

The Resource for Campus Dining Professionals

2020 Customer Satisfaction Benchmarking Survey

Report prepared exclusively for:

Florida State University

Includes Special Section on COVID-19

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/fouryear), 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 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 confidentiality of your data is 100% guaranteed.

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	Sampling	95%	Range												
Sample	Error	Confidence													
Mean		(2 x Sampling													
		Error)													
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 <u>skretzer@industryinsights.com</u> 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: <u>SMcLaughlin@nacufs.org</u>.

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:

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.
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]
1) Very Negative Impact 2) Somewhat Negative Impact 3) No Impact 4) Somewhat Positive Impact 5) Very Positive Impact
3. ☐ How have the COVID-19 modifications made by the college/university dining program impacted your college experience?
The COVID-19 modifications made by the college/university dining program have been communicated we 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 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
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.
 Given these new constraints, in general, how satisfied or dissatisfied are you with the dining services provided by your college/university? Very Dissatisfied 2) Somewhat Dissatisfied 3) Mixed 4) Somewhat Satisfied 5) Very Satisfied
Your college/university has had to modify its food service operations due to the COVID-19 pandemic.

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.)

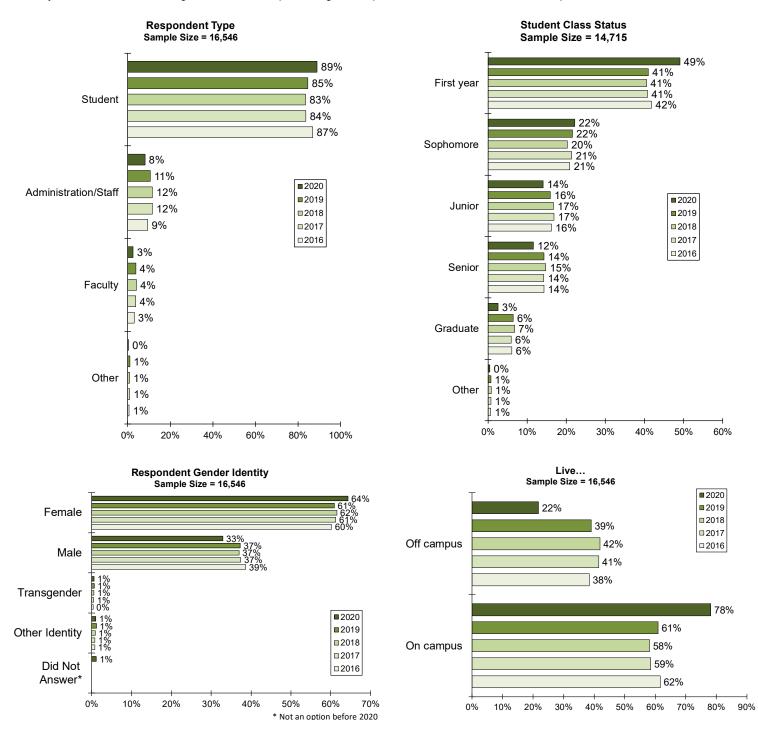
Industry Overview

2020 Customer Satisfaction Benchmarking Survey Report

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.

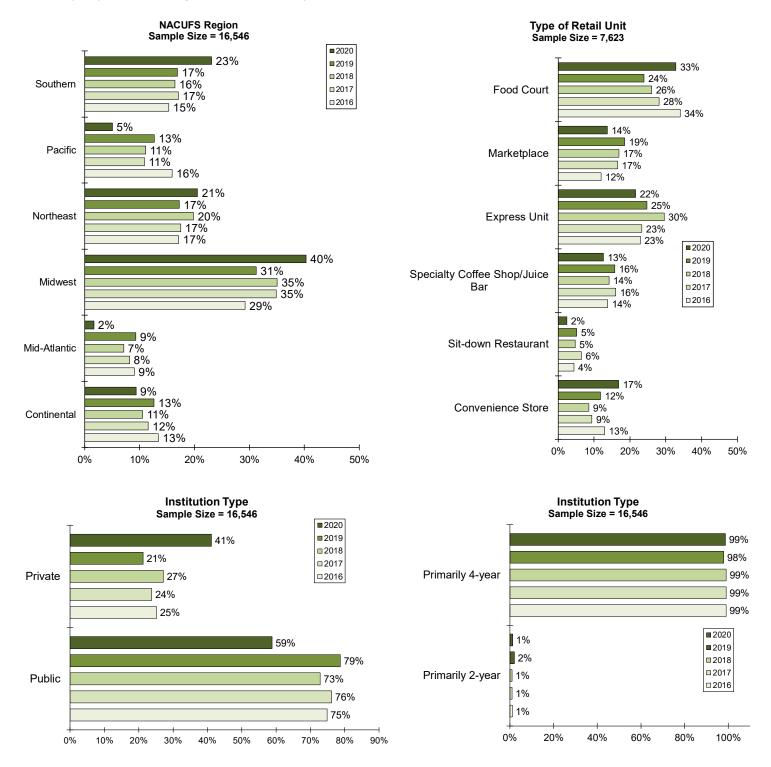
Individual Respondent Demographics - All Schools

