	Sit-down Restaurant		1%	6%	24%	69%	4.60	.08	68
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	31%	55%	4.38	.01	11,555
	Marketplace	1%	3%	10%	32%	54%	4.36	.01	8,805
	Express Unit	1%	2%	9%	26%	62%	4.46	.01	11,733
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	26%	65%	4.52	.01	7,215
	Sit-down Restaurant	1%	2%	8%	24%	66%	4.52	.02	2,437
	Convenience Store	1%	3%	11%	29%	57%	4.38	.01	5,594
Retail Unit	# 1	2%		6%	17%	75%	4.64	.10	53
Retail Unit	# 2		3%	8%	18%	72%	4.59	.12	39
Retail Unit	# 3	2%	5%	5%	27%	61%	4.41	.14	44
Retail Unit	# 4			6%	23%	71%	4.65	.11	31
Retail Unit	# 5	1%	2%	10%	21%	67%	4.52	.06	157
Retail Unit	# 6			24%	41%	35%	4.12	.19	17
Retail Unit	# 7		1%	6%	24%	69%	4.60	.08	68
Retail Unit	# 8			17%	56%	28%	4.11	.16	18
Retail Unit	# 9	2%		12%	24%	62%	4.45	.11	58
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11			13%	33%	53%	4.40	.19	15
Retail Unit	# 12		3%	11%	19%	67%	4.50	.14	36
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14	4%		8%	36%	52%	4.32	.19	25
Retail Unit	# 15			13%	18%	69%	4.56	.11	45
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17			3%	25%	73%	4.70	.08	40
Retail Unit	# 18			4%	29%	68%	4.64	.11	28
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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	2%	2%	9%	21%	66%	4.48	.04	384
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	27%	55%	4.29	.00	45,923
Dining Hall	# 1	1%	3%	9%	21%	66%	4.48	.06	234
Dining Hall	# 2	2%	1%	7%	21%	68%	4.52	.08	123
Dining Hall	# 3	4%	4%	7%	26%	59%	4.33	.20	27
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	5%	4%	14%	26%	52%	4.16	.04	772
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	25%	60%	4.37	.00	53,411
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%		10%	30%	50%	4.10	.20	40
	Marketplace	5%	4%	14%	23%	54%	4.16	.06	410
	Express Unit		4%	12%	43%	41%	4.22	.11	51
	Specialty Coffee Shop/ Juice Bar	4%	2%	14%	27%	54%	4.26	.07	193
	Sit-down Restaurant	7%	8%	15%	24%	46%	3.95	.15	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	11%	27%	56%	4.31	.01	12,849
	Marketplace	3%	4%	11%	26%	55%	4.28	.01	9,916
	Express Unit	2%	2%	9%	23%	64%	4.44	.01	13,228
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	23%	63%	4.42	.01	8,387
	Sit-down Restaurant	1%	2%	7%	20%	69%	4.53	.02	2,745
	Convenience Store	2%	3%	10%	25%	61%	4.40	.01	6,286
Retail Unit	# 1		2%	14%	23%	61%	4.44	.11	57
Retail Unit	# 2	2%		15%	24%	59%	4.37	.14	41
Retail Unit	# 3	4%	4%	9%	30%	53%	4.23	.16	47
Retail Unit	# 4			6%	24%	71%	4.65	.10	34
Retail Unit	# 5	7%	5%	16%	20%	53%	4.06	.09	177
Retail Unit	# 6		6%	12%	35%	47%	4.24	.22	17
Retail Unit	# 7	7%	8%	15%	24%	46%	3.95	.15	74
Retail Unit	# 8		5%	5%	53%	37%	4.21	.18	19
Retail Unit	# 9	10%	3%	18%	34%	34%	3.80	.16	61
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11		7%	20%	27%	47%	4.13	.26	15
Retail Unit	# 12	10%		10%	30%	50%	4.10	.20	40
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14	3%	13%	17%	13%	53%	4.00	.23	30
Retail Unit	# 15	9%	2%	17%	32%	40%	3.94	.18	47
Retail Unit	# 16			20%	20%	60%	4.40	.21	15
Retail Unit	# 17		2%	2%	17%	78%	4.71	.10	41
Retail Unit	# 18		3%	10%	28%	59%	4.41	.15	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

*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							
		(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%	3%	22%	74%	4.68	.03	375
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	6%	26%	66%	4.57	.00	42,360
Dining Hall	# 1			3%	21%	76%	4.73	.03	226
Dining Hall	# 2	2%	2%	3%	22%	72%	4.60	.07	123
Dining Hall	# 3		4%		23%	73%	4.65	.14	26
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	8%	24%	65%	4.51	.03	707
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	6%	23%	69%	4.59	.00	47,385
Type of Retail Unit - YOUR INSTITUTION	Food Court		5%	8%	19%	68%	4.49	.14	37
	Marketplace	1%	1%	8%	22%	69%	4.55	.04	372
	Express Unit	2%		14%	48%	36%	4.16	.12	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	64%	4.51	.06	178
	Sit-down Restaurant		1%	7%	19%	72%	4.61	.08	67
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	24%	68%	4.57	.01	11,606
	Marketplace	0%	1%	5%	25%	68%	4.60	.01	8,753
	Express Unit	1%	1%	7%	22%	70%	4.58	.01	11,743
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	22%	71%	4.62	.01	7,213
	Sit-down Restaurant	0%	0%	4%	19%	76%	4.69	.01	2,449
	Convenience Store	1%	1%	9%	24%	66%	4.52	.01	5,621
Retail Unit	# 1		2%	8%	17%	74%	4.62	.10	53
Retail Unit	# 2		3%	11%	22%	65%	4.49	.13	37
Retail Unit	# 3			4%	18%	78%	4.73	.08	45
Retail Unit	# 4			6%	34%	59%	4.53	.11	32
Retail Unit	# 5	2%	3%	6%	19%	71%	4.53	.07	156
Retail Unit	# 6			17%	50%	33%	4.17	.17	18
Retail Unit	# 7		1%	7%	19%	72%	4.61	.08	67
Retail Unit	# 8	6%		6%	47%	41%	4.18	.25	17
Retail Unit	# 9	2%	2%	7%	32%	57%	4.41	.11	56
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11			13%	20%	67%	4.53	.19	15
Retail Unit	# 12		5%	8%	19%	68%	4.49	.14	37
Retail Unit	# 13			43%	29%	29%	3.86	.34	7
Retail Unit	# 14	4%		8%	29%	58%	4.38	.20	24
Retail Unit	# 15			11%	27%	61%	4.50	.11	44
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17				18%	83%	4.83	.06	40
Retail Unit	# 18			7%	32%	61%	4.54	.12	28
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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	2%	5%	10%	30%	53%	4.27	.05	390
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	37%	41%	4.10	.00	46,278
Dining Hall	# 1	1%	6%	12%	27%	54%	4.28	.06	237
Dining Hall	# 2	2%	6%	7%	33%	52%	4.27	.09	126
Dining Hall	# 3	4%		7%	44%	44%	4.26	.17	27
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	12%	32%	52%	4.29	.03	768
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	31%	57%	4.39	.00	53,481
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	3%	8%	38%	48%	4.20	.16	40
	Marketplace	2%	2%	12%	31%	53%	4.32	.04	408
	Express Unit	2%		16%	39%	43%	4.22	.12	51
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	29%	58%	4.41	.06	191
	Sit-down Restaurant	5%	4%	20%	30%	41%	3.96	.13	74
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	35%	50%	4.29	.01	12,867
	Marketplace	1%	3%	9%	33%	54%	4.34	.01	9,916
	Express Unit	1%	2%	8%	28%	61%	4.45	.01	13,229
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	28%	61%	4.46	.01	8,426
	Sit-down Restaurant	1%	1%	6%	24%	68%	4.56	.01	2,744
	Convenience Store	1%	2%	10%	31%	56%	4.39	.01	6,299
Retail Unit	# 1		7%	7%	26%	60%	4.39	.12	57
Retail Unit	# 2		5%	7%	32%	56%	4.39	.13	41
Retail Unit	# 3	2%	4%	8%	37%	49%	4.27	.13	49
Retail Unit	# 4			6%	24%	71%	4.65	.10	34
Retail Unit	# 5	3%	2%	11%	33%	51%	4.27	.07	174
Retail Unit	# 6	6%		17%	39%	39%	4.06	.25	18
Retail Unit	# 7	5%	4%	20%	30%	41%	3.96	.13	74
Retail Unit	# 8			11%	39%	50%	4.39	.16	18
Retail Unit	# 9	2%		14%	34%	51%	4.32	.11	59
Retail Unit	# 10			25%	75%		3.75	.25	4
Retail Unit	# 11		7%	13%	33%	47%	4.20	.24	15
Retail Unit	# 12	5%	3%	8%	38%	48%	4.20	.16	40
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14		3%	27%	17%	53%	4.20	.18	30
Retail Unit	# 15			13%	40%	47%	4.34	.10	47
Retail Unit	# 16			20%	20%	60%	4.40	.21	15
Retail Unit	# 17			3%	23%	75%	4.72	.08	40
Retail Unit	# 18	3%		10%	24%	62%	4.41	.18	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

