

2020

Customer Satisfaction

Benchmarking Survey

Report prepared exclusively for:

Florida State University

Includes Special Section on COVID-19

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 21st 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).

Because of the COVID-19 pandemic, for 2020, the survey was administered entirely online, with none of the paper form distribution that had been an option in prior years.

Also in 2020, the online survey instrument, as well as the Real-time Survey Results analysis tool, underwent complete overhauls. The goal of these upgrades was to enhance the user experience for both those taking the survey as well as the college decision makers utilizing the results.

In terms of the mechanics of the survey, participating 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.

Survey distribution by participating institutions started in late October and the survey closed in late November. To ensure confidentiality, all 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, 29 institutions took part in this year's survey, and 16,546 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
 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 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.

* For 2020, there were insufficient responses to show a separate breakout for “Combination of Both Self-operated and Contracted Schools” and “2 Year vs 4 Year Institutions”

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.**

CONTACT INFORMATION

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

Steve Kretzer
skretzer@industryinsights.com
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	chick Fil A
2		2	The Grid
3		3	The Den
4		4	Einsteins Bagel
5		5	Starbucks/Strozier
6		6	Subway
7		7	Tally Mac
8		8	Vatos Taco
9		9	
10		10	
11		11	
12		12	
13		13	
14		14	
15		15	
16		16	
17		17	
18		18	
19		19	
20		20	

NACUFS Regions:

Continental

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

Mid-Atlantic

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

Midwest

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

Northeast

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

Pacific

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

Southern

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

NOTE: For the 2020 survey, there was insufficient data to show aggregations for the Continental and Mid-Atlantic regions.

COVID 19

As we are all certainly aware, the COVID-19 pandemic has had a substantial impact on college and university foodservice operations. As part of its efforts to help members navigate this challenging landscape, the 2020 NACUFS Customer Satisfaction Benchmarking Survey cycle was adjusted in several important ways:

Because of the modified food delivery strategies employed by many schools, and to avoid disease spread, paper forms were not used for the 2020 survey.

During the survey ordering process, schools were asked to indicate if they had made modifications to their operations due to COVID-19, and if so, would they like to add several customized COVID-related questions to the survey. All schools selected this option. The added questions were as follows:

Your college/university has had to modify its food service operations due to the COVID-19 pandemic.

1. ☐ Given these new constraints, in general, how satisfied or dissatisfied are you with the dining services provided by your college/university?

1) Very Dissatisfied 2) Somewhat Dissatisfied 3) Mixed 4) Somewhat Satisfied 5) Very Satisfied

2. ☐ Regarding the food-service modifications your college/university has made in response to COVID-19, please indicate the extent to which you agree or disagree with the following statements.

The level of response by the college/university dining program to COVID-19 has been appropriate

1) Strongly Disagree 2) Somewhat Disagree 3) Neither Disagree nor Agree 4) Somewhat Agree 5) Strongly Agree

The college/university is doing a good job of managing its dining services during COVID-19

1) Strongly Disagree 2) Somewhat Disagree 3) Neither Disagree nor Agree 4) Somewhat Agree 5) Strongly Agree

The COVID-19 modifications made by the college/university dining program have been communicated well

1) Strongly Disagree 2) Somewhat Disagree 3) Neither Disagree nor Agree 4) Somewhat Agree 5) Strongly Agree

3. ☐ How have the COVID-19 modifications made by the college/university dining program impacted your college experience?

1) Very Negative Impact 2) Somewhat Negative Impact 3) No Impact 4) Somewhat Positive Impact 5) Very Positive Impact

4. ☐ Please share any thoughts you have regarding your college/university dining program's COVID-19 efforts, including how they could be improved. [OPEN-ENDED]

The responses to the COVID questions can be found in the Industry Overview section of this report, as well as in the Detailed Survey Results.

Schools also could indicate which, if any, of their locations currently did not have sit-down dining due to the pandemic. That school's survey was then customized so that questions regarding cleanliness and dining environment were omitted for that location(s), since those questions were not relevant. If certain data is missing in your report, please keep in mind that you may have designated that location as having no sit-down dining.

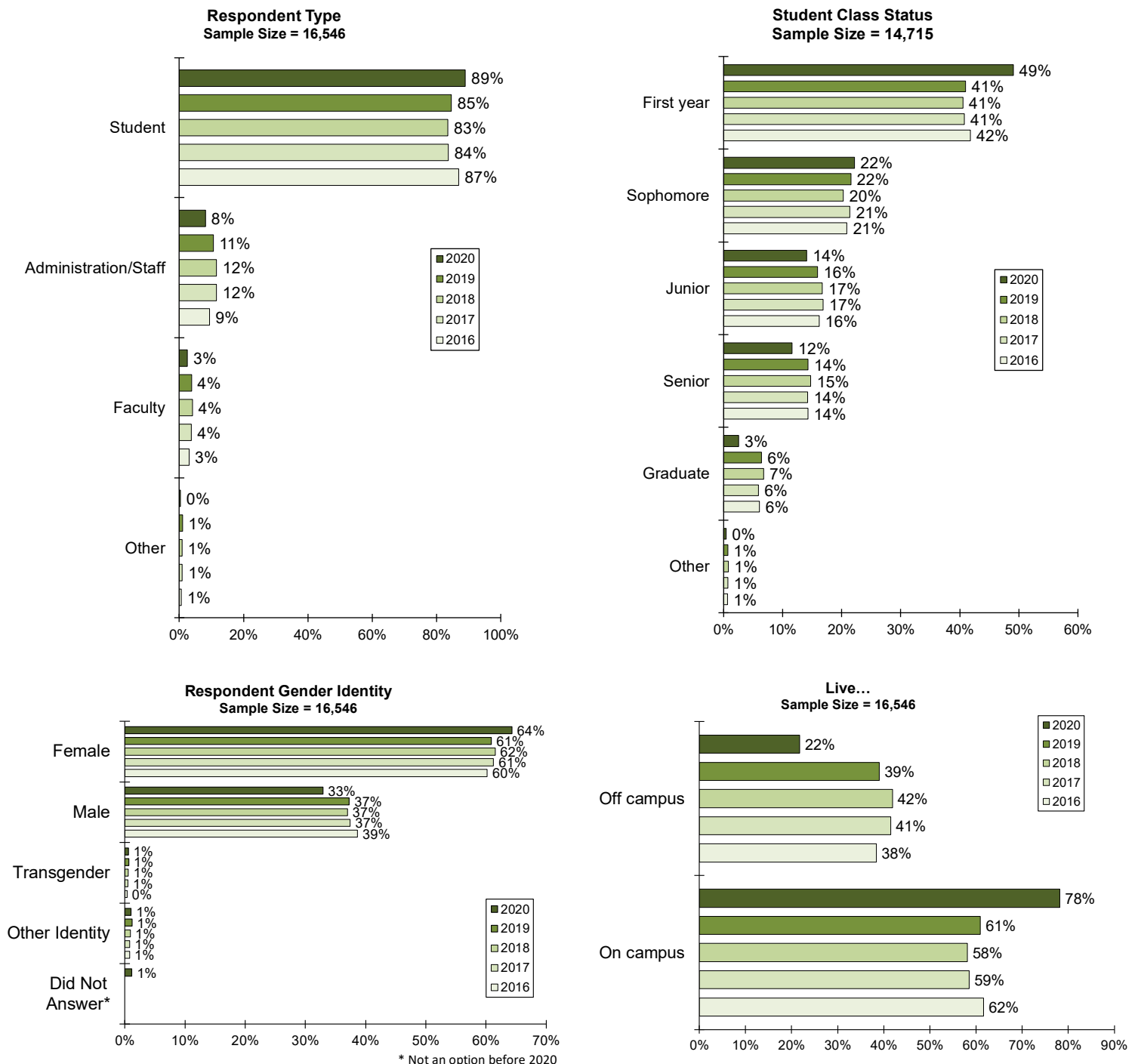
NOTE: Due to the pandemic, the number of schools that signed up for the NACUFS Customer Satisfaction Survey was significantly lower than in prior years. Please keep this in mind when reviewing the results in this report, especially when comparing the current year to prior years, when the sample sizes were much larger and there was no pandemic affecting respondents' views and opinions. (For perspective, the number of schools in prior years has typically been in the 80-100 range, vs. 29 this year, and the number of responses is typically over 100,000 vs. 16,546 this year.)

Industry Overview

The overall results of the 2020 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.

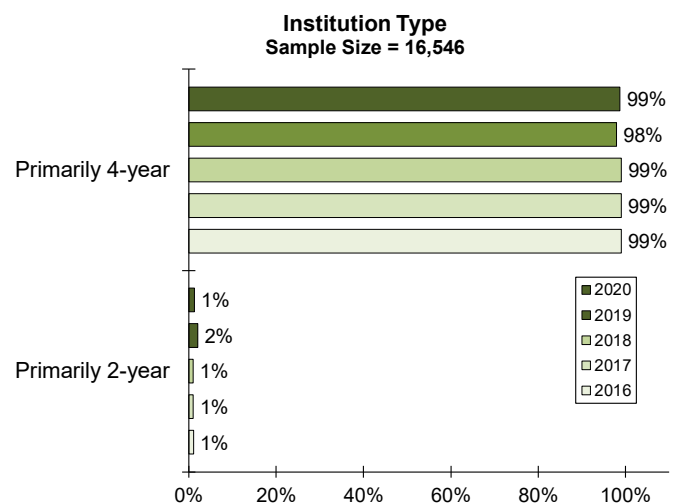
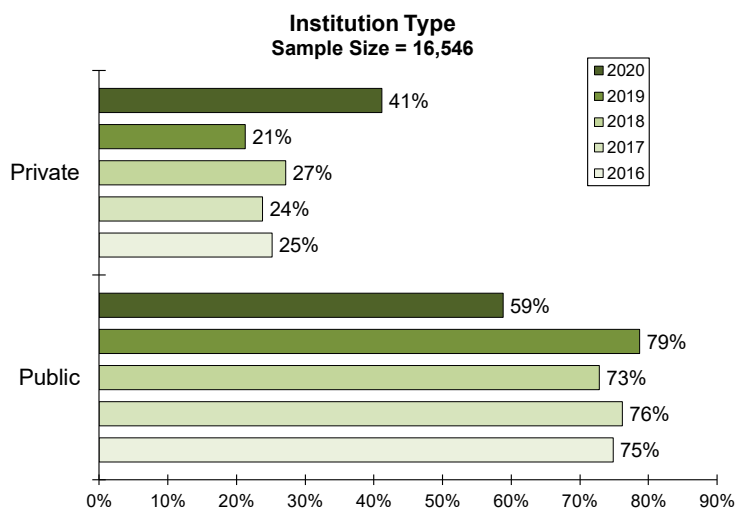
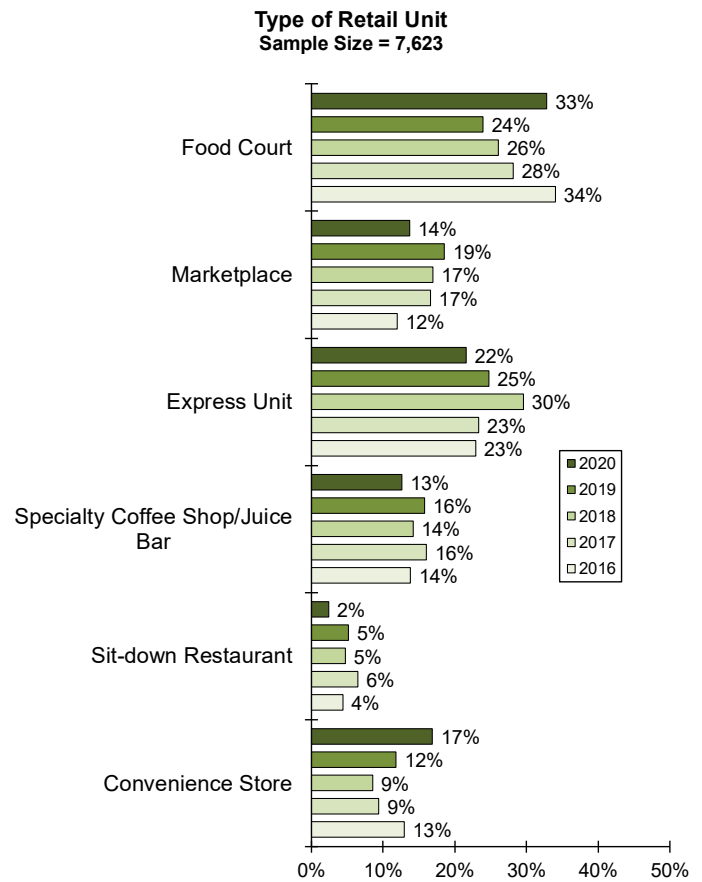
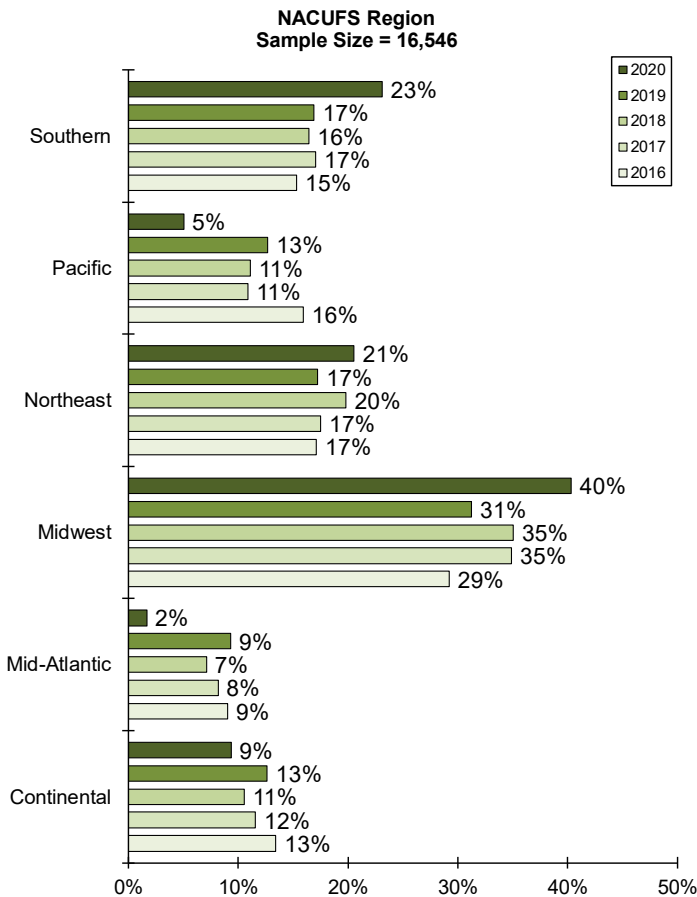
Individual Respondent Demographics - All Schools

The demographic makeup of the overall survey samples for 2016 through 2020 can be seen in the graphs below. As noted previously, the overall sample size was considerably lower in 2020 due to the COVID-19 pandemic, so some of the demographics data is different this year vs. prior years. For example, the survey had a higher concentration of responses from first year students this year, and there was a large increase in the percentage of responses from those that live on-campus.



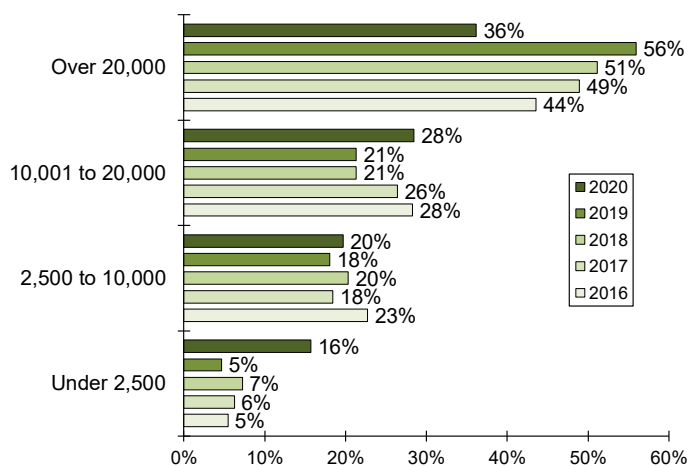
Institutional Demographics – All Schools (based on total responses received)

The 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, 21% of all questionnaires received in 2020 came from institutions in the Northeast Region, while 75% came from mainly self-operated institutions. There was a significant increase in the percentage of responses from private schools in 2020, as shown below. Of the 16,546 useable survey responses received in this year's cycle, 54% were for dining halls, while the remaining 46% were for retail units. Of the retail unit types, food courts (33%) received the highest number of surveys.

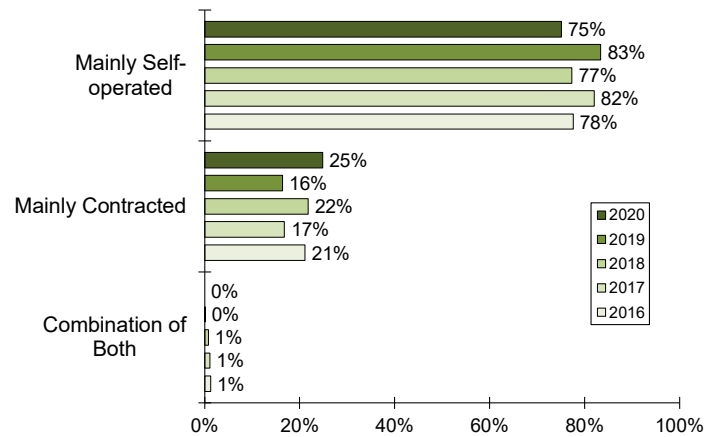


For the 2020 survey cycle, fewer responses came from the largest schools in terms of enrollment (36% from schools with more than 20,000 students vs. 56% last year). Three quarters of the responses came from mainly self-operated schools, down slightly from last year's 83% figure.

Total Current Enrollment (Fulltime + Part-time Students)
Sample Size = 16,546



Operation Type
Sample Size = 16,546



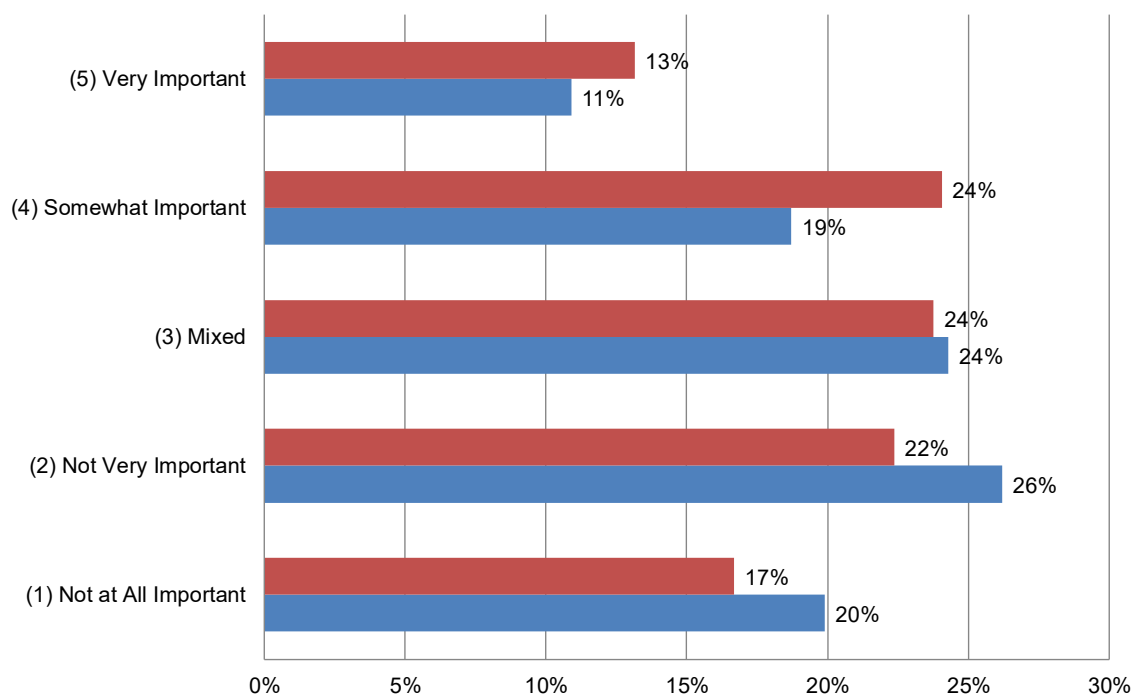
Your Thoughts

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 (37%), while three in 10 (30%) indicated the dining services were important to their decision to remain at their institution.

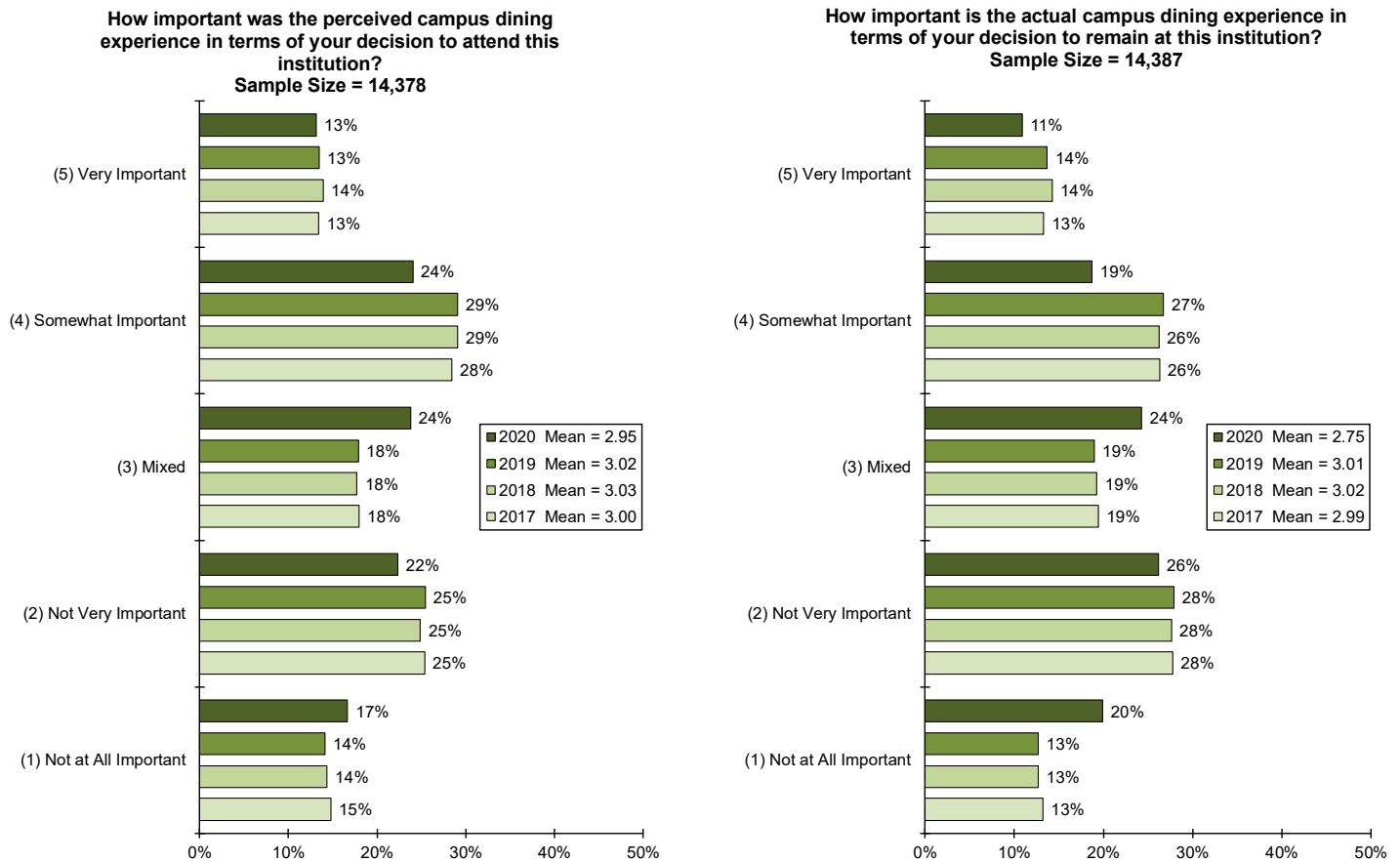
How important was the *perceived* campus dining experience in terms of your decision to attend this institution, and how important is the *actual* campus dining experience in terms of your decision to remain at this institution?
Sample Sizes: Perceived 14,378

■ Perceived/Decision to Attend (Mean = 2.95)

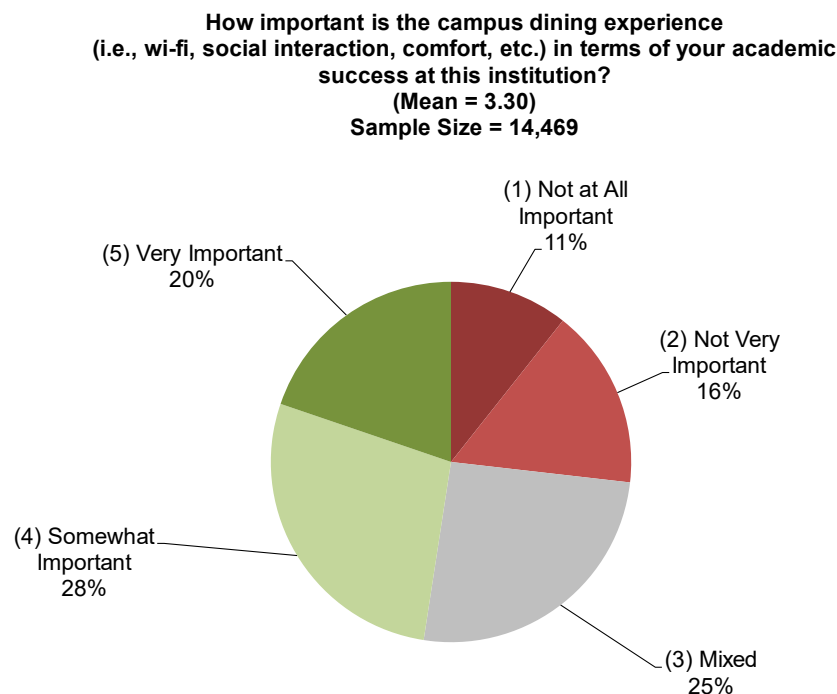
■ Actual/Decision to Remain (Mean = 2.75)



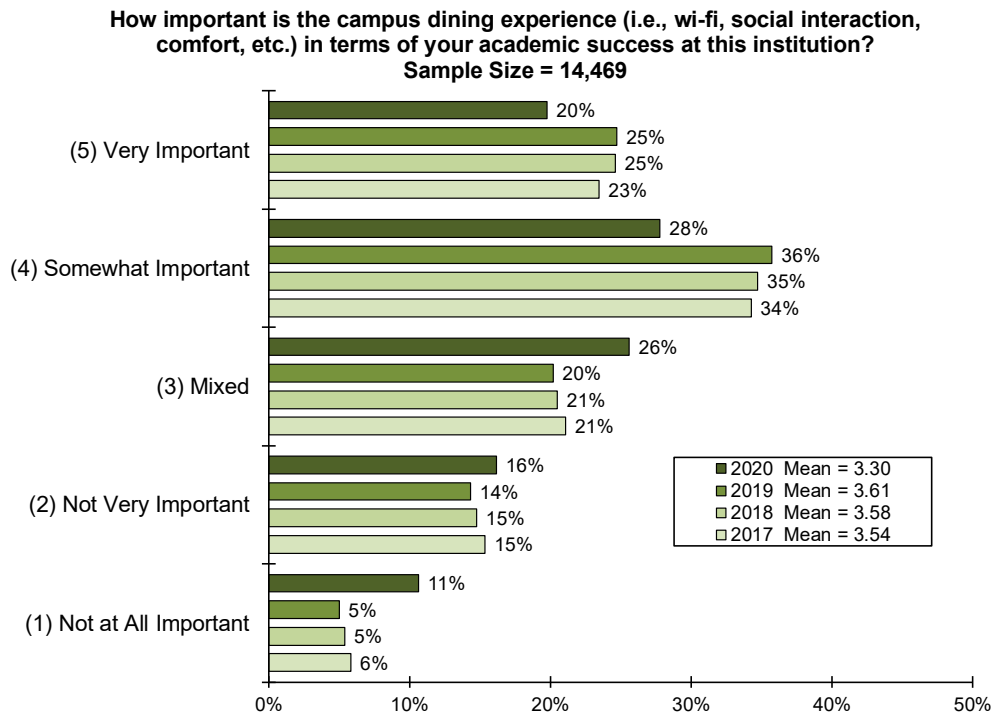
The graphs below summarize the results for these two questions over the past four survey cycles. As shown, there has not been a great deal of change in the students' importance ratings over time, although a higher percentage in 2020 chose "mixed" to describe the levels of importance.



Just under half of the valid student responses (48%) rated their campus dining experience as either somewhat or very important to their academic success.

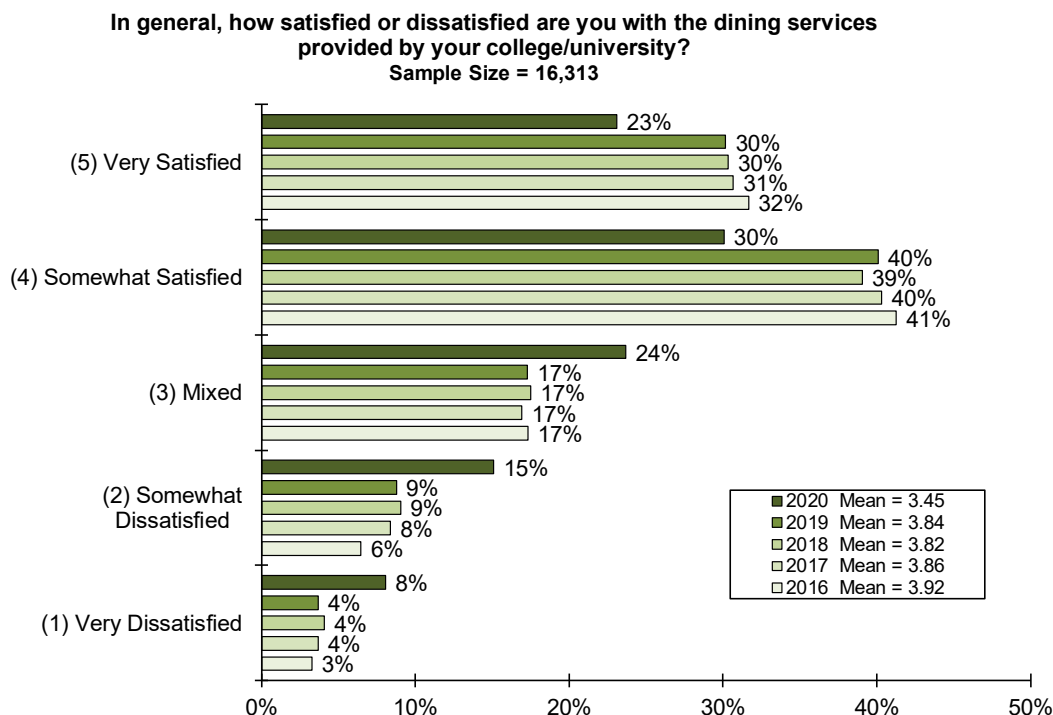


The chart below displays this information over the last four years. As shown (and as could perhaps be expected given the decreased use of in-person dining facilities in 2020 due to COVID-19), there were decreases in the importance of the campus dining experience to students in terms of their academic success vs. prior years.



Satisfaction Ratings

The mean (average) level of satisfaction with the participating institutions' dining services decreased substantially in 2020 vs. last year to 3.45 on the five-point scale (where 1 = low and 5 = high satisfaction). Overall, 53% of all valid responses were very or somewhat satisfied with their institution's dining services in 2020 (vs. 70% last year). **This decrease in overall satisfaction was no doubt driven in large part by the circumstances surrounding the COVID-19 pandemic.**

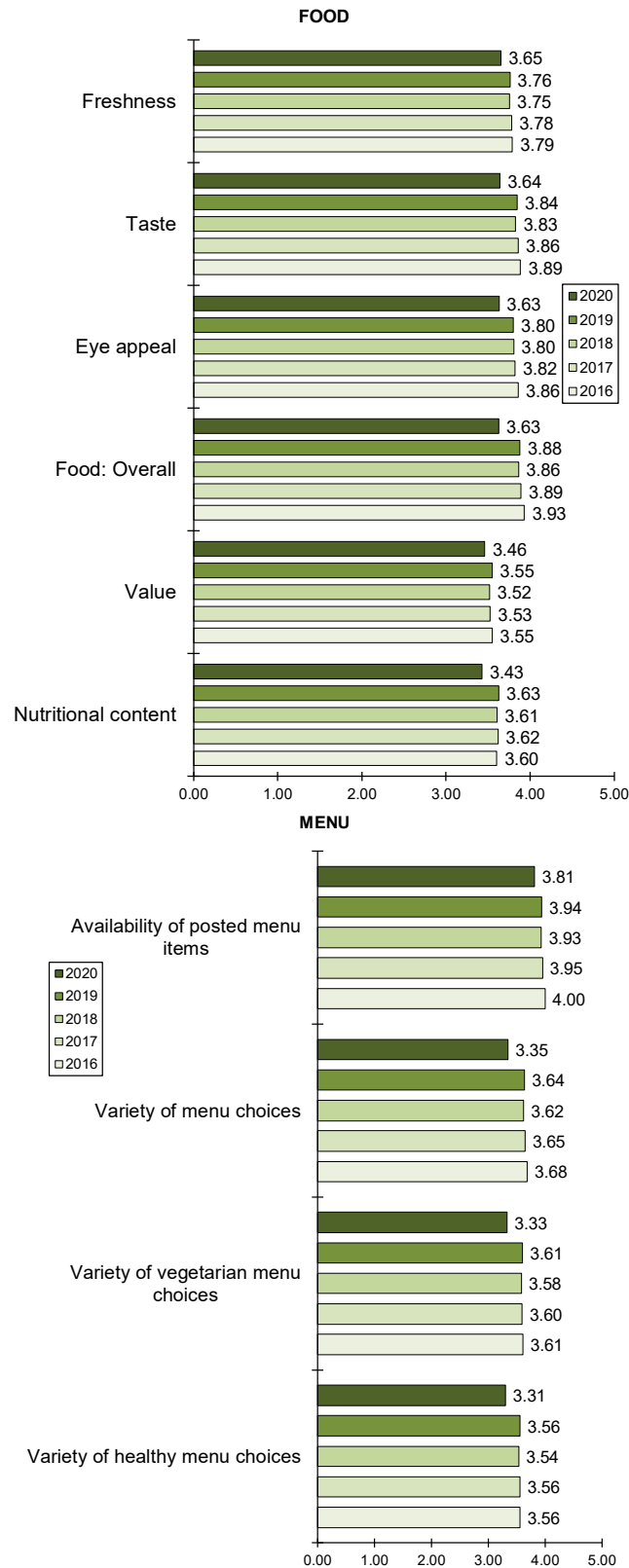


In addition to rating their **overall** satisfaction with their institutions' dining services, the respondents were also asked to rate the importance of **specific dining attributes** and their satisfaction with each attribute. The results are summarized beginning below.

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	2%	4%	13%	31%	50%	4.24	15,738
Taste	1%	2%	11%	28%	58%	4.39	15,739
Eye appeal	10%	18%	24%	22%	26%	3.35	15,527
Freshness	1%	2%	11%	26%	60%	4.41	15,653
Nutritional content	3%	5%	16%	26%	49%	4.12	15,407
Value	2%	4%	19%	27%	47%	4.12	15,366
MENU							
Availability of posted menu items	2%	5%	16%	30%	48%	4.16	14,546
Variety of menu choices	1%	3%	13%	32%	51%	4.27	14,706
Variety of healthy menu choices	3%	6%	16%	26%	49%	4.12	14,452
Variety of vegetarian menu choices	19%	10%	18%	17%	36%	3.42	10,657
SERVICE							
Overall	1%	3%	13%	29%	54%	4.31	14,410
Speed of service	1%	4%	15%	31%	48%	4.20	14,367
Hours of operation	1%	4%	14%	30%	51%	4.25	14,292
Helpfulness of staff	1%	4%	15%	26%	53%	4.26	14,204
Friendliness of staff	1%	4%	13%	25%	56%	4.30	14,308
CLEANLINESS							
Overall	1%	2%	8%	19%	70%	4.56	12,073
Serving areas	1%	2%	8%	19%	70%	4.56	11,940
Eating areas (tables, chairs, etc.)	1%	2%	8%	20%	69%	4.53	11,152
DINING ENVIRONMENT							
Location	3%	6%	16%	26%	49%	4.12	11,731
Layout of facility	6%	13%	23%	25%	34%	3.68	11,610
Appearance	8%	15%	23%	22%	32%	3.56	11,584
Availability of seating	5%	8%	19%	27%	41%	3.90	10,720
Comfort (seats, temperature, lighting, sound level, etc.)	4%	9%	21%	27%	39%	3.87	10,901
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	4%	6%	19%	24%	47%	4.03	12,436
Social/ethical practices related to food	6%	7%	20%	23%	44%	3.92	11,594
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	7%	13%	20%	31%	29%	3.63	15,980
Taste	6%	13%	22%	30%	29%	3.64	15,912
Eye appeal	5%	11%	27%	30%	27%	3.63	15,741
Freshness	6%	12%	23%	30%	29%	3.65	15,815
Nutritional content	8%	14%	28%	26%	24%	3.43	15,490
Value	9%	13%	26%	26%	26%	3.46	15,534
MENU							
Availability of posted menu items	6%	10%	18%	28%	38%	3.81	14,721
Variety of menu choices	13%	16%	21%	24%	26%	3.35	14,870
Variety of healthy menu choices	11%	17%	25%	24%	23%	3.31	14,568
Variety of vegetarian menu choices	12%	13%	29%	20%	26%	3.33	10,365
SERVICE							
Overall	3%	5%	13%	29%	51%	4.21	14,614
Speed of service	3%	5%	14%	29%	48%	4.15	14,573
Hours of operation	6%	11%	17%	27%	39%	3.82	14,499
Helpfulness of staff	2%	4%	12%	23%	58%	4.30	14,391
Friendliness of staff	3%	4%	11%	23%	59%	4.32	14,531
CLEANLINESS							
Overall	1%	3%	10%	29%	58%	4.40	12,219
Serving areas	1%	2%	8%	25%	63%	4.49	12,074
Eating areas (tables, chairs, etc.)	2%	5%	14%	28%	51%	4.22	11,191
DINING ENVIRONMENT							
Location	1%	3%	10%	24%	61%	4.40	11,953
Layout of facility	2%	4%	15%	31%	48%	4.19	11,859
Appearance	1%	3%	14%	31%	52%	4.30	11,828
Availability of seating	3%	7%	16%	27%	46%	4.05	10,857
Comfort (seats, temperature, lighting, sound level, etc.)	2%	4%	15%	31%	48%	4.20	11,050
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	8%	9%	22%	26%	35%	3.71	12,322
Social/ethical practices related to food	3%	6%	24%	27%	40%	3.94	11,377

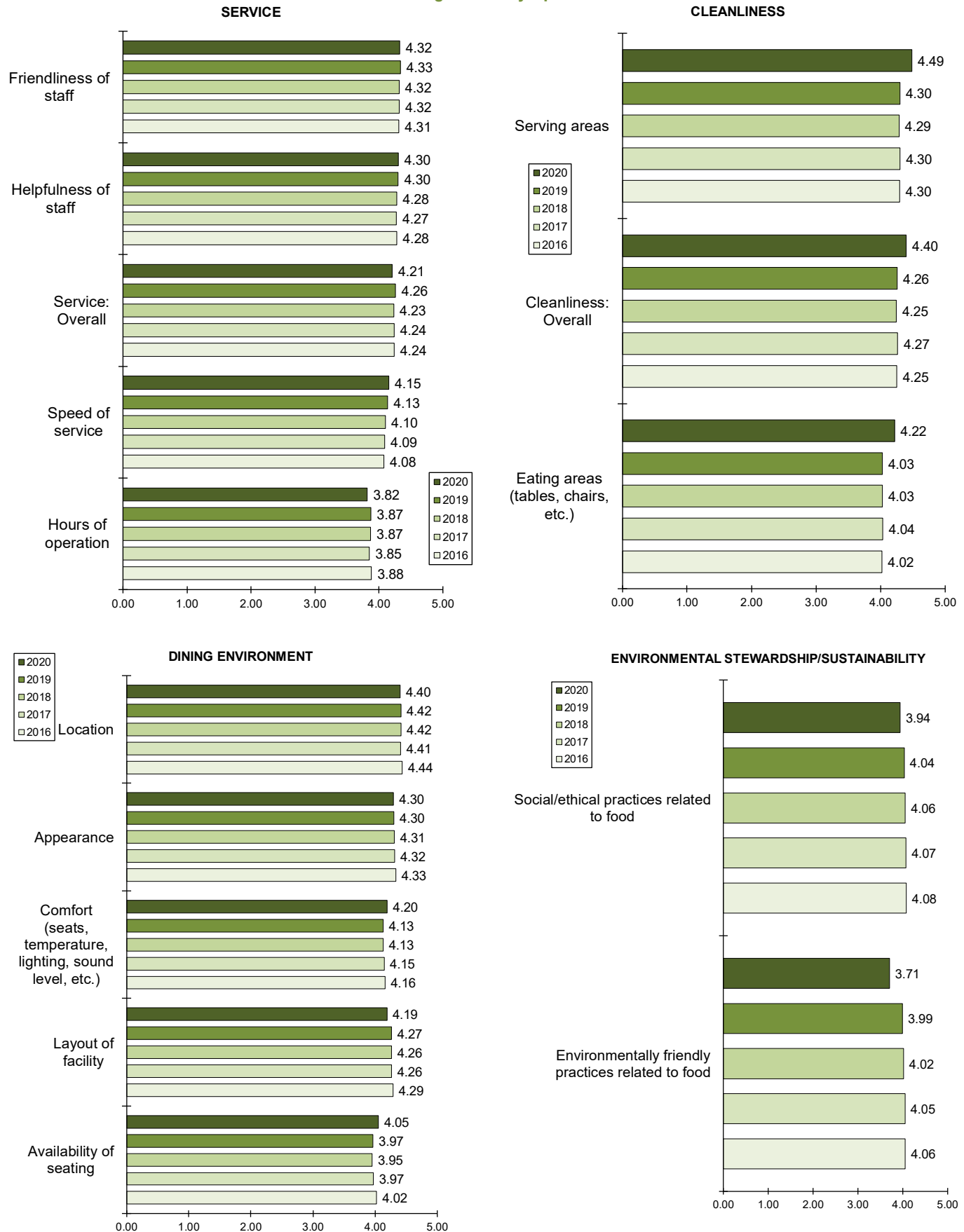
The following series of graphs displays the mean satisfaction ratings for the various dining service attributes over the past five years on the one to five scale. As shown, there were across the board decreases in mean satisfaction ratings in 2020 across almost all functional areas, with the exception of service and dining environment. Interestingly, cleanliness actually saw an overall increase in its satisfaction ratings, perhaps as a result of schools' emphasis on cleaning due to the COVID-19 virus.

**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

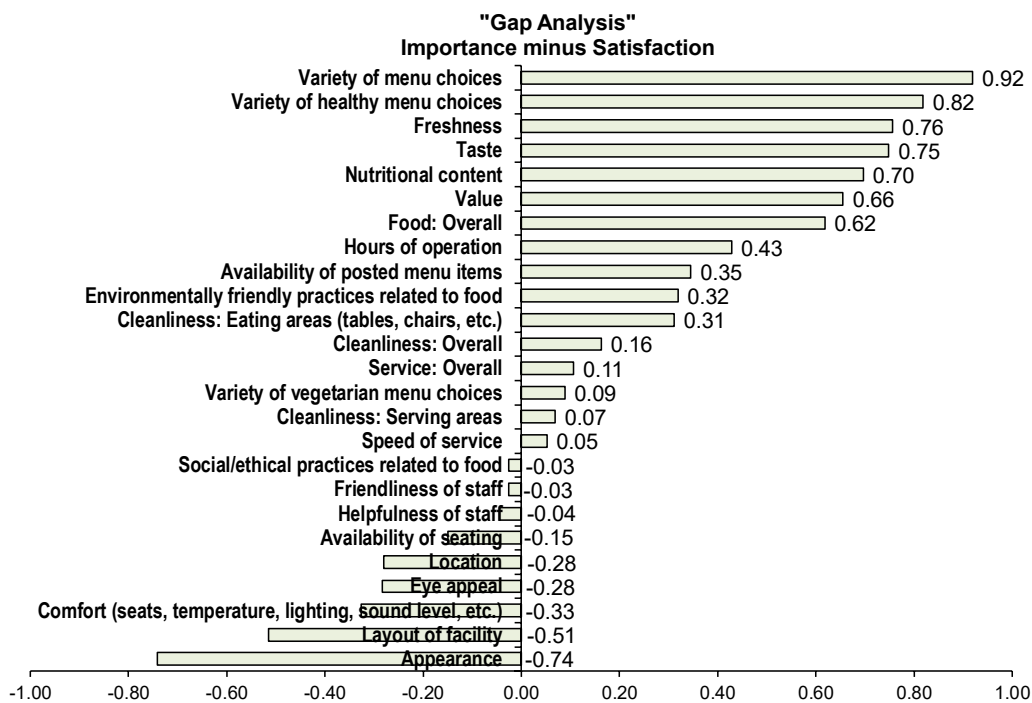
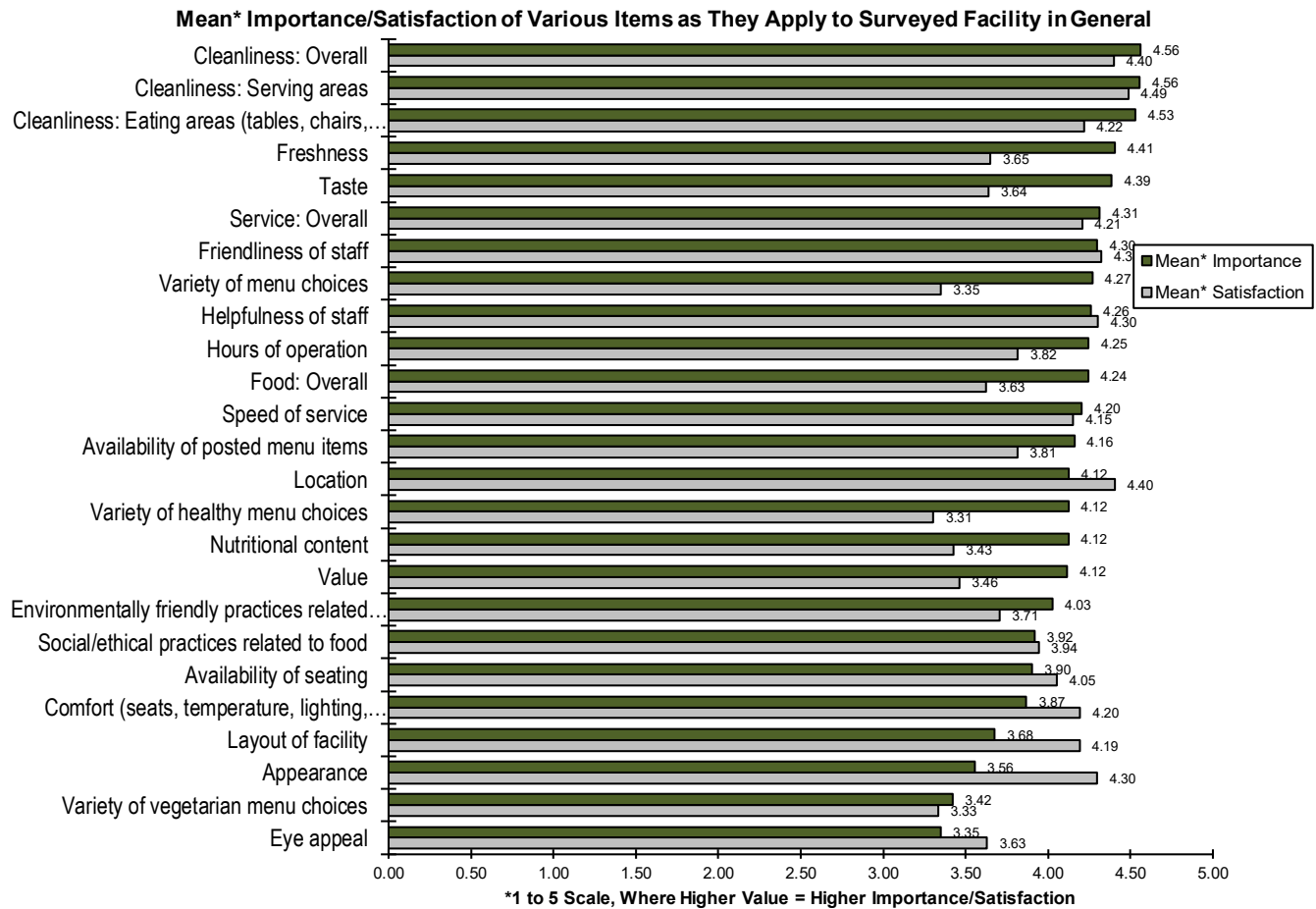


* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("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 most pronounced for the overall survey sample. (The gap analysis for your specific institution can be found in the "Executive Summary" section.)

Variety of menu choices, freshness, taste and nutritional content were the areas where importance outscored satisfaction by the largest margins. Again, this could be due to the changed nature of foodservice preparation and delivery during the pandemic. Importance and satisfaction were the most aligned in terms of social/ethical practices and friendliness/helpfulness of staff.

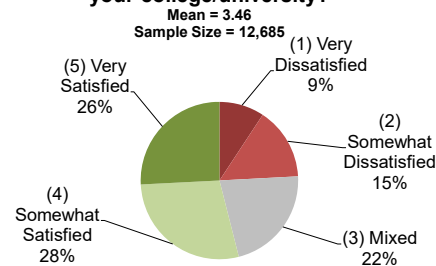


COVID-19

As noted previously, the COVID-19 virus had an enormous impact on college and university food service operations in 2020. In order to assist members in addressing the challenges posed by the pandemic, the survey included a section of questions addressing the schools' pandemic-related efforts. The results are summarized below, and a more detailed breakdown of responses, including those from your school, can be found in the Detailed Survey Results portion of this report.

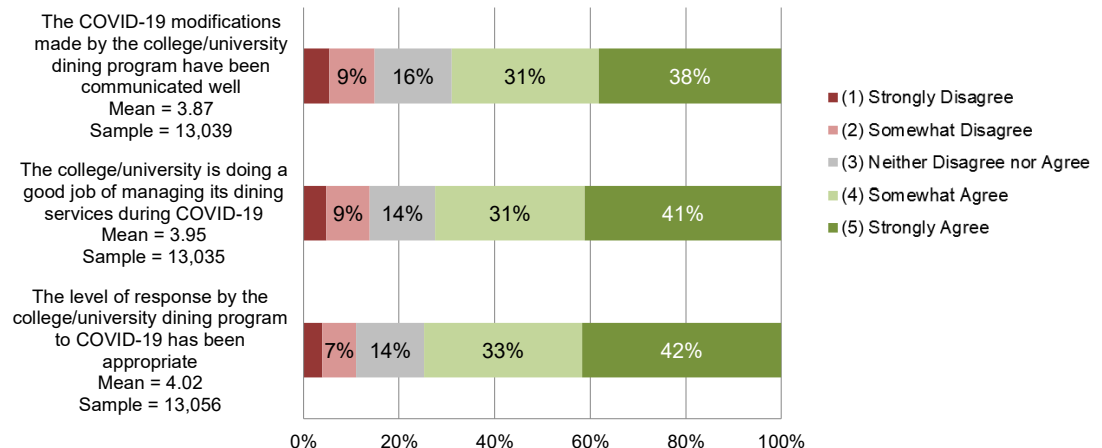
Respondents were first presented with the following statement: "Your college/university has had to modify its food-service operations due to the COVID-19 pandemic." The questionnaire then asked respondents how satisfied/dissatisfied they were with their college/university's dining services, given these new constraints. As shown below, over half of the valid respondents (54%) were satisfied, while roughly one-quarter (24%) were not.

Given these new constraints, in general, how satisfied or dissatisfied are you with the dining services provided by your college/university?



Respondents were next presented with a series of statements regarding the food-service modifications the college/university has made in response to COVID-19 and were asked to indicate the extent to which they agreed or disagreed with each statement. The results are summarized below. Based on these results, in general, the schools' COVID-related efforts were well-received.