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.

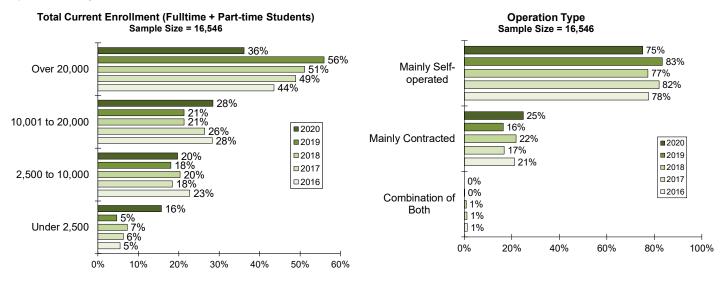


Institutional Demographics - All Schools (based on total responses received)

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.

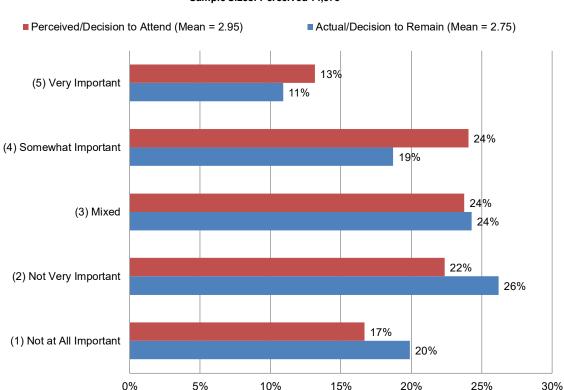


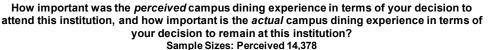
For the 2020 survey cycle, fewer responses came from the largest schools in terms of enrollment (36% from schools with more than 20,000 students vs. 56% last year). Three quarters of the responses came from mainly self-operated schools, down slightly from last year's 83% figure.



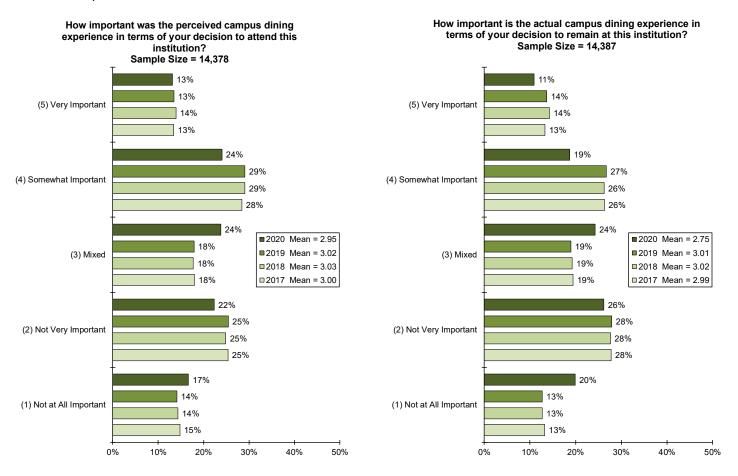
Your Thoughts

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.