*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							
		(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%	2%	19%	77%	4.71	.03	374
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	26%	65%	4.53	.00	42,206
Dining Hall	# 1		0%	1%	19%	80%	4.77	.03	225
Dining Hall	# 2	1%	2%	3%	19%	75%	4.64	.07	123
Dining Hall	# 3		8%	8%	19%	65%	4.42	.19	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	25%	64%	4.50	.03	707
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	24%	66%	4.54	.00	46,939
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	8%	19%	67%	4.47	.15	36
	Marketplace	1%	1%	8%	24%	66%	4.52	.04	373
	Express Unit	2%	2%	16%	42%	38%	4.12	.13	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	24%	66%	4.52	.06	178
	Sit-down Restaurant		1%	4%	22%	72%	4.64	.08	67
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	25%	65%	4.52	.01	11,488
	Marketplace	0%	1%	6%	25%	67%	4.57	.01	8,761
	Express Unit	1%	2%	8%	23%	66%	4.53	.01	11,658
	Specialty Coffee Shop/ Juice Bar	1%	1%	6%	24%	68%	4.57	.01	7,168
	Sit-down Restaurant	0%	1%	5%	21%	73%	4.65	.01	2,433
	Convenience Store	1%	2%	10%	25%	63%	4.46	.01	5,431
Retail Unit	# 1		2%	11%	15%	72%	4.57	.11	53
Retail Unit	# 2		5%	8%	18%	68%	4.50	.14	38
Retail Unit	# 3			7%	20%	73%	4.67	.09	45
Retail Unit	# 4			3%	32%	65%	4.61	.10	31
Retail Unit	# 5	2%	3%	8%	22%	65%	4.47	.07	156
Retail Unit	# 6		6%	17%	44%	33%	4.06	.21	18
Retail Unit	# 7		1%	4%	22%	72%	4.64	.08	67
Retail Unit	# 8	6%		6%	41%	47%	4.24	.25	17
Retail Unit	# 9	2%	2%	7%	30%	59%	4.43	.11	56
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11			13%	27%	60%	4.47	.19	15
Retail Unit	# 12		6%	8%	19%	67%	4.47	.15	36
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14	4%		8%	29%	58%	4.38	.20	24
Retail Unit	# 15			13%	27%	60%	4.47	.11	45
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17				18%	83%	4.83	.06	40
Retail Unit	# 18			7%	29%	64%	4.57	.12	28
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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.

		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	2%	4%	7%	30%	57%	4.38	.05	390
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	12%	36%	46%	4.21	.00	46,203
Dining Hall	# 1	1%	4%	8%	29%	58%	4.40	.06	237
Dining Hall	# 2	2%	4%	6%	30%	58%	4.37	.08	126
Dining Hall	# 3	4%	4%	7%	41%	44%	4.19	.19	27
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	13%	32%	51%	4.29	.03	767
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	9%	30%	57%	4.38	.00	52,981
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	5%	13%	28%	50%	4.13	.18	40
	Marketplace	1%	2%	13%	32%	52%	4.32	.04	408
	Express Unit		2%	16%	52%	30%	4.10	.10	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	29%	59%	4.43	.06	191
	Sit-down Restaurant	4%	5%	16%	28%	46%	4.07	.13	74
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	33%	51%	4.29	.01	12,803
	Marketplace	1%	3%	9%	32%	55%	4.36	.01	9,885
	Express Unit	1%	2%	9%	28%	59%	4.42	.01	13,131
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	28%	60%	4.43	.01	8,369
	Sit-down Restaurant	1%	1%	6%	24%	68%	4.56	.01	2,729
	Convenience Store	1%	2%	10%	32%	55%	4.37	.01	6,064
Retail Unit	# 1		5%	7%	26%	61%	4.44	.11	57
Retail Unit	# 2		2%	12%	32%	54%	4.37	.12	41
Retail Unit	# 3		10%	6%	37%	47%	4.20	.14	49
Retail Unit	# 4			6%	26%	68%	4.62	.10	34
Retail Unit	# 5	2%	1%	14%	33%	50%	4.28	.07	174
Retail Unit	# 6		6%	11%	67%	17%	3.94	.17	18
Retail Unit	# 7	4%	5%	16%	28%	46%	4.07	.13	74
Retail Unit	# 8			11%	50%	39%	4.28	.16	18
Retail Unit	# 9	2%		14%	31%	54%	4.36	.11	59
Retail Unit	# 10			25%	75%		3.75	.25	4
Retail Unit	# 11			20%	40%	40%	4.20	.20	15
Retail Unit	# 12	5%	5%	13%	28%	50%	4.13	.18	40
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14		3%	23%	20%	53%	4.23	.17	30
Retail Unit	# 15			13%	43%	45%	4.32	.10	47
Retail Unit	# 16			20%	20%	60%	4.40	.21	15
Retail Unit	# 17			3%	23%	75%	4.72	.08	40
Retail Unit	# 18	3%		10%	24%	62%	4.41	.18	29
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			33%	50%	17%	3.83	.31	6