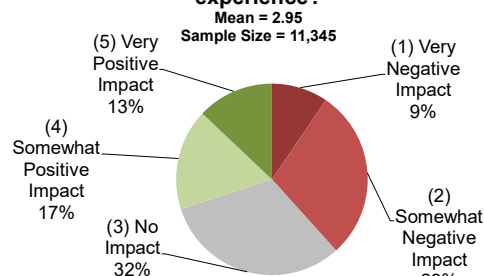
Regarding the food-service modifications your college/university has made in response to COVID-19, please indicate the extent to which you agree or disagree with the following statements



*1 to 5 Scale, Where Higher Mean = Stronger Agreement

And finally, respondents were asked to describe the impact their school's COVID-driven modifications had had on their college experience, with 38% indicating a negative impact, but a perhaps surprising 30% indicating the modifications actually improved their college experience. Another similar sized contingent, 32%, indicated the COVID changes had not impacted them at all.

How have the COVID-19 modifications made by the college/university dining program impacted your college experience?



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.

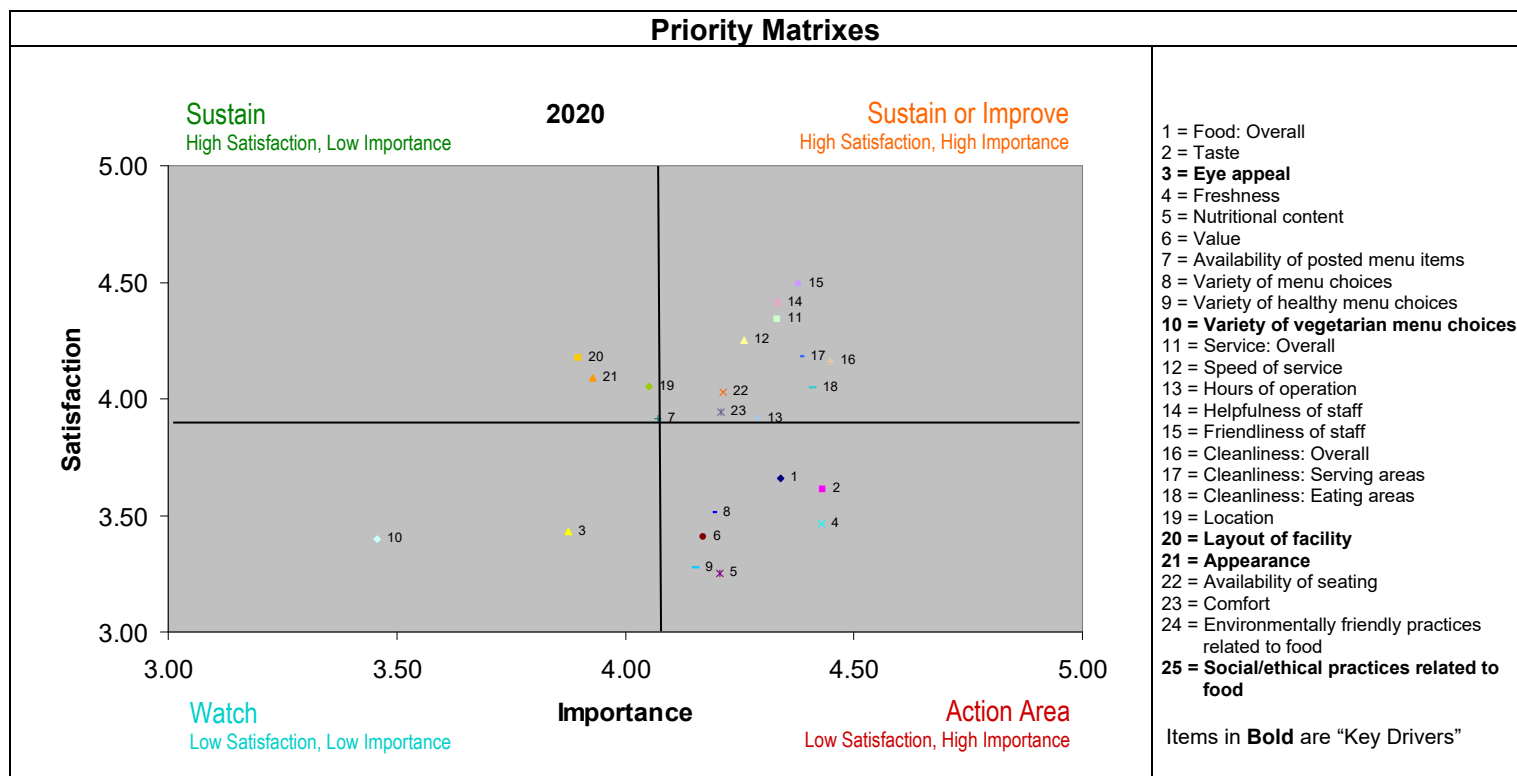
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 25 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's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

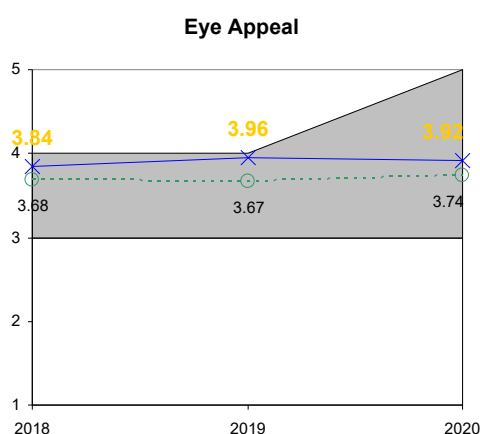
THREE YEAR TREND DATA

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.

NOTE FOR 2020: When examining the trend information, please keep in mind the special circumstances surrounding the 2020 survey cycle, which were discussed earlier in this report. Namely, the lower number of participating schools and total responses in the 2020 sample, as well as the accommodations schools made to deal with the COVID-19 pandemic.

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***
Speed of service	Top Predictor	0.40	0.00	4.19	0.23	4.15	0.05
Social/ethical practices related to food	2nd Predictor	0.23	0.01	4.07	-0.14	3.94	-0.03
Nutritional content	3rd Predictor	0.22	0.01	3.81	0.34	3.43	0.70
Cleanliness: Serving areas	4th Predictor	-0.33	0.01	4.47	0.14	4.49	0.07
Food: Overall				4.00	0.43	3.63	0.62
Taste				3.93	0.65	3.64	0.75
Eye appeal				3.96	-0.20	3.63	-0.28
Freshness				3.98	0.58	3.65	0.76
Value				3.92	0.47	3.46	0.66
Availability of posted menu items				3.94	0.47	3.81	0.35
Variety of menu choices				3.85	0.54	3.35	0.92
Variety of healthy menu choices				3.79	0.36	3.31	0.82
Variety of vegetarian menu choices				3.74	-0.30	3.33	0.09
Service: Overall				4.24	0.32	4.21	0.11
Hours of operation				3.97	0.34	3.82	0.43
Helpfulness of staff				4.25	0.19	4.30	-0.04
Friendliness of staff				4.33	0.12	4.32	-0.03
Cleanliness: Overall				4.41	0.24	4.40	0.16
Cleanliness: Eating areas (tables, chairs, etc.)				4.25	0.39	4.22	0.31
Location				4.36	0.03	4.40	-0.28
Layout of facility				4.27	-0.34	4.19	-0.51
Appearance				4.39	-0.44	4.30	-0.74
Availability of seating				4.21	-0.08	4.05	-0.15
Comfort (seats, temperature, lighting, sound level, etc.)				4.32	-0.18	4.20	-0.33
Environmentally friendly practices related to food				4.01	0.02	3.71	0.32

* 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.

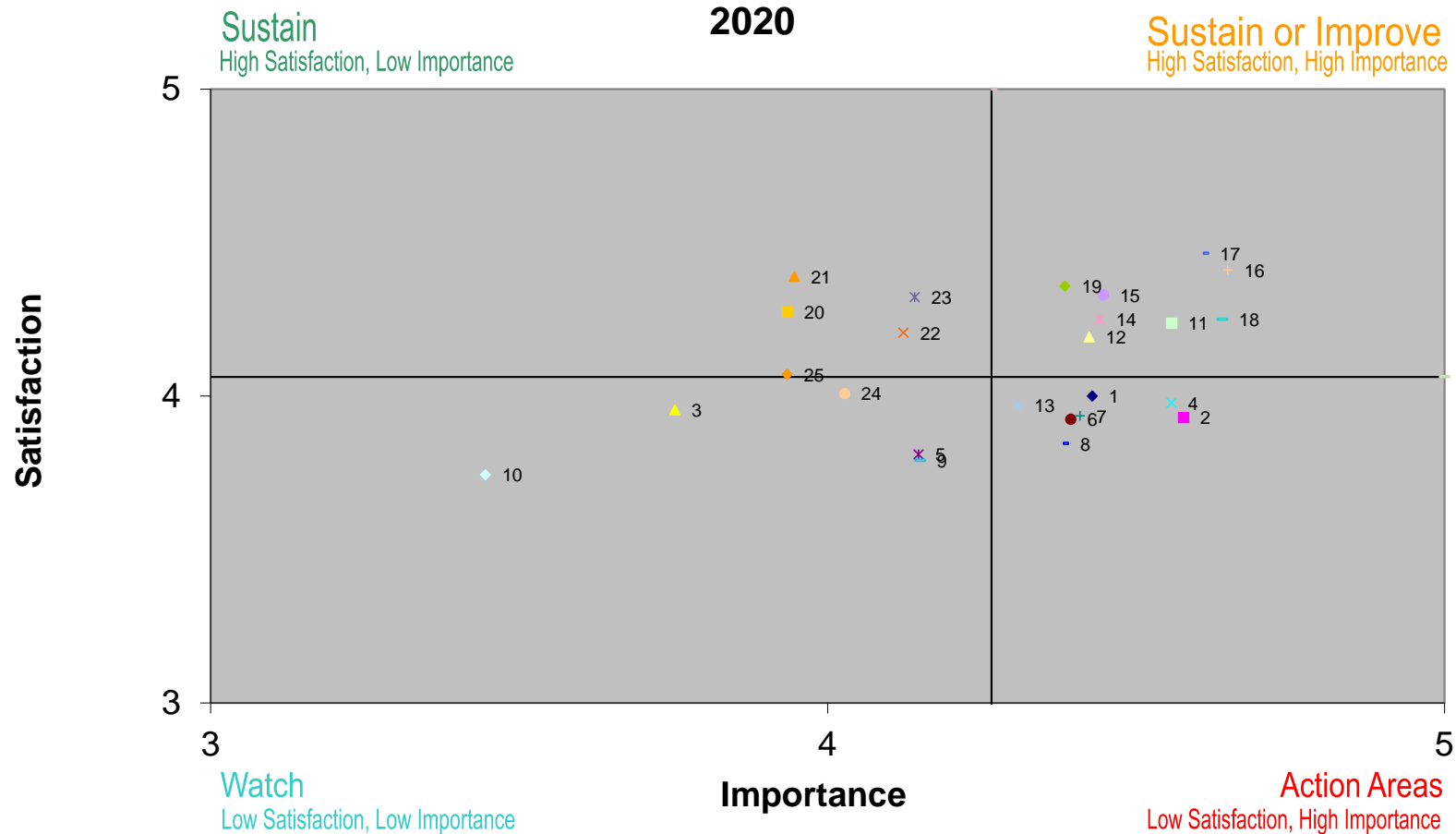
** If cell is blank, that item was not a predictor of overall satisfaction.

*** 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 = 0.272	0.000

2020 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

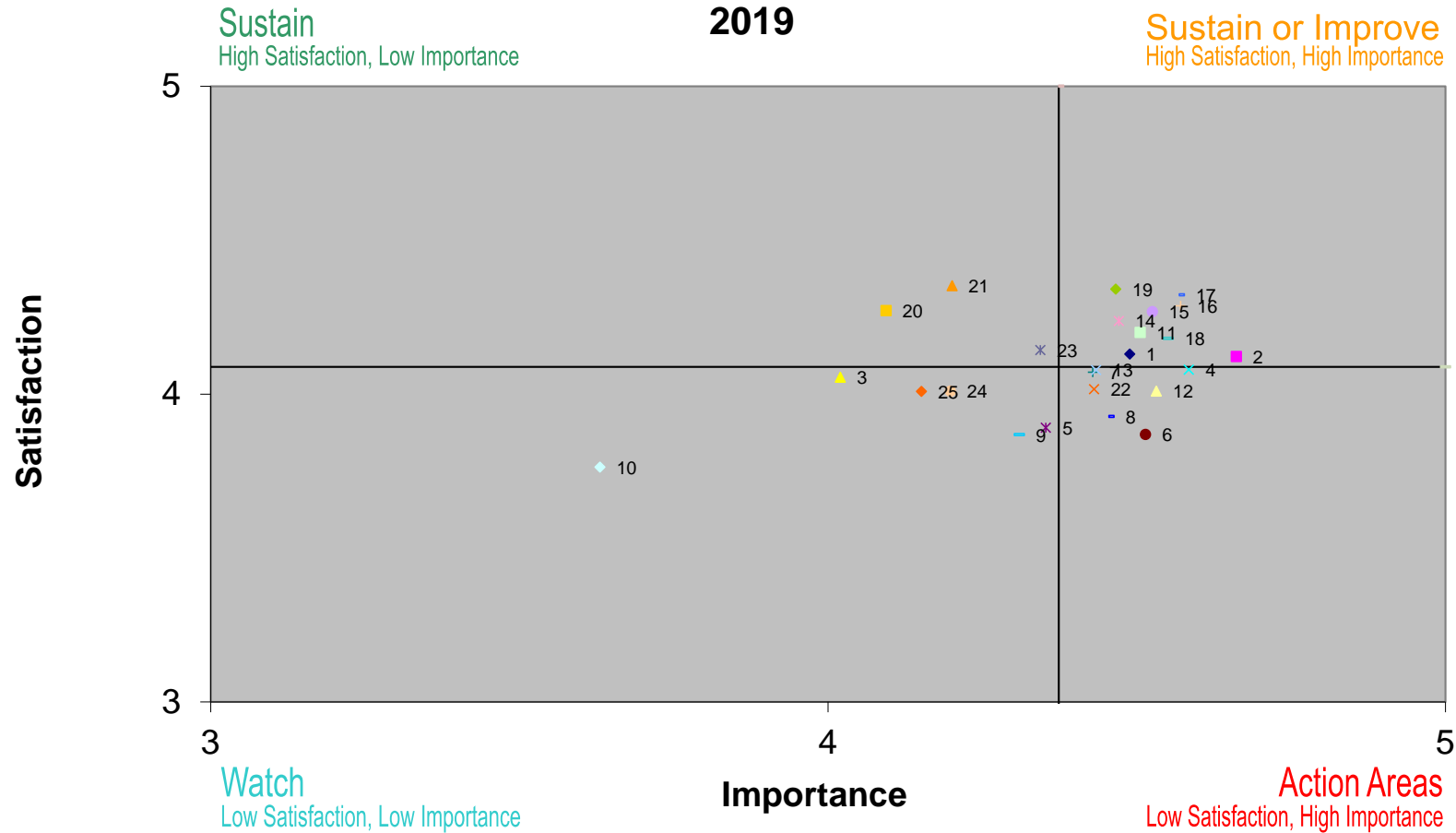
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2020 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

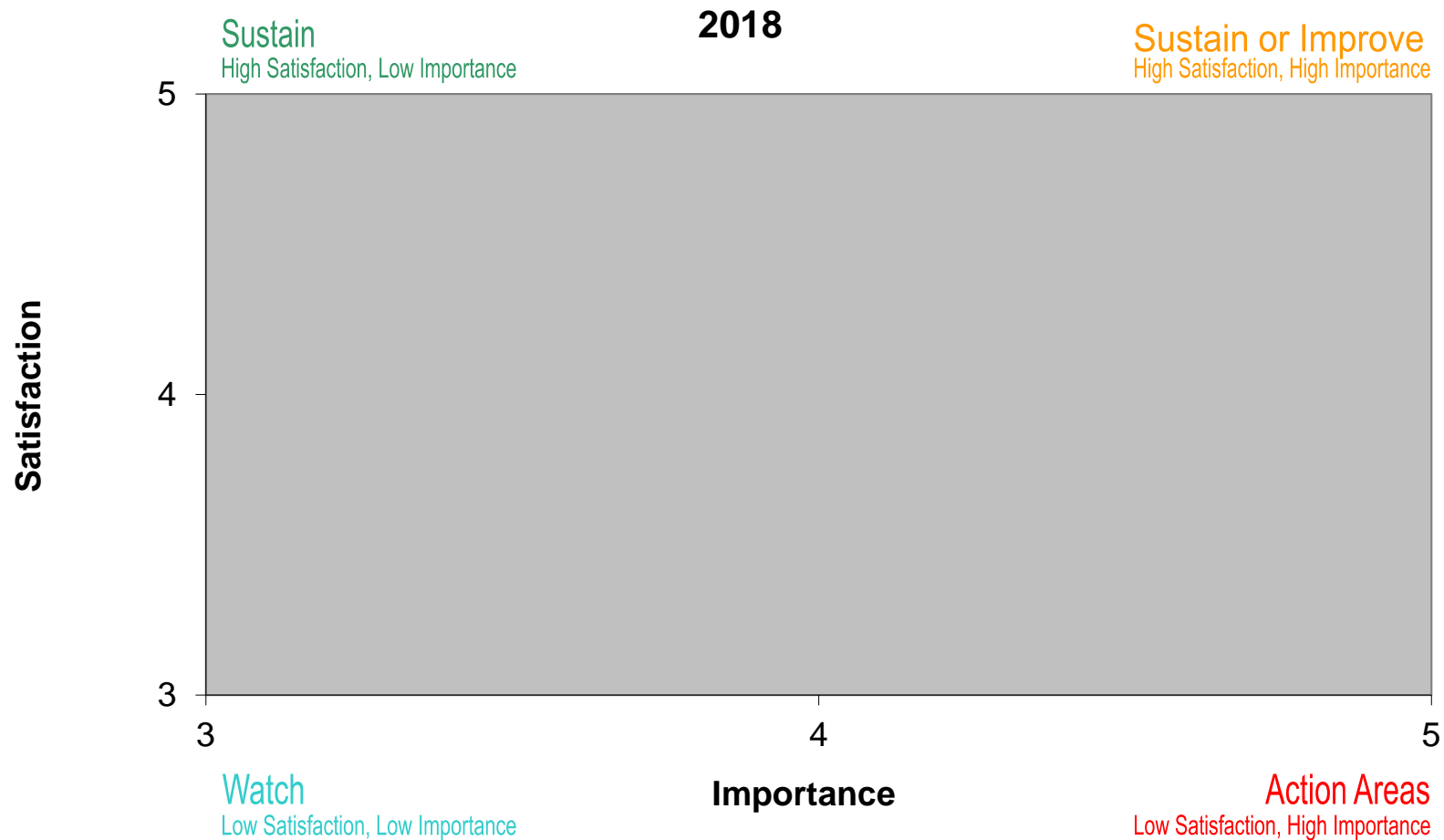
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2020 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



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

- 9 = Variety of healthy menu choices
- 10 = Variety of vegetarian menu choices
- 11 = Service: Overall
- 12 = Speed of service
- 13 = Hours of operation
- 14 = Helpfulness of staff
- 15 = Friendliness of staff
- 16 = Cleanliness: Overall

- 17 = Cleanliness: Serving areas
- 18 = Cleanliness: Eating areas (tables, chairs, etc.)
- 19 = Location
- 20 = Layout of facility
- 21 = Appearance
- 22 = Availability of seating
- 23 = Comfort (seats, temperature, lighting, sound level, etc.)
- 24 = Environmentally friendly practices related to food
- 25 = Social/ethical practices related to food

All Survey Respondents By Respondent Demographics

	YOUR INSTITUTION																																	
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity						Live...								
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus		
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap			
		Sats	Gap*	Sats	Gap	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	4.00	0.43	3.92	0.45	4.33	0.30	4.28	0.33	4.33	0.33	3.84	0.64	4.06	0.20	3.89	0.17	4.39	-0.09	3.86	0.56			4.08	0.33	3.87	0.60			4.00	0.40	3.85	0.58	4.21	0.23
Taste	3.93	0.65	3.86	0.70	4.21	0.33	4.18	0.53	4.33	0.33	3.75	0.83	4.03	0.60	3.86	0.65	4.42	0.00	3.79	0.71			3.96	0.65	3.86	0.66			4.20	0.40	3.76	0.81	4.15	0.44
Eye appeal	3.96	-0.20	3.88	-0.17	4.25	-0.33	4.21	-0.34	4.67	0.00	3.83	-0.23	3.94	-0.26	3.69	0.19	4.21	-0.53	4.29	0.14			3.98	-0.24	3.89	-0.14			4.20	0.00	3.80	-0.24	4.16	-0.16
Freshness	3.98	0.58	3.86	0.64	4.46	0.29	4.42	0.37	4.67	0.00	3.79	0.73	4.03	0.55	3.81	0.62	4.00	0.47	4.07	0.26			4.02	0.56	3.91	0.61			4.00	0.60	3.79	0.71	4.22	0.40
Nutritional content	3.81	0.34	3.67	0.45	4.25	0.21	4.47	-0.36	4.00	0.33	3.65	0.56	3.88	-0.01	3.64	0.36	3.28	0.93	3.92	0.01			3.82	0.34	3.80	0.33			3.80	0.60	3.69	0.47	3.96	0.17
Value	3.92	0.47	3.79	0.54	4.54	0.25	4.39	0.16	4.67	0.00	3.73	0.64	3.97	0.22	3.81	0.57	4.05	0.26	3.50	0.64			3.98	0.44	3.82	0.53			4.00	0.40	3.75	0.59	4.15	0.31
Availability of posted menu items	3.94	0.47	3.82	0.58	4.26	0.00	4.37	0.17	5.00	-0.33	3.75	0.59	3.63	0.89	3.91	0.58	4.25	-0.01	4.27	0.45			3.92	0.53	3.94	0.41			4.40	0.00	3.69	0.68	4.23	0.22
Variety of menu choices	3.85	0.54	3.80	0.62	3.83	0.51	4.17	0.02	3.67	0.67	3.67	0.82	3.90	0.29	4.00	0.36	4.39	-0.06	3.55	1.00			3.87	0.57	3.77	0.52			4.40	-0.20	3.68	0.74	4.05	0.29
Variety of healthy menu choices	3.79	0.36	3.70	0.45	3.92	0.26	4.26	-0.14	4.33	0.33	3.63	0.59	3.88	0.30	3.76	0.11	3.71	0.29	3.82	0.45			3.77	0.46	3.81	0.20			4.00	0.20	3.62	0.61	4.00	0.05
Variety of vegetarian menu choices	3.74	-0.30	3.67	-0.29	3.95	0.00	4.04	-0.61	4.00	0.00	3.63	-0.18	3.86	-0.45	3.77	-0.70	3.29	0.21	4.00	-0.44			3.81	-0.11	3.63	-0.65			3.50	1.17	3.64	-0.24	3.86	-0.37
Service: Overall	4.24	0.32	4.18	0.34	4.52	0.17	4.46	0.23	4.00	0.67	4.28	0.29	3.87	0.71	4.06	0.30	4.17	0.28	4.20	0.30			4.29	0.31	4.11	0.36			4.80	-0.20	4.19	0.39	4.30	0.24
Speed of service	4.19	0.23	4.12	0.27	4.35	0.13	4.51	0.03	4.67	0.00	4.22	0.20	3.94	0.42	3.85	0.36	3.94	0.67	4.50	-0.20			4.23	0.20	4.12	0.28			4.20	0.60	4.12	0.27	4.28	0.18
Hours of operation	3.97	0.34	3.84	0.45	4.38	0.00	4.51	-0.10	4.33	0.00	3.83	0.48	3.80	0.59	3.85	0.45	3.72	0.72	4.20	0.50			3.97	0.41	3.97	0.22			3.80	0.20	3.76	0.54	4.23	0.09
Helpfulness of staff	4.25	0.19	4.15	0.24	4.71	-0.08	4.57	0.03	4.00	0.33	4.28	0.18	3.90	0.60	3.91	0.03	3.82	0.71	4.60	-0.10			4.26	0.22	4.24	0.11			4.20	0.80	4.21	0.21	4.30	0.16
Friendliness of staff	4.33	0.12	4.26	0.13	4.79	-0.13	4.51	0.11	4.00	0.67	4.37	0.08	4.03	0.40	4.03	0.00	4.06	0.50	4.50	-0.20			4.34	0.14	4.30	0.07			4.60	0.40	4.32	0.08	4.34	0.17
Cleanliness: Overall	4.41	0.24	4.36	0.25	4.50	0.13	4.71	0.20	4.33	0.33	4.49	0.14	4.23	0.46	4.00	0.42	4.17	0.50	4.50	0.10			4.47	0.22	4.30	0.26			4.60	0.40	4.46	0.17	4.35	0.32
Cleanliness: Serving areas	4.47	0.14	4.41	0.14	4.54	0.08	4.74	0.20	4.67	0.00	4.52	0.10	4.39	0.06	4.00	0.36	4.22	0.28	4.70	0.00			4.51	0.16	4.39	0.10			4.60	0.40	4.51	0.09	4.42	0.21
Cleanliness: Eating areas (tables, chairs, etc.)	4.25	0.39	4.21	0.40	4.23	0.41	4.58	0.32	4.67	0.00	4.31	0.29	4.10	0.58	3.87	0.52	4.13	0.60	4.40	0.50			4.29	0.42	4.17	0.33			4.40	0.60	4.24	0.36	4.26	0.43
Location	4.36	0.03	4.33	0.04	4.38	-0.04	4.53	-0.03	4.67	0.00	4.36	0.02	4.32	0.06	4.09	0.16	4.39	0.11	4.50	-0.20			4.37	0.06	4.33	-0.01			4.60	-0.40	4.37	0.01	4.35	0.04
Layout of facility	4.27	-0.34	4.23	-0.30	4.29	-0.46	4.50	-0.53	4.67	0.00	4.31	-0.35	4.29	-0.60	3.91	0.00	4.06	0.17	4.40	-0.60			4.29	-0.38	4.20	-0.24			5.00	-1.00	4.25	-0.32	4.30	-0.37
Appearance	4.39	-0.44	4.36	-0.43	4.38	-0.58	4.59	-0.44	4.67	-0.17	4.45	-0.50	4.42	-0.73	3.94	-0.13	4.22	-0.06	4.50	-0.30			4.41	-0.43	4.34	-0.45			4.60	-0.60	4.38	-0.49	4.40	-0.39
Availability of seating	4.21	-0.08	4.19	-0.05	4.05	0.00	4.42	-0.42	4.67	0.00	4.31	-0.19	4.10	0.05	3.83	0.27	4.19	0.13	4.10	0.10			4.13	-0.02	4.32	-0.17			4.60	-0.40	4.24	-0.19	4.17	0.05
Comfort (seats, temperature, lighting, sound level, etc.)	4.32	-0.18	4.31	-0.18	4.23	-0.23	4.42	-0.15	4.67	0.00	4.40	-0.24	4.24	-0.46	4.10	0.13	4.12	0.16	4.50	-0.30			4.31	-0.23	4.33	-0.10			4.60	-0.20	4.31	-0.23	4.34	-0.12
Environmentally friendly practices related to food	4.01	0.02	3.99	0.01	3.87	0.52	4.24	-0.32	5.00	-0.33	4.13	-0.04	4.17	-0.53	3.45	0.25	3.44	0.90	4.20	0.00			4.03	0.14	3.98	-0.21			4.00	0.40	4.04	-0.09	3.96	0.15
Social/ethical practices related to food	4.07	-0.14	4.06	-0.16	3.86	0.43	4.28	-0.36	4.67	-0.33	4.17	-0.21	4.25	-0.67	3.69	-0.04	3.44	0.90	4.33	-0.33			4.07	-0.05	4.07	-0.32			4.00	0.60	4.11	-0.29	4.03	0.04

	OVERALL SAMPLE																																	
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity								Live...						
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus	Off campus			
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap			
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap			
Food: Overall	3.63	0.62	3.55	0.66	4.15	0.33	4.25	0.30	4.02	0.38	3.57	0.60	3.46	0.78	3.51	0.71	3.59	0.65	4.02	0.34	3.86	0.17	3.63	0.63	3.65	0.58	3.39	0.69	3.30	0.88	3.49	0.72	4.12	0.25
Taste	3.64	0.75	3.56	0.79	4.13	0.45	4.29	0.39	4.22	0.20	3.55	0.79	3.50	0.88	3.55	0.79	3.67	0.71	3.96	0.58	3.85	0.50	3.64	0.78	3.65	0.68	3.40	0.84	3.43	0.86	3.50	0.85	4.13	0.39
Eye appeal	3.63	-0.28	3.56	-0.30	4.13	-0.19	4.25	-0.15	4.33	-0.03	3.55	-0.35	3.51	-0.23	3.52	-0.21	3.61	-0.32	3.98	-0.25	3.93	-0.40	3.65	-0.24	3.61	-0.35	3.33	-0.65	3.29	-0.55	3.51	-0.30	4.06	-0.23
Freshness	3.65	0.76	3.57	0.81	4.24	0.37	4.35	0.34	4.23	0.30	3.58	0.78	3.50	0.88	3.52	0.86	3.58	0.79	4.10	0.47	3.68	0.70	3.64	0.82	3.68	0.62	3.49	0.82	3.35	0.91	3.52	0.85	4.13	0.41
Nutritional content	3.43	0.70	3.35	0.76	4.00	0.33	4.10	0.12	4.02	0.03	3.36	0.72	3.28	0.86	3.31	0.77	3.36	0.80	3.73	0.50	3.41	0.23	3.39	0.79	3.52	0.50	3.24	0.62	3.15	0.90	3.29	0.83	3.92	0.21
Value	3.46	0.66	3.40	0.67	3.86	0.56	3.96	0.50	4.03	0.32	3.45	0.58	3.32	0.75	3.34	0.79	3.36	0.76	3.66	0.72	3.63	0.55	3.48	0.63	3.45	0.69	3.12	0.95	3.13	0.84	3.37	0.68	3.79	0.56
Availability of posted menu items	3.81	0.35	3.75	0.38	4.17	0.14	4.35	0.07	4.24	0.03	3.74	0.34	3.72	0.46	3.76	0.38	3.80	0.35	4.08	0.37	3.62	0.70	3.83	0.38	3.81	0.26	3.53	0.57	3.63	0.44	3.72	0.40	4.16	0.16
Variety of menu choices	3.35	0.92	3.27	0.99	3.86	0.43	4.06	0.32	4.03	0.32	3.32	0.92	3.10	1.20	3.20	1.04	3.30	0.94	3.78	0.56	3.51	0.78	3.35	0.97	3.38	0.79	2.84	1.39	2.89	1.28	3.20	1.07	3.91	0.38
Variety of healthy menu choices	3.31	0.82	3.22	0.89	3.85	0.41	4.00	0.25	4.09	-0.07	3.25	0.83	3.12	1.05	3.19	0.88	3.21	0.91	3.75	0.40	3.18	0.90	3.26	0.96	3.41	0.53	3.18	0.85	3.07	0.89	3.16	0.96	3.83	0.30
Variety of vegetarian menu choices	3.33	0.09	3.26	0.13	3.70	0.03	3.95	-0.34	4.00	-0.29	3.30	-0.04	3.23	0.25	3.17	0.37	3.20	0.31	3.58	0.20	3.32	-0.49	3.28	0.34	3.47	-0.43	3.11	0.34	2.75	1.04	3.22	0.16	3.74	-0.16
Service: Overall	4.21	0.11	4.17	0.10	4.51	0.09	4.51	0.17	4.36	0.07	4.17	0.10	4.17	0.10	4.13	0.10	4.20	0.08	4.36	0.18	3.88	0.46	4.23	0.14	4.17	0.05	4.16	-0.01	4.13	-0.01	4.16	0.10	4.38	0.13
Speed of service	4.15	0.05	4.12	0.04	4.37	0.14	4.41	0.18	4.29	0.05	4.14	-0.02	4.10	0.07	4.06	0.11	4.12	0.09	4.29	0.12	3.85	0.59	4.17	0.06	4.12	0.05	4.25	-0.43	4.14	-0.25	4.11	0.03	4.29	0.14
Hours of operation	3.82	0.43	3.75	0.48	4.28	0.11	4.44	-0.01	4.16	0.08	3.71	0.50	3.72	0.50	3.81	0.42	3.84	0.41	3.95	0.49	3.61	0.70	3.82	0.46	3.81	0.38	3.85	-0.13	3.72	0.31	3.72	0.50	4.16	0.17
Helpfulness of staff	4.30	-0.04	4.27	-0.05	4.59	-0.02	4.61	0.04	4.34	0.08	4.24	-0.04	4.30	-0.08	4.25	-0.06	4.29	-0.08	4.45	-0.01	3.92	0.33	4.31	0.00	4.28	-0.11	4.30	-0.21	4.21	-0.20	4.26	-0.06	4.45	0.00
Friendliness of staff	4.32	-0.03	4.29	-0.03	4.64	-0.02	4.62	0.06	4.47	-0.04	4.24	0.00	4.33	-0.09	4.29	-0.07	4.35	-0.07	4.45	-0.02	4.04	0.25	4.32	0.04	4.33	-0.13	4.39	-0.29	4.30	-0.37	4.28	-0.04	4.48	0.01
Cleanliness: Overall	4.40	0.16	4.37	0.16	4.58	0.20	4.68	0.17	4.63	0.05	4.41	0.10	4.34	0.20	4.28	0.25	4.32	0.25	4.52	0.18	4.45	-0.08	4.41	0.23	4.39	0.03	4.28	0.34	4.22	0.27	4.37	0.16	4.51	0.19
Cleanliness: Serving areas	4.49	0.07	4.46	0.06	4.63	0.16	4.71	0.15	4.70	-0.01	4.50	0.01	4.43	0.10	4.39	0.12	4.41	0.13	4.57	0.12	4.58	-0.27	4.49	0.13	4.47	-0.06	4.58	0.13	4.44	0.04	4.47	0.05	4.56	0.14
Cleanliness: Eating areas (tables, chairs, etc.)	4.22	0.31	4.19	0.32	4.40	0.30	4.54	0.25	4.47	0.07	4.22	0.27	4.17	0.34	4.08	0.42	4.18	0.34	4.31	0.42	3.91	0.45	4.21	0.39	4.23	0.16	4.18	0.55	0.06	0.49	4.18	0.31	4.34	0.32
Location	4.40	-0.28	4.39	-0.29	4.44	-0.09	4.60	-0.18	4.51	-0.28	4.41	-0.33	4.36	-0.28	4.34	-0.27	4.38	-0.25	4.51	-0.07	3.84	0.49	4.42	-0.25	4.38	-0.33	4.50	-0.30	4.31	-0.41	4.40	-0.31	4.44	-0.17
Layout of facility	4.19	-0.51	4.17	-0.54	4.25	-0.08	4.43	-0.24	4.44	-0.44	4.19	-0.63	4.13	-0.46	4.11	-0.48	4.18	-0.49	4.29	-0.21	3.85	0.46	4.22	-0.49	4.14	-0.55	4.00	-0.43	3.93	-0.78	4.16	-0.56	4.30	-0.34
Appearance	4.30	-0.74	4.28	-0.79	4.36	-0.29	4.51	-0.28	4.43	-0.34	4.32	-0.91	4.25	-0.73	4.19	-0.67	4.22	-0.66	4.36	-0.38	4.14	-0.59	4.33	-0.72	4.24	-0.78	4.20	-0.86	3.89	-1.01	4.27	-0.83	4.39	-0.43
Availability of seating	4.05	-0.15	4.02	-0.16	4.17	-0.10	4.35	-0.09	4.38	-0.24	4.02	-0.21	4.01	-0.10	3.99	-0.08	4.08	-0.16	4.21	0.04	3.86	-0.02	4.05	-0.08	4.06	-0.27	4.29	-0.69	3.94	-0.54	4.02	-0.19	4.18	0.01
Comfort (seats, temperature, lighting, sound level, etc.)	4.20	-0.33	4.18	-0.35	4.17	-0.19	4.33	-0.06	4.45	-0.29	4.22	-0.44	4.16	-0.31	4.10	-0.25	4.14	-0.24	4.26	-0.06	3.81	-0.02	4.22	-0.30	4.17	-0.39	4.20	-0.28	3.83	-0.31	4.19	-0.39	4.23	-0.09
Environmentally friendly practices related to food	3.71	0.32	3.64	0.36	4.11	0.14	4.25	0.00	4.23	-0.08	3.72	0.23	3.60	0.45	3.50	0.51	3.48	0.59	4.00	0.15	3.72	-0.10	3.67	0.46	3.80	0.00	3.59	0.48	3.19	1.02	3.60	0.38	4.07	0.11
Social/ethical practices related to food	3.94	0.03	3.90	0.02	4.14	0.06	4.29	-0.12	4.38	-0.28	3.96	-0.15	3.90	0.04	3.77	0.13	3.77	0.24	4.14	-0.02	3.70	-0.17	3.93	0.11	3.99	-0.31	3.87	0.23	3.55	0.54	3.89	-0.02	4.14	-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		10,001 to 20,000	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.00	0.43	3.63	0.62	3.73	0.60	3.65	0.62			3.54	0.78	3.57	0.69
Taste	3.93	0.65	3.64	0.75	3.72	0.76	3.66	0.77			3.55	0.88	3.59	0.83
Eye appeal	3.96	-0.20	3.63	-0.28	3.73	-0.09	3.65	-0.19			3.64	-0.22	3.60	-0.28
Freshness	3.98	0.58	3.65	0.76	3.78	0.74	3.67	0.79			3.62	0.82	3.62	0.80
Nutritional content	3.81	0.34	3.43	0.70	3.57	0.60	3.47	0.63			3.46	0.72	3.44	0.65
Value	3.92	0.47	3.46	0.66	3.64	0.64	3.48	0.70			3.34	0.84	3.35	0.79
Availability of posted menu items	3.94	0.47	3.81	0.35	3.82	0.49	3.84	0.39			3.69	0.48	3.81	0.39
Variety of menu choices	3.85	0.54	3.35	0.92	3.50	0.87	3.41	0.90			3.33	0.95	3.29	1.01
Variety of healthy menu choices	3.79	0.36	3.31	0.82	3.43	0.74	3.35	0.77			3.33	0.83	3.35	0.75
Variety of vegetarian menu choices	3.74	-0.30	3.33	0.09	3.43	0.18	3.36	0.07			3.40	0.12	3.38	-0.07
Service: Overall	4.24	0.32	4.21	0.11	4.16	0.31	4.14	0.23			4.09	0.25	4.19	0.11
Speed of service	4.19	0.23	4.15	0.05	4.10	0.30	4.11	0.15			4.10	0.09	4.15	0.03
Hours of operation	3.97	0.34	3.82	0.43	3.86	0.53	3.82	0.48			3.74	0.54	3.75	0.46
Helpfulness of staff	4.25	0.19	4.30	-0.04	4.27	0.15	4.24	0.06			4.18	0.11	4.29	-0.05
Friendliness of staff	4.33	0.12	4.32	-0.03	4.30	0.15	4.26	0.08			4.18	0.14	4.32	-0.03
Cleanliness: Overall	4.41	0.24	4.40	0.16	4.47	0.18	4.37	0.23			4.35	0.22	4.41	0.14
Cleanliness: Serving areas	4.47	0.14	4.49	0.07	4.52	0.12	4.46	0.14			4.44	0.12	4.52	0.04
Cleanliness: Eating areas (tables, chairs, etc.)	4.25	0.39	4.22	0.31	4.32	0.30	4.18	0.39			4.21	0.32	4.19	0.34
Location	4.36	0.03	4.40	-0.28	4.35	-0.06	4.38	-0.18			4.25	-0.15	4.38	-0.24
Layout of facility	4.27	-0.34	4.19	-0.51	4.17	-0.33	4.15	-0.43			4.16	-0.53	4.10	-0.45
Appearance	4.39	-0.44	4.30	-0.74	4.35	-0.59	4.29	-0.70			4.27	-0.72	4.30	-0.78
Availability of seating	4.21	-0.08	4.05	-0.15	4.00	-0.03	4.02	-0.08			3.98	-0.12	3.96	-0.03
Comfort (seats, temperature, lighting, sound level, etc.)	4.32	-0.18	4.20	-0.33	4.18	-0.19	4.16	-0.26			4.17	-0.31	4.13	-0.24
Environmentally friendly practices related to food	4.01	0.02	3.71	0.32	3.99	0.15	3.78	0.28			3.69	0.34	3.69	0.33
Social/ethical practices related to food	4.07	-0.14	3.94	-0.03	4.08	-0.04	3.97	-0.01			3.92	0.00	3.94	-0.05

* 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		10,001 to 20,000	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.77	0.69	3.32	0.84	3.34	0.96	3.33	0.89			3.29	0.95	3.32	0.86
Taste	3.57	0.96	3.30	1.01	3.30	1.12	3.30	1.06			3.21	1.15	3.28	1.07
Eye appeal	3.77	-0.22	3.37	-0.17	3.46	0.08	3.36	-0.09			3.37	-0.06	3.34	-0.12
Freshness	3.77	0.78	3.42	0.94	3.51	0.98	3.40	1.01			3.38	1.04	3.40	1.01
Nutritional content	3.75	0.46	3.32	0.82	3.46	0.73	3.32	0.81			3.36	0.82	3.33	0.79
Value	3.83	0.56	3.36	0.64	3.45	0.76	3.31	0.75			3.29	0.78	3.30	0.72
Availability of posted menu items	3.75	0.61	3.69	0.41	3.70	0.54	3.69	0.47			3.59	0.55	3.76	0.43
Variety of menu choices	3.48	0.95	3.10	1.17	3.15	1.24	3.11	1.21			3.18	1.09	3.06	1.28
Variety of healthy menu choices	3.63	0.60	3.21	0.93	3.34	0.87	3.19	0.94			3.24	0.93	3.23	0.89
Variety of vegetarian menu choices	3.53	-0.11	3.21	0.14	3.34	0.28	3.22	0.14			3.28	0.19	3.23	0.00
Service: Overall	4.25	0.34	4.16	0.08	4.13	0.29	4.06	0.22			3.97	0.33	4.11	0.13
Speed of service	4.30	0.08	4.15	-0.05	4.10	0.20	4.07	0.06			4.00	0.12	4.07	0.03
Hours of operation	3.91	0.36	3.77	0.43	3.92	0.42	3.78	0.48			3.75	0.54	3.75	0.46
Helpfulness of staff	4.24	0.13	4.27	-0.07	4.28	0.09	4.18	0.03			4.07	0.16	4.24	-0.06
Friendliness of staff	4.34	0.03	4.29	-0.04	4.30	0.11	4.20	0.07			4.08	0.21	4.27	-0.03
Cleanliness: Overall	4.41	0.19	4.32	0.23	4.43	0.24	4.27	0.30			4.22	0.37	4.31	0.23
Cleanliness: Serving areas	4.50	0.13	4.44	0.10	4.53	0.14	4.41	0.15			4.35	0.23	4.46	0.08
Cleanliness: Eating areas (tables, chairs, etc.)	4.26	0.36	4.18	0.37	4.33	0.33	4.10	0.46			4.15	0.42	4.08	0.46
Location	4.24	0.13	4.38	-0.31	4.25	-0.01	4.34	-0.21			4.18	-0.10	4.39	-0.27
Layout of facility	4.23	-0.35	4.14	-0.54	4.11	-0.24	4.07	-0.43			4.12	-0.51	3.98	-0.38
Appearance	4.43	-0.60	4.27	-0.79	4.37	-0.59	4.24	-0.77			4.20	-0.65	4.24	-0.81
Availability of seating	4.21	-0.09	4.11	-0.17	4.16	-0.02	4.03	-0.07			4.11	-0.25	4.00	-0.04
Comfort (seats, temperature, lighting, sound level, etc.)	4.31	-0.20	4.22	-0.35	4.24	-0.14	4.16	-0.29			4.16	-0.33	4.11	-0.25
Environmentally friendly practices related to food	4.04	-0.07	3.59	0.39	3.89	0.24	3.62	0.38			3.54	0.44	3.53	0.45
Social/ethical practices related to food	4.13	-0.21	3.88	-0.04	4.01	0.02	3.88	-0.01			3.82	0.03	3.86	-0.01

* 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		10,001 to 20,000	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.26	0.14	3.98	0.35	4.12	0.26	4.07	0.27			3.82	0.59	3.85	0.49
Taste	4.34	0.29	4.04	0.44	4.13	0.40	4.11	0.39			3.92	0.60	3.93	0.56
Eye appeal	4.17	-0.19	3.94	-0.42	4.01	-0.25	4.03	-0.32			3.92	-0.39	3.90	-0.46
Freshness	4.21	0.35	3.92	0.54	4.04	0.50	4.01	0.51			3.87	0.60	3.89	0.55
Nutritional content	3.88	0.19	3.56	0.55	3.67	0.47	3.67	0.39			3.57	0.61	3.58	0.47
Value	4.03	0.37	3.58	0.67	3.83	0.52	3.69	0.63			3.38	0.89	3.40	0.86
Availability of posted menu items	4.14	0.32	3.97	0.27	3.94	0.45	4.02	0.30			3.80	0.41	3.86	0.34
Variety of menu choices	4.25	0.08	3.64	0.62	3.83	0.52	3.79	0.50			3.48	0.82	3.53	0.70
Variety of healthy menu choices	3.98	0.09	3.42	0.68	3.53	0.62	3.55	0.54			3.42	0.73	3.48	0.59
Variety of vegetarian menu choices	3.98	-0.51	3.48	0.03	3.52	0.07	3.54	-0.02			3.53	0.04	3.54	-0.16
Service: Overall	4.23	0.30	4.27	0.13	4.20	0.33	4.25	0.24			4.22	0.17	4.27	0.09
Speed of service	4.07	0.40	4.16	0.18	4.10	0.39	4.16	0.25			4.20	0.06	4.25	0.03
Hours of operation	4.04	0.31	3.87	0.43	3.81	0.63	3.87	0.49			3.74	0.54	3.76	0.47
Helpfulness of staff	4.26	0.26	4.35	-0.01	4.27	0.20	4.32	0.10			4.29	0.05	4.35	-0.04
Friendliness of staff	4.32	0.21	4.37	-0.01	4.30	0.18	4.35	0.09			4.29	0.07	4.37	-0.04
Cleanliness: Overall	4.41	0.29	4.49	0.08	4.52	0.11	4.50	0.14			4.49	0.05	4.53	0.04
Cleanliness: Serving areas	4.42	0.16	4.54	0.02	4.52	0.11	4.53	0.12			4.54	-0.01	4.58	-0.01
Cleanliness: Eating areas (tables, chairs, etc.)	4.24	0.43	4.28	0.23	4.31	0.25	4.29	0.29			4.29	0.20	4.32	0.20
Location	4.49	-0.08	4.44	-0.24	4.44	-0.11	4.43	-0.14			4.33	-0.20	4.37	-0.22
Layout of facility	4.33	-0.33	4.26	-0.49	4.24	-0.42	4.28	-0.42			4.21	-0.55	4.25	-0.53
Appearance	4.35	-0.27	4.33	-0.68	4.32	-0.59	4.36	-0.59			4.35	-0.80	4.36	-0.76
Availability of seating	4.20	-0.07	3.97	-0.12	3.80	-0.05	4.00	-0.09			3.82	0.03	3.92	-0.01
Comfort (seats, temperature, lighting, sound level, etc.)	4.33	-0.15	4.17	-0.30	4.12	-0.26	4.16	-0.22			4.18	-0.28	4.15	-0.24
Environmentally friendly practices related to food	3.97	0.12	3.85	0.24	4.08	0.07	3.99	0.16			3.86	0.24	3.87	0.19
Social/ethical practices related to food	4.00	-0.05	4.02	-0.01	4.15	-0.09	4.09	-0.02			4.02	-0.04	4.02	-0.09

* Gap = Mean Importance minus Mean Satisfaction.

3 Year Trend For Your Institution

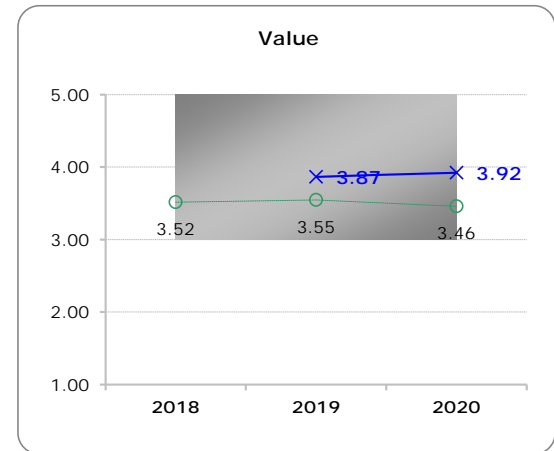
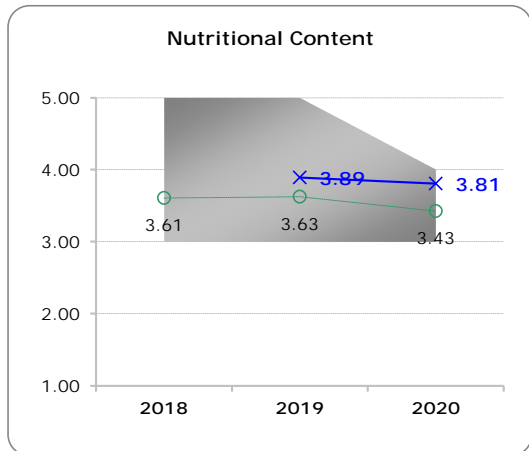
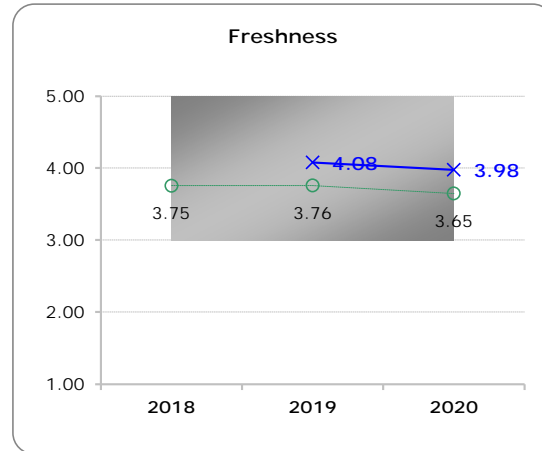
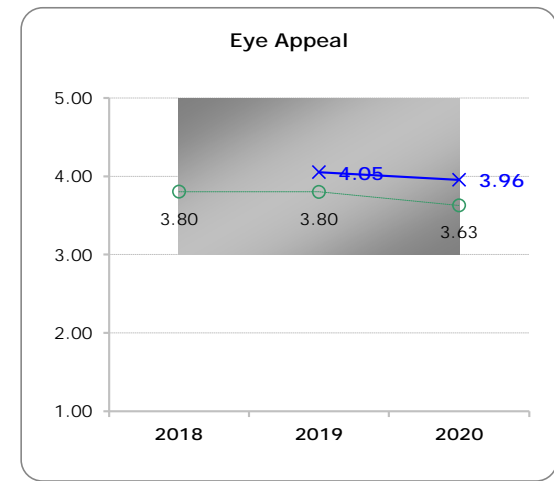
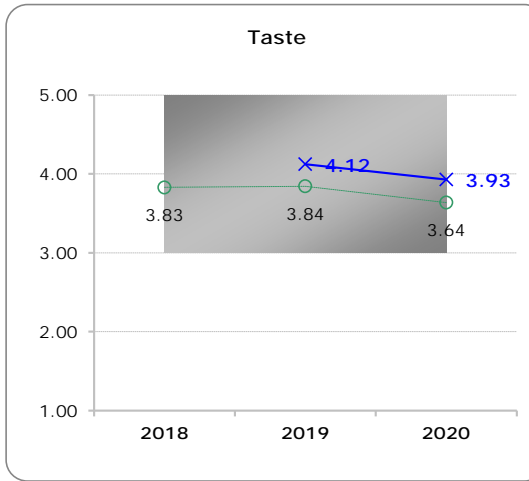
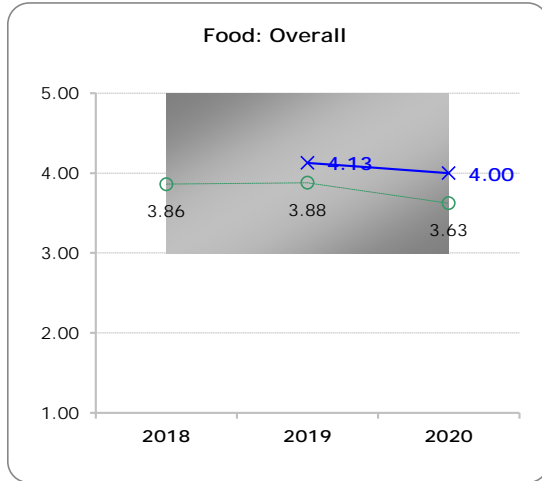
	Your Institution		Your Institution			Your Institution		
	2018		2019			2020		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall			4.13	0.36		4.00	0.43	-0.13
Taste			4.12	0.54		3.93	0.65	-0.19
Eye appeal			4.05	-0.03		3.96	-0.20	-0.10
Freshness			4.08	0.51		3.98	0.58	-0.10
Nutritional content			3.89	0.46		3.81	0.34	-0.08
Value			3.87	0.65		3.92	0.47	0.06
Availability of posted menu items			4.07	0.36		3.94	0.47	-0.14
Variety of menu choices			3.93	0.53		3.85	0.54	-0.08
Variety of healthy menu choices			3.87	0.44		3.79	0.36	-0.08
Variety of vegetarian menu choices			3.76	-0.13		3.74	-0.30	-0.02
Service: Overall			4.20	0.31		4.24	0.32	0.04
Speed of service			4.01	0.52		4.19	0.23	0.18
Hours of operation			4.08	0.36		3.97	0.34	-0.11
Helpfulness of staff			4.24	0.23		4.25	0.19	0.01
Friendliness of staff			4.27	0.26		4.33	0.12	0.06
Cleanliness: Overall			4.29	0.28		4.41	0.24	0.12
Cleanliness: Serving areas			4.32	0.25		4.47	0.14	0.14
Cleanliness: Eating areas (tables, chairs, etc.)			4.18	0.37		4.25	0.39	0.07
Location			4.34	0.12		4.36	0.03	0.02
Layout of facility			4.27	-0.18		4.27	-0.34	0.00
Appearance			4.35	-0.15		4.39	-0.44	0.04
Availability of seating			4.02	0.42		4.21	-0.08	0.19
Comfort (seats, temperature, lighting, sound level, etc.)			4.14	0.20		4.32	-0.18	0.18
Environmentally friendly practices related to food			4.01	0.19		4.01	0.02	0.00
Social/ethical practices related to food			4.01	0.14		4.07	-0.14	0.06

* Gap = Mean Importance minus Mean Satisfaction.