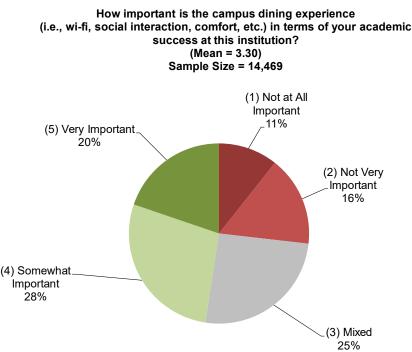




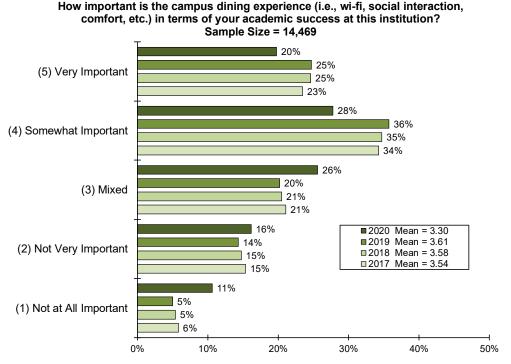
The graphs below summarize the results for these two questions over the past four survey cycles. As shown, there has not been a great deal of change in the students' importance ratings over time, although a higher percentage in 2020 chose "mixed" to describe the levels of importance.



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

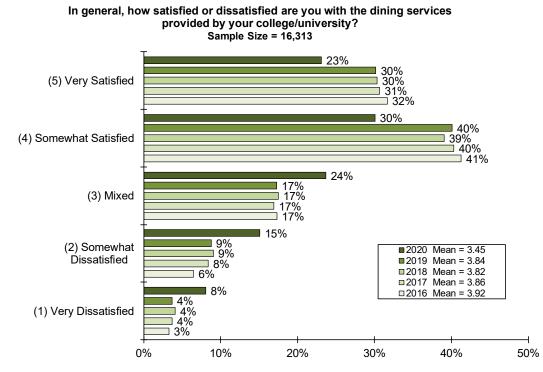


The chart below displays this information over the last four years. As shown (and as could perhaps be expected given the decreased use of in-person dining facilities in 2020 due to COVID-19), there were decreases in the importance of the campus dining experience to students in terms of their academic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

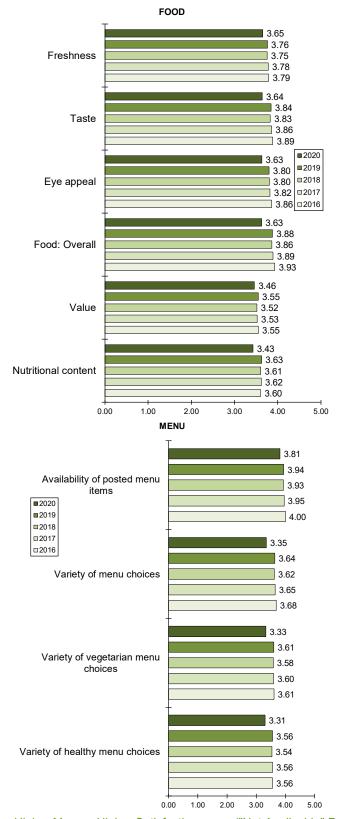
2020 Customer Satisfaction Benchmarking Survey Report