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

TABLE 45a
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: 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	YOUR INSTITUTION	1%	1%	3%	22%	74%	4.67	.03	372
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	28%	64%	4.53	.00	41,969
Dining Hall	# 1			2%	22%	76%	4.74	.03	226
Dining Hall	# 2	2%	3%	3%	20%	72%	4.57	.08	120
Dining Hall	# 3		4%	8%	23%	65%	4.50	.16	26
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	25%	64%	4.49	.03	701
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	64%	4.49	.00	45,640
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	8%	19%	67%	4.47	.15	36
	Marketplace	1%	1%	9%	24%	64%	4.48	.04	370
	Express Unit	2%		14%	51%	33%	4.12	.12	49
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	23%	68%	4.54	.06	176
	Sit-down Restaurant		1%	4%	16%	78%	4.70	.08	67
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	27%	62%	4.47	.01	11,163
	Marketplace	1%	2%	7%	28%	63%	4.51	.01	8,616
	Express Unit	1%	2%	8%	24%	64%	4.48	.01	11,307
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	25%	65%	4.50	.01	6,987
	Sit-down Restaurant	0%	1%	5%	21%	72%	4.64	.01	2,411
	Convenience Store	1%	2%	10%	25%	61%	4.42	.01	5,156
Retail Unit	# 1	2%	2%	4%	22%	71%	4.57	.12	51
Retail Unit	# 2		3%	8%	18%	71%	4.58	.12	38
Retail Unit	# 3		2%	7%	20%	71%	4.60	.11	45
Retail Unit	# 4			6%	26%	68%	4.61	.11	31
Retail Unit	# 5	2%	2%	8%	22%	66%	4.48	.07	153
Retail Unit	# 6			18%	53%	29%	4.12	.17	17
Retail Unit	# 7		1%	4%	16%	78%	4.70	.08	67
Retail Unit	# 8	6%		6%	53%	35%	4.12	.24	17
Retail Unit	# 9	2%	2%	9%	25%	63%	4.45	.12	56
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11			13%	33%	53%	4.40	.19	15
Retail Unit	# 12		6%	8%	19%	67%	4.47	.15	36
Retail Unit	# 13			43%	29%	29%	3.86	.34	7
Retail Unit	# 14	4%		13%	21%	63%	4.38	.21	24
Retail Unit	# 15		2%	13%	29%	56%	4.38	.12	45
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17				23%	78%	4.78	.07	40
Retail Unit	# 18	4%		11%	25%	61%	4.39	.18	28
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 45b
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: Eating areas (tables, chairs, etc.)

		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	2%	4%	14%	29%	51%	4.24	.05	389
Aggregated Dining Halls	ENTIRE SAMPLE	3%	9%	18%	35%	35%	3.89	.01	46,165
Dining Hall	# 1	1%	5%	16%	24%	54%	4.26	.06	237
Dining Hall	# 2	2%	4%	11%	37%	46%	4.22	.08	125
Dining Hall	# 3	4%	4%	15%	30%	48%	4.15	.20	27
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	15%	31%	47%	4.15	.04	755
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	14%	31%	47%	4.15	.00	51,608
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	5%	15%	33%	43%	4.03	.18	40
	Marketplace	3%	4%	13%	30%	50%	4.20	.05	404
	Express Unit			14%	44%	42%	4.28	.10	50
	Specialty Coffee Shop/ Juice Bar	2%	2%	15%	31%	50%	4.25	.07	184
	Sit-down Restaurant	8%	12%	22%	24%	34%	3.64	.15	74
	Convenience Store			33%	67%		3.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	17%	33%	40%	4.02	.01	12,575
	Marketplace	3%	7%	14%	32%	44%	4.09	.01	9,710
	Express Unit	2%	5%	13%	29%	52%	4.23	.01	12,680
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	29%	51%	4.23	.01	8,115
	Sit-down Restaurant	2%	3%	9%	24%	62%	4.41	.02	2,715
	Convenience Store	2%	5%	15%	32%	47%	4.17	.01	5,813
Retail Unit	# 1	4%	6%	19%	19%	53%	4.11	.16	53
Retail Unit	# 2			15%	43%	43%	4.28	.11	40
Retail Unit	# 3	4%	6%	10%	33%	46%	4.10	.16	48
Retail Unit	# 4			9%	27%	64%	4.55	.12	33
Retail Unit	# 5	4%	5%	13%	28%	49%	4.13	.08	172
Retail Unit	# 6			12%	47%	41%	4.29	.17	17
Retail Unit	# 7	8%	12%	22%	24%	34%	3.64	.15	74
Retail Unit	# 8			11%	44%	44%	4.33	.16	18
Retail Unit	# 9	3%		16%	36%	45%	4.19	.12	58
Retail Unit	# 10			33%	67%		3.67	.33	3
Retail Unit	# 11		7%	13%	33%	47%	4.20	.24	15
Retail Unit	# 12	5%	5%	15%	33%	43%	4.03	.18	40
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14		7%	23%	17%	53%	4.17	.19	30
Retail Unit	# 15		2%	15%	45%	38%	4.19	.11	47
Retail Unit	# 16			13%	27%	60%	4.47	.19	15
Retail Unit	# 17		5%	5%	20%	70%	4.55	.13	40
Retail Unit	# 18	4%		11%	32%	54%	4.32	.18	28
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