2020 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

FOOD



X = YOUR RESULTS

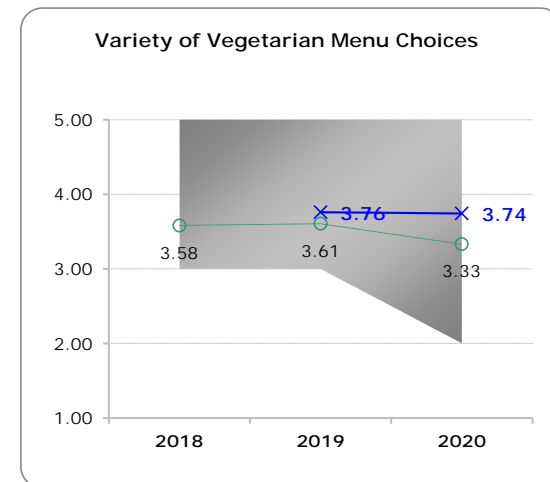
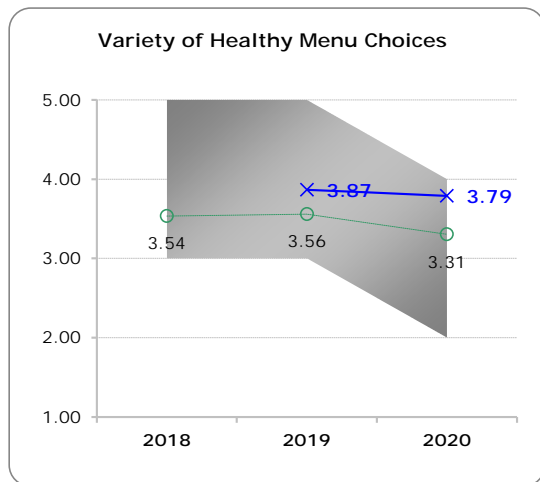
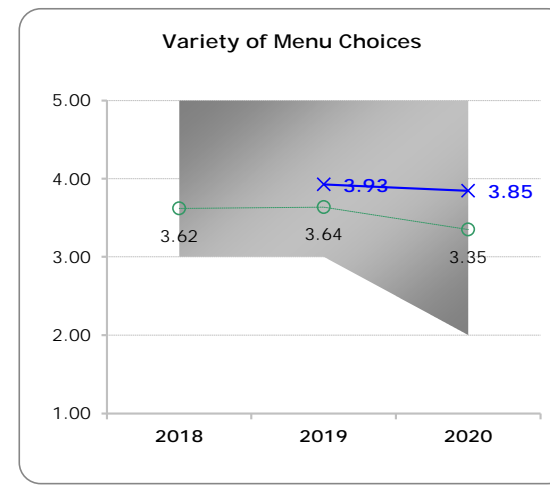
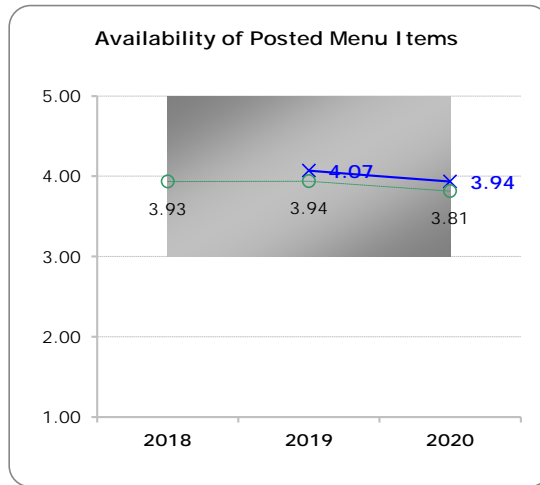
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2020 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

MENU



X = YOUR RESULTS

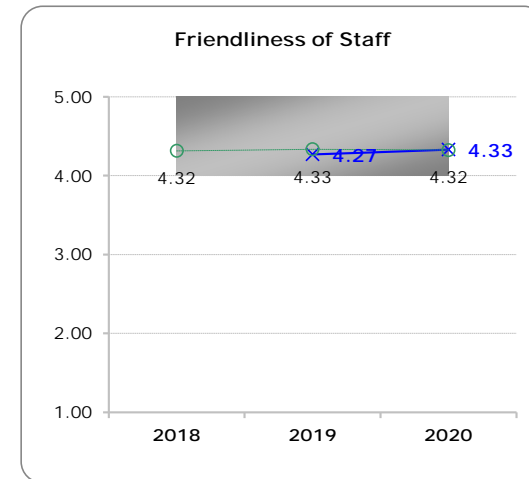
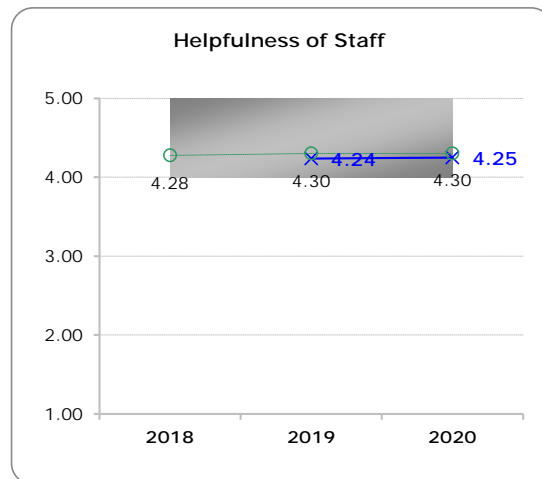
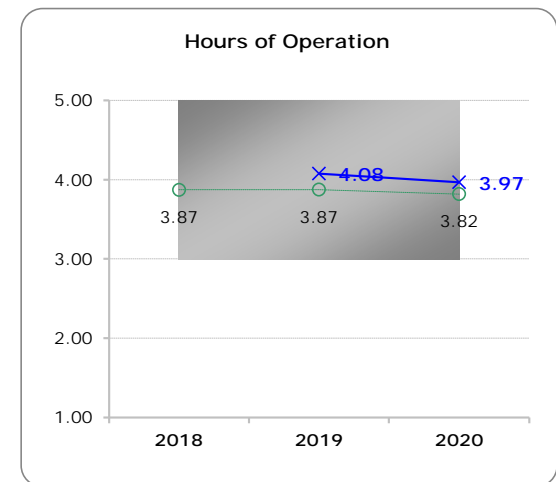
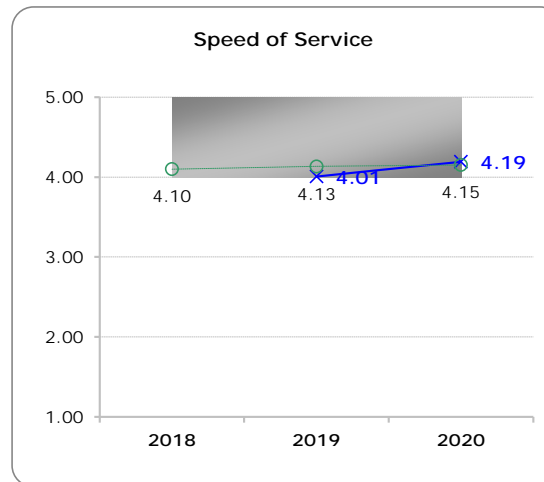
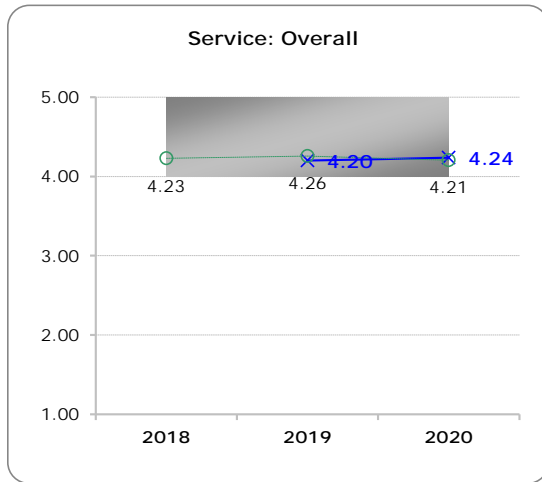
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2020 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

SERVICE



X = YOUR RESULTS

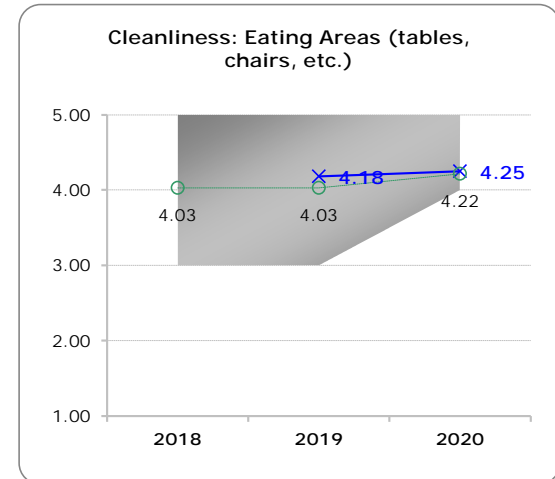
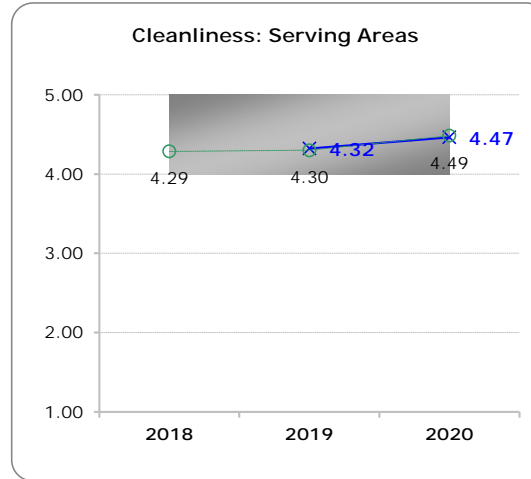
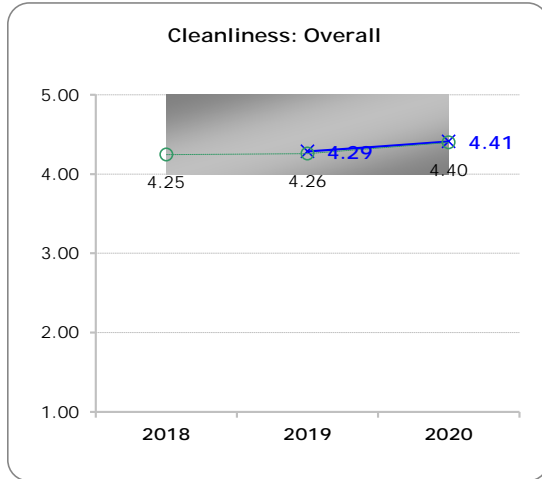
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

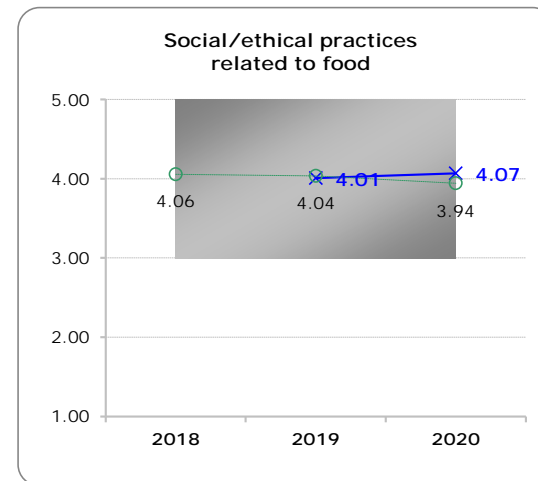
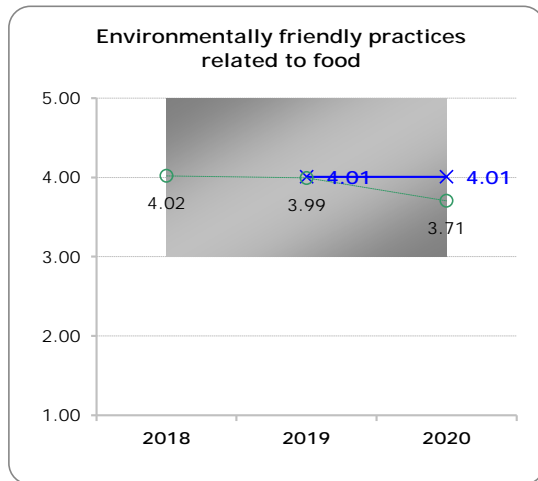
2020 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

CLEANLINESS



ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

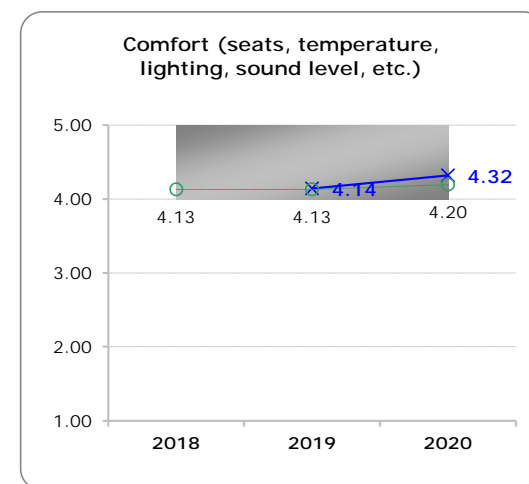
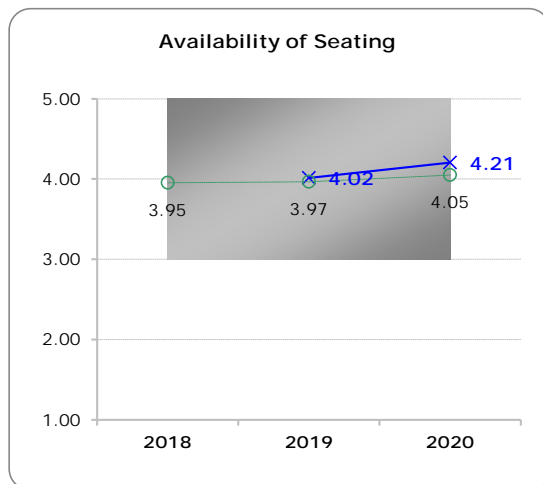
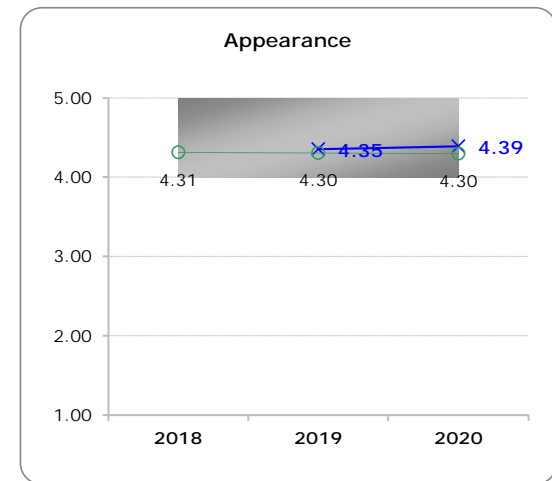
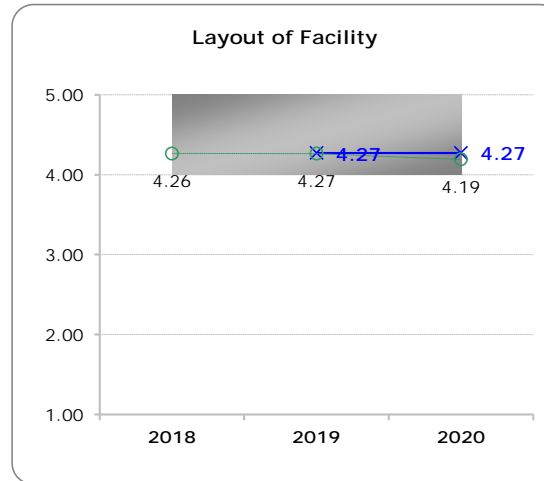
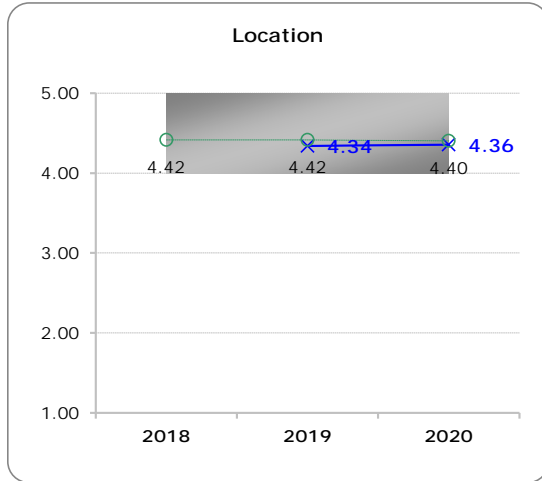
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2020 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

DINING ENVIRONMENT



X = YOUR RESULTS

O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

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

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	1		2		3		4		5	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.77	0.69								
Taste	3.57	0.96								
Eye appeal	3.77	-0.22								
Freshness	3.77	0.78								
Nutritional content	3.75	0.46								
Value	3.83	0.56								
Availability of posted menu items	3.75	0.61								
Variety of menu choices	3.48	0.95								
Variety of healthy menu choices	3.63	0.60								
Variety of vegetarian menu choices	3.53	-0.11								
Service: Overall	4.25	0.34								
Speed of service	4.30	0.08								
Hours of operation	3.91	0.36								
Helpfulness of staff	4.24	0.13								
Friendliness of staff	4.34	0.03								
Cleanliness: Overall	4.41	0.19								
Cleanliness: Serving areas	4.50	0.13								
Cleanliness: Eating areas (tables, chairs, etc.)	4.26	0.36								
Location	4.24	0.13								
Layout of facility	4.23	-0.35								
Appearance	4.43	-0.60								
Availability of seating	4.21	-0.09								
Comfort (seats, temperature, lighting, sound level, etc.)	4.31	-0.20								
Environmentally friendly practices related to food	4.04	-0.07								
Social/ethical practices related to food	4.13	-0.21								

	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	4.59	-0.01	4.00	0.00	3.88	0.49	4.46	0.06	4.10	-0.10
Taste	4.58	0.08	4.00	1.00	4.10	0.47	4.60	0.07	4.10	0.64
Eye appeal	4.51	-0.24	4.00	0.00	3.71	0.12	4.33	-0.38	4.19	0.18
Freshness	4.35	0.24	4.00	1.00	3.90	0.63	4.54	0.11	3.95	0.47
Nutritional content	4.08	0.24	4.00	-1.00	3.43	0.31	4.20	0.18	3.63	0.26
Value	4.38	0.11	4.00	1.00	3.97	0.42	4.12	0.38	3.57	0.59
Availability of posted menu items	4.33	0.19	3.00	2.00	3.56	0.44	4.28	0.47	3.95	0.63
Variety of menu choices	4.11	0.14	2.00	3.00	4.19	0.12	4.52	-0.06	4.00	0.58
Variety of healthy menu choices	3.91	0.18	4.00	1.00	3.44	0.32	4.12	0.14	3.89	0.00
Variety of vegetarian menu choices	4.19	-0.95			3.45	-0.11	4.45	-0.62	4.13	-0.48
Service: Overall	4.36	0.36	5.00	0.00	3.42	0.77	4.48	0.19	4.25	0.22
Speed of service	4.42	0.24	5.00	0.00	2.69	1.50	4.28	0.22	4.15	0.38
Hours of operation	4.35	0.15	4.00	1.00	3.84	0.08	3.76	0.66	3.45	1.08
Helpfulness of staff	4.32	0.32	5.00	0.00	3.80	0.52	4.25	0.36	4.55	-0.08
Friendliness of staff	4.29	0.32	5.00	0.00	3.92	0.29	4.40	0.14	4.63	-0.16
Cleanliness: Overall	4.53	0.18	5.00	0.00	3.69	0.85	4.68	0.20	4.50	0.18
Cleanliness: Serving areas	4.62	-0.03	5.00	0.00	3.77	0.62	4.68	0.04	4.40	0.18
Cleanliness: Eating areas (tables, chairs, etc.)	4.38	0.30	5.00	0.00	3.62	0.96	4.57	0.27	4.38	0.31
Location	4.29	0.21	5.00	0.00	4.54	-0.38	4.63	0.00	4.55	-0.13
Layout of facility	4.47	-0.59	5.00	0.00	4.12	-0.15	4.29	-0.13	4.25	-0.25
Appearance	4.38	-0.29	5.00	-1.00	4.08	-0.19	4.58	-0.33	4.30	-0.30
Availability of seating	4.33	-0.02	5.00	-2.00	4.15	0.09	4.14	-0.14	4.00	0.00
Comfort (seats, temperature, lighting, sound level, etc.)	4.44	-0.24	5.00	-2.00	4.08	0.12	4.14	0.05	4.47	-0.47
Environmentally friendly practices related to food	3.97	0.17	4.00	1.00	3.67	0.25	4.15	0.23	4.00	-0.29
Social/ethical practices related to food	3.90	0.21	4.00	-1.00	3.86	0.00	4.22	-0.06	4.12	-0.87

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	6		7		8		9		10	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.23	0.15	4.20	0.50	4.18	-0.28				
Taste	4.31	0.31	4.30	0.50	4.18	0.09				
Eye appeal	3.92	-0.08	4.50	-1.10	4.00	-0.45				
Freshness	3.92	0.77	4.50	0.00	4.50	-0.10				
Nutritional content	4.15	0.15	3.78	0.02	3.80	0.00				
Value	4.23	0.00	3.60	0.90	3.90	0.50				
Availability of posted menu items	4.38	-0.08	4.89	-0.11	4.10	0.34				
Variety of menu choices	4.46	-0.46	4.78	-0.11	4.11	-0.21				
Variety of healthy menu choices	4.54	-0.31	4.50	-0.17	4.30	-0.19				
Variety of vegetarian menu choices	3.18	-0.45	4.14	0.11	4.60	-0.89				
Service: Overall	4.23	0.38	5.00	-0.25	4.44	-0.22				
Speed of service	4.38	0.00	4.89	-0.33	4.56	-0.22				
Hours of operation	4.38	-0.22	4.67	-0.11	4.33	0.11				
Helpfulness of staff	4.15	0.38	5.00	-0.44	4.00	0.33				
Friendliness of staff	4.08	0.62	5.00	-0.22	4.22	0.33				
Cleanliness: Overall	4.46	0.15	4.78	0.00	4.56	0.11				
Cleanliness: Serving areas	4.54	0.08	4.67	0.11	4.44	0.00				
Cleanliness: Eating areas (tables, chairs, etc.)	4.33	0.07	4.33	0.56	4.22	0.22				
Location	4.17	0.00	4.89	-0.56	4.56	-0.11				
Layout of facility	4.33	-0.42	4.22	0.22	4.67	-1.00				
Appearance	4.17	-0.17	4.67	0.00	4.33	-0.56				
Availability of seating	4.22	-0.44	4.63	-0.13	3.89	0.00				
Comfort (seats, temperature, lighting, sound level, etc.)	4.25	-0.13	4.78	-0.11	4.44	-0.44				
Environmentally friendly practices related to food	3.56	0.44	4.38	0.18	4.43	-0.57				
Social/ethical practices related to food	3.44	0.56	4.33	0.22	4.29	-0.41				

* 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										
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										

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

* Gap = Mean Importance minus Mean Satisfaction.

Detailed Survey Results for Florida State University

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

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

Dining Halls		Retail Units	
1	Suwannee Dining Hall	1	chick Fil A
2		2	The Grid
3		3	The Den
4		4	Einsteins Bagel
5		5	Starbucks/Strozier
6		6	Subway
7		7	Tally Mac
8		8	Vatos Taco
9		9	
10		10	
11		11	
12		12	
13		13	
14		14	
15		15	
16		16	
17		17	
18		18	
19		19	
20		20	

**DEMOGRAPHICS
YOUR INSTITUTION**

		Florida State University
# Responses		328
Respondent Type	Student	80%
	Faculty	7%
	Administration/Staff	12%
	Other	1%
	Total Resp	328
Student Class Status	First year	58%
	Sophomore	14%
	Junior	14%
	Senior	8%
	Graduate	6%
	Total Resp	262
Gender Identity	Female	62%
	Male	36%
	Other Identity	2%
	Total Resp	328
Live...	On campus	57%
	Off campus	43%
	Total Resp	328

"SERVICE CHANGES DUE TO COVID-19" - QUESTION 1
Your college/university has had to modify its food-service operations due to the COVID-19 pandemic.

		Given these new constraints, in general, how satisfied or dissatisfied are you with the dining services provided by your college/university?							
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	4%	14%	17%	33%	32%	3.75	.07	298
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	15%	22%	28%	26%	3.46	.01	12,685
Aggregated Retail Units	YOUR INSTITUTION	4%	12%	15%	33%	36%	3.84	.10	129
Aggregated Retail Units	ENTIRE SAMPLE	6%	11%	20%	30%	33%	3.72	.02	4,958
Aggregated Dining Halls	YOUR INSTITUTION	4%	16%	18%	33%	29%	3.68	.09	169
Aggregated Dining Halls	ENTIRE SAMPLE	11%	17%	23%	27%	21%	3.30	.01	7,727
Respondent Type - YOUR INSTITUTION	Student	5%	17%	17%	32%	29%	3.64	.08	242
	Faculty		6%	18%	35%	41%	4.12	.22	17
	Administration/Staff			16%	41%	43%	4.27	.12	37
	Other			50%		50%	4.00	1.00	2
Respondent Type - ENTIRE SAMPLE	Student	10%	16%	23%	28%	23%	3.37	.01	11,277
	Faculty	5%	5%	13%	28%	49%	4.10	.06	336
	Administration/Staff	3%	3%	13%	30%	51%	4.24	.03	1,025
	Other		9%	19%	19%	53%	4.17	.15	47
Student Class Status - YOUR INSTITUTION	First year	3%	15%	17%	34%	31%	3.76	.09	144
	Sophomore	6%	30%	12%	21%	30%	3.39	.24	33
	Junior	9%	22%	22%	28%	19%	3.25	.22	32
	Senior	5%	5%	21%	37%	32%	3.84	.26	19
Student Class Status - ENTIRE SAMPLE	Graduate	7%	14%	7%	43%	29%	3.71	.34	14
	First year	8%	16%	23%	30%	23%	3.43	.02	5,624
	Sophomore	14%	18%	24%	24%	20%	3.18	.03	2,445
	Junior	12%	18%	21%	27%	22%	3.31	.03	1,568
	Senior	10%	14%	23%	28%	25%	3.44	.04	1,288
	Graduate	6%	10%	18%	30%	36%	3.79	.07	312
Gender - YOUR INSTITUTION	Other	13%	5%	30%	25%	28%	3.50	.21	40
	Female	3%	15%	14%	33%	34%	3.81	.09	183
	Male	4%	14%	21%	34%	28%	3.69	.11	110
	Other Identity	20%	20%	20%	20%	20%	3.00	.71	5
Gender - ENTIRE SAMPLE	Did Not Answer	10%	18%	25%	27%	20%	3.29	.11	136
	Female	9%	15%	22%	28%	26%	3.48	.01	8,044
	Male	10%	15%	21%	28%	26%	3.45	.02	4,289
	Transgender	6%	19%	19%	28%	28%	3.54	.14	85
	Other Identity	18%	15%	16%	24%	27%	3.28	.13	131
Live... - YOUR INSTITUTION	On campus	5%	19%	15%	34%	26%	3.57	.09	175
	Off campus	2%	7%	20%	32%	40%	4.01	.09	123
Live... - ENTIRE SAMPLE	On campus	10%	17%	23%	28%	21%	3.33	.01	9,950
	Off campus	5%	7%	18%	28%	42%	3.94	.02	2,735
NACUFS Region - YOUR INSTITUTION	Southern	4%	14%	17%	33%	32%	3.75	.07	298
NACUFS Region - ENTIRE SAMPLE	Midwest	8%	13%	21%	30%	28%	3.57	.02	4,638
	Northeast	12%	19%	23%	27%	19%	3.23	.02	3,014
	Pacific	14%	19%	28%	27%	11%	3.03	.06	428
	Southern	10%	14%	20%	26%	30%	3.53	.02	3,245
Institution Type - YOUR INSTITUTION	Public	4%	14%	17%	33%	32%	3.75	.07	298
Institution Type - ENTIRE SAMPLE	Public	10%	15%	22%	27%	26%	3.44	.01	7,951
	Private	7%	15%	22%	30%	26%	3.51	.02	4,734
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	14%	17%	33%	32%	3.75	.07	298
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	9%	14%	21%	28%	27%	3.50	.01	9,552
	Mainly Contracted	11%	16%	23%	27%	23%	3.35	.02	3,133
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	14%	17%	33%	32%	3.75	.07	298
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	15%	22%	31%	25%	3.50	.03	2,078
	2,500 to 10,000	7%	10%	18%	28%	38%	3.80	.03	2,153
	10,001 to 20,000	11%	17%	23%	27%	23%	3.34	.02	3,979
	Over 20,000	10%	15%	22%	28%	23%	3.40	.02	4,475
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	10%	11%	32%	45%	4.10	.13	62
	Specialty Coffee Shop/ Juice Bar		13%	16%	39%	32%	3.89	.16	38
	Sit-down Restaurant	14%	18%	21%	25%	21%	3.21	.26	28
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	20%	31%	32%	3.73	.03	1,697
	Marketplace	10%	18%	23%	30%	19%	3.32	.04	880
	Express Unit	6%	10%	18%	30%	36%	3.80	.04	1,033
	Specialty Coffee Shop/ Juice Bar	3%	4%	16%	28%	48%	4.14	.04	573
	Sit-down Restaurant	8%	8%	14%	24%	45%	3.89	.13	106
	Convenience Store	6%	10%	22%	27%	35%	3.74	.05	669

*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 CHANGES DUE TO COVID-19" - QUESTION 2
Regarding the food-service modifications your college/university has made in response to COVID-19,
please indicate the extent to which you agree or disagree with the following statements.

		The level of response by the college/university dining program to COVID-19 has been appropriate					Mean*	Sampling Error**	# Resp
		(1) Strongly Disagree	(2) Somewhat Disagree	(3) Neither Disagree nor Agree	(4) Somewhat Agree	(5) Strongly Agree			
Aggregated Dining Halls & Retail Units	Florida State University	2%	5%	12%	36%	44%	4.15	.06	293
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	7%	14%	33%	42%	4.02	.01	13,056
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	9%	38%	47%	4.21	.09	129
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	13%	32%	46%	4.12	.01	5,282
Aggregated Dining Halls	YOUR INSTITUTION	2%	6%	15%	34%	43%	4.10	.08	164
Aggregated Dining Halls	ENTIRE SAMPLE	5%	8%	15%	34%	39%	3.94	.01	7,774
Respondent Type - YOUR INSTITUTION	Student	3%	6%	14%	38%	40%	4.07	.07	236
	Faculty		13%	13%	38%	38%	4.00	.26	16
	Administration/Staff			5%	23%	72%	4.67	.09	39
	Other				50%	50%	4.50	.50	2
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	15%	34%	39%	3.96	.01	11,604
	Faculty	3%	3%	9%	27%	58%	4.32	.05	338
	Administration/Staff	2%	2%	7%	26%	64%	4.47	.03	1,066
	Other		4%	17%	21%	58%	4.33	.13	48
Student Class Status - YOUR INSTITUTION	First year	2%	6%	14%	37%	41%	4.09	.08	142
	Sophomore	6%	9%	9%	25%	50%	4.03	.22	32
	Junior	3%		17%	57%	23%	3.97	.16	30
	Senior		6%	11%	50%	33%	4.11	.20	18
	Graduate	7%	7%	14%	14%	57%	4.07	.35	14
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	15%	34%	40%	4.00	.01	5,735
	Sophomore	6%	9%	15%	33%	38%	3.88	.02	2,537
	Junior	5%	7%	15%	35%	38%	3.93	.03	1,643
	Senior	3%	7%	16%	36%	38%	3.98	.03	1,330
	Graduate	3%	7%	14%	30%	46%	4.10	.06	315
Gender - YOUR INSTITUTION	Other	2%	11%	23%	32%	32%	3.80	.16	44
	Female	2%	6%	11%	35%	47%	4.20	.07	178
	Male	2%	5%	15%	36%	42%	4.12	.09	110
	Other Identity	40%			40%	20%	3.00	.84	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	5%	19%	39%	33%	3.91	.09	140
	Female	3%	7%	14%	33%	43%	4.05	.01	8,272
	Male	5%	7%	15%	33%	40%	3.96	.02	4,410
	Transgender	9%	7%	17%	33%	34%	3.76	.13	88
	Other Identity	10%	8%	16%	32%	34%	3.73	.11	146
Live... - YOUR INSTITUTION	On campus	3%	6%	14%	36%	40%	4.02	.08	173
	Off campus	1%	3%	9%	36%	51%	4.33	.08	120
Live... - ENTIRE SAMPLE	On campus	4%	8%	15%	34%	39%	3.96	.01	10,210
	Off campus	3%	4%	12%	28%	52%	4.22	.02	2,846
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	12%	36%	44%	4.15	.06	293
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	7%	14%	33%	43%	4.05	.02	4,651
	Northeast	3%	7%	13%	35%	42%	4.04	.02	3,022
	Pacific	5%	7%	13%	35%	40%	3.99	.04	764
	Southern	5%	7%	16%	30%	41%	3.95	.02	3,246
Institution Type - YOUR INSTITUTION	Public	2%	5%	12%	36%	44%	4.15	.06	293
Institution Type - ENTIRE SAMPLE	Public	5%	8%	15%	33%	40%	3.95	.01	7,971
	Private	3%	6%	13%	34%	45%	4.12	.01	5,085
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	12%	36%	44%	4.15	.06	293
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	7%	14%	33%	41%	4.00	.01	9,921
	Mainly Contracted	3%	6%	15%	33%	42%	4.05	.02	3,135
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	5%	12%	36%	44%	4.15	.06	293
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	12%	33%	47%	4.17	.02	2,100
	2,500 to 10,000	3%	6%	13%	32%	46%	4.12	.02	2,474
	10,001 to 20,000	4%	7%	15%	33%	41%	4.01	.02	3,995
	Over 20,000	5%	8%	16%	34%	37%	3.89	.02	4,487
Type of Retail Unit - YOUR INSTITUTION	Marketplace		2%	6%	34%	58%	4.48	.09	64
	Specialty Coffee Shop/ Juice Bar		3%	15%	38%	44%	4.23	.13	39
	Sit-down Restaurant	16%	12%	4%	44%	24%	3.48	.28	25
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	13%	32%	46%	4.13	.02	1,975
	Marketplace	5%	9%	13%	34%	39%	3.92	.04	879
	Express Unit	3%	5%	11%	32%	48%	4.18	.03	1,031
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	32%	53%	4.31	.04	572
	Sit-down Restaurant	5%	6%	10%	27%	53%	4.18	.11	105
	Convenience Store	3%	6%	16%	30%	45%	4.08	.04	720

*1 to 5 Scale, Where Higher Mean = Stronger Agreement

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale 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 CHANGES DUE TO COVID-19" - QUESTION 3
 Regarding the food-service modifications your college/university has made in response to COVID-19,
 please indicate the extent to which you agree or disagree with the following statements.

		The college/university is doing a good job of managing its dining services during COVID-19							
		(1) Strongly Disagree	(2) Somewhat Disagree	(3) Neither Disagree nor Agree	(4) Somewhat Agree	(5) Strongly Agree	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	4%	6%	10%	35%	45%	4.10	.06	295
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	9%	14%	31%	41%	3.95	.01	13,035
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	8%	36%	45%	4.10	.10	130
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	13%	31%	45%	4.05	.02	5,270
Aggregated Dining Halls	YOUR INSTITUTION	5%	5%	12%	33%	45%	4.10	.09	165
Aggregated Dining Halls	ENTIRE SAMPLE	5%	10%	15%	31%	39%	3.88	.01	7,765
Respondent Type - YOUR INSTITUTION	Student	5%	7%	11%	34%	42%	4.01	.07	239
	Faculty		6%	19%	38%	38%	4.06	.23	16
	Administration/Staff				34%	66%	4.66	.08	38
	Other				50%	50%	4.50	.50	2
Respondent Type - ENTIRE SAMPLE	Student	5%	10%	15%	32%	38%	3.89	.01	11,594
	Faculty	4%	4%	10%	24%	59%	4.29	.06	340
	Administration/Staff	2%	3%	6%	25%	65%	4.49	.03	1,053
	Other		6%	10%	27%	56%	4.33	.13	48
Student Class Status - YOUR INSTITUTION	First year	5%	5%	10%	35%	45%	4.10	.09	143
	Sophomore	6%	9%	9%	38%	38%	3.91	.21	32
	Junior	9%	9%	19%	34%	28%	3.63	.22	32
	Senior		17%	6%	39%	39%	4.00	.26	18
	Graduate	7%	7%	7%	14%	64%	4.21	.35	14
Student Class Status - ENTIRE SAMPLE	First year	4%	9%	14%	33%	41%	3.97	.01	5,738
	Sophomore	7%	12%	16%	29%	36%	3.75	.02	2,534
	Junior	7%	10%	15%	34%	34%	3.78	.03	1,640
	Senior	5%	9%	17%	34%	35%	3.86	.03	1,321
	Graduate	5%	5%	12%	28%	50%	4.15	.06	317
Gender - YOUR INSTITUTION	Female	4%	7%	9%	33%	46%	4.11	.08	180
	Male	4%	5%	11%	37%	44%	4.14	.10	111
	Other Identity	50%			25%	25%	2.75	1.03	4
	Did Not Answer	4%	13%	11%	36%	36%	3.86	.10	140
Gender - ENTIRE SAMPLE	Female	4%	9%	13%	32%	42%	3.99	.01	8,265
	Male	6%	10%	14%	30%	40%	3.89	.02	4,398
	Transgender	5%	13%	17%	38%	28%	3.73	.12	88
	Other Identity	13%	10%	18%	26%	34%	3.59	.11	144
Live... - YOUR INSTITUTION	On campus	7%	7%	11%	33%	41%	3.94	.09	174
	Off campus	1%	4%	7%	36%	51%	4.33	.08	121
Live... - ENTIRE SAMPLE	On campus	5%	10%	14%	32%	38%	3.87	.01	10,203
	Off campus	3%	5%	12%	28%	53%	4.22	.02	2,832
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	10%	35%	45%	4.10	.06	295
NACUFS Region - ENTIRE SAMPLE	Midwest	4%	9%	13%	31%	42%	3.99	.02	4,642
	Northeast	5%	9%	15%	33%	38%	3.90	.02	3,028
	Pacific	6%	10%	15%	35%	35%	3.83	.04	759
	Southern	6%	9%	13%	28%	43%	3.94	.02	3,241
Institution Type - YOUR INSTITUTION	Public	4%	6%	10%	35%	45%	4.10	.06	295
Institution Type - ENTIRE SAMPLE	Public	6%	10%	14%	31%	39%	3.88	.01	7,951
	Private	3%	8%	14%	32%	44%	4.06	.02	5,084
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	10%	35%	45%	4.10	.06	295
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	9%	14%	31%	42%	3.95	.01	9,896
	Mainly Contracted	5%	10%	13%	32%	40%	3.94	.02	3,139
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	6%	10%	35%	45%	4.10	.06	295
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	13%	31%	46%	4.11	.02	2,100
	2,500 to 10,000	4%	7%	12%	29%	48%	4.11	.02	2,466
	10,001 to 20,000	5%	9%	14%	32%	40%	3.92	.02	3,986
	Over 20,000	6%	11%	14%	32%	36%	3.81	.02	4,483
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	2%	5%	41%	51%	4.38	.10	63
	Specialty Coffee Shop/ Juice Bar		11%	13%	32%	45%	4.11	.16	38
	Sit-down Restaurant	14%	18%	7%	29%	32%	3.46	.28	28
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	12%	32%	44%	4.03	.03	1,969
	Marketplace	6%	11%	13%	34%	36%	3.84	.04	880
	Express Unit	3%	6%	13%	32%	46%	4.11	.03	1,033
	Specialty Coffee Shop/ Juice Bar	3%	4%	11%	26%	57%	4.29	.04	565
	Sit-down Restaurant	5%	7%	10%	25%	53%	4.14	.11	108
	Convenience Store	4%	7%	14%	30%	46%	4.07	.04	715

*1 to 5 Scale, Where Higher Mean = Stronger Agreement

**Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale 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 CHANGES DUE TO COVID-19" - QUESTION 4
 Regarding the food-service modifications your college/university has made in response to COVID-19,
 please indicate the extent to which you agree or disagree with the following statements.

		The COVID-19 modifications made by the college/university dining program have been communicated well					Mean*	Sampling Error**	# Resp
		(1) Strongly Disagree	(2) Somewhat Disagree	(3) Neither Disagree nor Agree	(4) Somewhat Agree	(5) Strongly Agree			
Aggregated Dining Halls & Retail Units	Florida State University	5%	13%	13%	35%	33%	3.78	.07	296
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	9%	16%	31%	38%	3.87	.01	13,039
Aggregated Retail Units	YOUR INSTITUTION	6%	11%	14%	34%	35%	3.82	.11	130
Aggregated Retail Units	ENTIRE SAMPLE	5%	9%	16%	30%	40%	3.91	.02	5,276
Aggregated Dining Halls	YOUR INSTITUTION	5%	14%	13%	36%	32%	3.76	.09	166
Aggregated Dining Halls	ENTIRE SAMPLE	6%	10%	16%	32%	37%	3.84	.01	7,763
Respondent Type - YOUR INSTITUTION	Student	5%	13%	13%	36%	33%	3.78	.08	240
	Faculty	12%	18%	29%	29%	12%	3.12	.30	17
	Administration/Staff	3%	8%	11%	32%	46%	4.11	.18	37
	Other				50%	50%	4.50	.50	2
Respondent Type - ENTIRE SAMPLE	Student	6%	10%	17%	31%	36%	3.82	.01	11,589
	Faculty	6%	6%	14%	27%	47%	4.03	.06	342
	Administration/Staff	3%	4%	10%	27%	56%	4.30	.03	1,061
	Other	6%	4%	19%	19%	51%	4.04	.18	47
Student Class Status - YOUR INSTITUTION	First year	3%	13%	12%	36%	36%	3.89	.09	142
	Sophomore	9%	13%	16%	38%	25%	3.56	.22	32
	Junior	16%	13%	13%	31%	28%	3.44	.25	32
	Senior		25%	10%	40%	25%	3.65	.25	20
	Graduate	7%		14%	36%	43%	4.07	.30	14
Student Class Status - ENTIRE SAMPLE	First year	5%	9%	16%	32%	38%	3.89	.02	5,733
	Sophomore	7%	12%	17%	30%	34%	3.73	.02	2,525
	Junior	7%	10%	18%	29%	36%	3.76	.03	1,642
	Senior	6%	10%	17%	33%	34%	3.78	.03	1,327
	Graduate	6%	6%	18%	29%	42%	3.95	.07	319
	Other		14%	21%	37%	28%	3.79	.15	43
Gender - YOUR INSTITUTION	Female	6%	14%	11%	32%	36%	3.79	.09	182
	Male	3%	11%	17%	39%	29%	3.82	.10	109
	Other Identity	40%			40%	20%	3.00	.84	5
Gender - ENTIRE SAMPLE	Did Not Answer	6%	10%	21%	33%	30%	3.70	.10	141
	Female	5%	9%	16%	31%	39%	3.90	.01	8,267
	Male	6%	9%	17%	31%	37%	3.84	.02	4,399
	Transgender	10%	11%	15%	40%	24%	3.56	.13	88
	Other Identity	8%	13%	17%	33%	28%	3.62	.10	144
Live... - YOUR INSTITUTION	On campus	6%	16%	12%	34%	32%	3.69	.09	173
	Off campus	4%	9%	15%	37%	36%	3.91	.10	123
Live... - ENTIRE SAMPLE	On campus	6%	10%	17%	31%	36%	3.82	.01	10,191
	Off campus	4%	7%	14%	28%	46%	4.04	.02	2,848
NACUFS Region - YOUR INSTITUTION	Southern	5%	13%	13%	35%	33%	3.78	.07	296
NACUFS Region - ENTIRE SAMPLE	Midwest	5%	9%	16%	32%	38%	3.89	.02	4,646
	Northeast	6%	11%	18%	30%	35%	3.79	.02	3,026
	Pacific	5%	12%	16%	33%	35%	3.81	.04	759
	Southern	7%	9%	15%	29%	40%	3.86	.02	3,242
Institution Type - YOUR INSTITUTION	Public	5%	13%	13%	35%	33%	3.78	.07	296
Institution Type - ENTIRE SAMPLE	Public	7%	10%	17%	30%	36%	3.78	.01	7,956
	Private	4%	8%	15%	32%	41%	4.00	.02	5,083
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	13%	13%	35%	33%	3.78	.07	296
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	9%	16%	30%	38%	3.86	.01	9,893
	Mainly Contracted	5%	9%	16%	33%	38%	3.89	.02	3,146
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	5%	13%	13%	35%	33%	3.78	.07	296
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	13%	33%	45%	4.10	.02	2,103
	2,500 to 10,000	5%	8%	15%	29%	44%	3.99	.02	2,470
	10,001 to 20,000	6%	11%	18%	30%	36%	3.79	.02	3,988
	Over 20,000	7%	10%	17%	32%	34%	3.77	.02	4,478
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	8%	15%	38%	38%	4.02	.13	61
	Specialty Coffee Shop/ Juice Bar	8%	15%	13%	25%	40%	3.75	.21	40
	Sit-down Restaurant	14%	11%	14%	39%	21%	3.43	.25	28
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	16%	30%	39%	3.87	.03	1,971
	Marketplace	7%	11%	16%	35%	31%	3.72	.04	878
	Express Unit	3%	7%	16%	31%	42%	4.01	.03	1,032
	Specialty Coffee Shop/ Juice Bar	4%	6%	14%	23%	53%	4.14	.05	570
	Sit-down Restaurant	6%	4%	12%	27%	51%	4.12	.11	108
	Convenience Store	6%	9%	19%	28%	39%	3.85	.04	717

*1 to 5 Scale, Where Higher Mean = Stronger Agreement

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

"SERVICE CHANGES DUE TO COVID-19" - QUESTION 5

Regarding the food-service modifications your college/university has made in response to COVID-19, please indicate the extent to which you agree or disagree with the following statements.