Industry Overview

Importance of Vario	ous Items as They Ap	ply to the Surveyed	d Facility in Gene	eral (without regar	d to any specific	meal)	
	(1) Not at All	(2) Not Very	(3)	(4) Somewhat	(5) Very	Mean	Number of
	Important	Important	Mixed	Important	Important	Importance	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 Nutritional content	1%	2%	<u>11%</u> 16%	26%	60% 49%	4.41	15,653 15,407
Value	2%	4%	19%	20%	45%	4.12	15,366
MENU	2.70	170	1070	2170	1170		10,000
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 Friendliness of staff	1%	4%	15% 13%	26% 25%	53% 56%	4.26	14,204 14,308
CLEANLINESS	1 70	470	13%	20%	30%	4.30	14,308
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	1						
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/SUSTAINAB		001	100/	0.00	170/	4.00	10,100
Environmentally friendly practices related to food Social/ethical practices related to food	4%	6% 7%	19% 20%	24%	47% 44%	4.03	12,436 11,594
Satisfaction with Vari							11,554
	-		eu raciiity in Gei				
	(1) Very	(2) Somewhat	(3)	(4) Somewhat	(5) Verv	Mean	Number of
	Dissatisfied	Dissatisfied	Mixed	Satisfied	Satisfied	Satisfaction	Responses
FOOD		1					
Overall	7%	13%	20%	31%	29%	3.63	15,980
Taste	6%	13%	22%	30%	29%	3.64	
Eye appeal	50/						15,912
Freshness	5%	11%	27%	30%	27%	3.63	15,741
	6%	12%	23%	30%	29%	3.65	15,741 15,815
Nutritional content	6% 8%	12% 14%	23% 28%	30% 26%	29% 24%	3.65 3.43	15,741 15,815 15,490
Nutritional content Value	6%	12%	23%	30%	29%	3.65	15,741 15,815
Nutritional content Value MENU	6% 8% 9%	12% 14% 13%	23% 28% 26%	30% 26% 26%	29% 24% 26%	3.65 3.43 3.46	15,741 15,815 15,490 15,534
Nutritional content Value MENU Availability of posted menu items	6% 8% 9% 6%	12% 14% 13%	23% 28% 26% 18%	30% 26% 26% 28%	29% 24% 26% 38%	3.65 3.43 3.46 3.81	15,741 15,815 15,490 15,534 14,721
Nutritional content Value MENU Availability of posted menu items Variety of menu choices	6% 8% 9% 6% 13%	12% 14% 13% 10% 16%	23% 28% 26% 18% 21%	30% 26% 26% 28% 28% 24%	29% 24% 26% 38% 26%	3.65 3.43 3.46 3.81 3.35	15,741 15,815 15,490 15,534 14,721 14,870
Nutritional content Value MENU Availability of posted menu items Variety of menu choices Variety of healthy menu choices	6% 8% 9% 6% 13% 11%	12% 14% 13% 10% 16% 16% 17%	23% 28% 26% 18% 21% 25%	30% 26% 26% 28% 24% 24%	29% 24% 26% 38% 26% 23%	3.65 3.43 3.46 3.81 3.35 3.31	15,741 15,815 15,490 15,534 14,721 14,870 14,568
Nutritional content Value MENU Availability of posted menu items Variety of menu choices Variety of healthy menu choices Variety of vegetarian menu choices	6% 8% 9% 6% 13%	12% 14% 13% 10% 16%	23% 28% 26% 18% 21%	30% 26% 26% 28% 28% 24%	29% 24% 26% 38% 26%	3.65 3.43 3.46 3.81 3.35	15,741 15,815 15,490 15,534 14,721 14,870
Nutritional content Value MENU Availability of posted menu items Variety of menu choices Variety of healthy menu choices	6% 8% 9% 6% 13% 11%	12% 14% 13% 10% 16% 16% 17%	23% 28% 26% 18% 21% 25%	30% 26% 26% 28% 24% 24%	29% 24% 26% 38% 26% 23%	3.65 3.43 3.46 3.81 3.35 3.31	15,741 15,815 15,490 15,534 14,721 14,870 14,568
Nutritional content Value MENU Availability of posted menu items Variety of menu choices Variety of healthy menu choices Variety of vegetarian menu choices SERVICE	6% 8% 9% 6% 13% 11% 12%	12% 14% 13% 10% 16% 16% 17% 13%	23% 28% 26% 18% 21% 25% 29%	30% 26% 26% 28% 24% 24% 20%	29% 24% 26% 38% 26% 23% 26%	3.65 3.43 3.46 3.81 3.35 3.31 3.33	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365
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	6% 8% 9% 6% 13% 11% 12% 3%	12% 14% 13% 10% 16% 16% 17% 13% 5% 5% 5% 11%	23% 28% 26% 18% 21% 25% 29% 13% 14%	30% 26% 26% 28% 24% 24% 20% 29%	29% 24% 26% 38% 26% 23% 26% 51%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614
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	6% 8% 9% 6% 13% 11% 12% 3% 3% 6% 2%	12% 14% 13% 10% 16% 16% 17% 13% 5% 5% 5% 11% 4%	23% 28% 26% 18% 21% 25% 29% 13% 14% 17% 12%	30% 26% 26% 28% 24% 24% 20% 20% 29% 29% 29% 27% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391
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	6% 8% 9% 6% 13% 11% 12% 3% 3% 6%	12% 14% 13% 10% 16% 16% 17% 13% 5% 5% 5% 11%	23% 28% 26% 18% 21% 25% 29% 13% 14%	30% 26% 26% 28% 24% 24% 20% 20% 29% 29% 29%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499
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	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 3% 3% 3% 3% 3% 3%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4%	23% 28% 26% 18% 21% 25% 29% 13% 14% 17% 12% 11%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 59%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391 14,531
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 Overall	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 3% 3% 11% 12% 11% 12% 11% 12% 3% 11% 11%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3%	23% 28% 26% 18% 21% 25% 29% 13% 14% 17% 12% 11% 10%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 58%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391 14,531 12,219
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 Overall Soverall Serving areas	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 11% 12% 11% 12% 11% 12% 11% 12% 3% 11% 11% 11%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 4% 3% 2%	23% 28% 26% 18% 21% 25% 29% 13% 14% 17% 12% 11% 10% 8%	30% 26% 26% 24% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 58% 59%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391 14,531 12,219 12,074