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

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

TABLE 46a
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%	2%	6%	28%	63%	4.50	.04	373
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	33%	52%	4.32	.00	42,167
Dining Hall	# 1	1%	2%	5%	27%	65%	4.54	.05	224
Dining Hall	# 2	2%	1%	8%	30%	59%	4.45	.07	123
Dining Hall	# 3		4%	4%	35%	58%	4.46	.15	26
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	29%	59%	4.45	.03	715
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	30%	55%	4.36	.00	46,700
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	8%	38%	51%	4.38	.12	37
	Marketplace	1%	2%	10%	25%	63%	4.47	.04	372
	Express Unit	2%		14%	54%	30%	4.10	.11	50
	Specialty Coffee Shop/ Juice Bar	1%	2%	6%	29%	63%	4.50	.06	184
	Sit-down Restaurant		1%	6%	29%	63%	4.54	.08	68
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	11%	33%	51%	4.28	.01	11,285
	Marketplace	1%	3%	9%	32%	55%	4.36	.01	8,756
	Express Unit	1%	3%	10%	28%	58%	4.38	.01	11,652
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	27%	61%	4.46	.01	7,171
	Sit-down Restaurant	1%	3%	8%	32%	57%	4.41	.02	2,414
	Convenience Store	1%	3%	12%	30%	54%	4.32	.01	5,422
Retail Unit	# 1		2%	4%	24%	70%	4.63	.09	54
Retail Unit	# 2			3%	26%	72%	4.69	.08	39
Retail Unit	# 3	2%	4%	11%	33%	49%	4.22	.15	45
Retail Unit	# 4			16%	31%	53%	4.38	.13	32
Retail Unit	# 5	1%	1%	8%	21%	69%	4.57	.06	155
Retail Unit	# 6			17%	50%	33%	4.17	.17	18
Retail Unit	# 7		1%	6%	29%	63%	4.54	.08	68
Retail Unit	# 8	6%		6%	61%	28%	4.06	.22	18
Retail Unit	# 9	3%	3%	5%	34%	54%	4.32	.13	59
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11			20%	27%	53%	4.33	.21	15
Retail Unit	# 12		3%	8%	38%	51%	4.38	.12	37
Retail Unit	# 13			29%	57%	14%	3.86	.26	7
Retail Unit	# 14	4%		8%	28%	60%	4.40	.19	25
Retail Unit	# 15		5%	9%	28%	58%	4.40	.13	43
Retail Unit	# 16			31%	15%	54%	4.23	.26	13
Retail Unit	# 17			5%	29%	66%	4.61	.09	41
Retail Unit	# 18		4%	11%	11%	75%	4.57	.16	28
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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	2%	5%	7%	27%	59%	4.37	.05	387
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	9%	30%	57%	4.39	.00	46,309
Dining Hall	# 1	2%	3%	7%	29%	59%	4.38	.06	235
Dining Hall	# 2	2%	6%	6%	23%	62%	4.38	.09	125
Dining Hall	# 3	4%	7%	7%	30%	52%	4.19	.21	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	13%	29%	54%	4.33	.03	771
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	28%	60%	4.44	.00	53,350
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	17%	27%	51%	4.22	.15	41
	Marketplace	1%	3%	13%	29%	53%	4.31	.04	409
	Express Unit	2%	2%	10%	45%	41%	4.22	.12	51
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	27%	58%	4.40	.06	192
	Sit-down Restaurant		4%	11%	24%	61%	4.42	.10	74
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	56%	4.39	.01	12,859
	Marketplace	1%	2%	8%	28%	61%	4.46	.01	9,915
	Express Unit	1%	2%	8%	26%	62%	4.45	.01	13,221
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	25%	63%	4.47	.01	8,401
	Sit-down Restaurant	1%	2%	7%	25%	66%	4.54	.01	2,736
	Convenience Store	1%	3%	9%	28%	59%	4.40	.01	6,218
Retail Unit	# 1		5%	9%	21%	65%	4.46	.11	57
Retail Unit	# 2		2%	10%	32%	56%	4.41	.12	41
Retail Unit	# 3		6%	15%	38%	42%	4.15	.13	48
Retail Unit	# 4			12%	32%	56%	4.44	.12	34
Retail Unit	# 5	2%	2%	11%	31%	55%	4.36	.07	176
Retail Unit	# 6	6%	6%	11%	44%	33%	3.94	.26	18
Retail Unit	# 7		4%	11%	24%	61%	4.42	.10	74
Retail Unit	# 8				47%	53%	4.53	.12	19
Retail Unit	# 9	2%	2%	15%	27%	55%	4.32	.12	60
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11			20%	33%	47%	4.27	.21	15
Retail Unit	# 12	2%	2%	17%	27%	51%	4.22	.15	41
Retail Unit	# 13			33%	44%	22%	3.89	.26	9
Retail Unit	# 14			10%	37%	53%	4.43	.12	30
Retail Unit	# 15	2%	9%	11%	26%	52%	4.17	.16	46
Retail Unit	# 16			20%	20%	60%	4.40	.21	15
Retail Unit	# 17	2%	2%	12%	20%	63%	4.39	.15	41
Retail Unit	# 18			24%	17%	59%	4.34	.16	29
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			29%	43%	29%	4.00	.31	7

*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							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	9%	14%	36%	40%	4.03	.05	374
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	18%	38%	34%	3.92	.00	42,067
Dining Hall	# 1	1%	8%	13%	34%	44%	4.11	.07	225
Dining Hall	# 2	2%	10%	15%	40%	34%	3.95	.09	123
Dining Hall	# 3	4%	15%	19%	31%	31%	3.69	.23	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	6%	14%	35%	43%	4.13	.04	713
Aggregated Retail Units	ENTIRE SAMPLE	2%	7%	16%	35%	40%	4.05	.00	46,532
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	14%	43%	41%	4.22	.13	37
	Marketplace	1%	6%	15%	33%	44%	4.12	.05	372
	Express Unit	2%	4%	16%	50%	28%	3.98	.13	50
	Specialty Coffee Shop/ Juice Bar	1%	8%	13%	35%	43%	4.12	.07	182
	Sit-down Restaurant	1%	3%	13%	28%	54%	4.31	.11	68
	Convenience Store		25%	50%	25%		3.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	37%	36%	3.97	.01	11,253
	Marketplace	2%	8%	17%	37%	36%	3.97	.01	8,741
	Express Unit	2%	6%	16%	32%	44%	4.11	.01	11,575
	Specialty Coffee Shop/ Juice Bar	2%	6%	14%	35%	43%	4.12	.01	7,145
	Sit-down Restaurant	2%	5%	14%	35%	45%	4.18	.02	2,418
	Convenience Store	2%	7%	17%	33%	40%	4.03	.01	5,400
Retail Unit	# 1		4%	13%	28%	55%	4.34	.12	53
Retail Unit	# 2		5%	13%	36%	46%	4.23	.14	39
Retail Unit	# 3	2%	11%	20%	31%	36%	3.87	.16	45
Retail Unit	# 4		6%	19%	39%	35%	4.03	.16	31
Retail Unit	# 5	1%	7%	12%	31%	49%	4.21	.08	155
Retail Unit	# 6		6%	17%	50%	28%	4.00	.20	18
Retail Unit	# 7	1%	3%	13%	28%	54%	4.31	.11	68
Retail Unit	# 8	6%	6%	6%	56%	28%	3.94	.25	18
Retail Unit	# 9	3%	14%	8%	39%	36%	3.90	.15	59
Retail Unit	# 10		25%	50%	25%		3.00	.41	4
Retail Unit	# 11			27%	40%	33%	4.07	.21	15
Retail Unit	# 12		3%	14%	43%	41%	4.22	.13	37
Retail Unit	# 13			29%	57%	14%	3.86	.26	7
Retail Unit	# 14	4%	4%	8%	32%	52%	4.24	.21	25
Retail Unit	# 15	2%	5%	19%	28%	47%	4.12	.16	43
Retail Unit	# 16		8%	23%	38%	31%	3.92	.26	13
Retail Unit	# 17	2%	5%	10%	44%	39%	4.12	.15	41
Retail Unit	# 18		7%	18%	29%	46%	4.14	.18	28
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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.