		How have the COVID-19 modifications made by the college/university dining program impacted your college experience?							
		(1) Very Negative Impact	(2) Somewhat Negative Impact	(3) No Impact	(4) Somewhat Positive Impact	(5) Very Positive Impact	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	7%	31%	30%	18%	14%	3.00	.07	281
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	10%	29%	32%	17%	13%	2.95	.01	11,345
Aggregated Retail Units	YOUR INSTITUTION	9%	28%	24%	20%	19%	3.11	.11	123
Aggregated Retail Units	ENTIRE SAMPLE	7%	25%	33%	19%	16%	3.13	.02	4,490
Aggregated Dining Halls	YOUR INSTITUTION	6%	32%	34%	17%	10%	2.92	.09	158
Aggregated Dining Halls	ENTIRE SAMPLE	11%	31%	31%	16%	11%	2.83	.01	6,855
Respondent Type - YOUR INSTITUTION	Student	9%	34%	29%	17%	12%	2.91	.08	235
	Faculty	7%	7%	40%	20%	27%	3.53	.31	15
	Administration/Staff		21%	38%	17%	24%	3.45	.20	29
	Other				100%		4.00	.00	2
Respondent Type - ENTIRE SAMPLE	Student	10%	31%	32%	16%	11%	2.88	.01	10,268
	Faculty	7%	15%	32%	21%	26%	3.46	.07	289
	Administration/Staff	3%	12%	32%	23%	29%	3.64	.04	750
	Other	5%	3%	29%	21%	42%	3.92	.19	38
Student Class Status - YOUR INSTITUTION	First year	8%	33%	26%	21%	11%	2.95	.10	141
	Sophomore	13%	25%	38%	9%	16%	2.91	.22	32
	Junior	13%	48%	23%	10%	6%	2.48	.19	31
	Senior		28%	39%	17%	17%	3.22	.25	18
	Graduate	8%	31%	31%	15%	15%	3.00	.34	13
Student Class Status - ENTIRE SAMPLE	First year	9%	32%	32%	17%	10%	2.85	.02	5,255
	Sophomore	13%	32%	29%	14%	12%	2.79	.03	2,183
	Junior	10%	29%	31%	16%	13%	2.92	.03	1,401
	Senior	8%	27%	32%	19%	14%	3.03	.03	1,119
	Graduate	7%	16%	34%	20%	23%	3.37	.07	271
	Other	5%	26%	44%	21%	5%	2.95	.15	39
Gender - YOUR INSTITUTION	Female	8%	33%	27%	19%	13%	2.96	.09	171
	Male	6%	28%	34%	17%	15%	3.09	.11	105
	Other Identity	20%	20%	40%		20%	2.80	.66	5
Gender - ENTIRE SAMPLE	Did Not Answer	13%	32%	28%	18%	9%	2.77	.10	124
	Female	8%	30%	32%	18%	13%	2.96	.01	7,207
	Male	11%	27%	32%	16%	14%	2.94	.02	3,821
	Transgender	14%	22%	36%	16%	12%	2.88	.14	77
	Other Identity	14%	24%	34%	16%	13%	2.90	.11	116
Live... - YOUR INSTITUTION	On campus	11%	37%	27%	16%	10%	2.78	.09	171
	Off campus	3%	21%	35%	22%	20%	3.35	.11	110
Live... - ENTIRE SAMPLE	On campus	10%	32%	31%	17%	10%	2.84	.01	8,994
	Off campus	6%	17%	35%	18%	24%	3.36	.02	2,351
NACUFS Region - YOUR INSTITUTION	Southern	7%	31%	30%	18%	14%	3.00	.07	281
NACUFS Region - ENTIRE SAMPLE	Midwest	7%	27%	35%	18%	12%	3.01	.02	4,468
	Northeast	12%	35%	29%	16%	8%	2.72	.02	2,050
	Pacific	13%	34%	32%	14%	7%	2.67	.05	412
	Southern	11%	25%	28%	18%	18%	3.06	.02	3,131
Institution Type - YOUR INSTITUTION	Public	7%	31%	30%	18%	14%	3.00	.07	281
Institution Type - ENTIRE SAMPLE	Public	11%	29%	31%	15%	13%	2.91	.01	7,159
	Private	7%	29%	32%	20%	12%	3.02	.02	4,186
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	31%	30%	18%	14%	3.00	.07	281
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	9%	28%	32%	17%	13%	2.96	.01	8,634
	Mainly Contracted	10%	30%	31%	16%	13%	2.92	.02	2,711
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	7%	31%	30%	18%	14%	3.00	.07	281
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	29%	33%	21%	11%	3.01	.03	1,669
	2,500 to 10,000	6%	19%	34%	21%	21%	3.32	.03	1,794
	10,001 to 20,000	12%	33%	30%	14%	12%	2.81	.02	3,825
	Over 20,000	10%	29%	32%	17%	11%	2.90	.02	4,057
Type of Retail Unit - YOUR INSTITUTION	Marketplace	5%	26%	31%	14%	24%	3.26	.16	58
	Specialty Coffee Shop/ Juice Bar	8%	33%	17%	28%	14%	3.06	.21	36
	Sit-down Restaurant	14%	29%	21%	21%	14%	2.93	.25	28
	Convenience Store	100%					1.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	23%	35%	20%	15%	3.14	.03	1,488
	Marketplace	10%	37%	31%	13%	8%	2.72	.04	813
	Express Unit	6%	24%	32%	23%	15%	3.17	.04	931
	Specialty Coffee Shop/ Juice Bar	6%	16%	31%	18%	29%	3.48	.06	502
	Sit-down Restaurant	9%	17%	31%	24%	18%	3.26	.12	98
	Convenience Store	5%	21%	35%	18%	21%	3.28	.05	658

*1 to 5 Scale, Where Higher Mean = More Positive Impact

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"YOUR THOUGHTS" - QUESTION 1

		How important was the perceived campus dining experience in terms of your decision to attend this institution?							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	12%	23%	22%	29%	14%	3.09	.08	238
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	17%	22%	24%	24%	13%	2.95	.01	14,378
Aggregated Retail Units	YOUR INSTITUTION	13%	22%	21%	29%	14%	3.09	.13	104
Aggregated Retail Units	ENTIRE SAMPLE	17%	23%	23%	24%	14%	2.95	.02	6,217
Aggregated Dining Halls	YOUR INSTITUTION	11%	24%	23%	28%	13%	3.09	.11	134
Aggregated Dining Halls	ENTIRE SAMPLE	16%	22%	24%	24%	13%	2.94	.01	8,161
Respondent Type - YOUR INSTITUTION	Student	12%	23%	22%	29%	14%	3.09	.08	238
Respondent Type - ENTIRE SAMPLE	Student	17%	22%	24%	24%	13%	2.95	.01	14,378
Student Class Status - YOUR INSTITUTION	First year	9%	23%	18%	36%	15%	3.25	.10	146
	Sophomore	13%	34%	22%	16%	16%	2.88	.23	32
	Junior	14%	24%	31%	14%	17%	2.97	.24	29
	Senior	19%	13%	44%	25%		2.75	.27	16
	Graduate	33%	13%	27%	20%	7%	2.53	.35	15
Student Class Status - ENTIRE SAMPLE	First year	18%	23%	23%	24%	11%	2.88	.02	7,084
	Sophomore	15%	23%	25%	23%	14%	2.98	.02	3,201
	Junior	14%	20%	26%	25%	15%	3.07	.03	2,024
	Senior	18%	20%	22%	26%	15%	3.02	.03	1,644
	Graduate	25%	21%	19%	15%	20%	2.84	.08	370
	Other	18%	20%	31%	13%	18%	2.93	.18	55
Gender - YOUR INSTITUTION	Female	15%	24%	21%	29%	11%	2.97	.10	147
	Male	8%	23%	25%	27%	17%	3.23	.13	88
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Did Not Answer	21%	11%	19%	36%	13%	3.09	.10	171
	Female	16%	22%	25%	25%	13%	2.95	.01	9,280
	Male	17%	23%	22%	23%	15%	2.94	.02	4,693
	Transgender	25%	23%	23%	20%	8%	2.64	.14	83
	Other Identity	27%	20%	26%	15%	12%	2.64	.11	151
Live... - YOUR INSTITUTION	On campus	12%	25%	21%	30%	12%	3.05	.09	174
	Off campus	13%	19%	25%	25%	19%	3.19	.16	64
Live... - ENTIRE SAMPLE	On campus	16%	23%	24%	25%	13%	2.96	.01	12,620
	Off campus	21%	20%	23%	21%	15%	2.87	.03	1,758
NACUFS Region - YOUR INSTITUTION	Southern	12%	23%	22%	29%	14%	3.09	.08	238
NACUFS Region - ENTIRE SAMPLE	Midwest	19%	25%	24%	22%	10%	2.80	.02	5,910
	Northeast	13%	21%	25%	28%	13%	3.07	.02	3,134
	Pacific	18%	20%	26%	24%	12%	2.94	.05	737
	Southern	16%	20%	21%	23%	20%	3.10	.02	3,168
Institution Type - YOUR INSTITUTION	Public	12%	23%	22%	29%	14%	3.09	.08	238
Institution Type - ENTIRE SAMPLE	Public	16%	21%	24%	25%	14%	3.00	.01	8,168
	Private	18%	24%	24%	23%	12%	2.88	.02	6,210
Operation Type - YOUR INSTITUTION	Mainly Contracted	12%	23%	22%	29%	14%	3.09	.08	238
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	17%	22%	24%	24%	13%	2.95	.01	10,839
	Mainly Contracted	16%	25%	22%	24%	13%	2.94	.02	3,539
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	12%	23%	22%	29%	14%	3.09	.08	238
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	17%	25%	24%	24%	9%	2.85	.03	2,236
	2,500 to 10,000	11%	18%	24%	28%	19%	3.28	.03	2,474
	10,001 to 20,000	13%	21%	24%	27%	15%	3.10	.02	4,090
	Over 20,000	22%	25%	24%	20%	10%	2.72	.02	5,578
Type of Retail Unit - YOUR INSTITUTION	Marketplace	12%	27%	20%	32%	10%	3.00	.19	41
	Specialty Coffee Shop/ Juice Bar	17%	23%	26%	20%	14%	2.91	.22	35
	Sit-down Restaurant	11%	15%	19%	33%	22%	3.41	.25	27
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	16%	21%	24%	25%	14%	2.99	.03	1,960
	Marketplace	14%	27%	22%	26%	12%	2.96	.04	916
	Express Unit	19%	26%	23%	21%	11%	2.79	.03	1,445
	Specialty Coffee Shop/ Juice Bar	17%	19%	23%	23%	19%	3.08	.05	735
	Sit-down Restaurant	14%	21%	16%	34%	16%	3.18	.13	96
	Convenience Store	19%	20%	22%	23%	16%	2.97	.04	1,065

*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?							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	15%	22%	17%	27%	21%	3.17	.09	241
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	20%	26%	24%	19%	11%	2.75	.01	14,387
Aggregated Retail Units	YOUR INSTITUTION	14%	23%	20%	21%	21%	3.13	.13	108
Aggregated Retail Units	ENTIRE SAMPLE	21%	25%	24%	18%	12%	2.75	.02	6,219
Aggregated Dining Halls	YOUR INSTITUTION	15%	20%	14%	31%	20%	3.21	.12	133
Aggregated Dining Halls	ENTIRE SAMPLE	19%	27%	24%	19%	10%	2.74	.01	8,168
Respondent Type - YOUR INSTITUTION	Student	15%	22%	17%	27%	21%	3.17	.09	241
Respondent Type - ENTIRE SAMPLE	Student	20%	26%	24%	19%	11%	2.75	.01	14,387
Student Class Status - YOUR INSTITUTION	First year	13%	21%	11%	33%	22%	3.30	.11	145
	Sophomore	13%	19%	22%	25%	22%	3.25	.24	32
	Junior	19%	19%	32%	10%	19%	2.90	.25	31
	Senior	11%	37%	21%	16%	16%	2.89	.30	19
	Graduate	29%	21%	21%	14%	14%	2.64	.39	14
Student Class Status - ENTIRE SAMPLE	First year	20%	28%	24%	19%	10%	2.70	.01	7,093
	Sophomore	19%	24%	25%	21%	12%	2.84	.02	3,206
	Junior	20%	25%	26%	17%	12%	2.76	.03	2,020
	Senior	21%	27%	23%	18%	11%	2.72	.03	1,648
	Graduate	29%	19%	18%	17%	17%	2.72	.08	363
	Other	19%	16%	37%	5%	23%	2.96	.18	57
Gender - YOUR INSTITUTION	Female	16%	23%	17%	26%	17%	3.06	.11	151
	Male	13%	20%	15%	28%	25%	3.33	.15	87
	Other Identity			33%		67%	4.33	.67	3
Gender - ENTIRE SAMPLE	Did Not Answer	30%	20%	23%	17%	11%	2.58	.10	171
	Female	20%	27%	25%	18%	10%	2.71	.01	9,282
	Male	20%	25%	22%	20%	13%	2.82	.02	4,704
	Transgender	24%	29%	23%	18%	7%	2.56	.13	84
	Other Identity	19%	31%	24%	13%	13%	2.70	.11	146
Live... - YOUR INSTITUTION	On campus	16%	21%	15%	28%	20%	3.15	.10	173
	Off campus	12%	22%	21%	22%	24%	3.24	.16	68
Live... - ENTIRE SAMPLE	On campus	19%	26%	25%	19%	11%	2.76	.01	12,631
	Off campus	26%	25%	22%	15%	13%	2.63	.03	1,756
NACUFS Region - YOUR INSTITUTION	Southern	15%	22%	17%	27%	21%	3.17	.09	241
NACUFS Region - ENTIRE SAMPLE	Midwest	23%	29%	24%	16%	8%	2.58	.02	5,915
	Northeast	16%	26%	27%	22%	9%	2.83	.02	3,140
	Pacific	17%	26%	26%	20%	12%	2.84	.05	740
	Southern	17%	21%	22%	21%	18%	3.02	.02	3,173
Institution Type - YOUR INSTITUTION	Public	15%	22%	17%	27%	21%	3.17	.09	241
Institution Type - ENTIRE SAMPLE	Public	18%	26%	24%	20%	12%	2.81	.01	8,156
	Private	22%	27%	25%	18%	9%	2.65	.02	6,231
Operation Type - YOUR INSTITUTION	Mainly Contracted	15%	22%	17%	27%	21%	3.17	.09	241
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	20%	26%	25%	19%	10%	2.74	.01	10,858
	Mainly Contracted	19%	28%	22%	18%	12%	2.76	.02	3,529
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	15%	22%	17%	27%	21%	3.17	.09	241
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	21%	29%	25%	18%	7%	2.62	.03	2,232
	2,500 to 10,000	14%	24%	26%	21%	16%	3.00	.03	2,466
	10,001 to 20,000	18%	25%	24%	20%	13%	2.84	.02	4,082
	Over 20,000	24%	26%	23%	18%	9%	2.61	.02	5,607
Type of Retail Unit - YOUR INSTITUTION	Marketplace	19%	26%	19%	26%	12%	2.86	.20	43
	Specialty Coffee Shop/ Juice Bar	8%	25%	28%	17%	22%	3.19	.21	36
	Sit-down Restaurant	14%	18%	11%	21%	36%	3.46	.28	28
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	18%	24%	26%	20%	12%	2.82	.03	1,963
	Marketplace	21%	31%	25%	16%	7%	2.56	.04	912
	Express Unit	25%	25%	22%	20%	9%	2.62	.03	1,445
	Specialty Coffee Shop/ Juice Bar	20%	25%	22%	16%	17%	2.87	.05	735
	Sit-down Restaurant	18%	20%	21%	16%	26%	3.13	.15	97
	Convenience Store	22%	22%	24%	17%	15%	2.81	.04	1,067

*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?							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	9%	15%	23%	30%	22%	3.40	.08	245
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	11%	16%	26%	28%	20%	3.30	.01	14,469
Aggregated Retail Units	YOUR INSTITUTION	12%	19%	19%	28%	21%	3.27	.13	108
Aggregated Retail Units	ENTIRE SAMPLE	11%	14%	25%	29%	22%	3.37	.02	6,267
Aggregated Dining Halls	YOUR INSTITUTION	7%	12%	26%	32%	23%	3.51	.10	137
Aggregated Dining Halls	ENTIRE SAMPLE	11%	18%	26%	27%	18%	3.25	.01	8,202
Respondent Type - YOUR INSTITUTION	Student	9%	15%	23%	30%	22%	3.40	.08	245
Respondent Type - ENTIRE SAMPLE	Student	11%	16%	26%	28%	20%	3.30	.01	14,469
Student Class Status - YOUR INSTITUTION	First year	7%	12%	24%	33%	24%	3.55	.10	148
	Sophomore	15%	15%	21%	21%	27%	3.30	.25	33
	Junior	10%	27%	17%	23%	23%	3.23	.25	30
	Senior	16%	11%	37%	32%	5%	3.00	.26	19
	Graduate	13%	27%	13%	33%	13%	3.07	.34	15
Student Class Status - ENTIRE SAMPLE	First year	11%	18%	27%	27%	17%	3.21	.01	7,113
	Sophomore	9%	15%	24%	30%	22%	3.39	.02	3,216
	Junior	10%	16%	25%	28%	21%	3.36	.03	2,038
	Senior	10%	14%	24%	29%	23%	3.41	.03	1,670
	Graduate	17%	11%	20%	22%	30%	3.37	.07	374
	Other	17%	3%	17%	38%	24%	3.48	.18	58
Gender - YOUR INSTITUTION	Female	10%	14%	27%	33%	16%	3.31	.10	153
	Male	9%	16%	18%	26%	31%	3.55	.14	89
	Other Identity		33%			67%	4.00	1.00	3
Gender - ENTIRE SAMPLE	Did Not Answer	12%	12%	30%	25%	22%	3.34	.10	173
	Female	10%	17%	26%	28%	19%	3.30	.01	9,338
	Male	12%	15%	24%	28%	21%	3.30	.02	4,725
	Transgender	15%	16%	37%	19%	14%	3.00	.14	81
	Other Identity	18%	20%	26%	20%	16%	2.96	.11	152
Live... - YOUR INSTITUTION	On campus	9%	15%	25%	31%	20%	3.39	.09	176
	Off campus	10%	16%	19%	29%	26%	3.45	.16	69
Live... - ENTIRE SAMPLE	On campus	10%	16%	26%	28%	19%	3.30	.01	12,683
	Off campus	15%	15%	21%	25%	23%	3.26	.03	1,786
NACUFS Region - YOUR INSTITUTION	Southern	9%	15%	23%	30%	22%	3.40	.08	245
NACUFS Region - ENTIRE SAMPLE	Midwest	12%	17%	27%	27%	17%	3.18	.02	5,948
	Northeast	7%	16%	28%	30%	19%	3.37	.02	3,148
	Pacific	8%	16%	25%	27%	24%	3.42	.05	743
	Southern	10%	14%	21%	27%	28%	3.47	.02	3,191
Institution Type - YOUR INSTITUTION	Public	9%	15%	23%	30%	22%	3.40	.08	245
Institution Type - ENTIRE SAMPLE	Public	11%	16%	26%	27%	20%	3.28	.01	8,201
	Private	10%	16%	26%	29%	19%	3.33	.02	6,268
Operation Type - YOUR INSTITUTION	Mainly Contracted	9%	15%	23%	30%	22%	3.40	.08	245
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	11%	16%	25%	28%	20%	3.28	.01	10,915
	Mainly Contracted	9%	16%	26%	28%	20%	3.34	.02	3,554
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	9%	15%	23%	30%	22%	3.40	.08	245
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	17%	28%	30%	18%	3.35	.02	2,255
	2,500 to 10,000	9%	14%	24%	27%	26%	3.49	.03	2,491
	10,001 to 20,000	10%	16%	25%	28%	20%	3.33	.02	4,094
	Over 20,000	13%	17%	26%	27%	17%	3.17	.02	5,629
Type of Retail Unit - YOUR INSTITUTION	Marketplace	7%	31%	17%	31%	14%	3.14	.19	42
	Specialty Coffee Shop/ Juice Bar	19%	14%	14%	27%	27%	3.30	.24	37
	Sit-down Restaurant	11%	11%	29%	25%	25%	3.43	.24	28
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	13%	25%	28%	23%	3.39	.03	1,978
	Marketplace	8%	14%	26%	33%	19%	3.42	.04	918
	Express Unit	11%	16%	27%	29%	18%	3.27	.03	1,456
	Specialty Coffee Shop/ Juice Bar	11%	13%	23%	27%	27%	3.47	.05	743
	Sit-down Restaurant	10%	11%	24%	29%	25%	3.48	.13	99
	Convenience Store	12%	15%	23%	28%	22%	3.33	.04	1,073

*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	5%	13%	15%	38%	29%	3.74	.07	298
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	15%	24%	30%	23%	3.45	.01	16,313
Aggregated Retail Units	YOUR INSTITUTION	4%	13%	18%	37%	28%	3.71	.10	137
Aggregated Retail Units	ENTIRE SAMPLE	6%	13%	23%	31%	27%	3.60	.01	7,477
Aggregated Dining Halls	YOUR INSTITUTION	5%	12%	14%	39%	30%	3.77	.09	161
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	24%	29%	20%	3.32	.01	8,836
Respondent Type - YOUR INSTITUTION	Student	6%	14%	16%	39%	25%	3.63	.07	244
	Faculty		5%	14%	29%	52%	4.29	.20	21
	Administration/Staff		6%	6%	39%	48%	4.29	.16	31
	Other			50%	50%		3.50	.50	2
Respondent Type - ENTIRE SAMPLE	Student	9%	16%	25%	30%	20%	3.36	.01	14,552
	Faculty	5%	5%	16%	29%	46%	4.06	.06	399
	Administration/Staff	2%	3%	14%	32%	48%	4.20	.03	1,299
	Other		11%	16%	21%	52%	4.14	.13	63
Student Class Status - YOUR INSTITUTION	First year	5%	14%	16%	41%	24%	3.66	.09	147
	Sophomore	9%	15%	12%	27%	36%	3.67	.24	33
	Junior	10%	20%	3%	47%	20%	3.47	.24	30
	Senior		11%	53%	21%	16%	3.42	.21	19
	Graduate	7%	13%	7%	40%	33%	3.80	.33	15
Student Class Status - ENTIRE SAMPLE	First year	7%	17%	25%	30%	21%	3.40	.01	7,170
	Sophomore	11%	17%	25%	28%	18%	3.25	.02	3,240
	Junior	10%	17%	26%	29%	18%	3.27	.03	2,046
	Senior	8%	15%	23%	33%	21%	3.42	.03	1,670
	Graduate	4%	9%	18%	38%	32%	3.83	.06	365
	Other	3%	10%	15%	28%	44%	4.00	.15	61
Gender - YOUR INSTITUTION	Female	5%	14%	16%	38%	28%	3.70	.09	186
	Male	4%	9%	15%	40%	32%	3.87	.10	107
	Other Identity	20%	40%	20%		20%	2.60	.68	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	22%	23%	28%	20%	3.33	.09	189
	Female	8%	15%	24%	31%	22%	3.44	.01	10,498
	Male	8%	15%	23%	29%	26%	3.49	.02	5,363
	Transgender	11%	18%	19%	34%	18%	3.31	.13	94
	Other Identity	17%	18%	18%	29%	18%	3.14	.11	169
Live... - YOUR INSTITUTION	On campus	7%	14%	17%	39%	23%	3.56	.09	178
	Off campus	1%	11%	13%	37%	38%	4.01	.09	120
Live... - ENTIRE SAMPLE	On campus	9%	17%	25%	30%	19%	3.31	.01	12,852
	Off campus	4%	6%	18%	32%	39%	3.96	.02	3,461
NACUFS Region - YOUR INSTITUTION	Southern	5%	13%	15%	38%	29%	3.74	.07	298
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	14%	24%	31%	24%	3.53	.01	6,603
	Northeast	12%	19%	26%	28%	15%	3.16	.02	3,367
	Pacific	10%	23%	27%	30%	11%	3.08	.04	820
	Southern	9%	14%	22%	28%	28%	3.51	.02	3,733
Institution Type - YOUR INSTITUTION	Public	5%	13%	15%	38%	29%	3.74	.07	298
Institution Type - ENTIRE SAMPLE	Public	9%	15%	23%	29%	24%	3.45	.01	9,552
	Private	6%	16%	25%	32%	22%	3.46	.01	6,761
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	13%	15%	38%	29%	3.74	.07	298
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	15%	23%	31%	24%	3.50	.01	12,282
	Mainly Contracted	11%	16%	25%	28%	20%	3.30	.02	4,031
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	5%	13%	15%	38%	29%	3.74	.07	298
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	16%	25%	30%	21%	3.43	.02	2,568
	2,500 to 10,000	6%	12%	21%	30%	31%	3.67	.02	3,177
	10,001 to 20,000	9%	16%	23%	29%	22%	3.40	.02	4,619
	Over 20,000	8%	16%	25%	31%	20%	3.38	.02	5,949
Type of Retail Unit - YOUR INSTITUTION	Marketplace		6%	17%	38%	38%	4.08	.11	63
	Specialty Coffee Shop/ Juice Bar	7%	16%	16%	40%	21%	3.51	.18	43
	Sit-down Restaurant	10%	20%	20%	33%	17%	3.27	.23	30
	Convenience Store		100%				2.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	13%	24%	31%	25%	3.55	.02	2,459
	Marketplace	7%	18%	24%	31%	19%	3.37	.04	1,027
	Express Unit	5%	12%	23%	34%	26%	3.63	.03	1,625
	Specialty Coffee Shop/ Juice Bar	5%	9%	23%	30%	33%	3.77	.04	936
	Sit-down Restaurant	6%	7%	20%	29%	38%	3.87	.09	168
	Convenience Store	4%	12%	23%	30%	30%	3.69	.03	1,262

*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 Unit

	Florida State University
Food: Overall - IMPORTANCE	4.43
Food: Overall - SATISFACTION	4.00
Taste - IMPORTANCE	4.58
Taste - SATISFACTION	3.93
Eye appeal - IMPORTANCE	3.75
Eye appeal - SATISFACTION	3.96
Freshness - IMPORTANCE	4.56
Freshness - SATISFACTION	3.98
Nutritional content - IMPORTANCE	4.15
Nutritional content - SATISFACTION	3.81
Value - IMPORTANCE	4.39
Value - SATISFACTION	3.92
Availability of posted menu items - IMPORTANCE	4.41
Availability of posted menu items - SATISFACTION	3.94
Variety of menu choices - IMPORTANCE	4.38
Variety of menu choices - SATISFACTION	3.85
Variety of healthy menu choices - IMPORTANCE	4.15
Variety of healthy menu choices - SATISFACTION	3.79
Variety of vegetarian menu choices - IMPORTANCE	3.45
Variety of vegetarian menu choices - SATISFACTION	3.74
Service: Overall - IMPORTANCE	4.56
Service: Overall - SATISFACTION	4.24
Speed of service - IMPORTANCE	4.42
Speed of service - SATISFACTION	4.19
Hours of operation - IMPORTANCE	4.31
Hours of operation - SATISFACTION	3.97
Helpfulness of staff - IMPORTANCE	4.44
Helpfulness of staff - SATISFACTION	4.25
Friendliness of staff - IMPORTANCE	4.45
Friendliness of staff - SATISFACTION	4.33
Cleanliness: Overall - IMPORTANCE	4.65
Cleanliness: Overall - SATISFACTION	4.41
Cleanliness: Serving areas - IMPORTANCE	4.61
Cleanliness: Serving areas - SATISFACTION	4.47
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.64
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	4.25
Location - IMPORTANCE	4.38
Location - SATISFACTION	4.36
Layout of facility - IMPORTANCE	3.94
Layout of facility - SATISFACTION	4.27
Appearance - IMPORTANCE	3.95
Appearance - SATISFACTION	4.39
Availability of seating - IMPORTANCE	4.12
Availability of seating - SATISFACTION	4.21
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	4.14
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.32
Environmentally friendly practices related to food - IMPORTANCE	4.03
Environmentally friendly practices related to food - SATISFACTION	4.01
Social/ ethical practices related to food - IMPORTANCE	3.93
Social/ ethical practices related to food - SATISFACTION	4.07

*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		4%	7%	32%	57%	4.43	.05	296
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	13%	31%	50%	4.24	.01	15,738
Aggregated Retail Units	YOUR INSTITUTION		4%	6%	36%	54%	4.39	.07	138
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	28%	55%	4.34	.01	7,175
Aggregated Dining Halls	YOUR INSTITUTION		3%	8%	28%	61%	4.46	.06	158
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	33%	46%	4.16	.01	8,563
Respondent Type - YOUR INSTITUTION	Student		5%	8%	32%	55%	4.38	.05	232
	Faculty				36%	64%	4.64	.10	22
	Administration/Staff			5%	28%	67%	4.62	.09	39
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	14%	31%	49%	4.21	.01	14,030
	Faculty	1%	2%	9%	24%	64%	4.48	.04	376
	Administration/Staff	1%	1%	7%	24%	67%	4.55	.02	1,269
	Other		3%	14%	22%	60%	4.40	.11	63
Student Class Status - YOUR INSTITUTION	First year		2%	7%	32%	59%	4.49	.06	138
	Sophomore		6%	6%	42%	45%	4.26	.15	31
	Junior		12%	15%	29%	44%	4.06	.18	34
	Senior		6%	12%	29%	53%	4.29	.22	17
	Graduate		8%	8%	17%	67%	4.42	.29	12
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	15%	33%	46%	4.17	.01	6,893
	Sophomore	2%	4%	14%	30%	51%	4.24	.02	3,116
	Junior	2%	4%	13%	31%	50%	4.22	.02	1,974
	Senior	2%	4%	13%	31%	50%	4.24	.02	1,623
	Graduate	2%	3%	11%	26%	58%	4.36	.05	366
	Other	9%	2%	14%	29%	47%	4.03	.16	58
Gender - YOUR INSTITUTION	Female		4%	8%	33%	56%	4.41	.06	186
	Male		4%	7%	29%	61%	4.47	.08	105
	Other Identity				60%	40%	4.40	.24	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	3%	15%	30%	49%	4.20	.07	175
	Female	1%	4%	13%	31%	51%	4.26	.01	10,142
	Male	2%	4%	13%	31%	50%	4.22	.01	5,162
	Transgender		9%	21%	23%	47%	4.09	.10	94
	Other Identity	1%	6%	13%	33%	47%	4.19	.07	165
Live... - YOUR INSTITUTION	On campus		4%	7%	33%	56%	4.42	.06	170
	Off campus		4%	7%	30%	59%	4.44	.07	126
Live... - ENTIRE SAMPLE	On campus	2%	4%	14%	32%	48%	4.21	.01	12,375
	Off campus	2%	3%	11%	26%	58%	4.37	.02	3,363
NACUFS Region - YOUR INSTITUTION	Southern		4%	7%	32%	57%	4.43	.05	296
NACUFS Region - ENTIRE SAMPLE	Midwest	2%	4%	13%	32%	49%	4.23	.01	6,306
	Northeast	1%	4%	14%	33%	48%	4.21	.02	3,287
	Pacific	2%	5%	15%	33%	45%	4.14	.03	789
	Southern	2%	3%	12%	26%	57%	4.33	.02	3,615
Institution Type - YOUR INSTITUTION	Public		4%	7%	32%	57%	4.43	.05	296
Institution Type - ENTIRE SAMPLE	Public	1%	4%	13%	30%	52%	4.27	.01	9,250
	Private	2%	4%	14%	32%	48%	4.20	.01	6,488
Operation Type - YOUR INSTITUTION	Mainly Contracted		4%	7%	32%	57%	4.43	.05	296
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	14%	31%	49%	4.22	.01	11,862
	Mainly Contracted	1%	4%	11%	29%	54%	4.32	.01	3,876
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		4%	7%	32%	57%	4.43	.05	296
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	14%	33%	46%	4.17	.02	2,493
	2,500 to 10,000	1%	3%	12%	27%	56%	4.33	.02	3,087
	10,001 to 20,000	1%	4%	13%	31%	51%	4.26	.01	4,478
	Over 20,000	2%	4%	13%	31%	49%	4.22	.01	5,680
Type of Retail Unit - YOUR INSTITUTION	Marketplace		3%	3%	39%	55%	4.46	.09	67
	Specialty Coffee Shop/ Juice Bar		8%	5%	38%	50%	4.30	.14	40
	Sit-down Restaurant		3%	13%	27%	57%	4.37	.16	30
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	13%	29%	55%	4.33	.02	2,379
	Marketplace	1%	3%	12%	34%	50%	4.29	.03	1,006
	Express Unit	1%	3%	11%	30%	56%	4.35	.02	1,567
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	24%	63%	4.43	.03	875
	Sit-down Restaurant	2%	3%	7%	19%	69%	4.50	.07	159
	Convenience Store	1%	4%	14%	26%	54%	4.28	.03	1,189

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

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

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

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

		Food: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	7%	12%	38%	38%	4.00	.06	317
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	20%	31%	29%	3.63	.01	15,980
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	7%	36%	50%	4.26	.08	149
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	16%	31%	41%	3.98	.01	7,287
Aggregated Dining Halls	YOUR INSTITUTION	5%	9%	17%	40%	29%	3.77	.09	168
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	24%	31%	19%	3.32	.01	8,693
Respondent Type - YOUR INSTITUTION	Student	5%	7%	14%	37%	36%	3.92	.07	251
	Faculty			4%	58%	38%	4.33	.12	24
	Administration/Staff		10%	3%	36%	51%	4.28	.15	39
	Other			33%		67%	4.33	.67	3
Respondent Type - ENTIRE SAMPLE	Student	8%	14%	21%	31%	26%	3.55	.01	14,236
	Faculty	2%	6%	13%	29%	48%	4.15	.05	387
	Administration/Staff	2%	4%	12%	29%	52%	4.25	.03	1,293
	Other	2%	9%	20%	23%	45%	4.02	.14	64
Student Class Status - YOUR INSTITUTION	First year	6%	7%	17%	37%	33%	3.84	.09	148
	Sophomore	3%	9%	9%	40%	40%	4.06	.18	35
	Junior	6%	8%	11%	42%	33%	3.89	.19	36
	Senior			11%	39%	50%	4.39	.16	18
	Graduate	7%	14%	14%	14%	50%	3.86	.38	14
Student Class Status - ENTIRE SAMPLE	First year	6%	14%	22%	32%	25%	3.57	.01	7,001
	Sophomore	10%	15%	20%	29%	26%	3.46	.02	3,149
	Junior	9%	13%	22%	30%	26%	3.51	.03	2,006
	Senior	8%	12%	21%	33%	26%	3.59	.03	1,650
	Graduate	3%	9%	14%	30%	44%	4.02	.06	371
	Other	3%	8%	22%	31%	36%	3.86	.14	59
Gender - YOUR INSTITUTION	Female	4%	6%	13%	36%	42%	4.08	.07	198
	Male	5%	9%	12%	41%	32%	3.87	.11	114
	Other Identity		20%		40%	40%	4.00	.55	5
Gender - ENTIRE SAMPLE	Did Not Answer	6%	18%	22%	31%	23%	3.46	.09	186
	Female	7%	13%	20%	31%	29%	3.63	.01	10,301
	Male	7%	12%	20%	31%	29%	3.65	.02	5,234
	Transgender	9%	17%	22%	31%	21%	3.39	.13	94
	Other Identity	15%	13%	20%	32%	21%	3.30	.10	165
Live... - YOUR INSTITUTION	On campus	5%	8%	17%	39%	31%	3.85	.08	181
	Off campus	3%	6%	7%	37%	48%	4.21	.09	136
Live... - ENTIRE SAMPLE	On campus	8%	14%	22%	31%	24%	3.49	.01	12,558
	Off campus	3%	6%	14%	30%	47%	4.12	.02	3,422
NACUFS Region - YOUR INSTITUTION	Southern	4%	7%	12%	38%	38%	4.00	.06	317
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	11%	20%	32%	32%	3.74	.01	6,391
	Northeast	10%	19%	25%	29%	17%	3.23	.02	3,343
	Pacific	8%	17%	29%	33%	13%	3.25	.04	797
	Southern	8%	11%	18%	28%	36%	3.73	.02	3,690
Institution Type - YOUR INSTITUTION	Public	4%	7%	12%	38%	38%	4.00	.06	317
Institution Type - ENTIRE SAMPLE	Public	8%	12%	19%	30%	31%	3.65	.01	9,395
	Private	6%	13%	22%	32%	26%	3.59	.01	6,585
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	12%	38%	38%	4.00	.06	317
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	12%	20%	32%	29%	3.65	.01	12,014
	Mainly Contracted	9%	14%	21%	29%	28%	3.54	.02	3,966
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	7%	12%	38%	38%	4.00	.06	317
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	15%	23%	33%	23%	3.49	.02	2,523
	2,500 to 10,000	5%	9%	19%	28%	39%	3.87	.02	3,148
	10,001 to 20,000	8%	13%	21%	32%	27%	3.57	.02	4,564
	Over 20,000	8%	13%	20%	31%	28%	3.60	.02	5,745
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1%	4%	3%	35%	56%	4.41	.10	71
	Specialty Coffee Shop/ Juice Bar		4%	13%	31%	51%	4.29	.13	45
	Sit-down Restaurant	9%	6%	6%	44%	34%	3.88	.22	32
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	17%	33%	37%	3.90	.02	2,415
	Marketplace	7%	13%	23%	34%	24%	3.54	.04	1,031
	Express Unit	3%	6%	13%	30%	47%	4.12	.03	1,594
	Specialty Coffee Shop/ Juice Bar	1%	5%	10%	23%	61%	4.38	.03	885
	Sit-down Restaurant	2%	6%	11%	27%	54%	4.25	.08	162
	Convenience Store	3%	6%	18%	32%	41%	4.02	.03	1,200

*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		2%	6%	24%	68%	4.58	.04	305
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	11%	28%	58%	4.39	.01	15,739
Aggregated Retail Units	YOUR INSTITUTION		2%	5%	21%	72%	4.63	.06	144
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	25%	63%	4.48	.01	7,168
Aggregated Dining Halls	YOUR INSTITUTION		2%	7%	26%	65%	4.53	.06	161
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	31%	53%	4.31	.01	8,571
Respondent Type - YOUR INSTITUTION	Student		3%	7%	23%	68%	4.56	.05	240
	Faculty			4%	38%	58%	4.54	.12	24
	Administration/Staff		3%		21%	76%	4.71	.10	38
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	29%	56%	4.36	.01	14,027
	Faculty	1%	1%	7%	25%	67%	4.57	.04	384
	Administration/Staff	0%	1%	5%	19%	75%	4.68	.02	1,263
	Other		6%	12%	15%	66%	4.42	.12	65
Student Class Status - YOUR INSTITUTION	First year		1%	8%	24%	67%	4.58	.06	140
	Sophomore		3%	6%	16%	75%	4.63	.13	32
	Junior		6%		31%	63%	4.51	.13	35
	Senior		5%	16%	11%	68%	4.42	.22	19
	Graduate		7%	7%	14%	71%	4.50	.25	14
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	30%	54%	4.33	.01	6,888
	Sophomore	1%	2%	11%	29%	56%	4.38	.02	3,112
	Junior	2%	3%	11%	30%	55%	4.35	.02	1,972
	Senior	1%	2%	11%	28%	57%	4.38	.02	1,627
	Graduate	1%	2%	7%	21%	68%	4.54	.04	370
	Other	3%		12%	28%	57%	4.34	.12	58
Gender - YOUR INSTITUTION	Female		2%	7%	21%	71%	4.61	.05	190
	Male		4%	5%	28%	64%	4.52	.07	110
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	3%	15%	32%	48%	4.23	.07	178
	Female	1%	2%	10%	28%	59%	4.42	.01	10,155
	Male	1%	3%	12%	29%	55%	4.34	.01	5,152
	Transgender	1%	3%	17%	28%	51%	4.24	.10	93
	Other Identity	1%	3%	17%	25%	54%	4.29	.07	161
Live... - YOUR INSTITUTION	On campus		2%	8%	23%	68%	4.57	.05	171
	Off campus		3%	4%	25%	69%	4.59	.06	134
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	30%	55%	4.35	.01	12,367
	Off campus	1%	2%	8%	23%	66%	4.52	.01	3,372
NACUFS Region - YOUR INSTITUTION	Southern		2%	6%	24%	68%	4.58	.04	305
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	2%	11%	30%	56%	4.36	.01	6,299
	Northeast	1%	3%	11%	30%	55%	4.35	.01	3,289
	Pacific	1%	3%	13%	34%	49%	4.28	.03	783
	Southern	1%	2%	9%	23%	65%	4.48	.01	3,623
Institution Type - YOUR INSTITUTION	Public		2%	6%	24%	68%	4.58	.04	305
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	27%	60%	4.43	.01	9,251
	Private	1%	3%	12%	30%	54%	4.33	.01	6,488
Operation Type - YOUR INSTITUTION	Mainly Contracted		2%	6%	24%	68%	4.58	.04	305
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	11%	29%	57%	4.37	.01	11,863
	Mainly Contracted	1%	2%	9%	27%	60%	4.43	.01	3,876
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		2%	6%	24%	68%	4.58	.04	305
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	13%	31%	52%	4.29	.02	2,497
	2,500 to 10,000	1%	2%	10%	26%	61%	4.45	.01	3,090
	10,001 to 20,000	1%	2%	10%	28%	59%	4.42	.01	4,487
	Over 20,000	1%	3%	11%	29%	57%	4.37	.01	5,665
Type of Retail Unit - YOUR INSTITUTION	Marketplace		3%	1%	27%	69%	4.61	.08	70
	Specialty Coffee Shop/ Juice Bar		2%	5%	14%	79%	4.70	.10	43
	Sit-down Restaurant			13%	17%	70%	4.57	.13	30
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	28%	61%	4.47	.02	2,374
	Marketplace	1%	2%	10%	30%	57%	4.41	.03	1,013
	Express Unit	1%	1%	9%	25%	63%	4.49	.02	1,562
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	17%	75%	4.64	.02	880
	Sit-down Restaurant	3%	1%	7%	12%	78%	4.62	.07	158
	Convenience Store	1%	3%	12%	24%	60%	4.40	.03	1,181

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

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

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

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

		Taste					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	9%	15%	32%	39%	3.93	.06	314
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	13%	22%	30%	29%	3.64	.01	15,912
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	4%	29%	58%	4.34	.08	148
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	16%	31%	43%	4.04	.01	7,258
Aggregated Dining Halls	YOUR INSTITUTION	6%	12%	24%	35%	23%	3.57	.09	166
Aggregated Dining Halls	ENTIRE SAMPLE	9%	17%	26%	30%	17%	3.30	.01	8,654
Respondent Type - YOUR INSTITUTION	Student	5%	10%	15%	31%	38%	3.86	.08	249
	Faculty			17%	46%	38%	4.21	.15	24
	Administration/Staff	3%	8%	8%	32%	50%	4.18	.17	38
	Other			33%		67%	4.33	.67	3
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	23%	30%	26%	3.56	.01	14,170
	Faculty	3%	6%	13%	31%	47%	4.13	.05	392
	Administration/Staff	2%	4%	11%	31%	53%	4.29	.03	1,286
	Other	2%	8%	16%	17%	58%	4.22	.13	64
Student Class Status - YOUR INSTITUTION	First year	6%	12%	17%	33%	32%	3.75	.10	145
	Sophomore	3%	9%	17%	26%	46%	4.03	.19	35
	Junior	8%	11%	8%	31%	42%	3.86	.22	36
	Senior			11%	37%	53%	4.42	.16	19
	Graduate	7%	14%	14%	21%	43%	3.79	.37	14
Student Class Status - ENTIRE SAMPLE	First year	6%	14%	24%	31%	25%	3.55	.01	6,966
	Sophomore	8%	14%	24%	28%	26%	3.50	.02	3,135
	Junior	8%	13%	22%	30%	27%	3.55	.03	1,993
	Senior	6%	12%	21%	34%	28%	3.67	.03	1,643
	Graduate	3%	9%	18%	29%	41%	3.96	.06	374
	Other		10%	27%	31%	32%	3.85	.13	59
Gender - YOUR INSTITUTION	Female	5%	8%	13%	33%	41%	3.96	.08	198
	Male	4%	11%	18%	32%	36%	3.86	.11	111
	Other Identity		20%		20%	60%	4.20	.58	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	16%	26%	26%	26%	3.47	.09	188
	Female	6%	12%	22%	30%	29%	3.64	.01	10,270
	Male	6%	12%	22%	31%	29%	3.65	.02	5,200
	Transgender	6%	25%	15%	30%	24%	3.40	.13	93
	Other Identity	11%	15%	18%	32%	24%	3.43	.10	161
Live... - YOUR INSTITUTION	On campus	5%	11%	19%	33%	32%	3.76	.09	177
	Off campus	4%	7%	9%	31%	49%	4.15	.09	137
Live... - ENTIRE SAMPLE	On campus	7%	14%	24%	30%	24%	3.50	.01	12,495
	Off campus	3%	5%	15%	32%	46%	4.13	.02	3,417
NACUFS Region - YOUR INSTITUTION	Southern	4%	9%	15%	32%	39%	3.93	.06	314
NACUFS Region - ENTIRE SAMPLE	Midwest	4%	10%	21%	32%	32%	3.78	.01	6,365
	Northeast	9%	20%	26%	28%	16%	3.21	.02	3,325
	Pacific	7%	16%	31%	33%	14%	3.29	.04	791
	Southern	7%	11%	20%	26%	35%	3.72	.02	3,671
Institution Type - YOUR INSTITUTION	Public	4%	9%	15%	32%	39%	3.93	.06	314
Institution Type - ENTIRE SAMPLE	Public	7%	12%	20%	30%	31%	3.66	.01	9,352
	Private	5%	13%	24%	32%	26%	3.61	.01	6,560
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	9%	15%	32%	39%	3.93	.06	314
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	12%	22%	31%	29%	3.67	.01	11,966
	Mainly Contracted	8%	14%	21%	28%	29%	3.55	.02	3,946
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	9%	15%	32%	39%	3.93	.06	314
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	16%	25%	31%	22%	3.46	.02	2,517
	2,500 to 10,000	4%	8%	20%	29%	38%	3.88	.02	3,133
	10,001 to 20,000	7%	14%	22%	31%	27%	3.59	.02	4,539
	Over 20,000	6%	12%	22%	31%	28%	3.62	.02	5,723
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1%	6%	4%	26%	63%	4.43	.11	70
	Specialty Coffee Shop/ Juice Bar	2%	4%	2%	37%	54%	4.37	.13	46
	Sit-down Restaurant	6%	10%	6%	23%	55%	4.10	.23	31
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	17%	32%	38%	3.94	.02	2,404
	Marketplace	5%	14%	22%	33%	25%	3.61	.04	1,025
	Express Unit	2%	4%	15%	31%	49%	4.21	.02	1,585
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	24%	63%	4.44	.03	893
	Sit-down Restaurant	2%	6%	9%	23%	59%	4.31	.08	162
	Convenience Store	3%	6%	18%	31%	42%	4.04	.03	1,189

*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	4%	13%	20%	31%	32%	3.75	.07	303
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	10%	18%	24%	22%	26%	3.35	.01	15,527
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	18%	33%	39%	3.99	.09	143
Aggregated Retail Units	ENTIRE SAMPLE	9%	15%	22%	22%	32%	3.52	.02	7,069
Aggregated Dining Halls	YOUR INSTITUTION	5%	18%	22%	29%	26%	3.54	.09	160
Aggregated Dining Halls	ENTIRE SAMPLE	12%	20%	26%	22%	21%	3.20	.01	8,458
Respondent Type - YOUR INSTITUTION	Student	5%	13%	21%	31%	31%	3.70	.08	237
	Faculty		8%	21%	42%	29%	3.92	.19	24
	Administration/Staff	3%	15%	15%	26%	41%	3.87	.19	39
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	11%	19%	25%	22%	23%	3.26	.01	13,825
	Faculty	4%	9%	17%	29%	41%	3.94	.06	380
	Administration/Staff	3%	6%	17%	27%	47%	4.10	.03	1,264
	Other		5%	17%	21%	57%	4.29	.12	58
Student Class Status - YOUR INSTITUTION	First year	6%	15%	22%	28%	29%	3.59	.10	138
	Sophomore	6%	13%	16%	35%	29%	3.68	.22	31
	Junior		9%	20%	46%	26%	3.89	.15	35
	Senior	5%	5%	32%	32%	26%	3.68	.25	19
	Graduate		7%	14%	7%	71%	4.43	.27	14
Student Class Status - ENTIRE SAMPLE	First year	12%	20%	25%	21%	21%	3.20	.02	6,800
	Sophomore	11%	19%	25%	21%	24%	3.28	.02	3,049
	Junior	11%	17%	25%	23%	24%	3.31	.03	1,944
	Senior	12%	17%	25%	22%	24%	3.29	.03	1,609
	Graduate	7%	13%	18%	22%	39%	3.73	.07	366
	Other	9%	14%	25%	21%	32%	3.53	.17	57
Gender - YOUR INSTITUTION	Female	4%	13%	17%	34%	31%	3.74	.08	189
	Male	4%	12%	25%	25%	35%	3.75	.11	109
	Other Identity			20%	40%	40%	4.20	.37	5
Gender - ENTIRE SAMPLE	Did Not Answer	14%	20%	23%	21%	23%	3.20	.10	173
	Female	9%	17%	24%	23%	27%	3.41	.01	10,012
	Male	12%	19%	24%	21%	24%	3.26	.02	5,087
	Transgender	22%	30%	22%	11%	15%	2.67	.14	92
	Other Identity	23%	28%	20%	10%	18%	2.74	.11	163
Live... - YOUR INSTITUTION	On campus	6%	16%	19%	29%	28%	3.56	.10	170
	Off campus	1%	8%	21%	33%	38%	3.99	.09	133
Live... - ENTIRE SAMPLE	On campus	12%	20%	25%	22%	22%	3.22	.01	12,181
	Off campus	6%	10%	20%	25%	39%	3.82	.02	3,346
NACUFS Region - YOUR INSTITUTION	Southern	4%	13%	20%	31%	32%	3.75	.07	303
NACUFS Region - ENTIRE SAMPLE	Midwest	10%	17%	25%	22%	26%	3.36	.02	6,215
	Northeast	14%	22%	26%	21%	17%	3.05	.02	3,245
	Pacific	17%	25%	23%	19%	16%	2.91	.05	769
	Southern	8%	14%	21%	21%	36%	3.65	.02	3,571
Institution Type - YOUR INSTITUTION	Public	4%	13%	20%	31%	32%	3.75	.07	303
Institution Type - ENTIRE SAMPLE	Public	9%	16%	23%	23%	29%	3.46	.01	9,137
	Private	12%	20%	25%	21%	21%	3.19	.02	6,390
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	13%	20%	31%	32%	3.75	.07	303
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	11%	18%	25%	23%	24%	3.32	.01	11,709
	Mainly Contracted	10%	17%	22%	20%	30%	3.42	.02	3,818
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	13%	20%	31%	32%	3.75	.07	303
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	13%	22%	25%	22%	18%	3.09	.03	2,462
	2,500 to 10,000	7%	12%	21%	22%	37%	3.69	.02	3,050
	10,001 to 20,000	10%	18%	24%	23%	24%	3.32	.02	4,431
	Over 20,000	11%	18%	25%	21%	24%	3.30	.02	5,584
Type of Retail Unit - YOUR INSTITUTION	Marketplace	3%	7%	21%	29%	40%	3.96	.13	70
	Specialty Coffee Shop/ Juice Bar	2%	7%	7%	40%	43%	4.14	.15	42
	Sit-down Restaurant	3%	7%	27%	30%	33%	3.83	.20	30
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	15%	25%	23%	28%	3.46	.03	2,340
	Marketplace	13%	23%	25%	19%	19%	3.09	.04	994
	Express Unit	10%	17%	20%	23%	30%	3.46	.03	1,546
	Specialty Coffee Shop/ Juice Bar	6%	8%	18%	21%	48%	3.97	.04	868
	Sit-down Restaurant	5%	4%	11%	22%	58%	4.24	.09	158
	Convenience Store	7%	12%	22%	24%	35%	3.67	.04	1,163

*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	4%	6%	18%	37%	36%	3.96	.06	312
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	11%	27%	30%	27%	3.63	.01	15,741
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	12%	39%	43%	4.17	.08	146
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	22%	30%	38%	3.94	.01	7,181
Aggregated Dining Halls	YOUR INSTITUTION	5%	7%	23%	36%	29%	3.77	.08	166
Aggregated Dining Halls	ENTIRE SAMPLE	7%	14%	32%	29%	18%	3.37	.01	8,560
Respondent Type - YOUR INSTITUTION	Student	4%	6%	20%	36%	33%	3.88	.07	247
	Faculty			13%	50%	38%	4.25	.14	24
	Administration/Staff		8%	11%	34%	47%	4.21	.15	38
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	6%	12%	29%	29%	25%	3.56	.01	14,012
	Faculty	2%	5%	16%	32%	45%	4.13	.05	390
	Administration/Staff	1%	3%	14%	33%	49%	4.25	.03	1,278
	Other		3%	20%	18%	59%	4.33	.12	61
Student Class Status - YOUR INSTITUTION	First year	3%	8%	22%	36%	31%	3.83	.09	144
	Sophomore	3%	6%	21%	35%	35%	3.94	.18	34
	Junior	11%	6%	14%	42%	28%	3.69	.21	36
	Senior			21%	37%	42%	4.21	.18	19
	Graduate	7%		7%	29%	57%	4.29	.30	14
Student Class Status - ENTIRE SAMPLE	First year	5%	12%	30%	30%	24%	3.55	.01	6,892
	Sophomore	7%	13%	28%	29%	24%	3.51	.02	3,090
	Junior	7%	12%	29%	28%	25%	3.52	.03	1,970
	Senior	6%	10%	28%	30%	26%	3.61	.03	1,632
	Graduate	3%	5%	23%	29%	40%	3.98	.05	371
	Other		11%	26%	23%	40%	3.93	.14	57
Gender - YOUR INSTITUTION	Female	3%	6%	17%	40%	35%	3.98	.07	196
	Male	5%	6%	19%	32%	37%	3.89	.11	111
	Other Identity			20%	40%	40%	4.20	.37	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	12%	32%	27%	25%	3.57	.08	182
	Female	5%	11%	27%	29%	28%	3.65	.01	10,162
	Male	5%	11%	28%	30%	26%	3.61	.02	5,142
	Transgender	10%	13%	34%	22%	22%	3.33	.13	92
	Other Identity	7%	10%	42%	26%	14%	3.29	.08	163
		4%	8%	21%	38%	29%	3.80	.08	177
Live... - YOUR INSTITUTION	On campus	4%	8%	21%	38%	29%	3.80	.08	177
	Off campus	3%	3%	14%	36%	44%	4.16	.08	135
Live... - ENTIRE SAMPLE	On campus	6%	12%	29%	30%	23%	3.51	.01	12,347
	Off campus	2%	5%	20%	29%	43%	4.06	.02	3,394
NACUFS Region - YOUR INSTITUTION	Southern	4%	6%	18%	37%	36%	3.96	.06	312
NACUFS Region - ENTIRE SAMPLE	Midwest	4%	9%	26%	31%	31%	3.75	.01	6,301
	Northeast	8%	17%	34%	27%	15%	3.24	.02	3,287
	Pacific	6%	13%	34%	30%	17%	3.38	.04	775
	Southern	6%	10%	23%	28%	33%	3.73	.02	3,630
Institution Type - YOUR INSTITUTION	Public	4%	6%	18%	37%	36%	3.96	.06	312
Institution Type - ENTIRE SAMPLE	Public	6%	10%	26%	28%	29%	3.65	.01	9,262
	Private	4%	11%	29%	31%	24%	3.60	.01	6,479
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	18%	37%	36%	3.96	.06	312
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	11%	28%	30%	27%	3.63	.01	11,852
	Mainly Contracted	6%	11%	25%	28%	29%	3.64	.02	3,889
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	6%	18%	37%	36%	3.96	.06	312
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	14%	31%	30%	20%	3.46	.02	2,489
	2,500 to 10,000	4%	7%	23%	29%	37%	3.87	.02	3,097
	10,001 to 20,000	5%	11%	28%	29%	27%	3.60	.02	4,487
	Over 20,000	6%	11%	27%	30%	26%	3.60	.02	5,668
Type of Retail Unit - YOUR INSTITUTION	Marketplace		3%	13%	33%	51%	4.32	.10	69
	Specialty Coffee Shop/ Juice Bar		4%	4%	51%	40%	4.27	.11	45
	Sit-down Restaurant	10%	6%	19%	32%	32%	3.71	.23	31
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	9%	25%	31%	33%	3.81	.02	2,374
	Marketplace	4%	11%	27%	32%	26%	3.66	.03	1,014
	Express Unit	2%	5%	21%	34%	38%	4.01	.02	1,573
	Specialty Coffee Shop/ Juice Bar	1%	2%	13%	22%	62%	4.42	.03	883
	Sit-down Restaurant	3%	4%	13%	30%	50%	4.21	.08	159
	Convenience Store	3%	7%	21%	28%	41%	3.97	.03	1,178