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 Overall Serving areas Eating areas (tables, chairs, etc.)	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 3% 3% 11% 12% 11% 12% 11% 12% 3% 11% 11%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3%	23% 28% 26% 18% 21% 25% 29% 13% 14% 17% 12% 11% 10%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 58%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391 14,531 12,219
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 Overall Serving areas Eating areas (tables, chairs, etc.) DINING ENVIRONMENT	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 11% 12% 3% 3% 11% 12%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3% 2% 5%	23% 28% 26% 18% 21% 25% 29% 13% 14% 17% 12% 11% 10% 8% 14%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 59% 58% 63% 51%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.49 4.22	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391 14,531 12,219 12,074 11,191
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 Overall Serving areas Eating areas (tables, chairs, etc.) DINING ENVIRONMENT Location	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 11% 12% 3% 11% 2% 3% 11% 11% 11% 11% 11% 11%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 4% 3% 2% 5% 5%	23% 28% 26% 18% 21% 25% 29% 13% 14% 12% 11% 12% 11% 8% 14% 20%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23% 23%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 58% 59% 58% 63% 51%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.42	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,391 14,531 12,219 12,074 11,191
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 Overall Serving areas Eating areas (tables, chairs, etc.) DINING ENVIRONMENT Location Layout of facility	6% 8% 9% 6% 13% 11% 12% 3% 3% 6% 2% 1% 1% 1% 1% 2%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3% 2% 5% 5% 3% 3% 4%	23% 28% 26% 18% 21% 25% 29% 13% 14% 12% 11% 12% 11% 8% 10% 8% 14%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23% 23% 23% 24% 24% 31%	29% 24% 26% 38% 26% 23% 26% 51% 51% 58% 59% 58% 63% 51% 61% 48%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.22 4.40 4.49 4.22	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,531 12,219 12,074 11,191 11,953 11,859
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 Overall Serving areas Eating areas (tables, chairs, etc.) DINING ENVIRONMENT Location Layout of facility Appearance	6% 8% 9% 6% 13% 11% 12% 3% 3% 3% 11% 12% 3% 3% 11% 2% 11% 1% 1% 1% 1% 1%	12% 14% 13% 10% 16% 17% 13% 5% 5% 11% 4% 3% 2% 5% 3% 3% 3% 3% 3% 3%	23% 28% 26% 18% 21% 25% 29% 13% 14% 12% 11% 12% 11% 10% 8% 14%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23% 23% 23% 23% 23% 24% 31%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 59% 58% 63% 51% 61% 48% 52%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.22 4.40 4.49 4.22	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,573 14,499 14,391 14,531 12,219 12,074 11,191 11,953 11,859 11,828
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 Overall Serving areas Eating areas (tables, chairs, etc.) DINING ENVIRONMENT Location Layout of facility Appearance Availability of seating	6% 8% 9% 6% 13% 11% 12% 3% 3% 6% 2% 1% 1% 1% 1% 2%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3% 2% 5% 5% 3% 3% 4%	23% 28% 26% 18% 21% 25% 29% 13% 14% 12% 11% 12% 11% 8% 10% 8% 14%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23% 23% 23% 24% 24% 31%	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 59% 58% 63% 51% 61% 48%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.22 4.40 4.49 4.22	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,531 12,219 12,074 11,191 11,953 11,859
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 Overall Serving areas Eating areas (tables, chairs, etc.) DINING ENVIRONMENT Location Layout of facility Appearance	6% 8% 9% 6% 13% 11% 12% 3% 3% 6% 2% 1% 1% 1% 1% 1% 2% 3% 2% 3% 2% 3% 2% 2% 2% 2% 2% 2% 2%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3% 2% 5% 5% 3% 3% 4% 3% 7%	23% 28% 26% 18% 21% 25% 29% 13% 14% 12% 11% 12% 11% 10% 8% 14% 10% 15% 14%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23% 23% 23% 23% 23% 23	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 59% 58% 63% 51% 61% 48% 52% 46%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.22 4.40 4.49 4.22	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,573 14,499 14,391 14,531 12,219 12,074 11,191 11,953 11,859 11,828 10,857
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 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.)	6% 8% 9% 6% 13% 11% 12% 3% 3% 6% 2% 1% 1% 1% 1% 1% 2% 3% 2% 3% 2% 3% 2% 2% 2% 2% 2% 2% 2%	12% 14% 13% 10% 16% 17% 13% 5% 5% 5% 11% 4% 4% 3% 2% 5% 5% 3% 3% 4% 3% 7%	23% 28% 26% 18% 21% 25% 29% 13% 14% 12% 11% 12% 11% 10% 8% 14% 10% 15% 14%	30% 26% 26% 24% 24% 20% 29% 29% 29% 23% 23% 23% 23% 23% 23% 23% 23% 23% 23	29% 24% 26% 38% 26% 23% 26% 51% 48% 39% 58% 59% 58% 63% 51% 61% 48% 52% 46%	3.65 3.43 3.46 3.81 3.35 3.31 3.33 4.21 4.15 3.82 4.30 4.32 4.40 4.49 4.22 4.40 4.49 4.22	15,741 15,815 15,490 15,534 14,721 14,870 14,568 10,365 14,614 14,573 14,499 14,573 14,499 14,391 14,531 12,219 12,074 11,191 11,953 11,859 11,828 10,857