DINING ENVIRONMENT: Layout of facility

*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							
		(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%	5%	16%	34%	45%	4.16	.05	372
Aggregated Dining Halls	ENTIRE SAMPLE	2%	9%	18%	37%	34%	3.92	.00	41,844
Dining Hall	# 1	0%	5%	14%	31%	49%	4.24	.06	223
Dining Hall	# 2	2%	6%	19%	36%	37%	4.00	.09	123
Dining Hall	# 3		4%	12%	46%	38%	4.19	.16	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	15%	33%	48%	4.22	.03	713
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	16%	35%	41%	4.07	.00	46,281
Type of Retail Unit - YOUR INSTITUTION	Food Court		8%	8%	35%	49%	4.24	.15	37
	Marketplace	1%	4%	12%	32%	51%	4.28	.05	373
	Express Unit	2%		24%	54%	20%	3.90	.11	50
	Specialty Coffee Shop/ Juice Bar	2%	4%	17%	27%	49%	4.18	.07	182
	Sit-down Restaurant		1%	15%	34%	49%	4.31	.10	67
	Convenience Store			75%	25%		3.25	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	18%	37%	37%	4.00	.01	11,169
	Marketplace	2%	8%	17%	38%	36%	3.98	.01	8,712
	Express Unit	2%	5%	15%	32%	46%	4.13	.01	11,524
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	35%	44%	4.13	.01	7,133
	Sit-down Restaurant	1%	4%	13%	34%	48%	4.23	.02	2,409
	Convenience Store	2%	6%	18%	33%	41%	4.06	.01	5,334
Retail Unit	# 1		6%	13%	22%	59%	4.35	.12	54
Retail Unit	# 2	3%	5%	13%	31%	49%	4.18	.16	39
Retail Unit	# 3		7%	18%	36%	40%	4.09	.14	45
Retail Unit	# 4			32%	26%	42%	4.10	.16	31
Retail Unit	# 5	1%	4%	11%	29%	54%	4.33	.07	156
Retail Unit	# 6			33%	44%	22%	3.89	.18	18
Retail Unit	# 7		1%	15%	34%	49%	4.31	.10	67
Retail Unit	# 8	6%		11%	72%	11%	3.83	.20	18
Retail Unit	# 9	5%	3%	16%	31%	45%	4.07	.15	58
Retail Unit	# 10			75%	25%		3.25	.25	4
Retail Unit	# 11		7%	13%	33%	47%	4.20	.24	15
Retail Unit	# 12		8%	8%	35%	49%	4.24	.15	37
Retail Unit	# 13			29%	57%	14%	3.86	.26	7
Retail Unit	# 14	4%		8%	28%	60%	4.40	.19	25
Retail Unit	# 15		9%	7%	35%	49%	4.23	.14	43
Retail Unit	# 16			23%	46%	31%	4.08	.21	13
Retail Unit	# 17			10%	39%	51%	4.41	.10	41
Retail Unit	# 18	4%		14%	21%	61%	4.36	.19	28
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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 48b
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: Appearance

		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%	2%	7%	28%	62%	4.47	.04	387
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	35%	48%	4.25	.00	46,054
Dining Hall	# 1	1%	2%	6%	23%	68%	4.54	.05	235
Dining Hall	# 2	2%	1%	10%	34%	54%	4.38	.07	125
Dining Hall	# 3	4%		11%	41%	44%	4.22	.18	27
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	14%	32%	51%	4.29	.03	767
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	11%	32%	54%	4.35	.00	52,983
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	2%	27%	20%	46%	4.00	.18	41
	Marketplace	1%	2%	11%	33%	53%	4.35	.04	409
	Express Unit	2%		14%	53%	31%	4.12	.11	51
	Specialty Coffee Shop/ Juice Bar		1%	17%	26%	56%	4.37	.06	188
	Sit-down Restaurant	3%	8%	12%	31%	46%	4.09	.12	74
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	48%	4.26	.01	12,751
	Marketplace	1%	2%	10%	33%	53%	4.34	.01	9,863
	Express Unit	1%	2%	10%	30%	57%	4.39	.01	13,134
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	31%	57%	4.40	.01	8,339
	Sit-down Restaurant	1%	2%	7%	27%	63%	4.50	.01	2,718
	Convenience Store	1%	3%	12%	33%	51%	4.31	.01	6,178
Retail Unit	# 1		2%	16%	20%	63%	4.43	.11	56
Retail Unit	# 2		2%	20%	29%	49%	4.24	.13	41
Retail Unit	# 3		4%	10%	49%	37%	4.18	.11	49
Retail Unit	# 4			9%	26%	65%	4.56	.11	34
Retail Unit	# 5	2%	2%	13%	30%	53%	4.31	.07	176
Retail Unit	# 6	6%		11%	44%	39%	4.11	.24	18
Retail Unit	# 7	3%	8%	12%	31%	46%	4.09	.12	74
Retail Unit	# 8			11%	63%	26%	4.16	.14	19
Retail Unit	# 9			21%	30%	49%	4.28	.11	57
Retail Unit	# 10			50%	25%	25%	3.75	.48	4
Retail Unit	# 11			13%	27%	60%	4.47	.19	15
Retail Unit	# 12	5%	2%	27%	20%	46%	4.00	.18	41
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14			7%	40%	53%	4.47	.11	30
Retail Unit	# 15			16%	33%	51%	4.36	.11	45
Retail Unit	# 16			13%	47%	40%	4.27	.18	15
Retail Unit	# 17		2%	2%	24%	71%	4.63	.10	41
Retail Unit	# 18			10%	28%	62%	4.52	.13	29
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 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							
		(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%	25%	65%	4.52	.04	374
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	32%	56%	4.41	.00	41,874
Dining Hall	# 1	0%	1%	6%	21%	71%	4.62	.05	225
Dining Hall	# 2	2%	2%	7%	30%	59%	4.41	.08	123
Dining Hall	# 3		4%	19%	31%	46%	4.19	.18	26
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	10%	29%	57%	4.38	.03	705
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	30%	54%	4.30	.00	45,063
Type of Retail Unit - YOUR INSTITUTION	Food Court		3%	14%	28%	56%	4.36	.14	36
	Marketplace	1%	2%	11%	27%	60%	4.43	.04	371
	Express Unit	2%		16%	56%	26%	4.04	.11	50
	Specialty Coffee Shop/ Juice Bar	2%	5%	7%	28%	59%	4.37	.07	177
	Sit-down Restaurant		3%	7%	28%	61%	4.48	.09	67
	Convenience Store			50%	50%		3.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	10%	31%	53%	4.31	.01	10,944
	Marketplace	2%	3%	10%	32%	54%	4.32	.01	8,629
	Express Unit	2%	4%	11%	28%	55%	4.30	.01	11,163
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	29%	55%	4.31	.01	6,970
	Sit-down Restaurant	1%	2%	8%	28%	61%	4.46	.02	2,397
	Convenience Store	3%	5%	13%	29%	49%	4.17	.01	4,960
Retail Unit	# 1	2%	6%	6%	23%	64%	4.42	.13	53
Retail Unit	# 2		8%	5%	24%	63%	4.42	.15	38
Retail Unit	# 3	2%	2%	13%	24%	58%	4.33	.14	45
Retail Unit	# 4			10%	32%	58%	4.48	.12	31
Retail Unit	# 5	1%	1%	10%	24%	65%	4.52	.06	154
Retail Unit	# 6			12%	59%	29%	4.18	.15	17
Retail Unit	# 7		3%	7%	28%	61%	4.48	.09	67
Retail Unit	# 8	6%		6%	67%	22%	4.00	.21	18
Retail Unit	# 9	4%	4%	9%	33%	51%	4.24	.14	55
Retail Unit	# 10			50%	50%		3.50	.29	4
Retail Unit	# 11			27%	27%	47%	4.20	.22	15
Retail Unit	# 12		3%	14%	28%	56%	4.36	.14	36
Retail Unit	# 13			14%	71%	14%	4.00	.22	7
Retail Unit	# 14	4%		8%	28%	60%	4.40	.19	25
Retail Unit	# 15		7%	12%	26%	56%	4.30	.14	43
Retail Unit	# 16			23%	23%	54%	4.31	.24	13
Retail Unit	# 17		2%	5%	32%	61%	4.51	.11	41
Retail Unit	# 18			11%	29%	61%	4.50	.13	28
Retail Unit	# 19			38%	25%	38%	4.00	.33	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 49b
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: Availability of seating