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

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University		1%	6%	30%	63%	4.56	.04	296
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	11%	26%	60%	4.41	.01	15,653
Aggregated Retail Units	YOUR INSTITUTION			6%	31%	62%	4.56	.05	141
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	24%	63%	4.46	.01	7,117
Aggregated Dining Halls	YOUR INSTITUTION		1%	6%	29%	64%	4.55	.05	155
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	57%	4.36	.01	8,536
Respondent Type - YOUR INSTITUTION	Student		1%	7%	33%	59%	4.50	.04	231
	Faculty				25%	75%	4.75	.09	24
	Administration/Staff			3%	16%	82%	4.79	.08	38
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	27%	58%	4.37	.01	13,945
	Faculty	0%	1%	6%	24%	70%	4.61	.03	381
	Administration/Staff	0%	1%	5%	16%	77%	4.68	.02	1,266
	Other		2%	11%	20%	67%	4.52	.10	61
Student Class Status - YOUR INSTITUTION	First year		1%	6%	32%	60%	4.51	.06	136
	Sophomore				42%	58%	4.58	.09	31
	Junior			15%	27%	58%	4.42	.13	33
	Senior			5%	42%	53%	4.47	.14	19
	Graduate			25%	17%	58%	4.33	.26	12
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	27%	57%	4.36	.01	6,856
	Sophomore	1%	3%	11%	27%	58%	4.38	.02	3,093
	Junior	1%	3%	11%	28%	58%	4.38	.02	1,955
	Senior	1%	3%	11%	27%	57%	4.37	.02	1,619
	Graduate	1%	2%	7%	22%	69%	4.57	.04	364
	Other	3%	5%	9%	16%	67%	4.38	.14	58
Gender - YOUR INSTITUTION	Female			5%	31%	63%	4.58	.04	183
	Male		2%	7%	28%	63%	4.52	.07	108
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	4%	9%	26%	59%	4.34	.07	179
	Female	1%	2%	9%	25%	63%	4.47	.01	10,094
	Male	1%	4%	13%	28%	54%	4.29	.01	5,124
	Transgender	1%	3%	14%	27%	55%	4.31	.09	93
	Other Identity	1%	4%	13%	30%	51%	4.25	.07	163
Live... - YOUR INSTITUTION	On campus		1%	6%	34%	59%	4.51	.05	166
	Off campus			6%	25%	68%	4.62	.05	130
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	28%	57%	4.37	.01	12,308
	Off campus	1%	2%	8%	20%	69%	4.54	.01	3,345
NACUFS Region - YOUR INSTITUTION	Southern	1%		6%	30%	63%	4.56	.04	296
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	11%	28%	57%	4.37	.01	6,264
	Northeast	1%	3%	11%	28%	57%	4.36	.02	3,275
	Pacific	1%	2%	13%	31%	53%	4.32	.03	781
	Southern	1%	2%	9%	20%	68%	4.51	.01	3,597
Institution Type - YOUR INSTITUTION	Public		1%	6%	30%	63%	4.56	.04	296
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	24%	63%	4.46	.01	9,205
	Private	1%	3%	12%	29%	55%	4.33	.01	6,448
Operation Type - YOUR INSTITUTION	Mainly Contracted		1%	6%	30%	63%	4.56	.04	296
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	26%	59%	4.39	.01	11,806
	Mainly Contracted	1%	2%	11%	25%	62%	4.44	.01	3,847
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		1%	6%	30%	63%	4.56	.04	296
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	12%	29%	55%	4.33	.02	2,480
	2,500 to 10,000	1%	2%	9%	23%	66%	4.51	.01	3,071
	10,001 to 20,000	1%	2%	10%	26%	60%	4.42	.01	4,460
	Over 20,000	1%	3%	11%	26%	58%	4.37	.01	5,642
Type of Retail Unit - YOUR INSTITUTION	Marketplace			7%	29%	64%	4.57	.07	70
	Specialty Coffee Shop/ Juice Bar			7%	31%	62%	4.55	.10	42
	Sit-down Restaurant			4%	39%	57%	4.54	.11	28
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	23%	64%	4.48	.02	2,360
	Marketplace	1%	2%	11%	29%	57%	4.39	.03	1,009
	Express Unit	1%	2%	11%	26%	60%	4.42	.02	1,555
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	21%	69%	4.56	.03	864
	Sit-down Restaurant	1%	1%	2%	17%	78%	4.70	.06	156
	Convenience Store	1%	2%	11%	24%	61%	4.41	.03	1,173

*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%	10%	13%	36%	39%	3.98	.06	314
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	12%	23%	30%	29%	3.65	.01	15,815
Aggregated Retail Units	YOUR INSTITUTION	1%	5%	12%	35%	47%	4.21	.08	147
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	19%	29%	39%	3.92	.01	7,198
Aggregated Dining Halls	YOUR INSTITUTION	4%	14%	14%	37%	31%	3.77	.09	167
Aggregated Dining Halls	ENTIRE SAMPLE	8%	15%	26%	31%	21%	3.42	.01	8,617
Respondent Type - YOUR INSTITUTION	Student	3%	12%	16%	34%	35%	3.86	.07	249
	Faculty				54%	46%	4.46	.10	24
	Administration/Staff		3%	8%	34%	55%	4.42	.12	38
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	6%	13%	24%	30%	26%	3.57	.01	14,083
	Faculty	3%	3%	13%	30%	52%	4.24	.05	389
	Administration/Staff	2%	3%	11%	29%	56%	4.35	.03	1,281
	Other	2%	8%	13%	21%	56%	4.23	.13	62
Student Class Status - YOUR INSTITUTION	First year	3%	14%	17%	32%	33%	3.79	.09	145
	Sophomore	3%	9%	9%	43%	37%	4.03	.18	35
	Junior	6%	11%	14%	36%	33%	3.81	.20	36
	Senior		11%	21%	26%	42%	4.00	.24	19
	Graduate	7%		14%	36%	43%	4.07	.30	14
Student Class Status - ENTIRE SAMPLE	First year	6%	13%	25%	31%	26%	3.58	.01	6,929
	Sophomore	8%	14%	23%	29%	25%	3.50	.02	3,120
	Junior	7%	14%	24%	29%	26%	3.52	.03	1,982
	Senior	7%	11%	25%	32%	26%	3.58	.03	1,629
	Graduate	2%	6%	15%	30%	45%	4.10	.05	364
	Other	5%	10%	25%	31%	29%	3.68	.15	59
Gender - YOUR INSTITUTION	Female	2%	10%	14%	36%	39%	4.02	.07	197
	Male	4%	11%	12%	36%	38%	3.91	.11	112
	Other Identity			40%	20%	40%	4.00	.45	5
Gender - ENTIRE SAMPLE	Did Not Answer	5%	15%	25%	27%	28%	3.57	.09	185
	Female	6%	12%	23%	30%	29%	3.64	.01	10,209
	Male	6%	11%	23%	31%	29%	3.68	.02	5,166
	Transgender	6%	18%	22%	27%	27%	3.49	.13	93
	Other Identity	9%	17%	29%	21%	24%	3.35	.10	162
		3%	14%	15%	35%	33%	3.79	.09	178
Live... - YOUR INSTITUTION	On campus	3%	14%	15%	35%	33%	3.79	.09	178
	Off campus	1%	4%	11%	37%	46%	4.22	.08	136
Live... - ENTIRE SAMPLE	On campus	7%	14%	25%	30%	24%	3.52	.01	12,432
	Off campus	3%	5%	16%	29%	47%	4.13	.02	3,383
NACUFS Region - YOUR INSTITUTION	Southern	3%	10%	13%	36%	39%	3.98	.06	314
NACUFS Region - ENTIRE SAMPLE	Midwest	5%	10%	22%	31%	31%	3.74	.01	6,335
	Northeast	9%	17%	27%	29%	17%	3.28	.02	3,305
	Pacific	7%	16%	26%	32%	19%	3.41	.04	784
	Southern	6%	11%	20%	27%	36%	3.78	.02	3,646
Institution Type - YOUR INSTITUTION	Public	3%	10%	13%	36%	39%	3.98	.06	314
Institution Type - ENTIRE SAMPLE	Public	7%	11%	22%	29%	31%	3.67	.01	9,294
	Private	5%	13%	24%	32%	26%	3.63	.01	6,521
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	10%	13%	36%	39%	3.98	.06	314
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	12%	23%	31%	29%	3.66	.01	11,903
	Mainly Contracted	7%	12%	22%	29%	30%	3.62	.02	3,912
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	10%	13%	36%	39%	3.98	.06	314
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	15%	24%	32%	22%	3.50	.02	2,498
	2,500 to 10,000	4%	8%	21%	29%	38%	3.89	.02	3,108
	10,001 to 20,000	6%	12%	23%	30%	29%	3.62	.02	4,508
	Over 20,000	6%	12%	24%	30%	28%	3.61	.02	5,701
Type of Retail Unit - YOUR INSTITUTION	Marketplace		3%	14%	31%	51%	4.31	.10	70
	Specialty Coffee Shop/ Juice Bar		4%	11%	38%	47%	4.27	.12	45
	Sit-down Restaurant	6%	10%	10%	35%	39%	3.90	.22	31
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	21%	30%	34%	3.79	.02	2,377
	Marketplace	5%	14%	24%	31%	26%	3.58	.04	1,024
	Express Unit	3%	6%	17%	32%	42%	4.05	.03	1,581
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	23%	60%	4.37	.03	876
	Sit-down Restaurant	2%	4%	11%	25%	58%	4.33	.08	161
	Convenience Store	3%	10%	19%	28%	40%	3.91	.03	1,179

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

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

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

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	4%	16%	30%	47%	4.15	.06	305
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	16%	26%	49%	4.12	.01	15,407
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	21%	30%	43%	4.07	.08	144
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	16%	25%	49%	4.10	.01	6,965
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	12%	31%	50%	4.22	.08	161
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	16%	27%	49%	4.14	.01	8,442
Respondent Type - YOUR INSTITUTION	Student	2%	4%	17%	31%	45%	4.12	.06	241
	Faculty		4%	8%	25%	63%	4.46	.17	24
	Administration/Staff	3%	5%	16%	30%	46%	4.11	.17	37
	Other				67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	16%	26%	48%	4.11	.01	13,735
	Faculty	3%	2%	13%	24%	58%	4.33	.05	378
	Administration/Staff	2%	5%	14%	26%	53%	4.23	.03	1,233
	Other		7%	30%	16%	48%	4.05	.13	61
Student Class Status - YOUR INSTITUTION	First year	1%	4%	16%	29%	50%	4.21	.08	141
	Sophomore	6%	6%	16%	38%	34%	3.88	.20	32
	Junior	3%	3%	23%	34%	37%	4.00	.17	35
	Senior			26%	26%	47%	4.21	.20	19
	Graduate	7%	7%	14%	29%	43%	3.93	.34	14
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	17%	27%	47%	4.09	.01	6,743
	Sophomore	3%	6%	16%	24%	51%	4.14	.02	3,047
	Junior	4%	6%	15%	29%	47%	4.09	.02	1,934
	Senior	2%	5%	17%	28%	48%	4.15	.03	1,592
	Graduate	4%	4%	15%	20%	57%	4.22	.06	361
	Other	10%	7%	26%	22%	34%	3.64	.17	58
Gender - YOUR INSTITUTION	Female	2%	5%	16%	30%	47%	4.15	.07	191
	Male	3%	4%	17%	32%	45%	4.13	.10	109
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	4%	11%	24%	58%	4.27	.08	170
	Female	3%	5%	15%	26%	51%	4.18	.01	9,945
	Male	4%	6%	18%	26%	45%	4.02	.02	5,040
	Transgender	9%	8%	15%	26%	42%	3.86	.13	92
	Other Identity	4%	6%	16%	30%	44%	4.06	.09	160
		3%	3%	15%	32%	47%	4.16	.08	173
Live... - YOUR INSTITUTION	On campus	3%	3%	15%	32%	47%	4.16	.08	173
	Off campus	2%	5%	18%	29%	46%	4.13	.09	132
Live... - ENTIRE SAMPLE	On campus	3%	5%	16%	26%	49%	4.12	.01	12,136
	Off campus	3%	5%	16%	26%	49%	4.13	.02	3,271
NACUFS Region - YOUR INSTITUTION	Southern	2%	4%	16%	30%	47%	4.15	.06	305
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	6%	17%	27%	46%	4.07	.01	6,163
	Northeast	3%	4%	13%	27%	52%	4.23	.02	3,252
	Pacific	2%	5%	15%	27%	51%	4.22	.04	771
	Southern	4%	6%	15%	22%	53%	4.16	.02	3,524
Institution Type - YOUR INSTITUTION	Public	2%	4%	16%	30%	47%	4.15	.06	305
Institution Type - ENTIRE SAMPLE	Public	3%	6%	17%	25%	48%	4.09	.01	9,030
	Private	3%	5%	15%	28%	50%	4.16	.01	6,377
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	16%	30%	47%	4.15	.06	305
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	27%	48%	4.10	.01	11,630
	Mainly Contracted	3%	5%	16%	24%	52%	4.18	.02	3,777
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	4%	16%	30%	47%	4.15	.06	305
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	14%	28%	52%	4.22	.02	2,465
	2,500 to 10,000	3%	5%	16%	26%	51%	4.17	.02	3,000
	10,001 to 20,000	3%	6%	17%	27%	47%	4.09	.02	4,382
	Over 20,000	4%	6%	17%	25%	48%	4.08	.01	5,560
Type of Retail Unit - YOUR INSTITUTION	Marketplace		3%	20%	34%	43%	4.17	.10	70
	Specialty Coffee Shop/ Juice Bar	2%	7%	12%	29%	50%	4.17	.16	42
	Sit-down Restaurant	10%		32%	23%	35%	3.74	.22	31
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	16%	25%	49%	4.11	.02	2,310
	Marketplace	3%	5%	14%	28%	50%	4.18	.03	995
	Express Unit	4%	6%	17%	28%	46%	4.06	.03	1,526
	Specialty Coffee Shop/ Juice Bar	4%	8%	18%	20%	49%	4.02	.04	832
	Sit-down Restaurant	3%	3%	15%	18%	62%	4.34	.08	154
	Convenience Store	4%	5%	17%	25%	49%	4.11	.03	1,148

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

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

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	8%	24%	29%	35%	3.81	.06	310
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	14%	28%	26%	24%	3.43	.01	15,490
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	26%	30%	35%	3.88	.09	144
Aggregated Retail Units	ENTIRE SAMPLE	7%	12%	27%	26%	28%	3.56	.01	7,014
Aggregated Dining Halls	YOUR INSTITUTION	5%	10%	22%	29%	34%	3.75	.09	166
Aggregated Dining Halls	ENTIRE SAMPLE	10%	15%	29%	27%	20%	3.32	.01	8,476
Respondent Type - YOUR INSTITUTION	Student	6%	9%	26%	30%	29%	3.67	.07	247
	Faculty		4%	13%	38%	46%	4.25	.17	24
	Administration/Staff		3%	11%	22%	64%	4.47	.14	36
	Other			33%	33%	33%	4.00	.58	3
Respondent Type - ENTIRE SAMPLE	Student	9%	15%	29%	26%	21%	3.35	.01	13,798
	Faculty	4%	7%	17%	31%	42%	4.00	.06	382
	Administration/Staff	2%	5%	17%	33%	43%	4.10	.03	1,246
	Other	3%	6%	23%	20%	47%	4.02	.14	64
Student Class Status - YOUR INSTITUTION	First year	7%	11%	22%	31%	29%	3.65	.10	146
	Sophomore	3%		38%	24%	35%	3.88	.17	34
	Junior	3%	8%	33%	33%	22%	3.64	.17	36
	Senior	17%	11%	28%	17%	28%	3.28	.34	18
	Graduate		8%	23%	38%	31%	3.92	.26	13
Student Class Status - ENTIRE SAMPLE	First year	8%	15%	30%	27%	20%	3.36	.01	6,791
	Sophomore	11%	16%	28%	24%	21%	3.28	.02	3,041
	Junior	11%	15%	28%	23%	22%	3.31	.03	1,944
	Senior	9%	14%	29%	27%	21%	3.36	.03	1,602
	Graduate	5%	9%	27%	26%	33%	3.73	.06	361
	Other	7%	8%	44%	19%	22%	3.41	.15	59
Gender - YOUR INSTITUTION	Female	4%	9%	24%	27%	36%	3.82	.08	195
	Male	6%	5%	23%	33%	33%	3.80	.11	110
	Other Identity			40%	40%	20%	3.80	.37	5
Gender - ENTIRE SAMPLE	Did Not Answer	11%	15%	30%	25%	19%	3.25	.09	176
	Female	9%	15%	28%	26%	23%	3.39	.01	10,000
	Male	8%	12%	27%	27%	26%	3.52	.02	5,065
	Transgender	9%	20%	27%	26%	18%	3.24	.13	91
	Other Identity	14%	15%	27%	32%	13%	3.15	.10	158
Live... - YOUR INSTITUTION	On campus	6%	10%	24%	31%	30%	3.69	.09	177
	Off campus	4%	5%	23%	28%	41%	3.96	.09	133
Live... - ENTIRE SAMPLE	On campus	10%	16%	29%	26%	20%	3.29	.01	12,191
	Off campus	3%	7%	23%	30%	38%	3.92	.02	3,299
NACUFS Region - YOUR INSTITUTION	Southern	5%	8%	24%	29%	35%	3.81	.06	310
NACUFS Region - ENTIRE SAMPLE	Midwest	7%	13%	28%	27%	25%	3.49	.02	6,200
	Northeast	13%	19%	29%	24%	15%	3.08	.02	3,273
	Pacific	9%	16%	29%	30%	16%	3.29	.04	775
	Southern	8%	12%	26%	24%	30%	3.57	.02	3,535
Institution Type - YOUR INSTITUTION	Public	5%	8%	24%	29%	35%	3.81	.06	310
Institution Type - ENTIRE SAMPLE	Public	8%	13%	28%	26%	25%	3.47	.01	9,072
	Private	8%	16%	28%	27%	21%	3.37	.02	6,418
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	8%	24%	29%	35%	3.81	.06	310
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	14%	28%	27%	23%	3.42	.01	11,678
	Mainly Contracted	9%	13%	27%	26%	25%	3.46	.02	3,812
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	5%	8%	24%	29%	35%	3.81	.06	310
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	17%	28%	27%	17%	3.24	.02	2,475
	2,500 to 10,000	6%	10%	25%	27%	33%	3.71	.02	3,031
	10,001 to 20,000	8%	13%	29%	27%	23%	3.44	.02	4,405
	Over 20,000	10%	15%	28%	25%	22%	3.34	.02	5,579
Type of Retail Unit - YOUR INSTITUTION	Marketplace	3%	3%	22%	35%	38%	4.01	.12	69
	Specialty Coffee Shop/ Juice Bar		5%	30%	32%	34%	3.95	.14	44
	Sit-down Restaurant	13%	10%	30%	13%	33%	3.43	.26	30
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	14%	27%	26%	24%	3.45	.03	2,325
	Marketplace	10%	16%	30%	27%	17%	3.25	.04	1,001
	Express Unit	6%	12%	26%	26%	30%	3.62	.03	1,544
	Specialty Coffee Shop/ Juice Bar	2%	7%	26%	23%	41%	3.94	.04	842
	Sit-down Restaurant	3%	3%	15%	26%	53%	4.22	.08	156
	Convenience Store	7%	12%	26%	23%	31%	3.59	.04	1,146

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

		Value					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	12%	27%	58%	4.39	.05	307
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	19%	27%	47%	4.12	.01	15,366
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	9%	28%	59%	4.40	.07	145
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	15%	27%	53%	4.26	.01	7,089
Aggregated Dining Halls	YOUR INSTITUTION		1%	15%	27%	57%	4.39	.06	162
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	23%	28%	41%	4.00	.01	8,277
Respondent Type - YOUR INSTITUTION	Student	1%	2%	14%	29%	54%	4.33	.06	242
	Faculty				21%	79%	4.79	.08	24
	Administration/Staff		3%	8%	21%	68%	4.55	.12	38
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	21%	28%	45%	4.08	.01	13,663
	Faculty	1%	2%	9%	29%	59%	4.42	.04	383
	Administration/Staff	1%	2%	9%	25%	63%	4.46	.02	1,260
	Other		5%	18%	13%	63%	4.35	.12	60
Student Class Status - YOUR INSTITUTION	First year		1%	15%	28%	55%	4.37	.07	142
	Sophomore		3%	19%	34%	44%	4.19	.15	32
	Junior	6%		6%	29%	60%	4.37	.17	35
	Senior			21%	26%	53%	4.32	.19	19
	Graduate	7%	7%	7%	21%	57%	4.14	.35	14
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	22%	28%	42%	4.03	.01	6,684
	Sophomore	2%	5%	21%	27%	45%	4.08	.02	3,025
	Junior	2%	5%	19%	27%	47%	4.14	.02	1,929
	Senior	3%	4%	18%	27%	47%	4.12	.03	1,600
	Graduate	1%	3%	13%	21%	61%	4.39	.05	367
	Other	5%		19%	24%	52%	4.17	.14	58
Gender - YOUR INSTITUTION	Female	2%	1%	12%	25%	61%	4.42	.06	191
	Male		3%	13%	32%	53%	4.35	.08	111
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	6%	18%	27%	46%	4.09	.08	177
	Female	2%	4%	20%	28%	46%	4.11	.01	9,877
	Male	2%	4%	18%	27%	48%	4.14	.01	5,059
	Transgender	4%	7%	17%	22%	50%	4.07	.12	92
	Other Identity	5%	6%	21%	25%	43%	3.96	.09	161
			2%	14%	32%	52%	4.34	.06	174
Live... - YOUR INSTITUTION	On campus		2%	14%	32%	52%	4.34	.06	174
	Off campus	2%	2%	10%	20%	66%	4.47	.08	133
Live... - ENTIRE SAMPLE	On campus	2%	5%	21%	28%	43%	4.05	.01	12,013
	Off campus	1%	3%	13%	25%	58%	4.36	.02	3,353
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	12%	27%	58%	4.39	.05	307
NACUFS Region - ENTIRE SAMPLE	Midwest	2%	4%	19%	29%	46%	4.13	.01	6,184
	Northeast	4%	7%	24%	28%	38%	3.90	.02	3,179
	Pacific	2%	4%	19%	31%	43%	4.09	.04	768
	Southern	2%	3%	16%	23%	56%	4.28	.02	3,533
Institution Type - YOUR INSTITUTION	Public	1%	2%	12%	27%	58%	4.39	.05	307
Institution Type - ENTIRE SAMPLE	Public	2%	4%	19%	26%	50%	4.17	.01	9,016
	Private	3%	5%	20%	30%	42%	4.04	.01	6,350
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	12%	27%	58%	4.39	.05	307
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	20%	27%	46%	4.10	.01	11,590
	Mainly Contracted	2%	4%	17%	27%	49%	4.17	.02	3,776
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	2%	12%	27%	58%	4.39	.05	307
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	7%	23%	30%	36%	3.88	.02	2,411
	2,500 to 10,000	1%	3%	17%	26%	53%	4.26	.02	3,026
	10,001 to 20,000	2%	4%	19%	27%	48%	4.14	.02	4,381
	Over 20,000	2%	4%	19%	27%	47%	4.13	.01	5,548
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1%	1%	9%	30%	59%	4.43	.10	70
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	19%	63%	4.35	.16	43
	Sit-down Restaurant	3%		6%	35%	55%	4.39	.16	31
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	16%	28%	52%	4.25	.02	2,352
	Marketplace	2%	4%	16%	32%	46%	4.15	.03	1,001
	Express Unit	2%	3%	17%	28%	50%	4.22	.02	1,538
	Specialty Coffee Shop/ Juice Bar	1%	3%	12%	20%	63%	4.42	.03	871
	Sit-down Restaurant	3%	1%	6%	20%	70%	4.54	.07	157
	Convenience Store	1%	4%	15%	26%	54%	4.27	.03	1,170

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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%	15%	32%	40%	3.92	.06	317
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	13%	26%	26%	26%	3.46	.01	15,534
Aggregated Retail Units	YOUR INSTITUTION	4%	5%	15%	35%	41%	4.03	.09	149
Aggregated Retail Units	ENTIRE SAMPLE	8%	13%	23%	25%	31%	3.58	.01	7,174
Aggregated Dining Halls	YOUR INSTITUTION	5%	13%	15%	29%	39%	3.83	.09	168
Aggregated Dining Halls	ENTIRE SAMPLE	10%	13%	29%	26%	22%	3.36	.01	8,360
Respondent Type - YOUR INSTITUTION	Student	6%	11%	17%	32%	34%	3.79	.07	252
	Faculty			4%	38%	58%	4.54	.12	24
	Administration/Staff	3%	5%	5%	24%	63%	4.39	.16	38
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	10%	13%	27%	25%	24%	3.40	.01	13,807
	Faculty	6%	9%	18%	28%	39%	3.86	.06	390
	Administration/Staff	4%	8%	18%	29%	42%	3.96	.03	1,274
	Other	2%	13%	16%	21%	49%	4.03	.14	63
Student Class Status - YOUR INSTITUTION	First year	7%	10%	20%	29%	34%	3.73	.10	148
	Sophomore	3%	14%	9%	31%	43%	3.97	.20	35
	Junior	6%	8%	11%	50%	25%	3.81	.18	36
	Senior		11%	16%	32%	42%	4.05	.24	19
	Graduate	7%	14%	29%	21%	29%	3.50	.34	14
Student Class Status - ENTIRE SAMPLE	First year	8%	13%	29%	26%	24%	3.45	.01	6,771
	Sophomore	11%	14%	28%	24%	23%	3.32	.02	3,044
	Junior	12%	14%	25%	25%	24%	3.34	.03	1,951
	Senior	11%	14%	25%	27%	23%	3.36	.03	1,614
	Graduate	8%	10%	23%	25%	34%	3.66	.07	368
	Other	5%	12%	29%	24%	31%	3.63	.15	59
Gender - YOUR INSTITUTION	Female	4%	10%	15%	30%	42%	3.98	.08	199
	Male	7%	9%	14%	35%	35%	3.82	.11	113
	Other Identity			40%	20%	40%	4.00	.45	5
Gender - ENTIRE SAMPLE	Did Not Answer	13%	11%	30%	22%	24%	3.33	.10	183
	Female	8%	12%	28%	27%	25%	3.48	.01	9,989
	Male	10%	14%	24%	24%	28%	3.45	.02	5,110
	Transgender	14%	22%	23%	21%	21%	3.12	.14	92
	Other Identity	18%	13%	28%	23%	19%	3.13	.11	160
		6%	10%	19%	31%	33%	3.75	.09	181
Live... - YOUR INSTITUTION	On campus	6%	10%	19%	31%	33%	3.75	.09	181
	Off campus	3%	7%	10%	32%	49%	4.15	.09	136
Live... - ENTIRE SAMPLE	On campus	10%	14%	28%	25%	23%	3.37	.01	12,145
	Off campus	6%	9%	21%	28%	36%	3.79	.02	3,389
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	15%	32%	40%	3.92	.06	317
NACUFS Region - ENTIRE SAMPLE	Midwest	8%	13%	26%	26%	27%	3.50	.02	6,265
	Northeast	12%	15%	31%	25%	17%	3.20	.02	3,211
	Pacific	13%	19%	30%	23%	15%	3.09	.04	770
	Southern	9%	11%	22%	24%	34%	3.64	.02	3,574
Institution Type - YOUR INSTITUTION	Public	5%	9%	15%	32%	40%	3.92	.06	317
Institution Type - ENTIRE SAMPLE	Public	10%	12%	26%	25%	27%	3.48	.01	9,112
	Private	9%	14%	27%	27%	24%	3.44	.02	6,422
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	15%	32%	40%	3.92	.06	317
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	12%	27%	27%	26%	3.50	.01	11,697
	Mainly Contracted	12%	15%	25%	22%	25%	3.34	.02	3,837
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	5%	9%	15%	32%	40%	3.92	.06	317
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	13%	29%	29%	21%	3.43	.02	2,429
	2,500 to 10,000	7%	11%	24%	26%	33%	3.67	.02	3,068
	10,001 to 20,000	11%	14%	27%	25%	23%	3.35	.02	4,429
	Over 20,000	10%	13%	26%	25%	26%	3.45	.02	5,608
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1%	4%	16%	33%	46%	4.17	.11	70
	Specialty Coffee Shop/ Juice Bar	4%	9%	17%	35%	35%	3.87	.17	46
	Sit-down Restaurant	9%	3%	9%	38%	41%	3.97	.22	32
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	13%	26%	28%	27%	3.53	.03	2,373
	Marketplace	16%	19%	26%	23%	16%	3.03	.04	1,016
	Express Unit	5%	9%	22%	26%	39%	3.85	.03	1,563
	Specialty Coffee Shop/ Juice Bar	5%	11%	19%	24%	42%	3.88	.04	882
	Sit-down Restaurant	5%	4%	15%	28%	48%	4.11	.09	161
	Convenience Store	9%	14%	24%	23%	30%	3.52	.04	1,179

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

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

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

		Availability of posted menu items					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	2%	9%	28%	59%	4.41	.05	286
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	16%	30%	48%	4.16	.01	14,546
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	9%	26%	63%	4.47	.07	137
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	15%	29%	51%	4.23	.01	6,657
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	9%	31%	56%	4.36	.07	149
Aggregated Dining Halls	ENTIRE SAMPLE	2%	6%	16%	31%	45%	4.10	.01	7,889
Respondent Type - YOUR INSTITUTION	Student	2%	2%	9%	29%	58%	4.40	.06	223
	Faculty	4%		17%	22%	57%	4.26	.22	23
	Administration/Staff		3%	5%	27%	65%	4.54	.12	37
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	16%	30%	46%	4.13	.01	12,941
	Faculty	1%	3%	14%	30%	53%	4.31	.05	355
	Administration/Staff	1%	2%	10%	28%	58%	4.42	.02	1,193
	Other		2%	25%	19%	54%	4.26	.12	57
Student Class Status - YOUR INSTITUTION	First year	2%	2%	12%	31%	54%	4.35	.07	133
	Sophomore		10%		17%	72%	4.52	.18	29
	Junior	3%		6%	27%	64%	4.48	.15	33
	Senior	6%		6%	41%	47%	4.24	.25	17
	Graduate				27%	73%	4.73	.14	11
Student Class Status - ENTIRE SAMPLE	First year	2%	6%	17%	30%	44%	4.09	.01	6,352
	Sophomore	2%	4%	17%	28%	49%	4.18	.02	2,850
	Junior	2%	5%	16%	29%	47%	4.14	.02	1,820
	Senior	2%	4%	16%	33%	45%	4.15	.02	1,512
	Graduate	1%	3%	8%	26%	62%	4.45	.05	355
	Other		2%	19%	23%	56%	4.33	.12	52
Gender - YOUR INSTITUTION	Female	1%	2%	9%	27%	61%	4.45	.06	176
	Male	3%	2%	9%	31%	55%	4.34	.09	105
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	4%	15%	32%	47%	4.21	.07	173
	Female	2%	4%	15%	30%	49%	4.21	.01	9,354
	Male	3%	6%	17%	30%	44%	4.07	.02	4,789
	Transgender		5%	25%	26%	44%	4.10	.10	81
	Other Identity	3%	6%	17%	28%	46%	4.07	.09	149
Live... - YOUR INSTITUTION	On campus	1%	3%	9%	32%	55%	4.37	.07	156
	Off campus	2%	2%	8%	24%	64%	4.45	.08	130
Live... - ENTIRE SAMPLE	On campus	2%	6%	17%	30%	45%	4.11	.01	11,421
	Off campus	1%	3%	13%	28%	55%	4.33	.02	3,125
NACUFS Region - YOUR INSTITUTION	Southern	2%	2%	9%	28%	59%	4.41	.05	286
NACUFS Region - ENTIRE SAMPLE	Midwest	2%	5%	17%	30%	46%	4.12	.01	5,901
	Northeast	3%	5%	17%	32%	43%	4.08	.02	3,019
	Pacific	2%	6%	17%	34%	41%	4.07	.04	719
	Southern	2%	4%	13%	24%	57%	4.32	.02	3,304
Institution Type - YOUR INSTITUTION	Public	2%	2%	9%	28%	59%	4.41	.05	286
Institution Type - ENTIRE SAMPLE	Public	2%	4%	14%	28%	51%	4.23	.01	8,492
	Private	2%	6%	18%	32%	42%	4.06	.01	6,054
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	9%	28%	59%	4.41	.05	286
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	16%	31%	47%	4.16	.01	10,971
	Mainly Contracted	2%	5%	16%	27%	50%	4.17	.02	3,575
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	2%	9%	28%	59%	4.41	.05	286
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	6%	19%	33%	39%	3.98	.02	2,296
	2,500 to 10,000	2%	4%	13%	26%	55%	4.28	.02	2,868
	10,001 to 20,000	2%	4%	15%	30%	49%	4.20	.01	4,125
	Over 20,000	2%	5%	16%	30%	47%	4.14	.01	5,257
Type of Retail Unit - YOUR INSTITUTION	Marketplace		1%	7%	30%	61%	4.51	.09	67
	Specialty Coffee Shop/ Juice Bar			5%	23%	72%	4.67	.09	43
	Sit-down Restaurant	8%	4%	19%	19%	50%	4.00	.25	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	15%	29%	51%	4.24	.02	2,219
	Marketplace	2%	6%	19%	31%	42%	4.05	.03	930
	Express Unit	1%	3%	15%	31%	50%	4.24	.02	1,467
	Specialty Coffee Shop/ Juice Bar	1%	2%	11%	24%	62%	4.43	.03	845
	Sit-down Restaurant	2%	2%	12%	20%	64%	4.41	.08	143
	Convenience Store	1%	4%	17%	29%	49%	4.20	.03	1,053

*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	2%	12%	17%	27%	41%	3.94	.07	293
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	10%	18%	28%	38%	3.81	.01	14,721
Aggregated Retail Units	YOUR INSTITUTION	2%	9%	12%	28%	50%	4.14	.09	139
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	17%	26%	44%	3.97	.01	6,740
Aggregated Dining Halls	YOUR INSTITUTION	3%	14%	23%	27%	34%	3.75	.09	154
Aggregated Dining Halls	ENTIRE SAMPLE	7%	12%	19%	29%	33%	3.69	.01	7,981
Respondent Type - YOUR INSTITUTION	Student	3%	14%	19%	28%	37%	3.82	.08	229
	Faculty		4%	13%	35%	48%	4.26	.18	23
	Administration/Staff	3%	3%	11%	24%	61%	4.37	.16	38
	Other					100%	5.00	.00	3
Respondent Type - ENTIRE SAMPLE	Student	6%	11%	19%	28%	36%	3.75	.01	13,087
	Faculty	3%	5%	13%	27%	51%	4.17	.06	365
	Administration/Staff	2%	3%	10%	27%	57%	4.35	.03	1,210
	Other	2%	5%	14%	27%	53%	4.24	.13	59
Student Class Status - YOUR INSTITUTION	First year	3%	16%	18%	28%	34%	3.75	.10	137
	Sophomore	3%	16%	28%	22%	31%	3.63	.21	32
	Junior	3%	15%	12%	27%	42%	3.91	.21	33
	Senior			19%	38%	44%	4.25	.19	16
	Graduate			27%	18%	55%	4.27	.27	11
Student Class Status - ENTIRE SAMPLE	First year	6%	12%	19%	28%	35%	3.74	.02	6,440
	Sophomore	7%	12%	19%	27%	35%	3.72	.02	2,872
	Junior	7%	11%	18%	26%	37%	3.76	.03	1,838
	Senior	6%	9%	20%	31%	35%	3.80	.03	1,528
	Graduate	3%	7%	17%	26%	47%	4.08	.06	356
	Other	6%	8%	36%	21%	30%	3.62	.16	53
Gender - YOUR INSTITUTION	Female	2%	12%	17%	28%	41%	3.92	.08	180
	Male	3%	11%	18%	27%	42%	3.94	.11	108
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	12%	20%	34%	27%	3.62	.09	181
	Female	6%	10%	18%	27%	39%	3.83	.01	9,480
	Male	6%	10%	18%	28%	37%	3.81	.02	4,830
	Transgender	9%	15%	20%	28%	28%	3.53	.14	81
	Other Identity	11%	10%	16%	29%	34%	3.63	.11	149
Live... - YOUR INSTITUTION	On campus	3%	17%	20%	27%	33%	3.69	.09	161
	Off campus	2%	5%	14%	28%	52%	4.23	.08	132
Live... - ENTIRE SAMPLE	On campus	7%	12%	19%	28%	35%	3.72	.01	11,555
	Off campus	3%	5%	15%	27%	50%	4.16	.02	3,166
NACUFS Region - YOUR INSTITUTION	Southern	2%	12%	17%	27%	41%	3.94	.07	293
NACUFS Region - ENTIRE SAMPLE	Midwest	7%	10%	19%	27%	37%	3.78	.02	5,962
	Northeast	5%	12%	18%	29%	36%	3.79	.02	3,052
	Pacific	7%	13%	20%	32%	28%	3.60	.04	727
	Southern	7%	10%	17%	25%	40%	3.82	.02	3,362
Institution Type - YOUR INSTITUTION	Public	2%	12%	17%	27%	41%	3.94	.07	293
Institution Type - ENTIRE SAMPLE	Public	6%	10%	17%	28%	39%	3.84	.01	8,596
	Private	6%	11%	19%	28%	36%	3.78	.02	6,125
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	12%	17%	27%	41%	3.94	.07	293
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	10%	18%	28%	39%	3.85	.01	11,073
	Mainly Contracted	7%	12%	19%	27%	35%	3.69	.02	3,648
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	12%	17%	27%	41%	3.94	.07	293
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	9%	17%	30%	39%	3.89	.02	2,319
	2,500 to 10,000	4%	7%	15%	27%	46%	4.04	.02	2,913
	10,001 to 20,000	6%	11%	18%	27%	38%	3.81	.02	4,180
	Over 20,000	8%	12%	20%	28%	33%	3.66	.02	5,309
Type of Retail Unit - YOUR INSTITUTION	Marketplace		6%	6%	32%	56%	4.38	.10	68
	Specialty Coffee Shop/ Juice Bar	4%	2%	18%	27%	49%	4.13	.16	45
	Sit-down Restaurant	4%	28%	12%	20%	36%	3.56	.27	25
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	17%	27%	42%	3.95	.02	2,250
	Marketplace	9%	14%	19%	31%	28%	3.56	.04	946
	Express Unit	5%	6%	16%	26%	48%	4.07	.03	1,493
	Specialty Coffee Shop/ Juice Bar	3%	4%	14%	22%	57%	4.26	.04	855
	Sit-down Restaurant	1%	6%	9%	26%	58%	4.32	.08	144
	Convenience Store	5%	7%	19%	25%	44%	3.95	.04	1,052

*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		2%	11%	33%	54%	4.38	.05	285
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	13%	32%	51%	4.27	.01	14,706
Aggregated Retail Units	YOUR INSTITUTION		3%	13%	33%	51%	4.33	.07	138
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	13%	31%	51%	4.27	.01	6,727
Aggregated Dining Halls	YOUR INSTITUTION		2%	8%	34%	56%	4.44	.06	147
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	32%	51%	4.27	.01	7,979
Respondent Type - YOUR INSTITUTION	Student		2%	9%	34%	55%	4.42	.05	221
	Faculty			17%	30%	52%	4.35	.16	23
	Administration/Staff		5%	18%	29%	47%	4.18	.15	38
	Other				67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	13%	31%	50%	4.26	.01	13,073
	Faculty	1%	2%	13%	35%	48%	4.28	.04	362
	Administration/Staff	1%	3%	10%	32%	55%	4.38	.02	1,215
	Other	2%		16%	25%	57%	4.36	.12	56
Student Class Status - YOUR INSTITUTION	First year		2%	8%	32%	59%	4.48	.06	132
	Sophomore		7%	7%	44%	41%	4.19	.17	27
	Junior		3%	12%	30%	55%	4.36	.14	33
	Senior			17%	33%	50%	4.33	.18	18
	Graduate				45%	55%	4.55	.16	11
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	32%	49%	4.24	.01	6,402
	Sophomore	1%	3%	13%	30%	53%	4.30	.02	2,884
	Junior	1%	3%	14%	31%	50%	4.24	.02	1,842
	Senior	1%	3%	13%	35%	48%	4.24	.02	1,534
	Graduate	2%	4%	9%	29%	56%	4.34	.05	359
	Other			23%	25%	52%	4.29	.11	52
Gender - YOUR INSTITUTION	Female		2%	9%	33%	56%	4.44	.05	177
	Male		4%	13%	34%	50%	4.29	.08	103
	Other Identity			20%	40%	40%	4.20	.37	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	3%	13%	29%	53%	4.29	.07	174
	Female	1%	3%	12%	31%	53%	4.32	.01	9,455
	Male	2%	5%	15%	33%	46%	4.17	.01	4,843
	Transgender	1%	4%	16%	30%	49%	4.23	.10	83
	Other Identity	2%	4%	13%	38%	44%	4.17	.08	151
Live... - YOUR INSTITUTION	On campus		3%	7%	36%	54%	4.42	.06	155
	Off campus		2%	15%	30%	53%	4.34	.07	130
Live... - ENTIRE SAMPLE	On campus	1%	3%	13%	32%	50%	4.26	.01	11,538
	Off campus	1%	3%	13%	31%	52%	4.29	.02	3,168
NACUFS Region - YOUR INSTITUTION	Southern		2%	11%	33%	54%	4.38	.05	285
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	4%	14%	33%	48%	4.23	.01	5,970
	Northeast	1%	3%	12%	33%	50%	4.28	.02	3,056
	Pacific	1%	2%	13%	35%	49%	4.29	.03	731
	Southern	1%	3%	11%	25%	59%	4.37	.02	3,326
Institution Type - YOUR INSTITUTION	Public		2%	11%	33%	54%	4.38	.05	285
Institution Type - ENTIRE SAMPLE	Public	1%	3%	13%	29%	54%	4.31	.01	8,546
	Private	1%	4%	14%	35%	46%	4.21	.01	6,160
Operation Type - YOUR INSTITUTION	Mainly Contracted		2%	11%	33%	54%	4.38	.05	285
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	13%	32%	50%	4.27	.01	11,071
	Mainly Contracted	1%	4%	13%	30%	52%	4.28	.01	3,635
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		2%	11%	33%	54%	4.38	.05	285
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	14%	37%	44%	4.17	.02	2,345
	2,500 to 10,000	1%	3%	12%	29%	55%	4.34	.02	2,890
	10,001 to 20,000	1%	3%	13%	31%	52%	4.29	.01	4,175
	Over 20,000	1%	4%	14%	31%	50%	4.25	.01	5,296
Type of Retail Unit - YOUR INSTITUTION	Marketplace		4%	13%	40%	43%	4.21	.10	68
	Specialty Coffee Shop/ Juice Bar		2%	9%	23%	65%	4.51	.12	43
	Sit-down Restaurant			19%	31%	50%	4.31	.15	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	31%	52%	4.29	.02	2,229
	Marketplace	1%	3%	12%	36%	48%	4.27	.03	941
	Express Unit	1%	5%	16%	33%	46%	4.17	.02	1,484
	Specialty Coffee Shop/ Juice Bar	1%	4%	13%	24%	58%	4.34	.03	853
	Sit-down Restaurant		1%	9%	27%	62%	4.50	.06	142
	Convenience Store	1%	4%	14%	30%	51%	4.25	.03	1,078

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

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

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

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

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	11%	15%	29%	40%	3.85	.07	291
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	13%	16%	21%	24%	26%	3.35	.01	14,870
Aggregated Retail Units	YOUR INSTITUTION	1%	7%	10%	30%	52%	4.25	.08	138
Aggregated Retail Units	ENTIRE SAMPLE	8%	13%	20%	24%	35%	3.64	.02	6,808
Aggregated Dining Halls	YOUR INSTITUTION	10%	16%	19%	27%	28%	3.48	.11	153
Aggregated Dining Halls	ENTIRE SAMPLE	16%	19%	23%	23%	19%	3.10	.02	8,062
Respondent Type - YOUR INSTITUTION	Student	7%	12%	14%	29%	38%	3.80	.08	228
	Faculty	4%	4%	25%	38%	29%	3.83	.21	24
	Administration/Staff	3%	8%	14%	19%	56%	4.17	.19	36
	Other		33%		33%	33%	3.67	.88	3
Respondent Type - ENTIRE SAMPLE	Student	14%	17%	22%	23%	24%	3.27	.01	13,212
	Faculty	5%	9%	18%	30%	38%	3.86	.06	373
	Administration/Staff	3%	7%	15%	30%	45%	4.06	.03	1,227
	Other	5%	7%	16%	24%	48%	4.03	.16	58
Student Class Status - YOUR INSTITUTION	First year	9%	14%	15%	25%	37%	3.67	.11	136
	Sophomore		17%	17%	27%	40%	3.90	.21	30
	Junior	9%	3%	6%	42%	39%	4.00	.21	33
	Senior			11%	39%	50%	4.39	.16	18
	Graduate		27%	18%	27%	27%	3.55	.37	11
Student Class Status - ENTIRE SAMPLE	First year	12%	17%	22%	24%	25%	3.32	.02	6,488
	Sophomore	18%	19%	21%	20%	22%	3.10	.03	2,907
	Junior	16%	17%	21%	22%	24%	3.20	.03	1,859
	Senior	12%	16%	24%	25%	23%	3.30	.03	1,543
	Graduate	7%	10%	19%	26%	38%	3.78	.07	362
	Other	2%	15%	38%	21%	25%	3.51	.15	53
Gender - YOUR INSTITUTION	Female	7%	10%	12%	31%	40%	3.87	.09	183
	Male	5%	14%	19%	24%	38%	3.77	.12	103
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	12%	17%	26%	25%	20%	3.24	.09	184
	Female	13%	16%	21%	23%	27%	3.35	.01	9,579
	Male	12%	15%	22%	25%	26%	3.38	.02	4,874
	Transgender	25%	20%	18%	17%	19%	2.84	.16	83
	Other Identity	23%	17%	22%	26%	13%	2.89	.11	150
Live... - YOUR INSTITUTION	On campus	8%	14%	18%	24%	36%	3.68	.10	160
	Off campus	4%	8%	11%	34%	44%	4.05	.10	131
Live... - ENTIRE SAMPLE	On campus	15%	18%	22%	22%	22%	3.20	.01	11,670
	Off campus	5%	9%	18%	28%	41%	3.91	.02	3,200
NACUFS Region - YOUR INSTITUTION	Southern	6%	11%	15%	29%	40%	3.85	.07	291
NACUFS Region - ENTIRE SAMPLE	Midwest	10%	16%	21%	25%	29%	3.46	.02	6,037
	Northeast	17%	21%	25%	22%	15%	2.97	.02	3,088
	Pacific	22%	23%	27%	19%	9%	2.71	.05	739
	Southern	12%	14%	19%	22%	33%	3.50	.02	3,374
Institution Type - YOUR INSTITUTION	Public	6%	11%	15%	29%	40%	3.85	.07	291
Institution Type - ENTIRE SAMPLE	Public	12%	15%	20%	23%	29%	3.41	.01	8,641
	Private	13%	17%	23%	24%	23%	3.26	.02	6,229
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	11%	15%	29%	40%	3.85	.07	291
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	12%	16%	22%	24%	26%	3.36	.01	11,178
	Mainly Contracted	14%	16%	21%	23%	27%	3.33	.02	3,692
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	6%	11%	15%	29%	40%	3.85	.07	291
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	13%	17%	24%	26%	19%	3.21	.03	2,364
	2,500 to 10,000	9%	14%	19%	24%	35%	3.62	.02	2,930
	10,001 to 20,000	14%	16%	22%	23%	25%	3.29	.02	4,223
	Over 20,000	13%	17%	21%	23%	25%	3.31	.02	5,353
Type of Retail Unit - YOUR INSTITUTION	Marketplace		6%	13%	28%	52%	4.27	.11	67
	Specialty Coffee Shop/ Juice Bar	2%	7%	7%	27%	57%	4.30	.15	44
	Sit-down Restaurant	4%	4%	8%	38%	46%	4.19	.20	26
	Convenience Store		100%				2.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	15%	22%	24%	30%	3.52	.03	2,259
	Marketplace	16%	22%	22%	23%	17%	3.03	.04	954
	Express Unit	8%	12%	20%	24%	35%	3.66	.03	1,509
	Specialty Coffee Shop/ Juice Bar	3%	4%	14%	25%	54%	4.23	.03	857
	Sit-down Restaurant	1%	4%	13%	25%	56%	4.31	.08	146
	Convenience Store	5%	11%	19%	25%	40%	3.86	.04	1,083

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

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

TABLE 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	3%	4%	13%	33%	46%	4.15	.06	280
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	16%	26%	49%	4.12	.01	14,452
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	14%	35%	42%	4.07	.09	131
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	16%	26%	49%	4.11	.01	6,576
Aggregated Dining Halls	YOUR INSTITUTION	3%	3%	13%	31%	50%	4.22	.08	149
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	16%	27%	49%	4.14	.01	7,876
Respondent Type - YOUR INSTITUTION	Student	3%	4%	15%	33%	46%	4.15	.07	219
	Faculty	4%	4%	9%	35%	48%	4.17	.22	23
	Administration/Staff	6%	6%	9%	31%	49%	4.11	.20	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	16%	26%	48%	4.11	.01	12,846
	Faculty	2%	3%	12%	30%	52%	4.26	.05	361
	Administration/Staff	2%	4%	13%	28%	53%	4.25	.03	1,189
	Other	4%		30%	23%	43%	4.02	.14	56
Student Class Status - YOUR INSTITUTION	First year	2%	3%	14%	35%	47%	4.22	.08	129
	Sophomore	3%	7%	14%	21%	55%	4.17	.21	29
	Junior	6%	6%	18%	33%	36%	3.88	.20	33
	Senior	6%	6%	12%	35%	41%	4.00	.28	17
	Graduate			18%	36%	45%	4.27	.24	11
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	17%	26%	48%	4.08	.01	6,298
	Sophomore	3%	5%	16%	25%	51%	4.18	.02	2,833
	Junior	4%	6%	16%	28%	46%	4.07	.03	1,809
	Senior	3%	6%	16%	27%	49%	4.12	.03	1,506
	Graduate	5%	4%	14%	22%	54%	4.16	.06	351
	Other	4%	4%	24%	14%	53%	4.08	.16	49
Gender - YOUR INSTITUTION	Female	1%	4%	14%	31%	49%	4.23	.07	173
	Male	7%	4%	12%	36%	41%	4.01	.11	102
	Other Identity		20%		20%	60%	4.20	.58	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	6%	14%	29%	50%	4.19	.08	171
	Female	2%	5%	15%	26%	52%	4.22	.01	9,302
	Male	5%	7%	19%	26%	43%	3.95	.02	4,749
	Transgender	8%	5%	11%	30%	46%	4.03	.14	80
	Other Identity	6%	8%	15%	27%	45%	3.96	.10	150
		2%	2%	14%	34%	47%	4.23	.07	152
Live... - YOUR INSTITUTION	On campus	2%	2%	14%	34%	47%	4.23	.07	152
	Off campus	5%	7%	12%	31%	45%	4.05	.10	128
Live... - ENTIRE SAMPLE	On campus	3%	6%	16%	26%	49%	4.12	.01	11,349
	Off campus	3%	5%	16%	26%	49%	4.13	.02	3,103
NACUFS Region - YOUR INSTITUTION	Southern	3%	4%	13%	33%	46%	4.15	.06	280
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	6%	17%	27%	47%	4.08	.01	5,877
	Northeast	2%	5%	14%	26%	53%	4.22	.02	3,013
	Pacific	2%	4%	16%	30%	49%	4.20	.04	718
	Southern	3%	5%	15%	24%	53%	4.18	.02	3,242
Institution Type - YOUR INSTITUTION	Public	3%	4%	13%	33%	46%	4.15	.06	280
Institution Type - ENTIRE SAMPLE	Public	3%	6%	17%	25%	49%	4.12	.01	8,377
	Private	3%	5%	15%	28%	49%	4.14	.01	6,075
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	13%	33%	46%	4.15	.06	280
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	26%	49%	4.11	.01	10,899
	Mainly Contracted	3%	5%	16%	26%	50%	4.16	.02	3,553
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	4%	13%	33%	46%	4.15	.06	280
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	14%	28%	51%	4.19	.02	2,326
	2,500 to 10,000	3%	5%	15%	26%	51%	4.19	.02	2,841
	10,001 to 20,000	3%	6%	17%	27%	47%	4.10	.02	4,084
	Over 20,000	4%	6%	17%	25%	48%	4.08	.02	5,201
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	6%	10%	40%	43%	4.16	.12	63
	Specialty Coffee Shop/ Juice Bar	2%	7%	12%	36%	43%	4.10	.16	42
	Sit-down Restaurant	8%	4%	28%	24%	36%	3.76	.25	25
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	15%	27%	50%	4.14	.02	2,185
	Marketplace	2%	5%	13%	29%	51%	4.21	.03	917
	Express Unit	4%	7%	17%	26%	46%	4.03	.03	1,455
	Specialty Coffee Shop/ Juice Bar	5%	7%	17%	23%	48%	4.03	.04	810
	Sit-down Restaurant	2%	3%	14%	22%	59%	4.33	.08	139
	Convenience Store	4%	5%	17%	26%	48%	4.09	.03	1,070