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.

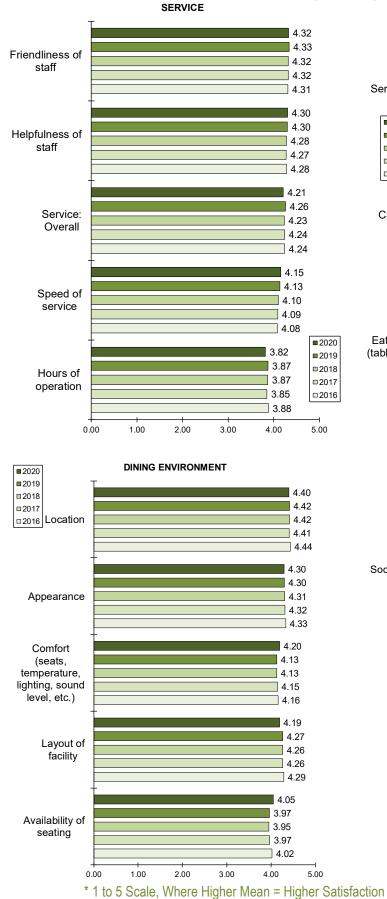
Mean* Satisfaction with Various Items as They Apply to the Surveyed Facility in General without Regard to Any Specific Meal

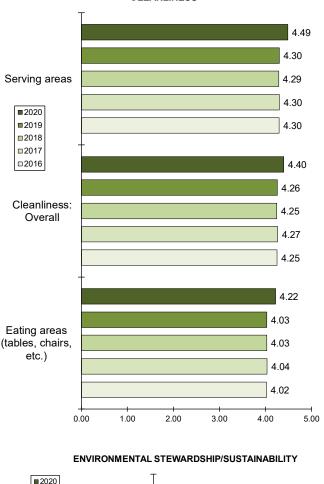


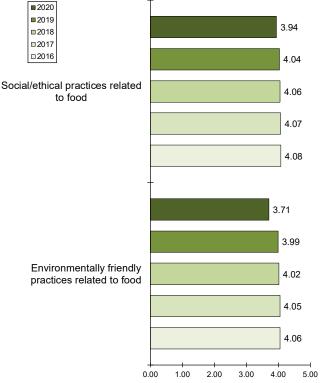
* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction ("Not Applicable" Responses Removed)