		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	3%	7%	15%	30%	45%	4.07	.05	384
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	17%	32%	39%	3.93	.01	46,174
Dining Hall	# 1	4%	9%	17%	28%	42%	3.97	.07	233
Dining Hall	# 2	2%	5%	13%	31%	50%	4.23	.09	124
Dining Hall	# 3	4%		11%	41%	44%	4.22	.18	27
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	8%	18%	31%	41%	3.99	.04	756
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	16%	28%	44%	4.00	.00	51,198
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	21%	21%	49%	4.05	.18	39
	Marketplace	3%	6%	17%	31%	44%	4.08	.05	406
	Express Unit		6%	16%	51%	27%	4.00	.12	51
	Specialty Coffee Shop/ Juice Bar	3%	11%	24%	25%	36%	3.80	.08	184
	Sit-down Restaurant	4%	11%	11%	34%	40%	3.95	.13	73
	Convenience Store			67%	33%		3.33	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	10%	17%	30%	39%	3.91	.01	12,530
	Marketplace	5%	8%	15%	29%	43%	3.97	.01	9,685
	Express Unit	4%	8%	15%	27%	47%	4.05	.01	12,561
	Specialty Coffee Shop/ Juice Bar	4%	9%	17%	28%	42%	3.93	.01	8,065
	Sit-down Restaurant	2%	6%	12%	26%	55%	4.25	.02	2,701
	Convenience Store	3%	7%	15%	30%	45%	4.08	.01	5,656
Retail Unit	# 1	4%	11%	24%	20%	41%	3.83	.16	54
Retail Unit	# 2		10%	28%	28%	35%	3.88	.16	40
Retail Unit	# 3		8%	23%	33%	35%	3.96	.14	48
Retail Unit	# 4		6%	21%	24%	50%	4.18	.17	34
Retail Unit	# 5	3%	7%	20%	28%	43%	4.01	.08	174
Retail Unit	# 6		6%	12%	59%	24%	4.00	.19	17
Retail Unit	# 7	4%	11%	11%	34%	40%	3.95	.13	73
Retail Unit	# 8		11%	16%	47%	26%	3.89	.21	19
Retail Unit	# 9	7%	14%	25%	29%	25%	3.50	.16	56
Retail Unit	# 10			67%	33%		3.33	.33	3
Retail Unit	# 11		13%	13%	20%	53%	4.13	.29	15
Retail Unit	# 12	3%	8%	21%	21%	49%	4.05	.18	39
Retail Unit	# 13	11%		22%	33%	33%	3.78	.43	9
Retail Unit	# 14			10%	43%	47%	4.37	.12	30
Retail Unit	# 15	11%	7%	15%	30%	37%	3.76	.19	46
Retail Unit	# 16		7%	13%	47%	33%	4.07	.23	15
Retail Unit	# 17		3%	8%	40%	50%	4.38	.12	40
Retail Unit	# 18			10%	24%	66%	4.55	.13	29
Retail Unit	# 19			13%	38%	50%	4.38	.26	8
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