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

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

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

		Variety of healthy menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	10%	16%	36%	32%	3.79	.07	291
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	11%	17%	25%	24%	23%	3.31	.01	14,568
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	13%	41%	35%	3.98	.09	136
Aggregated Retail Units	ENTIRE SAMPLE	10%	15%	24%	23%	27%	3.42	.02	6,630
Aggregated Dining Halls	YOUR INSTITUTION	7%	14%	18%	32%	29%	3.63	.10	155
Aggregated Dining Halls	ENTIRE SAMPLE	12%	18%	26%	25%	19%	3.21	.01	7,938
Respondent Type - YOUR INSTITUTION	Student	7%	12%	16%	36%	29%	3.70	.08	229
	Faculty	4%	4%	21%	38%	33%	3.92	.22	24
	Administration/Staff		6%	9%	40%	46%	4.26	.14	35
	Other			33%		67%	4.33	.67	3
Respondent Type - ENTIRE SAMPLE	Student	12%	18%	26%	23%	21%	3.22	.01	12,943
	Faculty	5%	8%	20%	31%	36%	3.85	.06	370
	Administration/Staff	3%	7%	20%	30%	41%	4.00	.03	1,197
	Other	3%	2%	26%	21%	48%	4.09	.14	58
Student Class Status - YOUR INSTITUTION	First year	8%	13%	16%	36%	28%	3.63	.11	135
	Sophomore	3%	19%	9%	25%	44%	3.88	.22	32
	Junior	6%	9%	15%	44%	26%	3.76	.19	34
	Senior	6%	6%	24%	41%	24%	3.71	.27	17
	Graduate			36%	45%	18%	3.82	.23	11
Student Class Status - ENTIRE SAMPLE	First year	11%	18%	26%	24%	20%	3.25	.02	6,368
	Sophomore	15%	19%	26%	21%	20%	3.12	.02	2,840
	Junior	14%	18%	25%	22%	21%	3.19	.03	1,821
	Senior	13%	17%	25%	26%	19%	3.21	.03	1,515
	Graduate	7%	10%	20%	28%	36%	3.75	.07	349
	Other	10%	18%	38%	12%	22%	3.18	.18	50
Gender - YOUR INSTITUTION	Female	4%	11%	19%	34%	31%	3.77	.08	181
	Male	8%	9%	11%	40%	32%	3.81	.12	105
	Other Identity		20%		40%	40%	4.00	.55	5
Gender - ENTIRE SAMPLE	Did Not Answer	10%	23%	22%	24%	21%	3.24	.10	178
	Female	12%	18%	25%	23%	22%	3.26	.01	9,401
	Male	10%	14%	25%	26%	24%	3.41	.02	4,762
	Transgender	11%	23%	25%	20%	21%	3.18	.15	80
	Other Identity	12%	24%	27%	20%	18%	3.07	.10	147
Live... - YOUR INSTITUTION	On campus	7%	14%	16%	36%	26%	3.62	.10	159
	Off campus	4%	6%	15%	36%	39%	4.00	.09	132
Live... - ENTIRE SAMPLE	On campus	13%	19%	26%	23%	19%	3.16	.01	11,445
	Off campus	5%	8%	22%	29%	36%	3.83	.02	3,123
NACUFS Region - YOUR INSTITUTION	Southern	5%	10%	16%	36%	32%	3.79	.07	291
NACUFS Region - ENTIRE SAMPLE	Midwest	10%	16%	26%	24%	24%	3.37	.02	5,926
	Northeast	16%	22%	26%	22%	14%	2.97	.02	3,039
	Pacific	13%	20%	29%	25%	12%	3.02	.05	728
	Southern	12%	14%	22%	23%	29%	3.43	.02	3,272
Institution Type - YOUR INSTITUTION	Public	5%	10%	16%	36%	32%	3.79	.07	291
Institution Type - ENTIRE SAMPLE	Public	11%	16%	25%	24%	24%	3.35	.01	8,439
	Private	12%	18%	26%	24%	21%	3.25	.02	6,129
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	10%	16%	36%	32%	3.79	.07	291
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	11%	17%	26%	24%	22%	3.30	.01	10,961
	Mainly Contracted	11%	17%	24%	24%	24%	3.33	.02	3,607
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	5%	10%	16%	36%	32%	3.79	.07	291
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	13%	18%	26%	25%	17%	3.15	.03	2,336
	2,500 to 10,000	8%	13%	24%	24%	31%	3.57	.02	2,877
	10,001 to 20,000	10%	16%	26%	25%	23%	3.35	.02	4,120
	Over 20,000	13%	18%	25%	23%	21%	3.20	.02	5,235
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	8%	6%	41%	44%	4.17	.12	64
	Specialty Coffee Shop/ Juice Bar		5%	20%	43%	32%	4.02	.13	44
	Sit-down Restaurant	15%	7%	19%	37%	22%	3.44	.26	27
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	17%	25%	23%	23%	3.30	.03	2,200
	Marketplace	15%	22%	25%	23%	15%	3.00	.04	938
	Express Unit	10%	14%	21%	24%	31%	3.50	.03	1,466
	Specialty Coffee Shop/ Juice Bar	3%	9%	24%	24%	41%	3.92	.04	808
	Sit-down Restaurant	3%	3%	12%	30%	52%	4.26	.08	141
	Convenience Store	10%	14%	25%	23%	28%	3.45	.04	1,077

*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	15%	12%	17%	25%	31%	3.45	.10	220
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	19%	10%	18%	17%	36%	3.42	.01	10,657
Aggregated Retail Units	YOUR INSTITUTION	16%	10%	18%	22%	34%	3.47	.14	106
Aggregated Retail Units	ENTIRE SAMPLE	17%	9%	19%	16%	39%	3.51	.02	4,831
Aggregated Dining Halls	YOUR INSTITUTION	14%	14%	16%	28%	28%	3.42	.13	114
Aggregated Dining Halls	ENTIRE SAMPLE	20%	10%	18%	17%	34%	3.35	.02	5,826
Respondent Type - YOUR INSTITUTION	Student	16%	13%	16%	25%	30%	3.39	.11	171
	Faculty		11%	22%	28%	39%	3.94	.25	18
	Administration/Staff	18%	11%	18%	18%	36%	3.43	.29	28
	Other				100%		4.00	.00	3
Respondent Type - ENTIRE SAMPLE	Student	19%	10%	18%	16%	36%	3.39	.02	9,449
	Faculty	12%	9%	16%	19%	44%	3.73	.08	280
	Administration/Staff	14%	9%	19%	18%	40%	3.61	.05	877
	Other	14%	2%	24%	22%	39%	3.71	.19	51
Student Class Status - YOUR INSTITUTION	First year	17%	8%	20%	25%	30%	3.45	.14	102
	Sophomore	24%	12%	6%	18%	41%	3.41	.41	17
	Junior	19%	23%	16%	16%	26%	3.06	.27	31
	Senior	8%	17%	17%	33%	25%	3.50	.38	12
	Graduate		33%		44%	22%	3.56	.41	9
Student Class Status - ENTIRE SAMPLE	First year	22%	10%	20%	16%	33%	3.26	.02	4,595
	Sophomore	17%	10%	18%	16%	38%	3.48	.03	2,040
	Junior	15%	10%	18%	18%	39%	3.54	.04	1,381
	Senior	17%	9%	16%	20%	38%	3.51	.04	1,116
	Graduate	13%	10%	12%	16%	49%	3.78	.09	282
	Other	34%	3%	31%	9%	23%	2.83	.26	35
Gender - YOUR INSTITUTION	Female	10%	11%	17%	24%	39%	3.70	.12	135
	Male	24%	15%	17%	27%	17%	2.98	.16	82
	Other Identity				33%	67%	4.67	.33	3
Gender - ENTIRE SAMPLE	Did Not Answer	14%	20%	15%	19%	32%	3.36	.13	133
	Female	14%	10%	19%	18%	40%	3.61	.02	6,782
	Male	28%	10%	18%	14%	29%	3.04	.03	3,550
	Transgender	21%	3%	19%	23%	34%	3.45	.19	62
	Other Identity	18%	5%	8%	18%	51%	3.78	.14	130
Live... - YOUR INSTITUTION	On campus	18%	12%	14%	27%	30%	3.40	.14	113
	Off campus	12%	13%	20%	23%	32%	3.50	.13	107
Live... - ENTIRE SAMPLE	On campus	19%	10%	19%	16%	35%	3.38	.02	8,275
	Off campus	16%	8%	17%	18%	41%	3.59	.03	2,382
NACUFS Region - YOUR INSTITUTION	Southern	15%	12%	17%	25%	31%	3.45	.10	220
NACUFS Region - ENTIRE SAMPLE	Midwest	20%	10%	18%	17%	35%	3.38	.02	4,260
	Northeast	19%	9%	19%	17%	37%	3.44	.03	2,225
	Pacific	16%	11%	20%	14%	38%	3.48	.06	527
	Southern	15%	10%	18%	17%	41%	3.60	.03	2,523
Institution Type - YOUR INSTITUTION	Public	15%	12%	17%	25%	31%	3.45	.10	220
Institution Type - ENTIRE SAMPLE	Public	19%	10%	18%	16%	37%	3.43	.02	6,230
	Private	19%	10%	19%	17%	35%	3.41	.02	4,427
Operation Type - YOUR INSTITUTION	Mainly Contracted	15%	12%	17%	25%	31%	3.45	.10	220
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	20%	10%	18%	17%	36%	3.39	.02	7,928
	Mainly Contracted	15%	10%	19%	17%	38%	3.52	.03	2,729
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	15%	12%	17%	25%	31%	3.45	.10	220
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	18%	10%	20%	17%	35%	3.40	.04	1,716
	2,500 to 10,000	13%	8%	17%	17%	45%	3.73	.03	2,153
	10,001 to 20,000	21%	11%	19%	16%	33%	3.31	.03	2,967
	Over 20,000	20%	10%	18%	17%	34%	3.35	.02	3,821
Type of Retail Unit - YOUR INSTITUTION	Marketplace	20%	8%	18%	27%	27%	3.35	.21	51
	Specialty Coffee Shop/ Juice Bar	6%	19%	13%	19%	44%	3.75	.24	32
	Sit-down Restaurant	22%	4%	26%	13%	35%	3.35	.32	23
Type of Retail Unit - ENTIRE SAMPLE	Food Court	17%	9%	21%	16%	36%	3.45	.04	1,608
	Marketplace	22%	11%	17%	17%	34%	3.30	.06	624
	Express Unit	18%	9%	19%	16%	38%	3.47	.05	1,049
	Specialty Coffee Shop/ Juice Bar	14%	8%	16%	14%	47%	3.72	.06	623
	Sit-down Restaurant	10%	8%	13%	22%	48%	3.88	.12	120
	Convenience Store	14%	9%	18%	18%	41%	3.62	.05	807

*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	5%	12%	22%	28%	34%	3.74	.08	218
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	12%	13%	29%	20%	26%	3.33	.01	10,365
Aggregated Retail Units	YOUR INSTITUTION	2%	9%	20%	28%	41%	3.98	.11	102
Aggregated Retail Units	ENTIRE SAMPLE	10%	12%	28%	19%	31%	3.48	.02	4,644
Aggregated Dining Halls	YOUR INSTITUTION	7%	15%	24%	27%	28%	3.53	.11	116
Aggregated Dining Halls	ENTIRE SAMPLE	14%	14%	29%	20%	22%	3.21	.02	5,721
Respondent Type - YOUR INSTITUTION	Student	6%	13%	23%	25%	33%	3.67	.09	171
	Faculty		16%	11%	37%	37%	3.95	.25	19
	Administration/Staff		4%	24%	36%	36%	4.04	.18	25
	Other			33%	33%	33%	4.00	.58	3
Respondent Type - ENTIRE SAMPLE	Student	13%	14%	29%	19%	24%	3.26	.01	9,204
	Faculty	9%	7%	22%	29%	33%	3.70	.08	274
	Administration/Staff	4%	6%	25%	24%	42%	3.95	.04	837
	Other	8%	2%	20%	22%	48%	4.00	.17	50
Student Class Status - YOUR INSTITUTION	First year	7%	11%	27%	23%	33%	3.63	.12	101
	Sophomore		23%	14%	18%	45%	3.86	.27	22
	Junior	8%	12%	15%	27%	38%	3.77	.26	26
	Senior	7%	14%	29%	43%	7%	3.29	.29	14
	Graduate		13%	13%	38%	38%	4.00	.38	8
Student Class Status - ENTIRE SAMPLE	First year	12%	14%	31%	19%	24%	3.30	.02	4,477
	Sophomore	15%	14%	28%	18%	24%	3.23	.03	1,999
	Junior	16%	17%	28%	16%	24%	3.17	.04	1,345
	Senior	14%	16%	28%	20%	22%	3.20	.04	1,076
	Graduate	11%	8%	25%	22%	33%	3.58	.08	273
	Other	6%	12%	47%	15%	21%	3.32	.19	34
Gender - YOUR INSTITUTION	Female	4%	11%	22%	26%	37%	3.81	.10	139
	Male	4%	15%	24%	29%	28%	3.63	.13	75
	Other Identity	25%			50%	25%	3.50	.87	4
Gender - ENTIRE SAMPLE	Did Not Answer	8%	19%	24%	21%	27%	3.40	.11	131
	Female	13%	15%	28%	19%	25%	3.28	.02	6,689
	Male	10%	10%	31%	21%	28%	3.47	.02	3,357
	Transgender	20%	15%	18%	30%	18%	3.11	.18	61
	Other Identity	26%	17%	24%	20%	12%	2.75	.12	127
Live... - YOUR INSTITUTION	On campus	7%	13%	23%	24%	33%	3.64	.12	117
	Off campus	2%	11%	21%	32%	35%	3.86	.11	101
Live... - ENTIRE SAMPLE	On campus	14%	15%	29%	19%	23%	3.22	.01	8,060
	Off campus	6%	8%	26%	23%	36%	3.74	.03	2,305
NACUFS Region - YOUR INSTITUTION	Southern	5%	12%	22%	28%	34%	3.74	.08	218
NACUFS Region - ENTIRE SAMPLE	Midwest	10%	12%	29%	20%	29%	3.44	.02	4,128
	Northeast	18%	18%	28%	19%	18%	3.02	.03	2,208
	Pacific	15%	16%	31%	21%	18%	3.10	.06	508
	Southern	12%	12%	27%	18%	30%	3.43	.03	2,460
Institution Type - YOUR INSTITUTION	Public	5%	12%	22%	28%	34%	3.74	.08	218
Institution Type - ENTIRE SAMPLE	Public	12%	13%	28%	19%	27%	3.36	.02	6,037
	Private	12%	14%	29%	20%	24%	3.29	.02	4,328
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	12%	22%	28%	34%	3.74	.08	218
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	13%	14%	29%	19%	25%	3.31	.02	7,682
	Mainly Contracted	12%	12%	28%	20%	28%	3.40	.03	2,683
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	5%	12%	22%	28%	34%	3.74	.08	218
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	15%	17%	29%	20%	19%	3.12	.03	1,694
	2,500 to 10,000	9%	10%	26%	20%	35%	3.61	.03	2,119
	10,001 to 20,000	11%	13%	29%	20%	26%	3.38	.02	2,851
	Over 20,000	14%	14%	30%	18%	24%	3.24	.02	3,701
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	9%	20%	25%	43%	3.98	.17	44
	Specialty Coffee Shop/ Juice Bar			14%	42%	44%	4.31	.12	36
	Sit-down Restaurant	5%	23%	27%	14%	32%	3.45	.28	22
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	14%	31%	18%	25%	3.32	.03	1,527
	Marketplace	13%	16%	30%	19%	23%	3.23	.05	590
	Express Unit	11%	12%	27%	20%	30%	3.46	.04	1,028
	Specialty Coffee Shop/ Juice Bar	5%	7%	23%	18%	47%	3.95	.05	601
	Sit-down Restaurant	3%	7%	18%	24%	48%	4.06	.10	117
	Convenience Store	9%	11%	27%	20%	33%	3.57	.05	781

*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		1%	5%	29%	64%	4.56	.04	278
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	13%	29%	54%	4.31	.01	14,410
Aggregated Retail Units	YOUR INSTITUTION		2%	5%	30%	63%	4.53	.06	132
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	26%	59%	4.40	.01	6,634
Aggregated Dining Halls	YOUR INSTITUTION		1%	5%	29%	65%	4.58	.05	146
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	15%	31%	50%	4.24	.01	7,776
Respondent Type - YOUR INSTITUTION	Student		2%	7%	29%	63%	4.52	.05	217
	Faculty				30%	70%	4.70	.10	23
	Administration/Staff				31%	69%	4.69	.08	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	14%	30%	52%	4.27	.01	12,796
	Faculty	1%	0%	6%	23%	70%	4.60	.04	364
	Administration/Staff	0%	1%	5%	20%	74%	4.67	.02	1,194
	Other			16%	25%	59%	4.43	.10	56
Student Class Status - YOUR INSTITUTION	First year		2%	5%	28%	65%	4.56	.06	130
	Sophomore			4%	35%	62%	4.58	.11	26
	Junior		3%	15%	24%	58%	4.36	.15	33
	Senior			11%	33%	56%	4.44	.17	18
	Graduate		10%		20%	70%	4.50	.31	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	30%	51%	4.27	.01	6,255
	Sophomore	1%	4%	14%	30%	51%	4.27	.02	2,817
	Junior	1%	5%	14%	30%	50%	4.23	.02	1,809
	Senior	1%	3%	15%	29%	52%	4.27	.02	1,511
	Graduate	1%	3%	7%	22%	68%	4.53	.04	354
	Other		2%	16%	28%	54%	4.34	.12	50
Gender - YOUR INSTITUTION	Female		1%	6%	25%	68%	4.61	.05	173
	Male		3%	4%	36%	57%	4.47	.07	100
	Other Identity				40%	60%	4.60	.24	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	5%	11%	27%	55%	4.29	.07	168
	Female	1%	3%	12%	28%	57%	4.37	.01	9,277
	Male	1%	4%	16%	30%	49%	4.22	.01	4,732
	Transgender	1%	3%	24%	25%	48%	4.15	.11	80
	Other Identity	1%	8%	14%	32%	45%	4.12	.08	153
Live... - YOUR INSTITUTION	On campus		1%	5%	28%	65%	4.57	.05	152
	Off campus		2%	6%	30%	63%	4.54	.06	126
Live... - ENTIRE SAMPLE	On campus	1%	4%	14%	30%	51%	4.26	.01	11,289
	Off campus	1%	2%	9%	23%	66%	4.51	.01	3,121
NACUFS Region - YOUR INSTITUTION	Southern		1%	5%	29%	64%	4.56	.04	278
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	13%	30%	53%	4.30	.01	5,898
	Northeast	1%	5%	16%	31%	47%	4.18	.02	2,973
	Pacific	1%	3%	17%	30%	49%	4.22	.03	719
	Southern	1%	3%	10%	23%	64%	4.47	.01	3,230
Institution Type - YOUR INSTITUTION	Public		1%	5%	29%	64%	4.56	.04	278
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	27%	57%	4.37	.01	8,320
	Private	1%	4%	14%	30%	50%	4.24	.01	6,090
Operation Type - YOUR INSTITUTION	Mainly Contracted		1%	5%	29%	64%	4.56	.04	278
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	13%	29%	54%	4.30	.01	10,872
	Mainly Contracted	1%	3%	13%	28%	55%	4.34	.01	3,538
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		1%	5%	29%	64%	4.56	.04	278
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	14%	31%	49%	4.22	.02	2,319
	2,500 to 10,000	1%	2%	10%	24%	63%	4.46	.02	2,855
	10,001 to 20,000	1%	3%	14%	30%	52%	4.30	.01	4,054
	Over 20,000	1%	4%	14%	29%	53%	4.29	.01	5,182
Type of Retail Unit - YOUR INSTITUTION	Marketplace			3%	31%	66%	4.63	.07	62
	Specialty Coffee Shop/ Juice Bar		2%	2%	30%	65%	4.58	.10	43
	Sit-down Restaurant		8%	15%	27%	50%	4.19	.19	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	28%	58%	4.39	.02	2,176
	Marketplace	0%	3%	14%	33%	49%	4.28	.03	896
	Express Unit	1%	2%	11%	27%	58%	4.37	.02	1,455
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	19%	72%	4.61	.02	844
	Sit-down Restaurant	1%	3%	6%	16%	74%	4.60	.06	146
	Convenience Store	1%	4%	12%	23%	60%	4.38	.03	1,117

*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	2%	4%	13%	30%	51%	4.24	.06	291
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	13%	29%	51%	4.21	.01	14,614
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	11%	29%	52%	4.23	.09	136
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	27%	54%	4.27	.01	6,733
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	14%	31%	50%	4.25	.07	155
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	13%	31%	48%	4.16	.01	7,881
Respondent Type - YOUR INSTITUTION	Student	2%	5%	14%	30%	48%	4.18	.07	230
	Faculty			4%	39%	57%	4.52	.12	23
	Administration/Staff	3%	3%	6%	23%	66%	4.46	.16	35
	Other			33%	33%	33%	4.00	.58	3
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	13%	30%	49%	4.17	.01	12,977
	Faculty	1%	3%	8%	20%	68%	4.51	.04	371
	Administration/Staff	2%	1%	7%	22%	67%	4.51	.02	1,208
	Other		3%	16%	22%	59%	4.36	.11	58
Student Class Status - YOUR INSTITUTION	First year	1%	1%	17%	28%	52%	4.28	.08	138
	Sophomore	6%	13%	16%	16%	48%	3.87	.24	31
	Junior		9%	9%	48%	33%	4.06	.16	33
	Senior	6%	6%	6%	33%	50%	4.17	.27	18
	Graduate		10%		50%	40%	4.20	.29	10
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	14%	31%	48%	4.17	.01	6,352
	Sophomore	3%	5%	13%	28%	50%	4.17	.02	2,851
	Junior	3%	5%	14%	30%	47%	4.13	.02	1,833
	Senior	3%	5%	12%	29%	50%	4.20	.03	1,532
	Graduate	1%	4%	10%	27%	58%	4.36	.05	357
	Other	4%	6%	23%	33%	35%	3.88	.15	52
Gender - YOUR INSTITUTION	Female	1%	3%	11%	35%	50%	4.29	.06	180
	Male	4%	6%	17%	23%	51%	4.11	.11	106
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	3%	16%	28%	52%	4.26	.07	177
	Female	2%	5%	13%	28%	52%	4.23	.01	9,417
	Male	3%	5%	13%	31%	48%	4.17	.01	4,788
	Transgender	1%	4%	18%	33%	45%	4.16	.10	80
	Other Identity	3%	6%	14%	28%	49%	4.13	.09	152
		2%	4%	16%	28%	49%	4.19	.08	162
Live... - YOUR INSTITUTION	On campus	2%	5%	9%	33%	53%	4.30	.08	129
	Off campus	3%	5%	14%	30%	48%	4.16	.01	11,451
Live... - ENTIRE SAMPLE	On campus	2%	3%	10%	25%	60%	4.38	.02	3,163
	Off campus	2%	4%	13%	30%	51%	4.24	.06	291
NACUFS Region - YOUR INSTITUTION	Midwest	2%	5%	13%	29%	51%	4.21	.01	5,979
NACUFS Region - ENTIRE SAMPLE	Northeast	2%	4%	13%	32%	49%	4.20	.02	3,013
	Pacific	2%	5%	14%	33%	45%	4.14	.04	728
	Southern	4%	5%	13%	27%	51%	4.16	.02	3,291
		2%	4%	13%	30%	51%	4.24	.06	291
Institution Type - YOUR INSTITUTION	Public	3%	5%	14%	29%	49%	4.14	.01	8,437
Institution Type - ENTIRE SAMPLE	Private	2%	4%	11%	30%	53%	4.30	.01	6,177
		2%	4%	13%	30%	51%	4.24	.06	291
Operation Type - YOUR INSTITUTION	Mainly Self-operated	2%	4%	12%	30%	52%	4.25	.01	10,996
Operation Type - ENTIRE SAMPLE	Mainly Contracted	4%	6%	14%	28%	47%	4.09	.02	3,618
		2%	4%	13%	30%	51%	4.24	.06	291
Total Current Enrollment - YOUR INSTITUTION	Under 2,500	1%	3%	9%	30%	57%	4.39	.02	2,344
Total Current Enrollment - ENTIRE SAMPLE	2,500 to 10,000	2%	4%	11%	26%	57%	4.31	.02	2,899
	10,001 to 20,000	2%	5%	14%	30%	49%	4.19	.02	4,125
	Over 20,000	4%	6%	14%	30%	46%	4.09	.01	5,246
		2%	3%	8%	25%	63%	4.44	.11	64
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	2%	4%	38%	53%	4.38	.13	45
	Specialty Coffee Shop/ Juice Bar	12%	8%	31%	27%	23%	3.42	.25	26
	Sit-down Restaurant					100%	5.00	.	1
	Convenience Store								
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	14%	30%	49%	4.17	.02	2,211
	Marketplace	3%	5%	14%	28%	50%	4.16	.03	918
	Express Unit	2%	4%	11%	27%	56%	4.32	.02	1,481
	Specialty Coffee Shop/ Juice Bar	3%	2%	9%	21%	66%	4.46	.03	850
	Sit-down Restaurant	5%	4%	14%	21%	56%	4.19	.09	147
	Convenience Store	2%	4%	10%	26%	58%	4.34	.03	1,126

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

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

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

TABLE 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	1%	2%	7%	32%	58%	4.42	.05	283
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	15%	31%	48%	4.20	.01	14,367
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	4%	29%	62%	4.47	.07	134
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	29%	55%	4.33	.01	6,613
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	10%	34%	54%	4.38	.07	149
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	18%	32%	43%	4.09	.01	7,754
Respondent Type - YOUR INSTITUTION	Student	2%	2%	8%	31%	57%	4.40	.06	222
	Faculty			9%	35%	57%	4.48	.14	23
	Administration/Staff			6%	34%	60%	4.54	.10	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	5%	16%	31%	46%	4.16	.01	12,752
	Faculty	1%	1%	7%	29%	62%	4.51	.04	363
	Administration/Staff	0%	1%	5%	26%	67%	4.59	.02	1,196
	Other		4%	16%	23%	57%	4.34	.12	56
Student Class Status - YOUR INSTITUTION	First year	2%	3%	8%	26%	62%	4.43	.08	133
	Sophomore		4%	4%	46%	46%	4.36	.14	28
	Junior	6%		6%	42%	45%	4.21	.18	33
	Senior			11%	17%	72%	4.61	.16	18
	Graduate			10%	50%	40%	4.30	.21	10
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	17%	31%	45%	4.12	.01	6,234
	Sophomore	1%	5%	16%	32%	46%	4.17	.02	2,809
	Junior	2%	5%	15%	32%	47%	4.17	.02	1,806
	Senior	1%	4%	15%	33%	47%	4.21	.02	1,498
	Graduate	1%	4%	11%	23%	62%	4.41	.05	354
	Other		2%	8%	35%	55%	4.43	.10	51
Gender - YOUR INSTITUTION	Female	2%	2%	6%	34%	57%	4.43	.06	175
	Male	1%	2%	11%	29%	57%	4.40	.08	103
	Other Identity				20%	80%	4.80	.20	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	5%	13%	30%	49%	4.16	.08	167
	Female	1%	4%	14%	31%	49%	4.23	.01	9,247
	Male	1%	4%	16%	31%	47%	4.17	.01	4,725
	Transgender	4%	10%	21%	31%	35%	3.82	.13	78
	Other Identity	3%	6%	25%	29%	37%	3.89	.09	150
Live... - YOUR INSTITUTION	On campus	1%	3%	8%	33%	56%	4.40	.07	156
	Off campus	2%		7%	31%	60%	4.46	.07	127
Live... - ENTIRE SAMPLE	On campus	1%	5%	17%	32%	45%	4.14	.01	11,255
	Off campus	1%	2%	10%	27%	60%	4.43	.01	3,112
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	7%	32%	58%	4.42	.05	283
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	5%	16%	31%	47%	4.17	.01	5,886
	Northeast	2%	6%	18%	33%	41%	4.06	.02	2,968
	Pacific	1%	5%	16%	35%	43%	4.14	.04	711
	Southern	1%	2%	11%	26%	59%	4.40	.02	3,219
Institution Type - YOUR INSTITUTION	Public	1%	2%	7%	32%	58%	4.42	.05	283
Institution Type - ENTIRE SAMPLE	Public	1%	4%	14%	29%	51%	4.25	.01	8,295
	Private	1%	5%	16%	33%	44%	4.14	.01	6,072
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	7%	32%	58%	4.42	.05	283
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	15%	31%	48%	4.21	.01	10,832
	Mainly Contracted	2%	5%	16%	29%	49%	4.19	.02	3,535
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	2%	7%	32%	58%	4.42	.05	283
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	6%	16%	34%	43%	4.11	.02	2,309
	2,500 to 10,000	1%	3%	12%	27%	56%	4.35	.02	2,845
	10,001 to 20,000	2%	4%	16%	32%	47%	4.18	.01	4,042
	Over 20,000	1%	5%	16%	30%	48%	4.19	.01	5,171
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%		3%	33%	63%	4.55	.09	64
	Specialty Coffee Shop/ Juice Bar		2%	5%	33%	60%	4.51	.11	43
	Sit-down Restaurant	4%	12%	8%	15%	62%	4.19	.24	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	30%	53%	4.31	.02	2,164
	Marketplace	2%	4%	16%	34%	44%	4.15	.03	902
	Express Unit	1%	3%	11%	31%	54%	4.34	.02	1,454
	Specialty Coffee Shop/ Juice Bar	1%	1%	8%	22%	68%	4.54	.03	838
	Sit-down Restaurant	1%	6%	6%	20%	67%	4.48	.07	143
	Convenience Store	1%	3%	13%	26%	57%	4.35	.03	1,112

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

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

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

		Speed of service					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	7%	9%	28%	53%	4.19	.06	291
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	14%	29%	48%	4.15	.01	14,573
Aggregated Retail Units	YOUR INSTITUTION	7%	7%	10%	24%	51%	4.07	.11	136
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	27%	50%	4.16	.01	6,715
Aggregated Dining Halls	YOUR INSTITUTION	1%	6%	8%	31%	54%	4.30	.07	155
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	31%	47%	4.15	.01	7,858
Respondent Type - YOUR INSTITUTION	Student	3%	8%	11%	27%	50%	4.12	.07	230
	Faculty	4%		4%	39%	52%	4.35	.19	23
	Administration/Staff	3%	3%	3%	23%	69%	4.51	.16	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	15%	30%	47%	4.12	.01	12,937
	Faculty	2%	5%	8%	24%	61%	4.37	.05	367
	Administration/Staff	1%	3%	9%	27%	60%	4.41	.03	1,211
	Other	2%	2%	17%	24%	55%	4.29	.12	58
Student Class Status - YOUR INSTITUTION	First year	2%	7%	11%	28%	53%	4.22	.09	138
	Sophomore	10%	13%	6%	16%	55%	3.94	.26	31
	Junior	3%	15%	6%	45%	30%	3.85	.20	33
	Senior	6%	6%	22%	22%	44%	3.94	.29	18
	Graduate			20%	10%	70%	4.50	.27	10
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	16%	30%	47%	4.14	.01	6,335
	Sophomore	3%	6%	15%	30%	46%	4.10	.02	2,841
	Junior	3%	7%	15%	30%	45%	4.06	.03	1,828
	Senior	4%	5%	14%	30%	47%	4.12	.03	1,525
	Graduate	1%	5%	13%	26%	55%	4.29	.05	356
	Other	2%	12%	27%	19%	40%	3.85	.16	52
Gender - YOUR INSTITUTION	Female	2%	6%	11%	31%	51%	4.23	.07	180
	Male	6%	8%	8%	25%	54%	4.12	.12	106
	Other Identity	20%				80%	4.20	.80	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	5%	16%	28%	50%	4.20	.07	176
	Female	2%	5%	14%	29%	49%	4.17	.01	9,396
	Male	3%	5%	15%	30%	47%	4.12	.02	4,772
	Transgender	1%	5%	10%	34%	49%	4.25	.10	79
	Other Identity	5%	7%	10%	27%	51%	4.14	.09	150
Live... - YOUR INSTITUTION	On campus	4%	9%	9%	28%	50%	4.12	.09	162
	Off campus	3%	5%	9%	27%	56%	4.28	.09	129
Live... - ENTIRE SAMPLE	On campus	3%	6%	15%	30%	46%	4.11	.01	11,420
	Off campus	2%	4%	12%	26%	56%	4.29	.02	3,153
NACUFS Region - YOUR INSTITUTION	Southern	3%	7%	9%	28%	53%	4.19	.06	291
NACUFS Region - ENTIRE SAMPLE	Midwest	2%	5%	14%	28%	51%	4.21	.01	5,963
	Northeast	3%	6%	16%	31%	44%	4.09	.02	3,010
	Pacific	2%	9%	21%	37%	31%	3.84	.04	721
	Southern	4%	6%	14%	28%	48%	4.10	.02	3,282
Institution Type - YOUR INSTITUTION	Public	3%	7%	9%	28%	53%	4.19	.06	291
Institution Type - ENTIRE SAMPLE	Public	3%	6%	15%	30%	47%	4.11	.01	8,414
	Private	2%	4%	14%	29%	50%	4.21	.01	6,159
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	9%	28%	53%	4.19	.06	291
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	14%	29%	49%	4.17	.01	10,971
	Mainly Contracted	3%	6%	15%	31%	45%	4.10	.02	3,602
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	7%	9%	28%	53%	4.19	.06	291
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	12%	31%	51%	4.26	.02	2,337
	2,500 to 10,000	2%	5%	14%	27%	52%	4.22	.02	2,893
	10,001 to 20,000	2%	5%	15%	31%	47%	4.15	.02	4,107
	Over 20,000	3%	6%	16%	29%	45%	4.07	.01	5,236
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	3%	5%	25%	66%	4.50	.11	64
	Specialty Coffee Shop/ Juice Bar	2%	7%	9%	31%	51%	4.22	.15	45
	Sit-down Restaurant	27%	19%	27%	12%	15%	2.69	.28	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	16%	31%	44%	4.07	.02	2,198
	Marketplace	3%	5%	16%	33%	43%	4.08	.03	918
	Express Unit	3%	6%	15%	24%	52%	4.15	.03	1,481
	Specialty Coffee Shop/ Juice Bar	3%	5%	10%	23%	60%	4.33	.04	849
	Sit-down Restaurant	8%	8%	16%	22%	47%	3.92	.11	144
	Convenience Store	3%	5%	11%	24%	57%	4.29	.03	1,125

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

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

TABLE 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%	5%	11%	26%	56%	4.31	.06	279
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	14%	30%	51%	4.25	.01	14,292
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	7%	28%	58%	4.35	.08	134
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	13%	29%	54%	4.30	.01	6,570
Aggregated Dining Halls	YOUR INSTITUTION		6%	15%	24%	54%	4.27	.08	145
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	31%	49%	4.20	.01	7,722
Respondent Type - YOUR INSTITUTION	Student	1%	6%	12%	26%	56%	4.28	.07	218
	Faculty			21%	21%	58%	4.38	.17	24
	Administration/Staff		9%	3%	26%	62%	4.41	.16	34
	Other				67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	14%	30%	50%	4.23	.01	12,707
	Faculty	1%	1%	12%	30%	56%	4.40	.04	358
	Administration/Staff	1%	2%	10%	27%	60%	4.42	.02	1,171
	Other	2%	2%	21%	21%	54%	4.23	.13	56
Student Class Status - YOUR INSTITUTION	First year	1%	5%	13%	26%	56%	4.31	.08	129
	Sophomore	7%	11%	14%	21%	46%	3.89	.25	28
	Junior		6%	6%	39%	48%	4.30	.15	33
	Senior		6%	17%	6%	72%	4.44	.23	18
	Graduate				30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	15%	31%	49%	4.20	.01	6,212
	Sophomore	2%	5%	14%	30%	50%	4.23	.02	2,809
	Junior	2%	5%	13%	30%	50%	4.23	.02	1,796
	Senior	1%	4%	15%	29%	51%	4.24	.02	1,492
	Graduate	1%	3%	11%	22%	63%	4.44	.05	350
	Other	2%	2%	17%	21%	58%	4.31	.14	48
Gender - YOUR INSTITUTION	Female	1%	5%	9%	26%	60%	4.39	.07	174
	Male		7%	17%	26%	50%	4.19	.10	100
	Other Identity	20%			20%	60%	4.00	.77	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	4%	14%	30%	50%	4.20	.08	165
	Female	1%	4%	13%	30%	52%	4.28	.01	9,207
	Male	2%	5%	15%	30%	49%	4.19	.01	4,692
	Transgender	3%	6%	24%	24%	42%	3.97	.12	78
	Other Identity	3%	7%	17%	32%	41%	4.03	.09	150
Live... - YOUR INSTITUTION	On campus	1%	6%	11%	28%	54%	4.29	.08	153
	Off campus	2%	5%	12%	23%	59%	4.33	.09	126
Live... - ENTIRE SAMPLE	On campus	1%	4%	14%	31%	49%	4.22	.01	11,225
	Off campus	1%	3%	13%	27%	56%	4.33	.02	3,067
NACUFS Region - YOUR INSTITUTION	Southern	1%	5%	11%	26%	56%	4.31	.06	279
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	4%	14%	31%	50%	4.23	.01	5,853
	Northeast	2%	5%	15%	32%	47%	4.18	.02	2,947
	Pacific	2%	4%	16%	35%	44%	4.14	.04	712
	Southern	1%	3%	11%	24%	60%	4.39	.02	3,199
Institution Type - YOUR INSTITUTION	Public	1%	5%	11%	26%	56%	4.31	.06	279
Institution Type - ENTIRE SAMPLE	Public	1%	4%	13%	28%	54%	4.31	.01	8,243
	Private	2%	5%	15%	32%	46%	4.16	.01	6,049
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	5%	11%	26%	56%	4.31	.06	279
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	14%	30%	50%	4.23	.01	10,794
	Mainly Contracted	1%	4%	13%	28%	54%	4.28	.02	3,498
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	5%	11%	26%	56%	4.31	.06	279
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	15%	34%	44%	4.13	.02	2,301
	2,500 to 10,000	1%	3%	11%	26%	58%	4.37	.02	2,828
	10,001 to 20,000	1%	5%	15%	30%	49%	4.22	.01	4,008
	Over 20,000	1%	4%	14%	30%	51%	4.25	.01	5,155
Type of Retail Unit - YOUR INSTITUTION	Marketplace	3%	2%	5%	30%	61%	4.44	.11	64
	Specialty Coffee Shop/ Juice Bar		5%	2%	35%	58%	4.47	.12	43
	Sit-down Restaurant	4%	12%	23%	12%	50%	3.92	.25	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	31%	52%	4.30	.02	2,132
	Marketplace	2%	5%	13%	31%	49%	4.21	.03	890
	Express Unit	2%	4%	13%	32%	49%	4.23	.02	1,454
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	23%	62%	4.41	.03	835
	Sit-down Restaurant	1%	6%	13%	20%	60%	4.33	.08	142
	Convenience Store	1%	3%	12%	24%	59%	4.37	.03	1,117

*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	4%	10%	13%	30%	43%	3.97	.07	290
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	11%	17%	27%	39%	3.82	.01	14,499
Aggregated Retail Units	YOUR INSTITUTION	5%	9%	11%	27%	48%	4.04	.10	136
Aggregated Retail Units	ENTIRE SAMPLE	6%	11%	17%	25%	42%	3.87	.02	6,672
Aggregated Dining Halls	YOUR INSTITUTION	4%	11%	14%	32%	39%	3.91	.09	154
Aggregated Dining Halls	ENTIRE SAMPLE	6%	12%	17%	29%	36%	3.77	.01	7,827
Respondent Type - YOUR INSTITUTION	Student	5%	13%	14%	28%	39%	3.84	.08	228
	Faculty			13%	38%	50%	4.38	.15	24
	Administration/Staff	3%		3%	31%	63%	4.51	.14	35
	Other				67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	6%	12%	18%	27%	36%	3.75	.01	12,891
	Faculty	3%	4%	10%	27%	56%	4.28	.05	362
	Administration/Staff	1%	3%	9%	23%	63%	4.44	.03	1,188
	Other	3%	5%	12%	31%	48%	4.16	.14	58
Student Class Status - YOUR INSTITUTION	First year	4%	14%	16%	28%	38%	3.83	.10	137
	Sophomore	10%	7%	17%	27%	40%	3.80	.24	30
	Junior	9%	9%	9%	33%	39%	3.85	.23	33
	Senior	6%	17%	17%	22%	39%	3.72	.31	18
	Graduate		20%		20%	60%	4.20	.39	10
Student Class Status - ENTIRE SAMPLE	First year	6%	13%	18%	28%	34%	3.71	.02	6,320
	Sophomore	7%	12%	18%	26%	37%	3.72	.02	2,840
	Junior	6%	10%	17%	28%	38%	3.81	.03	1,816
	Senior	6%	9%	19%	29%	38%	3.84	.03	1,512
	Graduate	5%	10%	16%	25%	44%	3.95	.06	352
	Other	8%	10%	29%	20%	33%	3.61	.18	51
Gender - YOUR INSTITUTION	Female	4%	11%	12%	28%	44%	3.97	.09	180
	Male	4%	9%	14%	33%	40%	3.97	.11	105
	Other Identity	20%		20%		60%	3.80	.80	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	15%	12%	31%	35%	3.71	.10	171
	Female	6%	11%	17%	27%	39%	3.82	.01	9,355
	Male	6%	11%	18%	27%	39%	3.81	.02	4,745
	Transgender	3%	14%	18%	27%	38%	3.85	.13	78
	Other Identity	7%	9%	24%	27%	33%	3.72	.10	150
Live... - YOUR INSTITUTION	On campus	6%	13%	15%	30%	35%	3.76	.10	161
	Off campus	2%	6%	10%	29%	53%	4.23	.09	129
Live... - ENTIRE SAMPLE	On campus	7%	13%	18%	28%	35%	3.72	.01	11,395
	Off campus	3%	6%	14%	25%	51%	4.16	.02	3,104
NACUFS Region - YOUR INSTITUTION	Southern	4%	10%	13%	30%	43%	3.97	.07	290
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	11%	17%	27%	39%	3.83	.02	5,937
	Northeast	6%	12%	17%	29%	36%	3.78	.02	2,988
	Pacific	6%	13%	17%	29%	36%	3.77	.05	721
	Southern	6%	10%	17%	24%	43%	3.86	.02	3,260
Institution Type - YOUR INSTITUTION	Public	4%	10%	13%	30%	43%	3.97	.07	290
Institution Type - ENTIRE SAMPLE	Public	6%	11%	16%	26%	40%	3.82	.01	8,369
	Private	5%	11%	18%	28%	37%	3.81	.02	6,130
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	10%	13%	30%	43%	3.97	.07	290
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	11%	17%	28%	39%	3.84	.01	10,919
	Mainly Contracted	7%	12%	17%	26%	38%	3.74	.02	3,580
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	10%	13%	30%	43%	3.97	.07	290
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	10%	19%	29%	37%	3.85	.02	2,324
	2,500 to 10,000	5%	9%	14%	25%	47%	4.00	.02	2,879
	10,001 to 20,000	7%	12%	17%	27%	37%	3.75	.02	4,072
	Over 20,000	6%	12%	18%	27%	36%	3.75	.02	5,224
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	3%	9%	26%	60%	4.40	.11	65
	Specialty Coffee Shop/ Juice Bar	7%	18%	16%	27%	33%	3.62	.19	45
	Sit-down Restaurant	12%	8%	8%	28%	44%	3.84	.28	25
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	13%	17%	26%	37%	3.74	.03	2,174
	Marketplace	7%	13%	16%	25%	39%	3.77	.04	910
	Express Unit	5%	12%	21%	25%	36%	3.76	.03	1,476
	Specialty Coffee Shop/ Juice Bar	4%	7%	14%	23%	52%	4.13	.04	845
	Sit-down Restaurant	4%	9%	12%	24%	51%	4.10	.10	140
	Convenience Store	5%	7%	13%	22%	53%	4.11	.03	1,127

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

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

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

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	3%	10%	26%	61%	4.44	.05	279
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	15%	26%	53%	4.26	.01	14,204
Aggregated Retail Units	YOUR INSTITUTION		3%	8%	23%	66%	4.52	.07	133
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	13%	24%	58%	4.34	.01	6,510
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	12%	29%	55%	4.37	.07	146
Aggregated Dining Halls	ENTIRE SAMPLE	1%	5%	16%	28%	49%	4.19	.01	7,694
Respondent Type - YOUR INSTITUTION	Student	0%	3%	11%	27%	59%	4.40	.06	217
	Faculty			8%	21%	71%	4.63	.13	24
	Administration/Staff			9%	23%	69%	4.60	.11	35
	Other				67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	5%	16%	27%	51%	4.21	.01	12,593
	Faculty	1%	0%	9%	24%	67%	4.56	.04	364
	Administration/Staff	0%	1%	5%	20%	73%	4.65	.02	1,191
	Other		2%	16%	20%	63%	4.43	.11	56
Student Class Status - YOUR INSTITUTION	First year		2%	11%	25%	62%	4.47	.07	129
	Sophomore			11%	29%	61%	4.50	.13	28
	Junior	3%	9%	15%	36%	36%	3.94	.19	33
	Senior			12%	24%	65%	4.53	.17	17
	Graduate		10%		20%	70%	4.50	.31	10
Student Class Status - ENTIRE SAMPLE	First year	1%	5%	17%	28%	50%	4.20	.01	6,174
	Sophomore	1%	5%	16%	27%	52%	4.23	.02	2,765
	Junior	2%	5%	16%	27%	50%	4.19	.02	1,769
	Senior	1%	5%	16%	26%	51%	4.22	.03	1,483
	Graduate		5%	10%	22%	63%	4.43	.05	350
	Other	4%	2%	13%	27%	54%	4.25	.14	52
Gender - YOUR INSTITUTION	Female		2%	10%	27%	62%	4.48	.06	172
	Male	1%	4%	12%	26%	57%	4.34	.09	102
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	4%	14%	25%	53%	4.19	.08	165
	Female	1%	4%	14%	26%	55%	4.31	.01	9,145
	Male	1%	5%	17%	27%	49%	4.17	.01	4,666
	Transgender	1%	4%	22%	29%	43%	4.09	.11	76
	Other Identity	3%	10%	18%	22%	47%	4.01	.09	152
Live... - YOUR INSTITUTION	On campus		3%	12%	27%	59%	4.42	.06	153
	Off campus	1%	2%	9%	25%	63%	4.47	.07	126
Live... - ENTIRE SAMPLE	On campus	1%	5%	16%	28%	50%	4.20	.01	11,114
	Off campus	1%	3%	10%	22%	64%	4.46	.02	3,090
NACUFS Region - YOUR INSTITUTION	Southern	0%	3%	10%	26%	61%	4.44	.05	279
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	4%	15%	27%	52%	4.24	.01	5,807
	Northeast	1%	5%	17%	28%	48%	4.16	.02	2,933
	Pacific	1%	4%	16%	30%	48%	4.19	.04	700
	Southern	1%	3%	12%	21%	63%	4.42	.02	3,189
Institution Type - YOUR INSTITUTION	Public	0%	3%	10%	26%	61%	4.44	.05	279
Institution Type - ENTIRE SAMPLE	Public	1%	4%	14%	25%	56%	4.31	.01	8,210
	Private	1%	5%	16%	28%	49%	4.20	.01	5,994
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	3%	10%	26%	61%	4.44	.05	279
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	15%	27%	53%	4.25	.01	10,712
	Mainly Contracted	1%	4%	15%	26%	55%	4.29	.02	3,492
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	0%	3%	10%	26%	61%	4.44	.05	279
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	16%	29%	50%	4.21	.02	2,291
	2,500 to 10,000	1%	3%	11%	22%	63%	4.44	.02	2,825
	10,001 to 20,000	1%	4%	16%	27%	52%	4.24	.01	3,998
	Over 20,000	1%	5%	16%	27%	50%	4.19	.01	5,090
Type of Retail Unit - YOUR INSTITUTION	Marketplace		3%	6%	22%	69%	4.57	.09	65
	Specialty Coffee Shop/ Juice Bar		5%	5%	21%	69%	4.55	.12	42
	Sit-down Restaurant			20%	28%	52%	4.32	.16	25
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	14%	26%	56%	4.31	.02	2,133
	Marketplace	1%	4%	17%	27%	50%	4.22	.03	889
	Express Unit	2%	5%	14%	25%	54%	4.25	.03	1,412
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	19%	70%	4.57	.03	831
	Sit-down Restaurant	1%	1%	7%	17%	74%	4.62	.06	144
	Convenience Store	1%	4%	12%	23%	60%	4.38	.03	1,101

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

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

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

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

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	2%	6%	12%	24%	56%	4.25	.06	288
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	23%	58%	4.30	.01	14,391
Aggregated Retail Units	YOUR INSTITUTION	5%	4%	7%	25%	58%	4.26	.10	135
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	22%	61%	4.35	.01	6,604
Aggregated Dining Halls	YOUR INSTITUTION		7%	16%	23%	54%	4.24	.08	153
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	25%	56%	4.27	.01	7,787
Respondent Type - YOUR INSTITUTION	Student	3%	7%	13%	24%	52%	4.15	.07	226
	Faculty			4%	21%	75%	4.71	.11	24
	Administration/Staff		3%	6%	23%	69%	4.57	.12	35
	Other			33%	33%	33%	4.00	.58	3
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	13%	24%	56%	4.27	.01	12,762
	Faculty	1%	2%	6%	18%	72%	4.59	.04	369
	Administration/Staff	1%	2%	6%	18%	73%	4.61	.02	1,202
	Other	2%	5%	12%	19%	62%	4.34	.13	58
Student Class Status - YOUR INSTITUTION	First year	1%	7%	12%	25%	56%	4.28	.08	135
	Sophomore	10%	6%	19%	13%	52%	3.90	.25	31
	Junior	3%	9%	18%	33%	36%	3.91	.19	33
	Senior	12%	12%	12%	12%	53%	3.82	.37	17
	Graduate				40%	60%	4.60	.16	10
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	14%	25%	55%	4.24	.01	6,271
	Sophomore	2%	4%	12%	23%	58%	4.30	.02	2,795
	Junior	3%	5%	13%	23%	56%	4.25	.02	1,790
	Senior	2%	4%	12%	24%	57%	4.29	.03	1,501
	Graduate	1%	3%	7%	25%	63%	4.45	.05	353
	Other	4%	12%	12%	35%	38%	3.92	.16	52
Gender - YOUR INSTITUTION	Female	2%	6%	11%	25%	56%	4.26	.08	177
	Male	2%	6%	14%	24%	55%	4.24	.10	106
	Other Identity	20%				80%	4.20	.80	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	1%	14%	24%	60%	4.40	.06	173
	Female	2%	4%	12%	23%	59%	4.31	.01	9,284
	Male	2%	4%	13%	25%	56%	4.28	.01	4,707
	Transgender	1%	3%	14%	28%	54%	4.30	.10	76
	Other Identity	4%	4%	17%	19%	57%	4.21	.09	151
Live... - YOUR INSTITUTION	On campus	2%	6%	16%	22%	54%	4.21	.08	160
	Off campus	3%	5%	7%	27%	58%	4.30	.09	128
Live... - ENTIRE SAMPLE	On campus	2%	5%	13%	24%	56%	4.26	.01	11,270
	Off campus	2%	3%	9%	21%	65%	4.45	.02	3,121
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	12%	24%	56%	4.25	.06	288
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	4%	13%	24%	57%	4.28	.01	5,878
	Northeast	2%	4%	12%	23%	59%	4.34	.02	2,973
	Pacific	2%	4%	11%	25%	58%	4.34	.04	706
	Southern	3%	5%	12%	21%	58%	4.27	.02	3,250
Institution Type - YOUR INSTITUTION	Public	2%	6%	12%	24%	56%	4.25	.06	288
Institution Type - ENTIRE SAMPLE	Public	3%	5%	13%	24%	55%	4.24	.01	8,314
	Private	2%	3%	11%	23%	61%	4.39	.01	6,077
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	12%	24%	56%	4.25	.06	288
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	23%	59%	4.34	.01	10,829
	Mainly Contracted	4%	6%	13%	24%	54%	4.18	.02	3,562
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	6%	12%	24%	56%	4.25	.06	288
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	8%	20%	68%	4.52	.02	2,320
	2,500 to 10,000	2%	4%	9%	22%	62%	4.39	.02	2,862
	10,001 to 20,000	2%	4%	13%	24%	57%	4.29	.02	4,054
	Over 20,000	3%	5%	15%	24%	52%	4.17	.01	5,155
Type of Retail Unit - YOUR INSTITUTION	Marketplace	5%	5%	6%	22%	63%	4.34	.14	65
	Specialty Coffee Shop/ Juice Bar	2%	2%	5%	36%	55%	4.39	.13	44
	Sit-down Restaurant	12%	8%	16%	16%	48%	3.80	.29	25
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	23%	57%	4.28	.02	2,158
	Marketplace	3%	5%	11%	25%	56%	4.27	.03	906
	Express Unit	1%	4%	13%	21%	61%	4.37	.02	1,439
	Specialty Coffee Shop/ Juice Bar	3%	2%	7%	20%	69%	4.50	.03	841
	Sit-down Restaurant	5%	5%	5%	19%	65%	4.33	.09	146
	Convenience Store	2%	4%	11%	20%	63%	4.39	.03	1,114