2020 Customer Satisfaction Benchmarking Survey Report

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





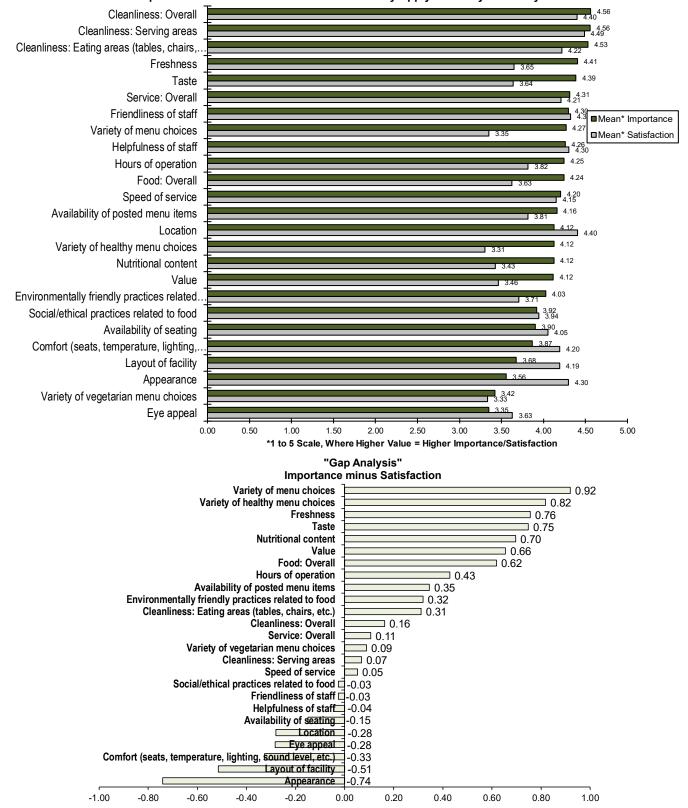




2020 Customer Satisfaction Benchmarking Survey Report

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.

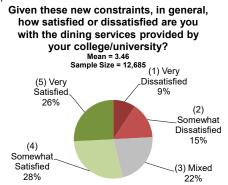


Mean* Importance/Satisfaction of Various Items as They Apply to Surveyed Facility in General

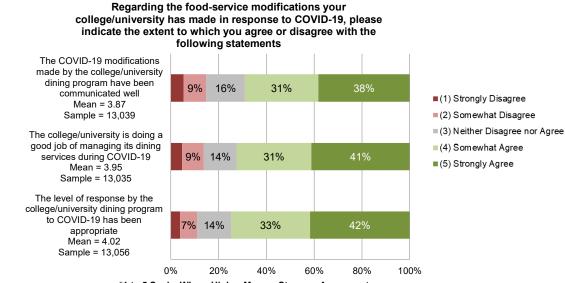
COVID-19

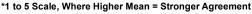
As noted previously, the COVID-19 virus had an enormous impact on college and university food service operations in 2020. In order to assist members in addressing the challenges posed by the pandemic, the survey included a section of questions addressing the schools' pandemic-related efforts. The results 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.

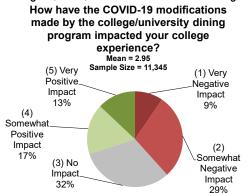


Respondents were next presented with a series of statements regarding the food-service modifications the college/university has made in response to COVID-19 and were asked to indicate the extent to which they agreed or disagreed with each statement. The results are summarized below. Based on these results,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





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.



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
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Exten	t to Which Vario	us Factors Predi	ct Overall Satisf	action*			
		You	r Institution			All Resp	ondents
		Unstandardized			i i		
		Coefficient					
		В	Sig.				
		(Extent to which	(Likelihood that this				
		item predicts	item's predictor				
	Predictor	Overall	status was due to	Mean	Mean	Mean	Mean
	Status**	Satisfaction)	random chance)		Gap***	Satisfaction	Gap***
Variety of vegetarian menu choices	Top Predictor	0.29			0.51		-0.14
Eye appeal	2nd Predictor	0.19		3.60	0.71	3.80	0.09
Social/ethical practices related to food	3rd Predictor	0.15		3.58	0.83		-0.02
Layout of facility	4th Predictor	0.14	0.01	3.83	0.75		-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	-	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	-	0.90
Helpfulness of staff				3.49	-0.20	4.18	0.17
Availability of seating				4.14	0.20		0.40
Nutritional content				4.06	0.26		0.93
Friendliness of staff				3.77	0.53		0.18
Value				4.12	0.12	3.40	1.03
Variety of menu choices				4.22	0.09		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.)		1		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.