*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 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	2%	2%	9%	34%	54%	4.37	.04	372
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	38%	45%	4.23	.00	41,443
Dining Hall	# 1	2%	1%	9%	29%	59%	4.42	.06	224
Dining Hall	# 2	2%	2%	8%	43%	46%	4.30	.07	122
Dining Hall	# 3		4%	12%	38%	46%	4.27	.16	26
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	12%	32%	53%	4.33	.03	698
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	33%	49%	4.23	.00	44,479
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	19%	25%	50%	4.19	.16	36
	Marketplace	1%	2%	11%	30%	55%	4.36	.04	369
	Express Unit	2%		20%	57%	20%	3.94	.11	49
	Specialty Coffee Shop/ Juice Bar	1%	4%	9%	30%	56%	4.37	.06	174
	Sit-down Restaurant		2%	11%	29%	59%	4.45	.09	66
	Convenience Store			50%	25%	25%	3.75	.48	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	36%	45%	4.19	.01	10,564
	Marketplace	2%	4%	12%	37%	46%	4.21	.01	8,608
	Express Unit	2%	4%	13%	30%	52%	4.26	.01	11,078
	Specialty Coffee Shop/ Juice Bar	2%	3%	11%	32%	52%	4.29	.01	6,952
	Sit-down Restaurant	1%	2%	9%	33%	55%	4.38	.02	2,376
	Convenience Store	3%	5%	15%	31%	46%	4.14	.01	4,901
Retail Unit	# 1		6%	8%	22%	65%	4.45	.12	51
Retail Unit	# 2		5%	8%	22%	65%	4.46	.14	37
Retail Unit	# 3		4%	11%	33%	51%	4.31	.13	45
Retail Unit	# 4			13%	39%	48%	4.35	.13	31
Retail Unit	# 5	1%	3%	13%	20%	63%	4.41	.07	152
Retail Unit	# 6			24%	53%	24%	4.00	.17	17
Retail Unit	# 7		2%	11%	29%	59%	4.45	.09	66
Retail Unit	# 8	6%		6%	76%	12%	3.88	.21	17
Retail Unit	# 9	2%	4%	9%	40%	45%	4.24	.12	55
Retail Unit	# 10			50%	25%	25%	3.75	.48	4
Retail Unit	# 11			13%	47%	40%	4.27	.18	15
Retail Unit	# 12		6%	19%	25%	50%	4.19	.16	36
Retail Unit	# 13			29%	57%	14%	3.86	.26	7
Retail Unit	# 14	4%		8%	32%	56%	4.36	.19	25
Retail Unit	# 15		5%	7%	30%	58%	4.42	.13	43
Retail Unit	# 16			23%	31%	46%	4.23	.23	13
Retail Unit	# 17		2%	2%	49%	46%	4.39	.10	41
Retail Unit	# 18	4%		11%	36%	50%	4.29	.18	28
Retail Unit	# 19			25%	38%	38%	4.13	.30	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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%	5%	13%	31%	48%	4.19	.05	381
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	35%	43%	4.12	.00	46,118
Dining Hall	# 1	2%	6%	14%	30%	49%	4.19	.07	231
Dining Hall	# 2	3%	3%	14%	32%	48%	4.18	.09	125
Dining Hall	# 3		4%	8%	44%	44%	4.28	.16	25
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	18%	31%	45%	4.12	.04	752
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	15%	32%	46%	4.14	.00	51,408
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%		21%	32%	45%	4.16	.15	38
	Marketplace	2%	4%	16%	30%	48%	4.18	.05	405
	Express Unit	2%	2%	16%	48%	32%	4.06	.12	50
	Specialty Coffee Shop/ Juice Bar	3%	4%	23%	27%	42%	4.01	.08	182
	Sit-down Restaurant	4%	3%	15%	36%	42%	4.10	.12	73
	Convenience Store			25%	75%		3.75	.25	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	16%	35%	41%	4.05	.01	12,541
	Marketplace	2%	5%	13%	33%	46%	4.16	.01	9,688
	Express Unit	3%	5%	14%	29%	49%	4.17	.01	12,630
	Specialty Coffee Shop/ Juice Bar	2%	6%	16%	30%	46%	4.11	.01	8,075
	Sit-down Restaurant	2%	3%	10%	28%	58%	4.38	.02	2,703
	Convenience Store	2%	5%	16%	32%	46%	4.14	.01	5,771
Retail Unit	# 1	7%	4%	18%	27%	45%	3.98	.16	56
Retail Unit	# 2		8%	26%	29%	37%	3.95	.16	38
Retail Unit	# 3		6%	20%	37%	37%	4.04	.13	49
Retail Unit	# 4			12%	26%	62%	4.50	.12	34
Retail Unit	# 5	2%	6%	16%	25%	51%	4.17	.08	172
Retail Unit	# 6	6%	6%	6%	53%	29%	3.94	.26	17
Retail Unit	# 7	4%	3%	15%	36%	42%	4.10	.12	73
Retail Unit	# 8			11%	56%	33%	4.22	.15	18
Retail Unit	# 9	4%	6%	31%	28%	31%	3.78	.15	54
Retail Unit	# 10			25%	75%		3.75	.25	4
Retail Unit	# 11		7%	20%	27%	47%	4.13	.26	15
Retail Unit	# 12	3%		21%	32%	45%	4.16	.15	38
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14			13%	40%	47%	4.33	.13	30
Retail Unit	# 15	7%	7%	20%	30%	37%	3.85	.18	46
Retail Unit	# 16			20%	60%	20%	4.00	.17	15
Retail Unit	# 17			5%	27%	68%	4.63	.09	41
Retail Unit	# 18	4%		14%	21%	61%	4.36	.19	28
Retail Unit	# 19			25%	25%	50%	4.25	.31	8
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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	5%	5%	11%	27%	53%	4.18	.06	341
Aggregated Dining Halls	ENTIRE SAMPLE	4%	5%	15%	29%	46%	4.08	.01	39,596
Dining Hall	# 1	5%	3%	10%	25%	57%	4.26	.07	211
Dining Hall	# 2	6%	7%	13%	27%	47%	4.04	.11	106
Dining Hall	# 3		8%	13%	38%	42%	4.13	.19	24
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	3%	11%	31%	50%	4.21	.04	658
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	13%	27%	52%	4.18	.01	43,710
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	6%	15%	32%	38%	3.85	.22	34
	Marketplace	4%	3%	11%	27%	56%	4.28	.06	345
	Express Unit	2%	2%	19%	52%	25%	3.96	.12	48
	Specialty Coffee Shop/ Juice Bar	3%	4%	11%	32%	50%	4.23	.08	163
	Sit-down Restaurant	5%	6%	9%	32%	48%	4.12	.14	65
	Convenience Store				33%	67%	4.67	.33	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	14%	28%	49%	4.12	.01	10,448
	Marketplace	4%	5%	13%	28%	49%	4.13	.01	8,305
	Express Unit	3%	4%	13%	24%	55%	4.23	.01	10,908
	Specialty Coffee Shop/ Juice Bar	3%	4%	12%	27%	55%	4.26	.01	6,769
	Sit-down Restaurant	4%	4%	12%	25%	55%	4.25	.02	2,271
	Convenience Store	3%	4%	15%	27%	51%	4.17	.01	5,009
Retail Unit	# 1	2%	6%	11%	32%	49%	4.19	.15	47
Retail Unit	# 2			14%	26%	60%	4.46	.13	35
Retail Unit	# 3	8%	8%	10%	20%	55%	4.08	.20	40
Retail Unit	# 4		3%	10%	34%	52%	4.34	.15	29
Retail Unit	# 5	3%	2%	10%	23%	62%	4.40	.08	146
Retail Unit	# 6		6%	24%	41%	29%	3.94	.22	17
Retail Unit	# 7	5%	6%	9%	32%	48%	4.12	.14	65
Retail Unit	# 8	6%		12%	65%	18%	3.88	.22	17
Retail Unit	# 9	8%	4%	10%	35%	44%	4.04	.16	52
Retail Unit	# 10				33%	67%	4.67	.33	3
Retail Unit	# 11		8%	15%	38%	38%	4.08	.26	13
Retail Unit	# 12	9%	6%	15%	32%	38%	3.85	.22	34
Retail Unit	# 13			29%	43%	29%	4.00	.31	7
Retail Unit	# 14	8%		4%	46%	42%	4.13	.23	24
Retail Unit	# 15	8%	3%	11%	24%	55%	4.16	.20	38
Retail Unit	# 16		8%	17%	42%	33%	4.00	.28	12
Retail Unit	# 17			11%	34%	55%	4.45	.11	38
Retail Unit	# 18	4%	4%	15%	19%	59%	4.26	.21	27
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

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

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

TABLE 51b
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)
 ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		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	2%	5%	20%	31%	41%	4.04	.05	346
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	20%	35%	36%	3.95	.01	42,715
Dining Hall	# 1	1%	6%	21%	32%	40%	4.03	.07	212
Dining Hall	# 2	5%	5%	18%	27%	46%	4.05	.11	109
Dining Hall	# 3	4%		20%	40%	36%	4.04	.20	25
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	19%	31%	41%	4.00	.04	696
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	18%	31%	42%	4.03	.00	49,102
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	3%	26%	26%	40%	3.91	.19	35
	Marketplace	5%	5%	15%	30%	45%	4.05	.06	371
	Express Unit	2%	4%	19%	52%	23%	3.90	.13	48
	Specialty Coffee Shop/ Juice Bar	3%	4%	26%	31%	37%	3.95	.08	168
	Sit-down Restaurant	4%	7%	19%	29%	41%	3.96	.14	70
	Convenience Store		25%	25%	25%	25%	3.50	.65	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	21%	32%	37%	3.90	.01	11,782
	Marketplace	4%	6%	18%	33%	40%	3.98	.01	9,135
	Express Unit	3%	4%	17%	29%	48%	4.14	.01	12,269
	Specialty Coffee Shop/ Juice Bar	3%	5%	19%	30%	43%	4.05	.01	7,697
	Sit-down Restaurant	2%	3%	13%	30%	52%	4.26	.02	2,509
	Convenience Store	3%	5%	19%	31%	42%	4.04	.01	5,710
Retail Unit	# 1	2%	6%	22%	27%	43%	4.04	.15	51
Retail Unit	# 2	5%	3%	19%	32%	41%	4.00	.18	37
Retail Unit	# 3	5%	5%	12%	35%	44%	4.09	.17	43
Retail Unit	# 4	3%		26%	32%	39%	4.03	.18	31
Retail Unit	# 5	7%	4%	12%	26%	51%	4.10	.09	161
Retail Unit	# 6		12%	18%	41%	29%	3.88	.24	17
Retail Unit	# 7	4%	7%	19%	29%	41%	3.96	.14	70
Retail Unit	# 8	6%		18%	59%	18%	3.82	.23	17
Retail Unit	# 9	2%	4%	35%	33%	27%	3.78	.14	49
Retail Unit	# 10		25%	25%	25%	25%	3.50	.65	4
Retail Unit	# 11			38%	31%	31%	3.92	.24	13
Retail Unit	# 12	6%	3%	26%	26%	40%	3.91	.19	35
Retail Unit	# 13	11%		22%	33%	33%	3.78	.43	9
Retail Unit	# 14		4%	22%	33%	41%	4.11	.17	27
Retail Unit	# 15	10%	5%	15%	37%	34%	3.80	.20	41
Retail Unit	# 16	7%	7%	29%	29%	29%	3.64	.32	14
Retail Unit	# 17	3%	3%	14%	30%	51%	4.24	.16	37
Retail Unit	# 18		12%	15%	27%	46%	4.08	.21	26
Retail Unit	# 19			14%	57%	29%	4.14	.26	7
Retail Unit	# 20			29%	57%	14%	3.86	.26	7