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

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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%	2%	10%	22%	64%	4.45	.05	282
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	13%	25%	56%	4.30	.01	14,308
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	21%	68%	4.53	.07	133
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	11%	24%	59%	4.36	.01	6,559
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	13%	23%	60%	4.38	.07	149
Aggregated Dining Halls	ENTIRE SAMPLE	1%	5%	15%	25%	53%	4.25	.01	7,749
Respondent Type - YOUR INSTITUTION	Student	2%	3%	11%	22%	62%	4.39	.06	220
	Faculty			8%	17%	75%	4.67	.13	24
	Administration/Staff			6%	26%	69%	4.63	.10	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	14%	26%	54%	4.25	.01	12,690
	Faculty	1%	0%	6%	23%	70%	4.62	.04	364
	Administration/Staff	0%	1%	5%	19%	75%	4.68	.02	1,198
	Other		2%	16%	20%	63%	4.43	.11	56
Student Class Status - YOUR INSTITUTION	First year	2%	2%	12%	17%	67%	4.45	.08	132
	Sophomore			4%	7%	32%	4.43	.15	28
	Junior	3%	9%	13%	31%	44%	4.03	.20	32
	Senior			11%	22%	67%	4.56	.17	18
	Graduate	10%			30%	60%	4.30	.40	10
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	15%	26%	54%	4.25	.01	6,221
	Sophomore	1%	5%	15%	25%	54%	4.24	.02	2,792
	Junior	2%	6%	14%	27%	52%	4.21	.02	1,789
	Senior	2%	5%	14%	25%	56%	4.28	.03	1,490
	Graduate	2%	4%	10%	19%	66%	4.43	.05	350
	Other	2%	6%	10%	23%	58%	4.29	.15	48
Gender - YOUR INSTITUTION	Female	1%	2%	12%	21%	65%	4.48	.06	173
	Male	3%	4%	8%	25%	61%	4.37	.10	104
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Did Not Answer	3%	4%	13%	26%	54%	4.24	.08	165
	Female	1%	4%	12%	24%	59%	4.35	.01	9,214
	Male	2%	6%	15%	26%	52%	4.21	.01	4,698
	Transgender	1%	8%	19%	24%	48%	4.10	.12	79
	Other Identity	7%	8%	18%	20%	47%	3.93	.10	152
Live... - YOUR INSTITUTION	On campus	1%	3%	12%	22%	62%	4.40	.07	155
	Off campus	2%	2%	8%	23%	66%	4.50	.07	127
Live... - ENTIRE SAMPLE	On campus	2%	5%	14%	26%	53%	4.24	.01	11,198
	Off campus	1%	3%	9%	21%	66%	4.50	.01	3,110
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	10%	22%	64%	4.45	.05	282
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	4%	13%	26%	55%	4.29	.01	5,848
	Northeast	2%	6%	15%	26%	51%	4.19	.02	2,954
	Pacific	2%	5%	15%	29%	49%	4.19	.04	708
	Southern	1%	3%	11%	20%	65%	4.45	.02	3,213
Institution Type - YOUR INSTITUTION	Public	1%	2%	10%	22%	64%	4.45	.05	282
Institution Type - ENTIRE SAMPLE	Public	1%	4%	13%	24%	59%	4.34	.01	8,271
	Private	2%	5%	14%	26%	53%	4.24	.01	6,037
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	10%	22%	64%	4.45	.05	282
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	13%	25%	56%	4.29	.01	10,789
	Mainly Contracted	1%	4%	13%	24%	57%	4.32	.02	3,519
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	2%	10%	22%	64%	4.45	.05	282
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	13%	26%	54%	4.26	.02	2,307
	2,500 to 10,000	1%	3%	9%	21%	66%	4.47	.02	2,844
	10,001 to 20,000	1%	4%	14%	26%	55%	4.29	.01	4,028
	Over 20,000	2%	5%	15%	25%	53%	4.23	.01	5,129
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%		5%	20%	74%	4.65	.09	65
	Specialty Coffee Shop/ Juice Bar	2%	2%	7%	19%	70%	4.51	.14	43
	Sit-down Restaurant		8%	13%	29%	50%	4.21	.20	24
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	12%	24%	58%	4.34	.02	2,144
	Marketplace	1%	5%	14%	28%	52%	4.26	.03	898
	Express Unit	3%	5%	12%	26%	54%	4.24	.03	1,428
	Specialty Coffee Shop/ Juice Bar	1%	3%	7%	19%	71%	4.57	.03	838
	Sit-down Restaurant	2%	2%	4%	20%	72%	4.57	.07	143
	Convenience Store	1%	3%	10%	23%	63%	4.43	.03	1,108

*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.
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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	2%	5%	10%	24%	59%	4.33	.06	291
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	11%	23%	59%	4.32	.01	14,531
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	9%	23%	60%	4.32	.09	136
Aggregated Retail Units	ENTIRE SAMPLE	3%	3%	11%	21%	62%	4.37	.01	6,676
Aggregated Dining Halls	YOUR INSTITUTION	1%	6%	10%	25%	58%	4.34	.07	155
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	12%	24%	57%	4.29	.01	7,855
Respondent Type - YOUR INSTITUTION	Student	3%	6%	10%	24%	56%	4.26	.07	229
	Faculty				21%	79%	4.79	.08	24
	Administration/Staff		3%	9%	23%	66%	4.51	.13	35
	Other			33%	33%	33%	4.00	.58	3
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	12%	23%	58%	4.29	.01	12,889
	Faculty	1%	1%	5%	19%	74%	4.64	.04	370
	Administration/Staff	1%	1%	5%	18%	74%	4.62	.02	1,214
	Other		3%	14%	16%	67%	4.47	.11	58
Student Class Status - YOUR INSTITUTION	First year	1%	5%	10%	22%	62%	4.37	.08	138
	Sophomore	3%	13%	13%	17%	53%	4.03	.23	30
	Junior	3%	6%	12%	42%	36%	4.03	.18	33
	Senior	11%	6%	11%	11%	61%	4.06	.34	18
	Graduate				50%	50%	4.50	.17	10
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	13%	24%	56%	4.24	.01	6,327
	Sophomore	2%	4%	12%	22%	60%	4.33	.02	2,827
	Junior	2%	5%	12%	23%	58%	4.29	.02	1,813
	Senior	3%	3%	11%	24%	60%	4.35	.02	1,517
	Graduate	2%	4%	8%	21%	66%	4.45	.05	355
	Other	4%	10%	12%	26%	48%	4.04	.17	50
Gender - YOUR INSTITUTION	Female	2%	6%	8%	25%	60%	4.34	.07	179
	Male	2%	5%	12%	24%	57%	4.30	.10	107
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	1%	13%	23%	62%	4.45	.06	174
	Female	3%	4%	11%	22%	59%	4.32	.01	9,376
	Male	2%	3%	11%	24%	59%	4.33	.01	4,750
	Transgender		4%	14%	22%	61%	4.39	.10	79
	Other Identity	3%	4%	14%	16%	62%	4.30	.09	152
Live... - YOUR INSTITUTION	On campus	1%	6%	11%	22%	60%	4.32	.08	161
	Off campus	3%	4%	8%	27%	58%	4.34	.09	130
Live... - ENTIRE SAMPLE	On campus	3%	4%	12%	23%	57%	4.28	.01	11,377
	Off campus	2%	3%	8%	21%	67%	4.48	.02	3,154
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	10%	24%	59%	4.33	.06	291
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	4%	12%	23%	58%	4.29	.01	5,940
	Northeast	2%	3%	11%	24%	60%	4.37	.02	2,999
	Pacific	2%	3%	11%	21%	63%	4.41	.03	721
	Southern	3%	4%	12%	21%	60%	4.30	.02	3,274
Institution Type - YOUR INSTITUTION	Public	2%	5%	10%	24%	59%	4.33	.06	291
Institution Type - ENTIRE SAMPLE	Public	3%	5%	12%	23%	57%	4.26	.01	8,397
	Private	2%	3%	11%	22%	62%	4.41	.01	6,134
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	10%	24%	59%	4.33	.06	291
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	23%	61%	4.37	.01	10,932
	Mainly Contracted	4%	6%	12%	22%	55%	4.18	.02	3,599
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	5%	10%	24%	59%	4.33	.06	291
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	8%	21%	69%	4.55	.02	2,340
	2,500 to 10,000	3%	3%	10%	22%	63%	4.40	.02	2,891
	10,001 to 20,000	2%	4%	12%	22%	59%	4.32	.02	4,092
	Over 20,000	4%	5%	14%	24%	53%	4.18	.01	5,208
Type of Retail Unit - YOUR INSTITUTION	Marketplace	5%	5%	9%	15%	66%	4.34	.14	65
	Specialty Coffee Shop/ Juice Bar	2%	2%	2%	30%	64%	4.50	.13	44
	Sit-down Restaurant	4%	8%	19%	31%	38%	3.92	.22	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	12%	23%	59%	4.33	.02	2,181
	Marketplace	3%	5%	12%	21%	59%	4.27	.04	916
	Express Unit	2%	4%	12%	22%	61%	4.37	.02	1,461
	Specialty Coffee Shop/ Juice Bar	3%	2%	8%	16%	71%	4.51	.03	849
	Sit-down Restaurant	5%	5%	7%	18%	66%	4.35	.09	147
	Convenience Store	2%	3%	11%	20%	64%	4.41	.03	1,122

*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%	6%	20%	73%	4.65	.04	279
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	19%	70%	4.56	.01	12,073
Aggregated Retail Units	YOUR INSTITUTION		1%	5%	18%	76%	4.70	.05	136
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	7%	18%	71%	4.57	.01	5,331
Aggregated Dining Halls	YOUR INSTITUTION		1%	6%	23%	69%	4.60	.06	143
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	20%	69%	4.56	.01	6,742
Respondent Type - YOUR INSTITUTION	Student		1%	7%	20%	71%	4.61	.05	217
	Faculty				38%	63%	4.63	.10	24
	Administration/Staff				9%	91%	4.91	.05	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	20%	68%	4.53	.01	10,804
	Faculty			2%	17%	80%	4.78	.03	287
	Administration/Staff	0%	0%	2%	10%	88%	4.85	.01	935
	Other			13%	6%	81%	4.68	.10	47
Student Class Status - YOUR INSTITUTION	First year			7%	23%	70%	4.63	.05	127
	Sophomore			10%	10%	79%	4.69	.12	29
	Junior		6%	6%	27%	61%	4.42	.15	33
	Senior			11%	11%	78%	4.67	.16	18
	Graduate		10%		10%	80%	4.60	.31	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	21%	67%	4.51	.01	5,507
	Sophomore	1%	2%	9%	20%	69%	4.54	.02	2,330
	Junior	1%	3%	8%	19%	69%	4.53	.02	1,430
	Senior	1%	3%	7%	20%	70%	4.56	.02	1,191
	Graduate		2%	3%	20%	76%	4.70	.03	303
	Other		2%	9%	37%	51%	4.37	.12	43
Gender - YOUR INSTITUTION	Female		1%	5%	20%	75%	4.69	.04	174
	Male		2%	8%	22%	68%	4.56	.07	100
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	4%	8%	17%	70%	4.50	.08	145
	Female	1%	1%	6%	17%	74%	4.63	.01	7,806
	Male	1%	3%	11%	23%	62%	4.42	.01	3,956
	Transgender		3%	5%	17%	74%	4.62	.10	58
	Other Identity		3%	12%	19%	67%	4.49	.08	108
Live... - YOUR INSTITUTION	On campus			6%	25%	70%	4.64	.05	151
	Off campus		2%	5%	16%	77%	4.66	.06	128
Live... - ENTIRE SAMPLE	On campus	1%	2%	8%	21%	68%	4.53	.01	9,524
	Off campus	1%	1%	5%	14%	79%	4.69	.01	2,549
NACUFS Region - YOUR INSTITUTION	Southern	1%	1%	6%	20%	73%	4.65	.04	279
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	9%	21%	67%	4.51	.01	5,448
	Northeast	1%	2%	7%	20%	70%	4.58	.02	2,439
	Southern	1%	1%	6%	16%	76%	4.65	.01	2,621
Institution Type - YOUR INSTITUTION	Public		1%	6%	20%	73%	4.65	.04	279
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	18%	73%	4.60	.01	7,424
	Private	1%	3%	8%	22%	66%	4.50	.01	4,649
Operation Type - YOUR INSTITUTION	Mainly Contracted		1%	6%	20%	73%	4.65	.04	279
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	19%	70%	4.56	.01	9,288
	Mainly Contracted	0%	2%	8%	20%	70%	4.57	.01	2,785
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		1%	6%	20%	73%	4.65	.04	279
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	7%	19%	72%	4.60	.02	1,598
	2,500 to 10,000	1%	1%	5%	16%	78%	4.69	.02	1,800
	10,001 to 20,000	1%	2%	9%	19%	70%	4.55	.01	3,645
	Over 20,000	1%	3%	8%	21%	67%	4.51	.01	5,030
Type of Retail Unit - YOUR INSTITUTION	Marketplace			3%	25%	72%	4.69	.07	65
	Specialty Coffee Shop/ Juice Bar		2%	2%	9%	86%	4.80	.09	44
	Sit-down Restaurant			15%	15%	69%	4.54	.15	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	6%	17%	74%	4.63	.02	1,793
	Marketplace	1%	2%	9%	22%	66%	4.51	.03	861
	Express Unit	1%	4%	8%	20%	68%	4.50	.02	1,226
	Specialty Coffee Shop/ Juice Bar	0%	2%	6%	15%	77%	4.66	.03	605
	Sit-down Restaurant			13%	10%	78%	4.65	.11	40
	Convenience Store	1%	2%	9%	19%	69%	4.53	.03	806

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	7%	31%	57%	4.41	.05	287
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	29%	58%	4.40	.01	12,219
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	31%	58%	4.41	.08	137
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	26%	63%	4.49	.01	5,413
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	32%	57%	4.41	.07	150
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	31%	53%	4.32	.01	6,806
Respondent Type - YOUR INSTITUTION	Student	2%	3%	9%	29%	56%	4.36	.06	225
	Faculty				50%	50%	4.50	.10	24
	Administration/Staff				29%	71%	4.71	.08	35
	Other				67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	30%	56%	4.37	.01	10,935
	Faculty	1%	1%	5%	24%	69%	4.58	.04	289
	Administration/Staff	0%	1%	4%	19%	75%	4.68	.02	949
	Other			9%	20%	72%	4.63	.10	46
Student Class Status - YOUR INSTITUTION	First year	1%	2%	6%	29%	62%	4.49	.07	133
	Sophomore		10%	16%	16%	58%	4.23	.19	31
	Junior	6%		18%	39%	36%	4.00	.18	33
	Senior	6%	6%	6%	33%	50%	4.17	.27	18
	Graduate			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	10%	29%	57%	4.41	.01	5,581
	Sophomore	1%	3%	11%	29%	55%	4.34	.02	2,354
	Junior	2%	4%	12%	31%	52%	4.28	.02	1,448
	Senior	1%	4%	10%	32%	53%	4.32	.03	1,203
	Graduate	1%	3%	8%	23%	67%	4.52	.05	305
	Other	2%		11%	23%	64%	4.45	.13	44
Gender - YOUR INSTITUTION	Female	1%	1%	6%	33%	59%	4.47	.06	178
	Male	2%	5%	9%	31%	54%	4.30	.09	104
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	1%	12%	25%	60%	4.41	.07	153
	Female	1%	3%	10%	28%	58%	4.41	.01	7,913
	Male	1%	3%	9%	30%	57%	4.39	.01	3,986
	Transgender		7%	10%	31%	52%	4.28	.12	58
	Other Identity	3%	4%	11%	34%	49%	4.22	.09	109
Live... - YOUR INSTITUTION	On campus	1%	3%	7%	27%	62%	4.46	.06	157
	Off campus	2%	2%	8%	36%	52%	4.35	.08	130
Live... - ENTIRE SAMPLE	On campus	1%	3%	10%	30%	56%	4.37	.01	9,644
	Off campus	1%	2%	8%	24%	65%	4.51	.02	2,575
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	7%	31%	57%	4.41	.05	287
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	10%	28%	59%	4.41	.01	5,522
	Northeast	1%	3%	11%	33%	51%	4.28	.02	2,460
	Southern	1%	2%	9%	26%	63%	4.47	.02	2,663
Institution Type - YOUR INSTITUTION	Public	1%	2%	7%	31%	57%	4.41	.05	287
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	29%	57%	4.37	.01	7,513
	Private	1%	2%	9%	29%	60%	4.45	.01	4,706
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	7%	31%	57%	4.41	.05	287
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	29%	58%	4.41	.01	9,370
	Mainly Contracted	2%	3%	10%	28%	57%	4.35	.02	2,849
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	2%	7%	31%	57%	4.41	.05	287
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	31%	57%	4.41	.02	1,601
	2,500 to 10,000	1%	2%	9%	27%	60%	4.44	.02	1,831
	10,001 to 20,000	1%	2%	10%	29%	58%	4.41	.01	3,697
	Over 20,000	1%	3%	10%	29%	57%	4.37	.01	5,090
Type of Retail Unit - YOUR INSTITUTION	Marketplace		2%	3%	34%	62%	4.55	.08	65
	Specialty Coffee Shop/ Juice Bar			2%	36%	62%	4.60	.08	45
	Sit-down Restaurant	12%	8%	23%	15%	42%	3.69	.28	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	27%	61%	4.45	.02	1,823
	Marketplace	1%	2%	8%	28%	61%	4.45	.03	874
	Express Unit	1%	2%	8%	27%	63%	4.49	.02	1,245
	Specialty Coffee Shop/ Juice Bar	0%	1%	5%	22%	71%	4.63	.03	611
	Sit-down Restaurant	7%	5%	17%	14%	57%	4.10	.20	42
	Convenience Store	0%	2%	6%	26%	65%	4.54	.03	818

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

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

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

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	0%	1%	6%	22%	70%	4.61	.04	279
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	19%	70%	4.56	.01	11,940
Aggregated Retail Units	YOUR INSTITUTION	1%		9%	21%	69%	4.58	.06	136
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	7%	18%	71%	4.57	.01	5,231
Aggregated Dining Halls	YOUR INSTITUTION		2%	3%	23%	71%	4.64	.05	143
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	19%	70%	4.55	.01	6,709
Respondent Type - YOUR INSTITUTION	Student	0%	1%	7%	24%	67%	4.55	.05	217
	Faculty			4%	29%	67%	4.63	.12	24
	Administration/Staff				6%	94%	4.94	.04	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	8%	20%	68%	4.52	.01	10,685
	Faculty	0%		2%	15%	82%	4.79	.03	282
	Administration/Staff		0%	2%	9%	88%	4.86	.01	926
	Other			11%	11%	79%	4.68	.10	47
Student Class Status - YOUR INSTITUTION	First year		1%	5%	26%	69%	4.62	.05	127
	Sophomore			17%	21%	62%	4.45	.15	29
	Junior		6%	9%	27%	58%	4.36	.16	33
	Senior	6%		6%	17%	72%	4.50	.25	18
	Graduate			10%	10%	80%	4.70	.21	10
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	9%	20%	68%	4.51	.01	5,459
	Sophomore	1%	2%	9%	19%	69%	4.53	.02	2,288
	Junior	1%	2%	8%	21%	67%	4.50	.02	1,418
	Senior	1%	2%	7%	20%	69%	4.55	.02	1,176
	Graduate		2%	4%	16%	78%	4.70	.04	302
	Other	2%		10%	40%	48%	4.31	.13	42
Gender - YOUR INSTITUTION	Female	1%		5%	22%	73%	4.67	.05	174
	Male		3%	9%	24%	64%	4.49	.08	100
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	4%	8%	18%	67%	4.44	.08	144
	Female	1%	2%	6%	17%	74%	4.63	.01	7,716
	Male	1%	3%	11%	22%	63%	4.41	.01	3,917
	Transgender		2%	5%	13%	80%	4.71	.09	55
	Other Identity		4%	10%	20%	66%	4.48	.08	108
Live... - YOUR INSTITUTION	On campus		1%	7%	25%	68%	4.60	.05	151
	Off campus	1%	2%	5%	19%	73%	4.63	.06	128
Live... - ENTIRE SAMPLE	On campus	1%	3%	8%	20%	68%	4.52	.01	9,416
	Off campus	1%	1%	5%	14%	79%	4.70	.01	2,524
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	6%	22%	70%	4.61	.04	279
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	9%	20%	67%	4.51	.01	5,369
	Northeast	1%	3%	8%	18%	70%	4.55	.02	2,426
	Southern	1%	1%	6%	16%	76%	4.65	.01	2,592
Institution Type - YOUR INSTITUTION	Public	0%	1%	6%	22%	70%	4.61	.04	279
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	18%	73%	4.60	.01	7,368
	Private	1%	3%	9%	21%	67%	4.49	.01	4,572
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	6%	22%	70%	4.61	.04	279
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	19%	70%	4.55	.01	9,183
	Mainly Contracted	1%	2%	8%	19%	70%	4.56	.01	2,757
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	0%	1%	6%	22%	70%	4.61	.04	279
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	8%	18%	71%	4.56	.02	1,582
	2,500 to 10,000	1%	1%	4%	16%	78%	4.69	.02	1,786
	10,001 to 20,000	1%	2%	8%	19%	70%	4.55	.01	3,617
	Over 20,000	1%	3%	8%	20%	68%	4.51	.01	4,955
Type of Retail Unit - YOUR INSTITUTION	Marketplace			9%	22%	69%	4.60	.08	65
	Specialty Coffee Shop/ Juice Bar			7%	20%	73%	4.66	.09	44
	Sit-down Restaurant	4%		12%	23%	62%	4.38	.19	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	6%	16%	75%	4.63	.02	1,783
	Marketplace	1%	2%	8%	22%	67%	4.52	.03	851
	Express Unit	1%	3%	9%	20%	67%	4.48	.03	1,207
	Specialty Coffee Shop/ Juice Bar	0%	2%	6%	16%	76%	4.67	.03	597
	Sit-down Restaurant	3%		11%	21%	66%	4.47	.14	38
	Convenience Store	1%	3%	7%	18%	70%	4.54	.03	755

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

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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%	2%	7%	29%	60%	4.47	.05	286
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	25%	63%	4.49	.01	12,074
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	9%	28%	60%	4.42	.07	137
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	7%	23%	67%	4.54	.01	5,301
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	6%	31%	61%	4.50	.06	149
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	27%	61%	4.44	.01	6,773
Respondent Type - YOUR INSTITUTION	Student	1%	2%	9%	29%	58%	4.41	.06	224
	Faculty				46%	54%	4.54	.10	24
	Administration/Staff			3%	20%	77%	4.74	.09	35
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	26%	62%	4.46	.01	10,804
	Faculty	1%	1%	4%	22%	72%	4.63	.04	285
	Administration/Staff	0%	1%	3%	18%	77%	4.71	.02	939
	Other			7%	17%	76%	4.70	.09	46
Student Class Status - YOUR INSTITUTION	First year	1%	2%	6%	28%	64%	4.52	.06	132
	Sophomore			3%	13%	58%	4.39	.15	31
	Junior	6%	3%	15%	36%	39%	4.00	.19	33
	Senior		6%	17%	28%	50%	4.22	.22	18
	Graduate				30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	25%	64%	4.50	.01	5,533
	Sophomore	1%	2%	10%	27%	60%	4.43	.02	2,313
	Junior	1%	3%	9%	27%	59%	4.39	.02	1,429
	Senior	1%	3%	11%	26%	60%	4.41	.02	1,181
	Graduate	1%	2%	5%	23%	70%	4.57	.04	305
	Other	2%	2%	9%	7%	79%	4.58	.14	43
Gender - YOUR INSTITUTION	Female	1%	2%	7%	29%	62%	4.51	.06	178
	Male	2%	2%	8%	32%	56%	4.39	.09	103
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	3%	11%	21%	65%	4.47	.07	152
	Female	1%	2%	9%	25%	64%	4.49	.01	7,818
	Male	1%	2%	8%	27%	62%	4.47	.01	3,941
	Transgender		4%	2%	27%	67%	4.58	.10	55
	Other Identity	1%	2%	7%	31%	58%	4.44	.08	108
Live... - YOUR INSTITUTION	On campus	1%	2%	7%	27%	63%	4.51	.06	156
	Off campus	2%	2%	8%	32%	57%	4.42	.07	130
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	26%	62%	4.47	.01	9,526
	Off campus	1%	2%	7%	22%	69%	4.56	.02	2,548
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	7%	29%	60%	4.47	.05	286
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	2%	9%	24%	64%	4.49	.01	5,436
	Northeast	1%	2%	9%	29%	58%	4.41	.02	2,450
	Southern	1%	2%	7%	24%	66%	4.52	.02	2,629
Institution Type - YOUR INSTITUTION	Public	1%	2%	7%	29%	60%	4.47	.05	286
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	26%	62%	4.46	.01	7,456
	Private	1%	2%	8%	25%	65%	4.53	.01	4,618
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	7%	29%	60%	4.47	.05	286
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	25%	64%	4.50	.01	9,254
	Mainly Contracted	1%	2%	9%	25%	62%	4.44	.02	2,820
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	2%	7%	29%	60%	4.47	.05	286
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	8%	27%	63%	4.50	.02	1,585
	2,500 to 10,000	1%	2%	7%	24%	65%	4.51	.02	1,817
	10,001 to 20,000	0%	2%	8%	25%	65%	4.52	.01	3,664
	Over 20,000	1%	2%	10%	25%	62%	4.45	.01	5,008
Type of Retail Unit - YOUR INSTITUTION	Marketplace		2%	6%	25%	68%	4.58	.08	65
	Specialty Coffee Shop/ Juice Bar			4%	36%	60%	4.56	.09	45
	Sit-down Restaurant	8%	8%	23%	23%	38%	3.77	.25	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	8%	25%	65%	4.51	.02	1,812
	Marketplace	1%	2%	6%	23%	68%	4.55	.03	864
	Express Unit	0%	2%	7%	22%	68%	4.55	.02	1,218
	Specialty Coffee Shop/ Juice Bar	1%	1%	5%	20%	74%	4.65	.03	605
	Sit-down Restaurant	5%	5%	18%	20%	53%	4.10	.19	40
	Convenience Store	1%	2%	7%	22%	68%	4.55	.03	762

*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%	5%	24%	70%	4.64	.04	264
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	8%	20%	69%	4.53	.01	11,152
Aggregated Retail Units	YOUR INSTITUTION			5%	22%	72%	4.67	.05	129
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	19%	68%	4.51	.01	4,682
Aggregated Dining Halls	YOUR INSTITUTION		1%	4%	25%	69%	4.61	.06	135
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	20%	69%	4.54	.01	6,470
Respondent Type - YOUR INSTITUTION	Student		1%	6%	24%	69%	4.60	.04	210
	Faculty				36%	64%	4.64	.10	22
	Administration/Staff				10%	90%	4.90	.06	29
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	20%	67%	4.50	.01	10,029
	Faculty	1%	0%	3%	20%	75%	4.69	.04	261
	Administration/Staff	0%	1%	2%	12%	84%	4.79	.02	817
	Other			16%	16%	69%	4.53	.11	45
Student Class Status - YOUR INSTITUTION	First year		1%	4%	29%	66%	4.60	.06	123
	Sophomore			11%	11%	79%	4.68	.13	28
	Junior		3%	13%	26%	58%	4.39	.15	31
	Senior			6%	17%	78%	4.72	.14	18
	Graduate				10%	90%	4.90	.10	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	21%	66%	4.49	.01	5,160
	Sophomore	1%	2%	10%	18%	69%	4.50	.02	2,138
	Junior	1%	2%	9%	21%	67%	4.50	.02	1,312
	Senior	0%	2%	9%	21%	67%	4.52	.02	1,098
	Graduate	0%	2%	3%	15%	80%	4.73	.04	279
	Other		2%	12%	33%	52%	4.36	.12	42
Gender - YOUR INSTITUTION	Female			4%	21%	75%	4.72	.04	162
	Male		2%	7%	30%	61%	4.49	.07	97
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	4%	7%	16%	69%	4.41	.09	138
	Female	1%	2%	7%	18%	72%	4.60	.01	7,175
	Male	2%	3%	11%	22%	62%	4.40	.02	3,690
	Transgender			4%	20%	76%	4.73	.07	51
	Other Identity		5%	6%	17%	71%	4.55	.08	98
Live... - YOUR INSTITUTION	On campus		1%	5%	28%	66%	4.60	.05	143
	Off campus		1%	5%	19%	75%	4.69	.06	121
Live... - ENTIRE SAMPLE	On campus	1%	2%	9%	21%	67%	4.49	.01	8,801
	Off campus	1%	1%	7%	15%	77%	4.66	.01	2,351
NACUFS Region - YOUR INSTITUTION	Southern		1%	5%	24%	70%	4.64	.04	264
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	2%	9%	21%	66%	4.48	.01	5,006
	Northeast	1%	2%	8%	20%	69%	4.54	.02	2,308
	Southern	1%	2%	6%	16%	75%	4.62	.02	2,380
Institution Type - YOUR INSTITUTION	Public		1%	5%	24%	70%	4.64	.04	264
Institution Type - ENTIRE SAMPLE	Public	1%	2%	8%	18%	71%	4.57	.01	6,914
	Private	1%	3%	9%	23%	65%	4.47	.01	4,238
Operation Type - YOUR INSTITUTION	Mainly Contracted		1%	5%	24%	70%	4.64	.04	264
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	8%	20%	69%	4.53	.01	8,551
	Mainly Contracted	1%	2%	8%	19%	69%	4.54	.02	2,601
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000		1%	5%	24%	70%	4.64	.04	264
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	7%	21%	69%	4.55	.02	1,516
	2,500 to 10,000	1%	1%	6%	15%	78%	4.68	.02	1,705
	10,001 to 20,000	1%	2%	9%	20%	69%	4.53	.01	3,401
	Over 20,000	2%	3%	9%	21%	66%	4.46	.01	4,530
Type of Retail Unit - YOUR INSTITUTION	Marketplace			5%	27%	68%	4.63	.07	62
	Specialty Coffee Shop/ Juice Bar			5%	13%	83%	4.78	.08	40
	Sit-down Restaurant			8%	27%	65%	4.58	.13	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	8%	18%	71%	4.56	.02	1,648
	Marketplace	1%	2%	9%	22%	65%	4.47	.03	807
	Express Unit	2%	3%	9%	21%	65%	4.44	.03	1,061
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	15%	73%	4.57	.04	518
	Sit-down Restaurant			8%	23%	70%	4.63	.10	40
	Convenience Store	1%	3%	10%	19%	67%	4.48	.04	608

*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	1%	5%	12%	31%	51%	4.25	.06	264
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	14%	28%	51%	4.22	.01	11,191
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	11%	27%	54%	4.24	.09	125
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	14%	26%	54%	4.28	.01	4,702
Aggregated Dining Halls	YOUR INSTITUTION		5%	12%	35%	48%	4.26	.07	139
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	30%	48%	4.18	.01	6,489
Respondent Type - YOUR INSTITUTION	Student	1%	6%	14%	29%	50%	4.21	.07	213
	Faculty		5%	5%	55%	36%	4.23	.16	22
	Administration/Staff		4%		31%	65%	4.58	.14	26
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	29%	49%	4.19	.01	10,073
	Faculty	2%	1%	10%	28%	59%	4.40	.05	263
	Administration/Staff	1%	1%	7%	24%	66%	4.54	.03	812
	Other			16%	21%	63%	4.47	.12	43
Student Class Status - YOUR INSTITUTION	First year		6%	12%	26%	56%	4.31	.08	126
	Sophomore	3%	7%	13%	30%	47%	4.10	.20	30
	Junior	3%	6%	19%	42%	29%	3.87	.18	31
	Senior	6%		19%	25%	50%	4.13	.29	16
	Graduate			20%	20%	60%	4.40	.27	10
Student Class Status - ENTIRE SAMPLE	First year	1%	5%	14%	30%	50%	4.22	.01	5,204
	Sophomore	2%	5%	16%	28%	49%	4.17	.02	2,136
	Junior	3%	7%	17%	27%	46%	4.08	.03	1,314
	Senior	2%	5%	16%	29%	48%	4.18	.03	1,096
	Graduate	3%	5%	11%	20%	61%	4.31	.06	280
	Other	5%	14%	16%	16%	49%	3.91	.20	43
Gender - YOUR INSTITUTION	Female	1%	5%	10%	34%	51%	4.29	.07	163
	Male	2%	6%	15%	27%	50%	4.17	.11	96
	Other Identity			20%	20%	60%	4.40	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	7%	16%	23%	53%	4.20	.08	142
	Female	2%	5%	14%	28%	51%	4.21	.01	7,217
	Male	2%	4%	14%	28%	52%	4.23	.02	3,687
	Transgender	2%	2%	20%	29%	47%	4.18	.13	51
	Other Identity	2%	5%	17%	35%	40%	4.06	.10	94
Live... - YOUR INSTITUTION	On campus	1%	7%	12%	29%	52%	4.24	.08	147
	Off campus	2%	3%	12%	33%	50%	4.26	.09	117
Live... - ENTIRE SAMPLE	On campus	2%	5%	15%	29%	49%	4.18	.01	8,843
	Off campus	2%	3%	13%	24%	58%	4.34	.02	2,348
NACUFS Region - YOUR INSTITUTION	Southern	1%	5%	12%	31%	51%	4.25	.06	264
NACUFS Region - ENTIRE SAMPLE	Midwest	2%	5%	14%	28%	52%	4.24	.01	5,037
	Northeast	3%	6%	17%	31%	43%	4.07	.02	2,316
	Southern	1%	4%	13%	26%	56%	4.32	.02	2,378
Institution Type - YOUR INSTITUTION	Public	1%	5%	12%	31%	51%	4.25	.06	264
Institution Type - ENTIRE SAMPLE	Public	2%	5%	15%	28%	50%	4.18	.01	6,931
	Private	1%	4%	13%	29%	53%	4.29	.01	4,260
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	5%	12%	31%	51%	4.25	.06	264
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	15%	28%	51%	4.22	.01	8,552
	Mainly Contracted	2%	5%	14%	28%	51%	4.21	.02	2,639
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	5%	12%	31%	51%	4.25	.06	264
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	14%	32%	50%	4.26	.02	1,516
	2,500 to 10,000	2%	4%	12%	27%	56%	4.30	.02	1,720
	10,001 to 20,000	2%	5%	15%	28%	50%	4.19	.02	3,416
	Over 20,000	2%	5%	15%	28%	50%	4.19	.01	4,539
Type of Retail Unit - YOUR INSTITUTION	Marketplace		7%	10%	25%	58%	4.34	.12	59
	Specialty Coffee Shop/ Juice Bar			8%	36%	56%	4.49	.10	39
	Sit-down Restaurant	12%	12%	19%	19%	38%	3.62	.28	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	15%	27%	51%	4.23	.02	1,658
	Marketplace	3%	6%	16%	30%	45%	4.09	.04	814
	Express Unit	1%	5%	13%	24%	57%	4.31	.03	1,065
	Specialty Coffee Shop/ Juice Bar	1%	2%	11%	22%	64%	4.48	.04	518
	Sit-down Restaurant	7%	7%	14%	17%	55%	4.05	.20	42
	Convenience Store	1%	2%	12%	24%	61%	4.42	.03	605

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

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

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

		Location					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	3%	10%	30%	56%	4.38	.05	278
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	16%	26%	49%	4.12	.01	11,731
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	10%	28%	59%	4.41	.07	133
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	25%	52%	4.20	.01	5,203
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	10%	32%	54%	4.37	.07	145
Aggregated Dining Halls	ENTIRE SAMPLE	3%	7%	17%	26%	47%	4.06	.01	6,528
Respondent Type - YOUR INSTITUTION	Student	0%	4%	11%	29%	56%	4.37	.06	217
	Faculty			13%	42%	46%	4.33	.14	24
	Administration/Staff	3%		6%	26%	65%	4.50	.15	34
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	17%	25%	48%	4.09	.01	10,526
	Faculty	0%	4%	12%	28%	56%	4.35	.05	273
	Administration/Staff	1%	2%	11%	27%	60%	4.42	.03	889
	Other	2%		23%	21%	53%	4.23	.15	43
Student Class Status - YOUR INSTITUTION	First year		2%	13%	30%	55%	4.38	.07	128
	Sophomore		3%	10%	31%	55%	4.38	.15	29
	Junior	3%	13%	3%	19%	63%	4.25	.21	32
	Senior			11%	28%	61%	4.50	.17	18
	Graduate		10%		40%	50%	4.30	.30	10
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	17%	26%	48%	4.08	.01	5,385
	Sophomore	2%	8%	17%	25%	47%	4.08	.02	2,256
	Junior	3%	7%	17%	26%	47%	4.07	.03	1,394
	Senior	3%	6%	16%	26%	49%	4.13	.03	1,155
	Graduate	1%	4%	10%	20%	65%	4.44	.05	296
	Other		8%	18%	10%	65%	4.33	.16	40
Gender - YOUR INSTITUTION	Female		3%	11%	27%	60%	4.43	.06	173
	Male	1%	3%	9%	37%	50%	4.32	.08	100
	Other Identity	20%				80%	4.20	.80	5
Gender - ENTIRE SAMPLE	Did Not Answer	5%	4%	15%	21%	54%	4.15	.10	138
	Female	2%	6%	15%	26%	51%	4.17	.01	7,603
	Male	3%	7%	18%	26%	46%	4.04	.02	3,828
	Transgender	4%	6%	15%	19%	57%	4.20	.15	54
	Other Identity	6%	10%	16%	26%	43%	3.90	.12	108
Live... - YOUR INSTITUTION	On campus		3%	11%	32%	54%	4.38	.06	151
	Off campus	2%	3%	9%	28%	59%	4.39	.08	127
Live... - ENTIRE SAMPLE	On campus	3%	7%	16%	26%	48%	4.09	.01	9,264
	Off campus	1%	4%	15%	25%	55%	4.27	.02	2,467
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	10%	30%	56%	4.38	.05	278
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	7%	17%	26%	48%	4.10	.01	5,310
	Northeast	4%	8%	17%	26%	46%	4.02	.02	2,359
	Southern	2%	5%	13%	22%	58%	4.28	.02	2,544
Institution Type - YOUR INSTITUTION	Public	1%	3%	10%	30%	56%	4.38	.05	278
Institution Type - ENTIRE SAMPLE	Public	2%	5%	15%	25%	53%	4.20	.01	7,201
	Private	3%	8%	18%	27%	44%	4.01	.02	4,530
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	10%	30%	56%	4.38	.05	278
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	25%	50%	4.13	.01	9,046
	Mainly Contracted	3%	6%	16%	26%	49%	4.10	.02	2,685
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	3%	10%	30%	56%	4.38	.05	278
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	9%	19%	27%	40%	3.90	.03	1,535
	2,500 to 10,000	2%	5%	14%	23%	57%	4.27	.02	1,748
	10,001 to 20,000	2%	6%	16%	27%	48%	4.14	.02	3,544
	Over 20,000	3%	6%	16%	25%	50%	4.13	.02	4,904
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	3%	8%	28%	59%	4.41	.11	64
	Specialty Coffee Shop/ Juice Bar		2%	5%	30%	63%	4.53	.11	43
	Sit-down Restaurant		4%	24%	24%	48%	4.16	.19	25
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	15%	25%	52%	4.18	.02	1,742
	Marketplace	2%	6%	14%	26%	51%	4.18	.04	832
	Express Unit	2%	6%	16%	27%	49%	4.14	.03	1,214
	Specialty Coffee Shop/ Juice Bar	2%	3%	13%	24%	58%	4.33	.04	588
	Sit-down Restaurant		5%	24%	21%	50%	4.16	.16	38
	Convenience Store	3%	3%	15%	22%	57%	4.28	.04	789

*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%	4%	11%	28%	57%	4.36	.05	285
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	24%	61%	4.40	.01	11,953
Aggregated Retail Units	YOUR INSTITUTION		2%	9%	27%	62%	4.49	.06	135
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	24%	62%	4.44	.01	5,306
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	13%	29%	52%	4.24	.08	150
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	24%	60%	4.38	.01	6,647
Respondent Type - YOUR INSTITUTION	Student	1%	4%	12%	26%	57%	4.33	.06	224
	Faculty			8%	46%	46%	4.38	.13	24
	Administration/Staff		3%	6%	26%	65%	4.53	.13	34
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	24%	60%	4.39	.01	10,723
	Faculty	2%	2%	8%	27%	61%	4.44	.05	279
	Administration/Staff	0%	1%	6%	21%	70%	4.60	.02	908
	Other			14%	21%	65%	4.51	.11	43
Student Class Status - YOUR INSTITUTION	First year	2%	4%	11%	26%	59%	4.36	.08	133
	Sophomore			6%	10%	29%	4.32	.16	31
	Junior	3%	6%	16%	28%	47%	4.09	.19	32
	Senior			17%	28%	56%	4.39	.18	18
	Graduate			20%	10%	70%	4.50	.27	10
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	10%	23%	62%	4.41	.01	5,486
	Sophomore	2%	3%	12%	25%	59%	4.36	.02	2,295
	Junior	2%	3%	11%	25%	58%	4.34	.03	1,416
	Senior	1%	3%	10%	26%	59%	4.38	.03	1,182
	Graduate	0%	2%	11%	20%	67%	4.51	.05	301
	Other	2%	12%	26%	21%	40%	3.84	.18	43
Gender - YOUR INSTITUTION	Female	1%	3%	10%	31%	55%	4.37	.06	177
	Male	1%	5%	13%	23%	58%	4.33	.09	103
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer		2%	11%	24%	62%	4.47	.06	148
	Female	1%	3%	10%	23%	62%	4.42	.01	7,759
	Male	1%	3%	11%	25%	59%	4.38	.01	3,883
	Transgender	2%	2%	6%	26%	65%	4.50	.11	54
	Other Identity	2%	5%	13%	22%	59%	4.31	.09	109
Live... - YOUR INSTITUTION	On campus	1%	4%	12%	26%	58%	4.37	.07	156
	Off campus	2%	3%	10%	29%	56%	4.35	.08	129
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	24%	61%	4.40	.01	9,442
	Off campus	1%	3%	10%	24%	62%	4.44	.02	2,511
NACUFS Region - YOUR INSTITUTION	Southern	1%	4%	11%	28%	57%	4.36	.05	285
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	11%	24%	61%	4.41	.01	5,414
	Northeast	1%	2%	9%	25%	63%	4.45	.02	2,395
	Southern	2%	4%	11%	23%	59%	4.35	.02	2,605
Institution Type - YOUR INSTITUTION	Public	1%	4%	11%	28%	57%	4.36	.05	285
Institution Type - ENTIRE SAMPLE	Public	2%	4%	11%	24%	60%	4.38	.01	7,334
	Private	1%	2%	10%	25%	62%	4.45	.01	4,619
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	4%	11%	28%	57%	4.36	.05	285
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	23%	63%	4.45	.01	9,180
	Mainly Contracted	2%	5%	13%	26%	54%	4.25	.02	2,773
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	4%	11%	28%	57%	4.36	.05	285
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	9%	25%	64%	4.50	.02	1,557
	2,500 to 10,000	2%	3%	9%	22%	64%	4.45	.02	1,792
	10,001 to 20,000	2%	3%	11%	25%	60%	4.38	.02	3,620
	Over 20,000	1%	3%	11%	24%	60%	4.38	.01	4,984
Type of Retail Unit - YOUR INSTITUTION	Marketplace		5%	9%	28%	58%	4.39	.11	64
	Specialty Coffee Shop/ Juice Bar			5%	32%	64%	4.59	.09	44
	Sit-down Restaurant			15%	15%	69%	4.54	.15	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	25%	60%	4.41	.02	1,784
	Marketplace	1%	3%	10%	24%	62%	4.41	.03	850
	Express Unit	1%	3%	11%	24%	60%	4.38	.03	1,235
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	23%	66%	4.52	.03	599
	Sit-down Restaurant			17%	15%	66%	4.44	.14	41
	Convenience Store	1%	2%	8%	21%	69%	4.54	.03	797

*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	4%	8%	17%	34%	38%	3.94	.07	278
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	13%	23%	25%	34%	3.68	.01	11,610
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	13%	34%	41%	4.00	.10	134
Aggregated Retail Units	ENTIRE SAMPLE	5%	11%	21%	25%	37%	3.77	.02	5,122
Aggregated Dining Halls	YOUR INSTITUTION	3%	8%	20%	33%	35%	3.88	.09	144
Aggregated Dining Halls	ENTIRE SAMPLE	7%	14%	24%	25%	31%	3.60	.02	6,488
Respondent Type - YOUR INSTITUTION	Student	4%	8%	17%	34%	37%	3.93	.07	218
	Faculty	4%	13%	13%	38%	33%	3.83	.24	24
	Administration/Staff	6%	6%	15%	30%	42%	3.97	.21	33
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	23%	24%	32%	3.62	.01	10,419
	Faculty	3%	7%	18%	33%	38%	3.97	.06	268
	Administration/Staff	2%	4%	16%	30%	48%	4.19	.03	881
	Other	5%	2%	26%	21%	45%	4.00	.17	42
Student Class Status - YOUR INSTITUTION	First year	2%	7%	19%	35%	36%	3.96	.09	130
	Sophomore	7%	14%	14%	34%	31%	3.69	.23	29
	Junior	6%	6%	19%	26%	42%	3.90	.22	31
	Senior		6%	11%	39%	44%	4.22	.21	18
	Graduate	10%	10%	10%	30%	40%	3.80	.44	10
Student Class Status - ENTIRE SAMPLE	First year	7%	15%	24%	24%	31%	3.56	.02	5,322
	Sophomore	6%	13%	23%	24%	34%	3.67	.03	2,239
	Junior	6%	14%	24%	23%	33%	3.63	.03	1,375
	Senior	7%	11%	22%	27%	33%	3.69	.04	1,146
	Graduate	3%	6%	18%	24%	48%	4.08	.06	298
	Other	3%	10%	36%	28%	23%	3.59	.17	39
Gender - YOUR INSTITUTION	Female	3%	9%	18%	32%	38%	3.92	.08	172
	Male	4%	7%	15%	38%	37%	3.96	.11	101
	Other Identity	20%			20%	60%	4.00	.77	5
Gender - ENTIRE SAMPLE	Did Not Answer	6%	14%	21%	18%	40%	3.71	.11	140
	Female	5%	12%	22%	25%	35%	3.73	.01	7,511
	Male	7%	14%	24%	24%	31%	3.59	.02	3,798
	Transgender	7%	11%	28%	24%	30%	3.57	.17	54
	Other Identity	15%	18%	26%	19%	22%	3.16	.13	107
Live... - YOUR INSTITUTION	On campus	2%	8%	20%	35%	35%	3.93	.08	153
	Off campus	6%	8%	12%	33%	41%	3.94	.11	125
Live... - ENTIRE SAMPLE	On campus	7%	14%	23%	24%	32%	3.60	.01	9,180
	Off campus	4%	7%	20%	26%	42%	3.96	.02	2,430
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	17%	34%	38%	3.94	.07	278
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	13%	24%	24%	32%	3.63	.02	5,259
	Northeast	6%	15%	23%	26%	29%	3.58	.03	2,343
	Southern	6%	11%	19%	22%	42%	3.84	.02	2,507
Institution Type - YOUR INSTITUTION	Public	4%	8%	17%	34%	38%	3.94	.07	278
Institution Type - ENTIRE SAMPLE	Public	6%	12%	22%	24%	36%	3.72	.01	7,109
	Private	7%	14%	23%	26%	31%	3.60	.02	4,501
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	17%	34%	38%	3.94	.07	278
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	13%	22%	25%	34%	3.69	.01	8,943
	Mainly Contracted	7%	13%	23%	25%	32%	3.63	.02	2,667
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	8%	17%	34%	38%	3.94	.07	278
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	13%	23%	28%	31%	3.66	.03	1,529
	2,500 to 10,000	5%	9%	19%	23%	45%	3.94	.03	1,729
	10,001 to 20,000	5%	13%	24%	27%	31%	3.66	.02	3,506
	Over 20,000	7%	14%	23%	23%	33%	3.60	.02	4,846
Type of Retail Unit - YOUR INSTITUTION	Marketplace	6%	6%	14%	34%	39%	3.94	.15	64
	Specialty Coffee Shop/ Juice Bar	5%	7%	5%	42%	42%	4.09	.17	43
	Sit-down Restaurant		12%	23%	23%	42%	3.96	.21	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	12%	20%	25%	38%	3.80	.03	1,709
	Marketplace	6%	13%	24%	28%	29%	3.59	.04	821
	Express Unit	6%	14%	22%	22%	37%	3.70	.04	1,191
	Specialty Coffee Shop/ Juice Bar	5%	6%	18%	28%	43%	3.98	.05	580
	Sit-down Restaurant		8%	23%	26%	44%	4.05	.16	39
	Convenience Store	5%	9%	23%	23%	40%	3.83	.04	782

*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	1%	2%	13%	35%	48%	4.27	.05	285
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	15%	31%	48%	4.19	.01	11,859
Aggregated Retail Units	YOUR INSTITUTION		3%	14%	30%	53%	4.33	.07	135
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	14%	30%	51%	4.26	.01	5,245
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	12%	39%	45%	4.23	.07	150
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	16%	32%	45%	4.14	.01	6,614
Respondent Type - YOUR INSTITUTION	Student	1%	3%	14%	33%	48%	4.23	.06	224
	Faculty			8%	54%	38%	4.29	.13	24
	Administration/Staff			9%	32%	59%	4.50	.11	34
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	16%	31%	47%	4.17	.01	10,638
	Faculty	1%	4%	13%	32%	50%	4.25	.06	275
	Administration/Staff	1%	2%	11%	26%	60%	4.43	.03	903
	Other	2%		14%	19%	65%	4.44	.14	43
Student Class Status - YOUR INSTITUTION	First year	1%	4%	11%	32%	52%	4.31	.08	133
	Sophomore			13%	45%	42%	4.29	.12	31
	Junior	6%		22%	41%	31%	3.91	.19	32
	Senior		11%	22%	17%	50%	4.06	.26	18
	Graduate			20%	20%	60%	4.40	.27	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	16%	30%	48%	4.19	.01	5,449
	Sophomore	2%	5%	16%	31%	45%	4.13	.02	2,271
	Junior	3%	5%	16%	31%	45%	4.11	.03	1,409
	Senior	1%	4%	14%	35%	45%	4.18	.03	1,169
	Graduate	2%	3%	13%	28%	54%	4.29	.05	299
	Other		5%	32%	37%	27%	3.85	.14	41
Gender - YOUR INSTITUTION	Female	1%	2%	13%	36%	49%	4.29	.06	177
	Male	2%	3%	14%	36%	46%	4.20	.09	103
	Other Identity					100%	5.00	.00	5
Gender - ENTIRE SAMPLE	Did Not Answer		5%	14%	33%	49%	4.25	.07	150
	Female	1%	4%	14%	31%	49%	4.22	.01	7,697
	Male	2%	4%	17%	31%	46%	4.14	.02	3,850
	Transgender	9%	7%	7%	27%	49%	4.00	.18	55
	Other Identity	2%	5%	23%	38%	32%	3.93	.09	107
		1%	3%	14%	34%	48%	4.25	.07	156
Live... - YOUR INSTITUTION	On campus	1%	3%	14%	34%	48%	4.25	.09	107
	Off campus	1%	2%	12%	36%	49%	4.30	.07	129
Live... - ENTIRE SAMPLE	On campus	2%	5%	16%	31%	47%	4.16	.01	9,381
	Off campus	1%	3%	13%	29%	53%	4.30	.02	2,478
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	13%	35%	48%	4.27	.05	285
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	14%	31%	50%	4.25	.01	5,386
	Northeast	2%	7%	19%	33%	39%	3.99	.02	2,387
	Southern	2%	5%	16%	29%	48%	4.17	.02	2,566
Institution Type - YOUR INSTITUTION	Public	1%	2%	13%	35%	48%	4.27	.05	285
Institution Type - ENTIRE SAMPLE	Public	2%	5%	17%	30%	47%	4.15	.01	7,254
	Private	1%	3%	13%	32%	50%	4.25	.01	4,605
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	13%	35%	48%	4.27	.05	285
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	15%	30%	49%	4.20	.01	9,103
	Mainly Contracted	2%	4%	16%	32%	46%	4.16	.02	2,756
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	2%	13%	35%	48%	4.27	.05	285
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	12%	33%	51%	4.30	.02	1,553
	2,500 to 10,000	1%	3%	12%	28%	56%	4.35	.02	1,781
	10,001 to 20,000	2%	5%	18%	31%	44%	4.10	.02	3,583
	Over 20,000	2%	4%	16%	31%	47%	4.16	.01	4,942
Type of Retail Unit - YOUR INSTITUTION	Marketplace		2%	13%	27%	59%	4.44	.10	64
	Specialty Coffee Shop/ Juice Bar		2%	14%	39%	45%	4.27	.12	44
	Sit-down Restaurant		8%	19%	27%	46%	4.12	.19	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	15%	30%	49%	4.22	.02	1,757
	Marketplace	2%	3%	14%	34%	48%	4.22	.03	845
	Express Unit	1%	4%	14%	31%	51%	4.26	.03	1,222
	Specialty Coffee Shop/ Juice Bar	0%	3%	15%	27%	55%	4.32	.04	590
	Sit-down Restaurant		5%	17%	29%	49%	4.22	.14	41
	Convenience Store	2%	3%	12%	25%	57%	4.32	.03	790

*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	3%	8%	19%	33%	38%	3.95	.06	278
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	15%	23%	22%	32%	3.56	.01	11,584
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	19%	31%	43%	4.07	.09	134
Aggregated Retail Units	ENTIRE SAMPLE	7%	13%	23%	22%	35%	3.65	.02	5,124
Aggregated Dining Halls	YOUR INSTITUTION	3%	10%	19%	35%	33%	3.83	.09	144
Aggregated Dining Halls	ENTIRE SAMPLE	8%	17%	24%	22%	30%	3.48	.02	6,460
Respondent Type - YOUR INSTITUTION	Student	2%	10%	20%	30%	39%	3.93	.07	218
	Faculty	4%	4%	21%	50%	21%	3.79	.20	24
	Administration/Staff	6%		12%	38%	44%	4.15	.18	34
	Other				50%	50%	4.50	.50	2
Respondent Type - ENTIRE SAMPLE	Student	8%	16%	24%	21%	30%	3.48	.01	10,377
	Faculty	3%	5%	20%	28%	45%	4.07	.06	271
	Administration/Staff	2%	4%	14%	28%	52%	4.23	.03	893
	Other	2%		28%	26%	44%	4.09	.15	43
Student Class Status - YOUR INSTITUTION	First year	2%	9%	20%	29%	40%	3.95	.09	129
	Sophomore		21%	17%	34%	28%	3.69	.21	29
	Junior	6%	9%	22%	22%	41%	3.81	.22	32
	Senior		6%	17%	33%	44%	4.17	.22	18
	Graduate			20%	40%	40%	4.20	.25	10
Student Class Status - ENTIRE SAMPLE	First year	9%	18%	23%	21%	28%	3.41	.02	5,317
	Sophomore	8%	15%	25%	21%	31%	3.53	.03	2,217
	Junior	7%	15%	26%	22%	30%	3.52	.03	1,368
	Senior	8%	13%	23%	25%	31%	3.56	.04	1,139
	Graduate	4%	9%	20%	19%	48%	3.98	.07	296
	Other		18%	38%	18%	28%	3.55	.17	40
Gender - YOUR INSTITUTION	Female	1%	9%	18%	34%	38%	3.98	.08	173
	Male	5%	6%	21%	31%	37%	3.89	.11	100
	Other Identity	20%			20%	60%	4.00	.77	5
Gender - ENTIRE SAMPLE	Did Not Answer	9%	14%	24%	16%	37%	3.58	.11	139
	Female	7%	15%	22%	23%	33%	3.61	.01	7,494
	Male	9%	16%	24%	21%	30%	3.46	.02	3,792
	Transgender	19%	9%	21%	21%	30%	3.34	.20	53
	Other Identity	23%	20%	25%	11%	21%	2.88	.14	106
Live... - YOUR INSTITUTION	On campus	2%	11%	19%	31%	37%	3.89	.09	152
	Off campus	4%	4%	18%	35%	39%	4.01	.09	126
Live... - ENTIRE SAMPLE	On campus	9%	17%	24%	21%	29%	3.45	.01	9,135
	Off campus	3%	8%	20%	24%	44%	3.97	.02	2,449
NACUFS Region - YOUR INSTITUTION	Southern	3%	8%	19%	33%	38%	3.95	.06	278
NACUFS Region - ENTIRE SAMPLE	Midwest	8%	15%	24%	21%	31%	3.50	.02	5,243
	Northeast	8%	18%	25%	23%	26%	3.40	.03	2,330
	Southern	7%	13%	18%	21%	41%	3.76	.03	2,500
Institution Type - YOUR INSTITUTION	Public	3%	8%	19%	33%	38%	3.95	.06	278
Institution Type - ENTIRE SAMPLE	Public	8%	15%	22%	22%	34%	3.60	.02	7,098
	Private	8%	16%	24%	23%	29%	3.49	.02	4,486
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	8%	19%	33%	38%	3.95	.06	278
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	15%	23%	22%	32%	3.56	.01	8,932
	Mainly Contracted	8%	15%	23%	23%	32%	3.55	.02	2,652
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	8%	19%	33%	38%	3.95	.06	278
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	14%	24%	26%	29%	3.59	.03	1,525
	2,500 to 10,000	5%	11%	19%	22%	43%	3.86	.03	1,737
	10,001 to 20,000	8%	16%	24%	23%	30%	3.51	.02	3,495
	Over 20,000	9%	17%	24%	20%	31%	3.47	.02	4,827
Type of Retail Unit - YOUR INSTITUTION	Marketplace	3%	5%	16%	31%	45%	4.11	.13	64
	Specialty Coffee Shop/ Juice Bar	2%	5%	14%	35%	44%	4.14	.15	43
	Sit-down Restaurant		8%	35%	19%	38%	3.88	.20	26
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	12%	23%	23%	36%	3.72	.03	1,711
	Marketplace	10%	16%	27%	22%	26%	3.39	.04	825
	Express Unit	8%	17%	20%	21%	33%	3.54	.04	1,188
	Specialty Coffee Shop/ Juice Bar	3%	11%	17%	25%	43%	3.95	.05	583
	Sit-down Restaurant		8%	26%	21%	46%	4.05	.16	39
	Convenience Store	8%	9%	25%	19%	39%	3.72	.05	778

*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	0%	1%	10%	36%	53%	4.39	.04	285
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	14%	31%	52%	4.30	.01	11,828
Aggregated Retail Units	YOUR INSTITUTION		1%	12%	37%	50%	4.35	.06	135
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	13%	30%	54%	4.33	.01	5,237
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	8%	35%	55%	4.43	.06	150
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	15%	31%	50%	4.27	.01	6,591
Respondent Type - YOUR INSTITUTION	Student	0%	2%	12%	34%	52%	4.36	.05	224
	Faculty			4%	54%	42%	4.38	.12	24
	Administration/Staff			3%	35%	62%	4.59	.10	34
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	15%	31%	51%	4.28	.01	10,592
	Faculty	1%	3%	10%	32%	54%	4.36	.05	278
	Administration/Staff	0%	2%	8%	27%	63%	4.51	.02	914
	Other			16%	25%	59%	4.43	.11	44
Student Class Status - YOUR INSTITUTION	First year		2%	10%	31%	58%	4.45	.06	133
	Sophomore			13%	32%	55%	4.42	.13	31
	Junior	3%	6%	13%	50%	28%	3.94	.17	32
	Senior			28%	22%	50%	4.22	.21	18
	Graduate				50%	50%	4.50	.17	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	14%	31%	52%	4.32	.01	5,438
	Sophomore	1%	3%	16%	30%	50%	4.25	.02	2,249
	Junior	1%	4%	17%	31%	48%	4.19	.03	1,397
	Senior	1%	3%	14%	35%	47%	4.22	.03	1,165
	Graduate	1%	1%	16%	26%	56%	4.36	.05	300
	Other	2%		19%	40%	40%	4.14	.14	43
Gender - YOUR INSTITUTION	Female		1%	10%	37%	52%	4.41	.05	178
	Male	1%	3%	9%	35%	52%	4.34	.08	102
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	3%	18%	29%	49%	4.23	.07	146
	Female	1%	2%	13%	30%	53%	4.33	.01	7,674
	Male	1%	3%	15%	31%	49%	4.24	.01	3,848
	Transgender	6%	2%	15%	22%	56%	4.20	.15	54
	Other Identity	2%		37%	30%	31%	3.89	.09	106
Live... - YOUR INSTITUTION	On campus	1%	1%	11%	33%	54%	4.38	.06	156
	Off campus		2%	9%	39%	51%	4.40	.06	129
Live... - ENTIRE SAMPLE	On campus	1%	3%	15%	32%	50%	4.27	.01	9,331
	Off campus	1%	2%	12%	28%	58%	4.39	.02	2,497
NACUFS Region - YOUR INSTITUTION	Southern	0%	1%	10%	36%	53%	4.39	.04	285
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	2%	14%	30%	53%	4.32	.01	5,362
	Northeast	1%	4%	17%	34%	43%	4.15	.02	2,371
	Southern	1%	2%	13%	30%	54%	4.35	.02	2,565
Institution Type - YOUR INSTITUTION	Public	0%	1%	10%	36%	53%	4.39	.04	285
Institution Type - ENTIRE SAMPLE	Public	1%	2%	15%	30%	52%	4.29	.01	7,241
	Private	1%	3%	13%	31%	52%	4.30	.01	4,587
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	1%	10%	36%	53%	4.39	.04	285
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	14%	30%	52%	4.30	.01	9,090
	Mainly Contracted	1%	3%	15%	32%	50%	4.27	.02	2,738
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	0%	1%	10%	36%	53%	4.39	.04	285
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	15%	34%	47%	4.24	.02	1,551
	2,500 to 10,000	1%	1%	12%	27%	58%	4.41	.02	1,785
	10,001 to 20,000	1%	3%	14%	32%	51%	4.30	.01	3,567
	Over 20,000	1%	3%	15%	30%	51%	4.28	.01	4,925
Type of Retail Unit - YOUR INSTITUTION	Marketplace			13%	38%	50%	4.38	.09	64
	Specialty Coffee Shop/ Juice Bar			7%	41%	52%	4.45	.09	44
	Sit-down Restaurant		8%	19%	31%	42%	4.08	.19	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	13%	32%	52%	4.31	.02	1,753
	Marketplace	1%	2%	13%	32%	52%	4.33	.03	841
	Express Unit	1%	3%	15%	29%	52%	4.27	.03	1,217
	Specialty Coffee Shop/ Juice Bar		1%	9%	26%	64%	4.53	.03	598
	Sit-down Restaurant		5%	15%	32%	49%	4.24	.14	41
	Convenience Store	1%	3%	14%	27%	55%	4.33	.03	787

*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	4%	4%	16%	30%	47%	4.12	.07	252
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	8%	19%	27%	41%	3.90	.01	10,720
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	13%	34%	45%	4.13	.09	120
Aggregated Retail Units	ENTIRE SAMPLE	6%	9%	19%	26%	40%	3.85	.02	4,441
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	18%	26%	48%	4.11	.09	132
Aggregated Dining Halls	ENTIRE SAMPLE	4%	8%	19%	28%	41%	3.94	.01	6,279
Respondent Type - YOUR INSTITUTION	Student	2%	3%	18%	31%	45%	4.14	.07	201
	Faculty	9%		14%	32%	45%	4.05	.26	22
	Administration/Staff	12%	12%		19%	58%	4.00	.29	26
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	5%	9%	20%	27%	39%	3.87	.01	9,641
	Faculty	7%	5%	14%	24%	51%	4.06	.08	250
	Administration/Staff	3%	4%	12%	26%	55%	4.26	.04	786
	Other		2%	28%	23%	47%	4.14	.14	43
Student Class Status - YOUR INSTITUTION	First year	2%	3%	21%	32%	43%	4.12	.09	119
	Sophomore		8%	19%	23%	50%	4.15	.20	26
	Junior	7%	3%	10%	33%	47%	4.10	.21	30
	Senior			13%	44%	44%	4.31	.18	16
	Graduate		10%	20%	10%	60%	4.20	.36	10
Student Class Status - ENTIRE SAMPLE	First year	6%	9%	20%	28%	37%	3.81	.02	4,997
	Sophomore	5%	8%	20%	26%	41%	3.91	.03	2,019
	Junior	4%	8%	20%	28%	40%	3.92	.03	1,258
	Senior	5%	8%	18%	28%	41%	3.92	.04	1,057
	Graduate	2%	6%	14%	20%	58%	4.25	.06	274
	Other	11%	6%	14%	28%	42%	3.83	.22	36
Gender - YOUR INSTITUTION	Female	4%	4%	16%	31%	45%	4.10	.09	154
	Male	2%	4%	17%	29%	47%	4.15	.10	93
	Other Identity	20%				80%	4.20	.80	5
Gender - ENTIRE SAMPLE	Did Not Answer	8%	8%	18%	20%	47%	3.90	.11	129
	Female	4%	7%	18%	28%	43%	3.97	.01	6,882
	Male	6%	10%	20%	26%	38%	3.79	.02	3,563
	Transgender	6%	8%	38%	15%	33%	3.60	.18	48
	Other Identity	15%	9%	27%	18%	31%	3.40	.14	98
Live... - YOUR INSTITUTION	On campus	2%	4%	23%	31%	41%	4.04	.08	137
	Off campus	5%	4%	8%	29%	54%	4.22	.10	115
Live... - ENTIRE SAMPLE	On campus	6%	9%	20%	27%	38%	3.83	.01	8,451
	Off campus	3%	5%	15%	26%	52%	4.19	.02	2,269
NACUFS Region - YOUR INSTITUTION	Southern	4%	4%	16%	30%	47%	4.12	.07	252
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	9%	20%	27%	38%	3.83	.02	4,789
	Northeast	4%	9%	20%	30%	38%	3.88	.02	2,239
	Southern	6%	8%	16%	22%	48%	3.96	.03	2,261
Institution Type - YOUR INSTITUTION	Public	4%	4%	16%	30%	47%	4.12	.07	252
Institution Type - ENTIRE SAMPLE	Public	5%	8%	18%	26%	43%	3.94	.01	6,633
	Private	5%	10%	20%	29%	37%	3.84	.02	4,087
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	4%	16%	30%	47%	4.12	.07	252
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	8%	19%	27%	41%	3.92	.01	8,228
	Mainly Contracted	6%	8%	19%	27%	39%	3.86	.02	2,492
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	4%	16%	30%	47%	4.12	.07	252
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	18%	31%	41%	4.01	.03	1,479
	2,500 to 10,000	3%	4%	15%	25%	53%	4.22	.03	1,631
	10,001 to 20,000	4%	8%	19%	29%	40%	3.94	.02	3,288
	Over 20,000	7%	11%	21%	25%	36%	3.72	.02	4,322
Type of Retail Unit - YOUR INSTITUTION	Marketplace	5%	2%	10%	34%	48%	4.19	.14	58
	Specialty Coffee Shop/ Juice Bar	3%	11%	11%	33%	42%	4.00	.19	36
	Sit-down Restaurant			20%	36%	44%	4.24	.16	25
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	18%	24%	44%	3.92	.03	1,585
	Marketplace	5%	9%	17%	32%	38%	3.88	.04	785
	Express Unit	7%	12%	21%	25%	36%	3.70	.04	1,012
	Specialty Coffee Shop/ Juice Bar	5%	8%	17%	25%	45%	3.97	.05	496
	Sit-down Restaurant		3%	16%	29%	53%	4.32	.14	38
	Convenience Store	9%	10%	20%	22%	39%	3.72	.06	525

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

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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	1%	3%	14%	37%	45%	4.21	.06	257
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	27%	46%	4.05	.01	10,857
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	14%	35%	46%	4.20	.08	122
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	18%	26%	44%	3.97	.02	4,491
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	15%	38%	44%	4.21	.07	135
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	15%	28%	47%	4.11	.01	6,366
Respondent Type - YOUR INSTITUTION	Student	1%	3%	16%	36%	44%	4.19	.06	206
	Faculty		5%	14%	55%	27%	4.05	.17	22
	Administration/Staff	4%		8%	27%	62%	4.42	.19	26
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	17%	28%	45%	4.02	.01	9,772
	Faculty	3%	5%	13%	31%	48%	4.17	.06	256
	Administration/Staff	1%	3%	12%	25%	58%	4.35	.03	787
	Other			19%	24%	57%	4.38	.12	42
Student Class Status - YOUR INSTITUTION	First year	1%	2%	11%	40%	47%	4.31	.07	121
	Sophomore	3%	3%	21%	24%	48%	4.10	.20	29
	Junior		10%	23%	40%	27%	3.83	.17	30
	Senior		6%	13%	38%	44%	4.19	.23	16
	Graduate			40%	10%	50%	4.10	.31	10
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	17%	28%	44%	4.02	.02	5,079
	Sophomore	4%	8%	17%	26%	45%	4.01	.03	2,035
	Junior	4%	6%	18%	29%	42%	3.99	.03	1,278
	Senior	3%	6%	17%	31%	44%	4.08	.03	1,070
	Graduate	3%	7%	11%	23%	56%	4.21	.07	275
	Other	6%	6%	23%	29%	37%	3.86	.20	35
Gender - YOUR INSTITUTION	Female	1%	4%	16%	39%	40%	4.13	.07	158
	Male	1%	2%	12%	34%	51%	4.32	.09	94
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	3%	6%	20%	30%	41%	4.00	.09	134
	Female	3%	7%	16%	28%	46%	4.05	.01	6,998
	Male	4%	7%	16%	27%	46%	4.06	.02	3,582
	Transgender	4%	2%	15%	19%	60%	4.29	.15	48
	Other Identity	2%	7%	24%	27%	39%	3.94	.11	95
Live... - YOUR INSTITUTION	On campus	1%	2%	15%	37%	45%	4.24	.07	139
	Off campus	2%	4%	14%	36%	44%	4.17	.09	118
Live... - ENTIRE SAMPLE	On campus	3%	8%	17%	28%	44%	4.02	.01	8,569
	Off campus	2%	5%	15%	27%	51%	4.18	.02	2,288
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	14%	37%	45%	4.21	.06	257
NACUFS Region - ENTIRE SAMPLE	Midwest	2%	6%	17%	28%	47%	4.11	.01	4,859
	Northeast	3%	7%	15%	29%	46%	4.08	.02	2,266
	Southern	5%	8%	16%	24%	47%	4.00	.02	2,295
Institution Type - YOUR INSTITUTION	Public	1%	3%	14%	37%	45%	4.21	.06	257
Institution Type - ENTIRE SAMPLE	Public	4%	8%	17%	27%	45%	4.02	.01	6,709
	Private	2%	6%	16%	29%	47%	4.11	.02	4,148
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	14%	37%	45%	4.21	.06	257
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	27%	47%	4.08	.01	8,313
	Mainly Contracted	3%	8%	19%	29%	41%	3.98	.02	2,544
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	1%	3%	14%	37%	45%	4.21	.06	257
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	16%	29%	46%	4.12	.03	1,493
	2,500 to 10,000	3%	6%	14%	27%	50%	4.15	.03	1,663
	10,001 to 20,000	4%	9%	17%	28%	43%	3.96	.02	3,321
	Over 20,000	3%	7%	17%	27%	46%	4.06	.02	4,380
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	2%	14%	32%	51%	4.29	.12	59
	Specialty Coffee Shop/ Juice Bar	3%	3%	14%	44%	36%	4.08	.16	36
	Sit-down Restaurant		8%	15%	31%	46%	4.15	.19	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	19%	27%	43%	3.96	.03	1,600
	Marketplace	4%	11%	20%	29%	35%	3.80	.04	798
	Express Unit	2%	6%	16%	28%	48%	4.13	.03	1,020
	Specialty Coffee Shop/ Juice Bar	4%	9%	16%	25%	46%	3.98	.05	505
	Sit-down Restaurant		5%	12%	29%	54%	4.32	.14	41
	Convenience Store	5%	9%	19%	19%	47%	3.94	.05	527

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

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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	2%	5%	18%	31%	45%	4.14	.06	262
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	9%	21%	27%	39%	3.87	.01	10,901
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	19%	27%	49%	4.18	.09	125
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	21%	25%	40%	3.87	.02	4,588
Aggregated Dining Halls	YOUR INSTITUTION	1%	7%	16%	34%	42%	4.11	.08	137
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	22%	28%	38%	3.87	.01	6,313
Respondent Type - YOUR INSTITUTION	Student	1%	4%	19%	31%	44%	4.13	.06	211
	Faculty	9%		18%	27%	45%	4.00	.26	22
	Administration/Staff		12%	4%	31%	54%	4.27	.20	26
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	5%	9%	22%	26%	38%	3.83	.01	9,800
	Faculty	6%	6%	16%	29%	43%	3.98	.07	254
	Administration/Staff	2%	4%	12%	30%	53%	4.28	.03	804
	Other			33%	19%	49%	4.16	.14	43
Student Class Status - YOUR INSTITUTION	First year	1%	3%	20%	31%	45%	4.16	.08	125
	Sophomore	4%	11%	22%	30%	33%	3.78	.22	27
	Junior		6%	16%	26%	52%	4.23	.17	31
	Senior			17%	39%	44%	4.28	.18	18
	Graduate			20%	40%	40%	4.20	.25	10
Student Class Status - ENTIRE SAMPLE	First year	5%	10%	22%	26%	36%	3.78	.02	5,045
	Sophomore	4%	9%	22%	26%	38%	3.85	.03	2,072
	Junior	4%	9%	22%	28%	37%	3.86	.03	1,286
	Senior	4%	7%	22%	29%	38%	3.90	.03	1,079
	Graduate	3%	4%	18%	20%	55%	4.20	.06	282
	Other	6%	8%	25%	28%	33%	3.75	.20	36
Gender - YOUR INSTITUTION	Female	2%	5%	20%	30%	43%	4.08	.08	159
	Male	1%	3%	14%	35%	47%	4.23	.09	98
	Other Identity		20%			80%	4.40	.60	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	8%	23%	24%	42%	3.92	.10	131
	Female	4%	8%	20%	27%	40%	3.92	.01	7,006
	Male	5%	10%	23%	26%	36%	3.77	.02	3,616
	Transgender	6%	2%	28%	22%	42%	3.92	.16	50
	Other Identity	10%	9%	27%	27%	28%	3.52	.13	98
Live... - YOUR INSTITUTION	On campus	1%	6%	21%	32%	41%	4.08	.08	145
	Off campus	3%	3%	14%	30%	50%	4.22	.09	117
Live... - ENTIRE SAMPLE	On campus	5%	10%	22%	27%	36%	3.80	.01	8,595
	Off campus	3%	5%	17%	27%	49%	4.14	.02	2,306
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	18%	31%	45%	4.14	.06	262
NACUFS Region - ENTIRE SAMPLE	Midwest	5%	10%	22%	26%	37%	3.81	.02	4,887
	Northeast	4%	10%	22%	30%	34%	3.79	.02	2,251
	Southern	5%	8%	18%	23%	46%	3.99	.02	2,320
Institution Type - YOUR INSTITUTION	Public	2%	5%	18%	31%	45%	4.14	.06	262
Institution Type - ENTIRE SAMPLE	Public	4%	9%	20%	26%	41%	3.90	.01	6,734
	Private	5%	9%	23%	28%	36%	3.81	.02	4,167
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	18%	31%	45%	4.14	.06	262
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	9%	21%	27%	39%	3.87	.01	8,371
	Mainly Contracted	4%	9%	22%	27%	39%	3.86	.02	2,530
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	2%	5%	18%	31%	45%	4.14	.06	262
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	7%	21%	31%	37%	3.92	.03	1,487
	2,500 to 10,000	2%	5%	16%	25%	52%	4.18	.03	1,664
	10,001 to 20,000	3%	9%	21%	29%	37%	3.89	.02	3,330
	Over 20,000	6%	11%	23%	24%	36%	3.72	.02	4,420
Type of Retail Unit - YOUR INSTITUTION	Marketplace	3%	3%	15%	23%	55%	4.23	.14	60
	Specialty Coffee Shop/ Juice Bar	3%	3%	16%	39%	39%	4.11	.15	38
	Sit-down Restaurant			31%	19%	50%	4.19	.18	26
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	21%	25%	41%	3.91	.03	1,611
	Marketplace	4%	9%	21%	30%	36%	3.86	.04	789
	Express Unit	7%	11%	21%	24%	37%	3.72	.04	1,041
	Specialty Coffee Shop/ Juice Bar	3%	5%	19%	26%	48%	4.11	.05	512
	Sit-down Restaurant			23%	21%	56%	4.33	.13	39
	Convenience Store	8%	8%	21%	22%	41%	3.80	.05	596

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

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

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

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	0%	3%	11%	36%	50%	4.32	.05	264
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	15%	31%	48%	4.20	.01	11,050
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	12%	37%	49%	4.33	.07	124
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	17%	30%	47%	4.17	.01	4,655
Aggregated Dining Halls	YOUR INSTITUTION		4%	11%	34%	51%	4.31	.07	140
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	32%	48%	4.22	.01	6,395
Respondent Type - YOUR INSTITUTION	Student	0%	3%	12%	35%	50%	4.31	.06	213
	Faculty		5%	9%	45%	41%	4.23	.17	22
	Administration/Staff			12%	35%	54%	4.42	.14	26
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	16%	31%	47%	4.18	.01	9,940
	Faculty	1%	7%	14%	31%	47%	4.17	.06	259
	Administration/Staff	1%	2%	12%	31%	54%	4.33	.03	809
	Other			14%	26%	60%	4.45	.11	42
Student Class Status - YOUR INSTITUTION	First year		2%	10%	33%	55%	4.40	.07	126
	Sophomore		3%	17%	31%	48%	4.24	.16	29
	Junior		6%	13%	45%	35%	4.10	.16	31
	Senior	6%		12%	41%	41%	4.12	.26	17
	Graduate			10%	30%	60%	4.50	.22	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	15%	32%	49%	4.22	.01	5,129
	Sophomore	1%	4%	18%	29%	47%	4.16	.02	2,083
	Junior	2%	6%	16%	31%	45%	4.10	.03	1,306
	Senior	2%	4%	14%	36%	43%	4.14	.03	1,101
	Graduate	4%	2%	15%	25%	55%	4.26	.06	284
	Other	3%	3%	35%	30%	30%	3.81	.16	37
Gender - YOUR INSTITUTION	Female	1%	2%	14%	34%	50%	4.31	.07	160
	Male		4%	7%	40%	48%	4.33	.08	99
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	4%	18%	30%	47%	4.17	.08	139
	Female	1%	4%	15%	31%	49%	4.22	.01	7,124
	Male	2%	4%	16%	32%	46%	4.17	.02	3,641
	Transgender	6%		16%	24%	54%	4.20	.16	50
	Other Identity	4%	7%	23%	32%	33%	3.83	.11	96
Live... - YOUR INSTITUTION	On campus		3%	13%	33%	50%	4.31	.07	147
	Off campus	1%	2%	9%	38%	50%	4.34	.07	117
Live... - ENTIRE SAMPLE	On campus	2%	4%	15%	32%	47%	4.19	.01	8,724
	Off campus	2%	4%	15%	29%	50%	4.23	.02	2,326
NACUFS Region - YOUR INSTITUTION	Southern	0%	3%	11%	36%	50%	4.32	.05	264
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	14%	31%	50%	4.25	.01	4,950
	Northeast	2%	5%	17%	34%	41%	4.07	.02	2,285
	Southern	2%	5%	16%	28%	49%	4.18	.02	2,365
Institution Type - YOUR INSTITUTION	Public	0%	3%	11%	36%	50%	4.32	.05	264
Institution Type - ENTIRE SAMPLE	Public	2%	4%	16%	31%	47%	4.16	.01	6,825
	Private	1%	4%	14%	32%	49%	4.25	.01	4,225
Operation Type - YOUR INSTITUTION	Mainly Contracted	0%	3%	11%	36%	50%	4.32	.05	264
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	15%	31%	49%	4.20	.01	8,470
	Mainly Contracted	2%	4%	16%	33%	45%	4.17	.02	2,580
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	0%	3%	11%	36%	50%	4.32	.05	264
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	14%	35%	46%	4.22	.02	1,508
	2,500 to 10,000	1%	3%	13%	28%	55%	4.33	.02	1,700
	10,001 to 20,000	2%	5%	17%	32%	45%	4.13	.02	3,366
	Over 20,000	2%	4%	16%	30%	48%	4.19	.01	4,476
Type of Retail Unit - YOUR INSTITUTION	Marketplace			8%	37%	55%	4.47	.08	60
	Specialty Coffee Shop/ Juice Bar			16%	41%	43%	4.27	.12	37
	Sit-down Restaurant	4%	4%	15%	35%	42%	4.08	.21	26
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	19%	31%	44%	4.11	.02	1,641
	Marketplace	1%	3%	15%	36%	45%	4.20	.03	800
	Express Unit	1%	5%	17%	30%	47%	4.18	.03	1,056
	Specialty Coffee Shop/ Juice Bar	2%	4%	16%	28%	51%	4.21	.04	515
	Sit-down Restaurant	2%	2%	12%	29%	54%	4.29	.15	41
	Convenience Store	2%	6%	15%	25%	53%	4.21	.04	602

*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%	9%	14%	27%	46%	4.03	.07	253
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	6%	19%	24%	47%	4.03	.01	12,436
Aggregated Retail Units	YOUR INSTITUTION	1%	10%	14%	31%	45%	4.08	.10	118
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	17%	23%	50%	4.09	.01	5,645
Aggregated Dining Halls	YOUR INSTITUTION	6%	8%	15%	24%	47%	3.98	.10	135
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	20%	24%	45%	3.97	.01	6,791
Respondent Type - YOUR INSTITUTION	Student	3%	10%	15%	27%	44%	3.99	.08	201
	Faculty			13%	35%	52%	4.39	.15	23
	Administration/Staff	12%	8%	8%	23%	50%	3.92	.28	26
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	5%	6%	19%	24%	46%	4.00	.01	11,017
	Faculty	4%	4%	13%	22%	57%	4.24	.06	310
	Administration/Staff	3%	4%	14%	24%	56%	4.25	.03	1,056
	Other	2%	2%	25%	23%	49%	4.15	.14	53
Student Class Status - YOUR INSTITUTION	First year	3%	6%	16%	28%	47%	4.08	.10	118
	Sophomore	4%	25%	18%	11%	43%	3.64	.26	28
	Junior	3%	20%	17%	23%	37%	3.70	.23	30
	Senior		7%	7%	33%	53%	4.33	.23	15
	Graduate			10%	60%	30%	4.20	.20	10
Student Class Status - ENTIRE SAMPLE	First year	5%	7%	20%	24%	44%	3.95	.02	5,385
	Sophomore	4%	5%	19%	23%	48%	4.05	.02	2,418
	Junior	4%	7%	17%	25%	46%	4.01	.03	1,567
	Senior	4%	5%	17%	25%	48%	4.07	.03	1,297
	Graduate	5%	7%	14%	20%	56%	4.15	.07	311
	Other	8%	10%	26%	26%	31%	3.62	.20	39
Gender - YOUR INSTITUTION	Female	2%	5%	16%	28%	48%	4.16	.08	159
	Male	7%	16%	11%	27%	39%	3.76	.14	89
	Other Identity		20%			80%	4.40	.60	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	4%	17%	29%	43%	3.98	.10	150
	Female	3%	5%	18%	24%	50%	4.14	.01	8,062
	Male	8%	8%	20%	23%	41%	3.80	.02	4,025
	Transgender	1%	7%	18%	30%	44%	4.07	.12	71
	Other Identity	5%	3%	13%	23%	56%	4.21	.10	128
		4%	10%	16%	27%	43%	3.96	.10	140
Live... - YOUR INSTITUTION	On campus	4%	10%	16%	27%	43%	3.96	.10	140
	Off campus	4%	8%	12%	27%	50%	4.12	.10	113
Live... - ENTIRE SAMPLE	On campus	5%	7%	19%	24%	45%	3.98	.01	9,691
	Off campus	4%	5%	16%	23%	53%	4.18	.02	2,745
NACUFS Region - YOUR INSTITUTION	Southern	4%	9%	14%	27%	46%	4.03	.07	253
NACUFS Region - ENTIRE SAMPLE	Midwest	5%	7%	20%	25%	44%	3.98	.02	5,028
	Northeast	4%	6%	18%	24%	47%	4.04	.02	2,589
	Pacific	4%	7%	19%	28%	43%	3.99	.04	630
	Southern	4%	6%	16%	20%	54%	4.14	.02	2,785
Institution Type - YOUR INSTITUTION	Public	4%	9%	14%	27%	46%	4.03	.07	253
Institution Type - ENTIRE SAMPLE	Public	4%	5%	19%	23%	49%	4.06	.01	7,115
	Private	5%	7%	19%	25%	45%	3.98	.02	5,321
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	9%	14%	27%	46%	4.03	.07	253
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	6%	18%	24%	47%	4.02	.01	9,407
	Mainly Contracted	4%	5%	19%	24%	47%	4.04	.02	3,029
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	9%	14%	27%	46%	4.03	.07	253
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	6%	18%	25%	46%	4.01	.03	2,065
	2,500 to 10,000	3%	5%	15%	22%	55%	4.21	.02	2,478
	10,001 to 20,000	5%	6%	19%	24%	46%	4.02	.02	3,518
	Over 20,000	5%	7%	20%	24%	44%	3.94	.02	4,375
Type of Retail Unit - YOUR INSTITUTION	Marketplace		9%	13%	31%	46%	4.15	.13	54
	Specialty Coffee Shop/ Juice Bar	3%	8%	11%	37%	42%	4.08	.17	38
	Sit-down Restaurant		16%	20%	20%	44%	3.92	.23	25
	Convenience Store					100%	5.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	18%	24%	49%	4.08	.03	1,874
	Marketplace	5%	7%	17%	27%	45%	4.00	.04	773
	Express Unit	5%	7%	18%	24%	46%	4.01	.03	1,239
	Specialty Coffee Shop/ Juice Bar	2%	6%	14%	20%	59%	4.27	.04	725
	Sit-down Restaurant	1%	8%	13%	16%	62%	4.30	.09	126
	Convenience Store	4%	5%	18%	21%	52%	4.12	.04	908

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

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

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

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	6%	20%	29%	42%	4.01	.07	250
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	9%	22%	26%	35%	3.71	.01	12,322
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	22%	30%	39%	3.97	.10	116
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	22%	25%	39%	3.85	.02	5,582
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	19%	28%	45%	4.04	.09	134
Aggregated Dining Halls	ENTIRE SAMPLE	10%	11%	23%	26%	31%	3.59	.02	6,740
Respondent Type - YOUR INSTITUTION	Student	4%	6%	21%	28%	42%	3.99	.08	200
	Faculty		13%	17%	39%	30%	3.87	.21	23
	Administration/Staff			24%	28%	48%	4.24	.17	25
	Other					100%	5.00	.00	2
Respondent Type - ENTIRE SAMPLE	Student	8%	10%	23%	26%	33%	3.64	.01	10,912
	Faculty	5%	5%	14%	27%	49%	4.11	.06	311
	Administration/Staff	2%	4%	15%	27%	53%	4.25	.03	1,047
	Other	2%	4%	21%	15%	58%	4.23	.14	52
Student Class Status - YOUR INSTITUTION	First year	3%	3%	17%	28%	47%	4.13	.10	116
	Sophomore		10%	17%	17%	55%	4.17	.20	29
	Junior	7%	7%	38%	31%	17%	3.45	.20	29
	Senior	13%	6%	25%	38%	19%	3.44	.32	16
	Graduate		10%	10%	30%	50%	4.20	.33	10
Student Class Status - ENTIRE SAMPLE	First year	7%	9%	22%	27%	34%	3.72	.02	5,353
	Sophomore	8%	11%	25%	24%	32%	3.60	.03	2,399
	Junior	10%	13%	25%	23%	29%	3.50	.03	1,534
	Senior	11%	11%	25%	25%	28%	3.48	.04	1,282
	Graduate	6%	7%	15%	26%	47%	4.00	.07	305
	Other	5%	13%	26%	18%	38%	3.72	.20	39
Gender - YOUR INSTITUTION	Female	2%	6%	22%	28%	42%	4.03	.08	158
	Male	6%	6%	16%	30%	43%	3.98	.12	87
	Other Identity			40%	20%	40%	4.00	.45	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	20%	19%	27%	27%	3.47	.10	150
	Female	8%	10%	23%	25%	34%	3.67	.01	8,068
	Male	6%	8%	21%	28%	36%	3.80	.02	3,909
	Transgender	10%	9%	23%	30%	29%	3.59	.15	70
	Other Identity	13%	22%	23%	18%	24%	3.19	.12	125
Live... - YOUR INSTITUTION	On campus	3%	6%	18%	29%	44%	4.04	.09	139
	Off campus	4%	5%	23%	29%	40%	3.96	.10	111
Live... - ENTIRE SAMPLE	On campus	9%	11%	24%	26%	31%	3.60	.01	9,594
	Off campus	3%	5%	18%	26%	47%	4.07	.02	2,728
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	20%	29%	42%	4.01	.07	250
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	8%	22%	27%	37%	3.82	.02	4,959
	Northeast	14%	14%	25%	25%	22%	3.27	.03	2,573
	Pacific	13%	14%	27%	23%	23%	3.29	.05	631
	Southern	5%	6%	20%	24%	45%	3.99	.02	2,763
Institution Type - YOUR INSTITUTION	Public	3%	6%	20%	29%	42%	4.01	.07	250
Institution Type - ENTIRE SAMPLE	Public	7%	8%	22%	25%	38%	3.78	.01	7,041
	Private	8%	11%	24%	27%	31%	3.61	.02	5,281
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	20%	29%	42%	4.01	.07	250
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	10%	22%	26%	35%	3.71	.01	9,318
	Mainly Contracted	8%	9%	23%	25%	35%	3.69	.02	3,004
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	6%	20%	29%	42%	4.01	.07	250
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	12%	14%	25%	25%	25%	3.37	.03	2,059
	2,500 to 10,000	5%	7%	18%	25%	45%	4.00	.02	2,468
	10,001 to 20,000	8%	9%	23%	26%	34%	3.69	.02	3,483
	Over 20,000	7%	9%	23%	27%	34%	3.72	.02	4,312
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	6%	21%	32%	40%	4.02	.14	53
	Specialty Coffee Shop/ Juice Bar		5%	24%	29%	42%	4.08	.15	38
	Sit-down Restaurant	8%	8%	25%	25%	33%	3.67	.26	24
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	9%	23%	25%	37%	3.78	.03	1,857
	Marketplace	7%	10%	25%	29%	29%	3.64	.04	759
	Express Unit	5%	7%	23%	27%	38%	3.85	.03	1,221
	Specialty Coffee Shop/ Juice Bar	4%	6%	20%	21%	50%	4.06	.04	721
	Sit-down Restaurant	2%	3%	15%	28%	52%	4.23	.09	122
	Convenience Store	4%	9%	20%	22%	46%	3.97	.04	902

*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%	9%	18%	28%	41%	3.93	.07	245
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	7%	20%	23%	44%	3.92	.01	11,594
Aggregated Retail Units	YOUR INSTITUTION	2%	11%	18%	31%	39%	3.95	.10	113
Aggregated Retail Units	ENTIRE SAMPLE	5%	7%	19%	21%	48%	4.00	.02	5,264
Aggregated Dining Halls	YOUR INSTITUTION	6%	8%	17%	26%	43%	3.92	.11	132
Aggregated Dining Halls	ENTIRE SAMPLE	6%	8%	22%	24%	41%	3.84	.02	6,330
Respondent Type - YOUR INSTITUTION	Student	4%	11%	19%	26%	41%	3.89	.08	195
	Faculty			10%	52%	38%	4.29	.14	21
	Administration/Staff	12%	4%	12%	27%	46%	3.92	.27	26
	Other			33%		67%	4.33	.67	3
Respondent Type - ENTIRE SAMPLE	Student	6%	8%	21%	23%	43%	3.88	.01	10,263
	Faculty	5%	4%	13%	25%	54%	4.20	.06	298
	Administration/Staff	5%	5%	14%	23%	54%	4.17	.04	982
	Other	4%		27%	20%	49%	4.10	.15	51
Student Class Status - YOUR INSTITUTION	First year	4%	7%	20%	27%	42%	3.96	.10	113
	Sophomore		23%	19%	4%	46%	3.58	.29	26
	Junior	3%	16%	23%	29%	29%	3.65	.21	31
	Senior		7%	7%	33%	53%	4.33	.23	15
	Graduate		10%	10%	50%	30%	4.00	.30	10
Student Class Status - ENTIRE SAMPLE	First year	6%	8%	23%	22%	40%	3.82	.02	5,035
	Sophomore	6%	7%	21%	20%	46%	3.93	.03	2,208
	Junior	5%	9%	19%	25%	42%	3.90	.03	1,475
	Senior	5%	5%	19%	24%	46%	4.01	.03	1,215
	Graduate	4%	6%	15%	21%	53%	4.12	.07	298
	Other	19%		25%	22%	34%	3.53	.26	32
Gender - YOUR INSTITUTION	Female	3%	7%	18%	29%	43%	4.02	.09	152
	Male	7%	13%	16%	28%	36%	3.75	.13	88
	Other Identity			20%		80%	4.60	.40	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	7%	22%	24%	40%	3.82	.10	139
	Female	4%	6%	20%	23%	47%	4.04	.01	7,451
	Male	10%	10%	21%	21%	38%	3.68	.02	3,827
	Transgender	3%	10%	10%	29%	48%	4.10	.14	62
	Other Identity	4%	3%	21%	22%	50%	4.09	.10	115
		4%	10%	22%	25%	38%	3.82	.10	134
Live... - YOUR INSTITUTION	On campus	4%	7%	13%	32%	45%	4.07	.10	111
	Off campus	6%	8%	22%	23%	42%	3.87	.01	9,007
Live... - ENTIRE SAMPLE	On campus	5%	6%	15%	23%	51%	4.10	.02	2,587
	Off campus	4%	9%	18%	28%	41%	3.93	.07	245
NACUFS Region - YOUR INSTITUTION	Midwest	6%	7%	21%	23%	42%	3.88	.02	4,705
NACUFS Region - ENTIRE SAMPLE	Northeast	6%	7%	21%	24%	42%	3.89	.02	2,367
	Pacific	6%	7%	22%	23%	41%	3.87	.05	575
	Southern	5%	7%	18%	19%	51%	4.05	.02	2,657
Institution Type - YOUR INSTITUTION	Public	4%	9%	18%	28%	41%	3.93	.07	245
Institution Type - ENTIRE SAMPLE	Public	6%	7%	20%	22%	46%	3.96	.01	6,649
	Private	6%	8%	21%	23%	41%	3.86	.02	4,945
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	9%	18%	28%	41%	3.93	.07	245
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	7%	20%	22%	44%	3.92	.01	8,741
	Mainly Contracted	5%	7%	21%	24%	43%	3.91	.02	2,853
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	4%	9%	18%	28%	41%	3.93	.07	245
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	8%	21%	24%	42%	3.88	.03	1,901
	2,500 to 10,000	4%	5%	16%	21%	54%	4.16	.02	2,361
	10,001 to 20,000	6%	8%	21%	23%	43%	3.89	.02	3,237
	Over 20,000	7%	8%	22%	22%	41%	3.82	.02	4,095
Type of Retail Unit - YOUR INSTITUTION	Marketplace		7%	16%	33%	44%	4.13	.13	55
	Specialty Coffee Shop/ Juice Bar	6%	11%	17%	34%	31%	3.74	.20	35
	Sit-down Restaurant		18%	18%	23%	41%	3.86	.25	22
	Convenience Store			100%			3.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	20%	22%	47%	4.01	.03	1,746
	Marketplace	6%	9%	19%	26%	40%	3.85	.05	703
	Express Unit	6%	7%	19%	23%	45%	3.93	.04	1,143
	Specialty Coffee Shop/ Juice Bar	4%	7%	15%	18%	57%	4.18	.04	679
	Sit-down Restaurant	2%	8%	12%	19%	59%	4.25	.10	122
	Convenience Store	5%	6%	19%	17%	53%	4.05	.04	871

*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%	3%	21%	29%	44%	4.07	.07	241
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	24%	27%	40%	3.94	.01	11,377
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	24%	30%	39%	4.00	.10	112
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	22%	25%	44%	4.02	.01	5,139
Aggregated Dining Halls	YOUR INSTITUTION	3%	3%	19%	28%	47%	4.13	.09	129
Aggregated Dining Halls	ENTIRE SAMPLE	4%	6%	26%	28%	37%	3.88	.01	6,238
Respondent Type - YOUR INSTITUTION	Student	3%	4%	22%	28%	43%	4.06	.07	192
	Faculty	10%	5%	14%	33%	38%	3.86	.28	21
	Administration/Staff			20%	32%	48%	4.28	.16	25
	Other				33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	4%	6%	25%	27%	38%	3.90	.01	10,071
	Faculty	5%	4%	13%	29%	49%	4.14	.06	292
	Administration/Staff	2%	2%	16%	26%	54%	4.29	.03	964
	Other		8%	14%	10%	68%	4.38	.14	50
Student Class Status - YOUR INSTITUTION	First year	2%	4%	17%	30%	47%	4.17	.09	110
	Sophomore		4%	29%	7%	61%	4.25	.19	28
	Junior	3%	3%	34%	38%	21%	3.69	.18	29
	Senior	13%	6%	25%	38%	19%	3.44	.32	16
	Graduate			22%	22%	56%	4.33	.29	9
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	25%	28%	39%	3.96	.01	4,960
	Sophomore	3%	7%	26%	25%	39%	3.90	.02	2,169
	Junior	5%	8%	27%	25%	35%	3.77	.03	1,435
	Senior	6%	6%	26%	29%	33%	3.77	.03	1,186
	Graduate	3%	3%	18%	26%	49%	4.14	.06	288
	Other	9%	3%	33%	18%	36%	3.70	.22	33
Gender - YOUR INSTITUTION	Female	3%	3%	23%	26%	45%	4.07	.08	151
	Male	4%	4%	16%	35%	41%	4.07	.11	85
	Other Identity			40%	20%	40%	4.00	.45	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	9%	26%	28%	35%	3.84	.09	134
	Female	3%	6%	24%	26%	40%	3.93	.01	7,362
	Male	4%	4%	24%	28%	41%	3.99	.02	3,706
	Transgender	5%	3%	26%	32%	34%	3.87	.14	62
	Other Identity	6%	11%	34%	21%	28%	3.55	.11	113
Live... - YOUR INSTITUTION	On campus	2%	4%	20%	29%	45%	4.11	.09	131
	Off campus	4%	3%	23%	29%	42%	4.03	.10	110
Live... - ENTIRE SAMPLE	On campus	4%	6%	26%	27%	37%	3.89	.01	8,822
	Off campus	3%	4%	19%	26%	49%	4.14	.02	2,555
NACUFS Region - YOUR INSTITUTION	Southern	3%	3%	21%	29%	44%	4.07	.07	241
NACUFS Region - ENTIRE SAMPLE	Midwest	3%	5%	23%	27%	42%	4.01	.02	4,609
	Northeast	4%	8%	29%	30%	29%	3.72	.02	2,335
	Pacific	5%	6%	31%	30%	29%	3.72	.05	563
	Southern	3%	5%	21%	23%	48%	4.08	.02	2,600
Institution Type - YOUR INSTITUTION	Public	3%	3%	21%	29%	44%	4.07	.07	241
Institution Type - ENTIRE SAMPLE	Public	4%	5%	24%	26%	42%	3.97	.01	6,526
	Private	3%	6%	25%	28%	37%	3.90	.02	4,851
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	3%	21%	29%	44%	4.07	.07	241
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	24%	27%	40%	3.95	.01	8,599
	Mainly Contracted	4%	6%	25%	27%	39%	3.92	.02	2,778
Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	3%	21%	29%	44%	4.07	.07	241
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	7%	28%	28%	32%	3.78	.03	1,874
	2,500 to 10,000	3%	4%	20%	24%	49%	4.11	.02	2,333
	10,001 to 20,000	3%	6%	25%	27%	39%	3.94	.02	3,163
	Over 20,000	4%	5%	25%	27%	39%	3.93	.02	4,007
Type of Retail Unit - YOUR INSTITUTION	Marketplace	6%	2%	22%	33%	37%	3.94	.15	54
	Specialty Coffee Shop/ Juice Bar			26%	31%	43%	4.17	.14	35
	Sit-down Restaurant		14%	27%	18%	41%	3.86	.24	22
	Convenience Store				100%		4.00	.	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	6%	24%	27%	39%	3.91	.03	1,709
	Marketplace	3%	6%	23%	33%	35%	3.91	.04	676
	Express Unit	3%	5%	22%	27%	43%	4.02	.03	1,116
	Specialty Coffee Shop/ Juice Bar	3%	3%	18%	19%	56%	4.23	.04	663
	Sit-down Restaurant	1%	5%	17%	20%	57%	4.27	.09	118
	Convenience Store	3%	4%	22%	20%	51%	4.12	.04	857

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

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

[illegible]

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

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

FOOD: Overall

[illegible]

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

FOOD: Overall

[illegible]

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

FOOD: Taste

[illegible]

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

FOOD: Taste

[illegible]

**Sampling Error is a measure of how much the value of

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

FOOD: Eye appeal

[illegible]

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

FOOD: Eye appeal

[illegible]

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

FOOD: Freshness

[illegible]

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

TABLE 31b

[illegible]

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

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

TABLE 32a

[illegible]

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

FOOD: Nutritional content[illegible]

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

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

FOOD: Value

[illegible]

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

FOOD: Value

[illegible]

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

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

MENU: Availability of posted menu items

[illegible]

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

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

TABLE 35a

[illegible]

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

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

MENU: Variety of menu choices

[illegible]

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

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

MENU: Variety of healthy menu choices

[illegible]

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

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

MENU: Variety of healthy menu choices

[illegible]

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

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

MENU: Variety of vegetarian menu choices

[illegible]

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

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

MENU: Variety of vegetarian menu choices

[illegible]

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

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

SERVICE: Overall

[illegible]

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

TABLE 38b

[illegible]

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

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

TABLE 39a
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

[illegible]

*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

[illegible]

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

SERVICE: Hours of operation

[illegible]

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

[illegible]

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

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

SERVICE: Helpfulness of staff[illegible]

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

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

SERVICE: Helpfulness of staff

[illegible]

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

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

SERVICE: Friendliness of staff

[illegible]

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

SERVICE: Friendliness of staff

[illegible]

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

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

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

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

CLEANLINESS: Overall

[illegible]

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

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

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

CLEANLINESS: Serving areas

[illegible]

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

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

CLEANLINESS: Serving areas

[illegible]

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

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

[illegible]

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

[illegible]

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

DINING ENVIRONMENT: Location

[illegible]

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

DINING ENVIRONMENT: Location

[illegible]

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

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

DINING ENVIRONMENT: Layout of facility

[illegible]

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

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

DINING ENVIRONMENT: Layout of facility

[illegible]

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

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

TABLE 48a

[illegible]

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

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

DINING ENVIRONMENT: Appearance

[illegible]

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

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

DINING ENVIRONMENT: Availability of seating

[illegible]

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

DINING ENVIRONMENT: Availability of seating

[illegible]

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

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

TABLE 50a
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.)

[illegible]

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

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

[illegible]

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