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

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

TABLE 52a
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: 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	YOUR INSTITUTION	4%	6%	13%	25%	51%	4.13	.06	340
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	17%	29%	44%	4.02	.01	38,608
Dining Hall	# 1	5%	4%	11%	23%	56%	4.23	.08	209
Dining Hall	# 2	5%	9%	16%	24%	46%	3.97	.12	107
Dining Hall	# 3		13%	8%	46%	33%	4.00	.20	24
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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%	4%	13%	29%	50%	4.16	.04	651
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	26%	49%	4.11	.01	42,022
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	6%	18%	29%	38%	3.82	.22	34
	Marketplace	4%	5%	11%	26%	55%	4.24	.06	341
	Express Unit	4%		24%	48%	24%	3.87	.14	46
	Specialty Coffee Shop/ Juice Bar	4%	4%	13%	29%	50%	4.19	.08	161
	Sit-down Restaurant	5%	6%	12%	29%	48%	4.09	.14	65
	Convenience Store			25%	50%	25%	4.00	.41	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	16%	28%	46%	4.03	.01	9,754
	Marketplace	5%	7%	15%	28%	46%	4.04	.01	8,109
	Express Unit	4%	4%	14%	24%	53%	4.18	.01	10,607
	Specialty Coffee Shop/ Juice Bar	4%	4%	13%	27%	52%	4.20	.01	6,578
	Sit-down Restaurant	4%	4%	13%	25%	54%	4.21	.02	2,224
	Convenience Store	4%	5%	16%	26%	48%	4.10	.02	4,750
Retail Unit	# 1	2%	6%	13%	30%	49%	4.17	.15	47
Retail Unit	# 2			17%	26%	57%	4.40	.13	35
Retail Unit	# 3	5%	10%	13%	23%	50%	4.03	.19	40
Retail Unit	# 4		4%	14%	32%	50%	4.29	.16	28
Retail Unit	# 5	3%	4%	9%	22%	62%	4.34	.09	144
Retail Unit	# 6	6%		29%	41%	24%	3.76	.25	17
Retail Unit	# 7	5%	6%	12%	29%	48%	4.09	.14	65
Retail Unit	# 8	7%		13%	60%	20%	3.87	.26	15
Retail Unit	# 9	10%	4%	10%	29%	47%	4.00	.18	51
Retail Unit	# 10			25%	50%	25%	4.00	.41	4
Retail Unit	# 11		15%	23%	31%	31%	3.77	.30	13
Retail Unit	# 12	9%	6%	18%	29%	38%	3.82	.22	34
Retail Unit	# 13			14%	57%	29%	4.14	.26	7
Retail Unit	# 14	8%		8%	33%	50%	4.17	.24	24
Retail Unit	# 15	8%	3%	8%	25%	56%	4.17	.21	36
Retail Unit	# 16		8%	25%	33%	33%	3.92	.29	12
Retail Unit	# 17		3%	8%	35%	54%	4.41	.13	37
Retail Unit	# 18	4%	4%	11%	21%	61%	4.32	.20	28
Retail Unit	# 19			14%	43%	43%	4.29	.29	7
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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 52b
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)
 ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

		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	3%	6%	18%	31%	42%	4.03	.06	341
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	21%	35%	37%	3.98	.00	41,863
Dining Hall	# 1	1%	5%	20%	31%	42%	4.07	.07	210
Dining Hall	# 2	6%	5%	16%	29%	44%	4.02	.11	106
Dining Hall	# 3	4%	16%	12%	36%	32%	3.76	.24	25
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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%	22%	29%	41%	4.00	.04	684
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	19%	31%	44%	4.08	.00	47,723
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	3%	20%	31%	37%	3.86	.21	35
	Marketplace	3%	5%	19%	28%	45%	4.06	.06	366
	Express Unit	2%	4%	26%	43%	24%	3.83	.14	46
	Specialty Coffee Shop/ Juice Bar	2%	4%	26%	26%	41%	4.01	.08	164
	Sit-down Restaurant	4%	6%	23%	30%	36%	3.88	.13	69
	Convenience Store		25%	25%	25%	25%	3.50	.65	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	21%	32%	38%	3.96	.01	11,423
	Marketplace	3%	5%	19%	33%	40%	4.02	.01	8,833
	Express Unit	2%	3%	17%	28%	49%	4.18	.01	11,985
	Specialty Coffee Shop/ Juice Bar	2%	3%	20%	30%	45%	4.12	.01	7,452
	Sit-down Restaurant	2%	3%	14%	29%	53%	4.28	.02	2,455
	Convenience Store	2%	4%	19%	30%	44%	4.09	.01	5,575
Retail Unit	# 1		4%	29%	18%	49%	4.12	.14	49
Retail Unit	# 2	8%		22%	30%	41%	3.95	.19	37
Retail Unit	# 3	2%	7%	19%	29%	43%	4.02	.17	42
Retail Unit	# 4	3%		23%	30%	43%	4.10	.18	30
Retail Unit	# 5	5%	7%	18%	21%	49%	4.03	.09	160
Retail Unit	# 6		6%	24%	41%	29%	3.94	.22	17
Retail Unit	# 7	4%	6%	23%	30%	36%	3.88	.13	69
Retail Unit	# 8	7%	7%	20%	47%	20%	3.67	.29	15
Retail Unit	# 9		8%	29%	29%	33%	3.88	.14	48
Retail Unit	# 10		25%	25%	25%	25%	3.50	.65	4
Retail Unit	# 11			38%	31%	31%	3.92	.24	13
Retail Unit	# 12	9%	3%	20%	31%	37%	3.86	.21	35
Retail Unit	# 13	11%		11%	44%	33%	3.89	.42	9
Retail Unit	# 14			23%	38%	38%	4.15	.15	26
Retail Unit	# 15	5%	3%	20%	35%	38%	3.98	.17	40
Retail Unit	# 16		7%	43%	29%	21%	3.64	.25	14
Retail Unit	# 17			11%	37%	51%	4.40	.12	35
Retail Unit	# 18		7%	15%	30%	48%	4.19	.19	27
Retail Unit	# 19			29%	43%	29%	4.00	.31	7
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

*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.

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.

Blank lined paper with a large, faint, diagonal watermark reading "DRAFT" across the bottom right corner.

SAMPLE

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