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

Model Sumr	nary	
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.

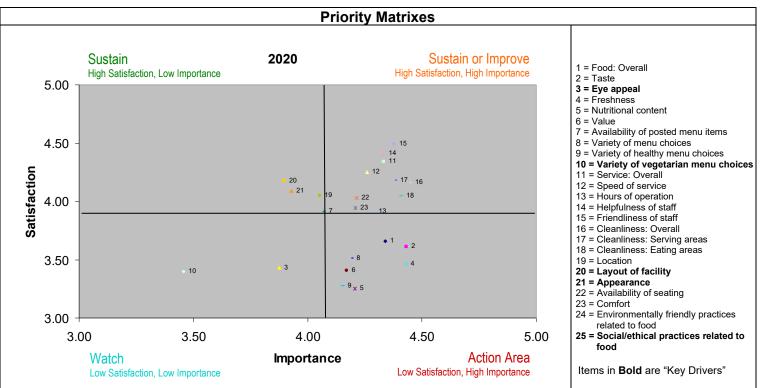


Figure 2

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.

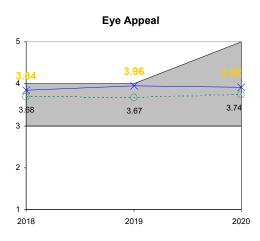
THREE YEAR TREND DATA

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 \bigcirc 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*

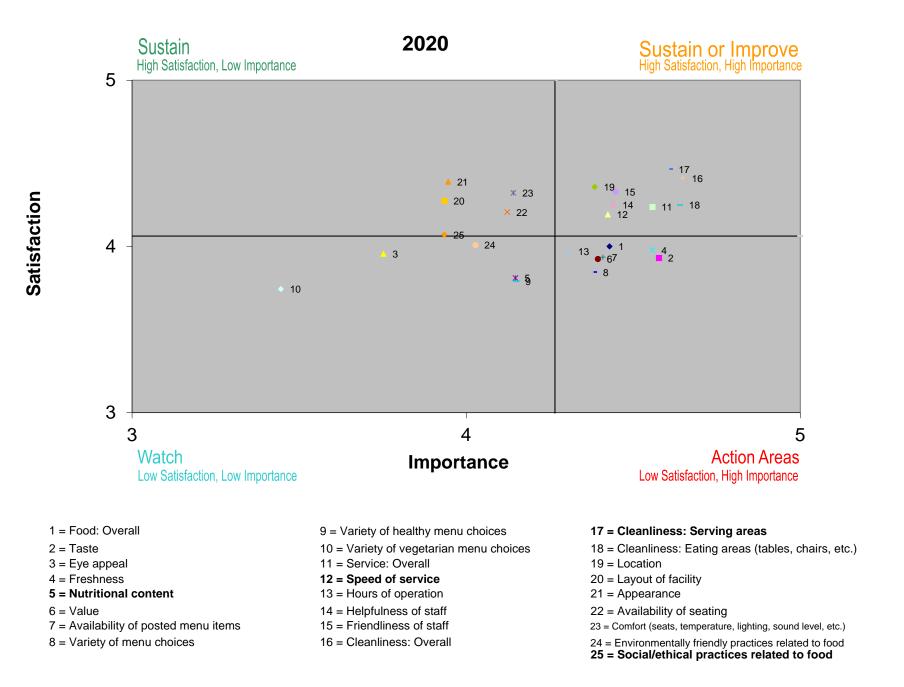
		All Resp	ondents				
	Predictor Status**	Unstandardized Coefficient B (Extent to which item predicts Overall	Sig. (Likelihood that this item's predictor status was due to	Mean	Mean	Mean	Mean
Speed of service		Satisfaction) 0.40	random chance) 0.00	Satisfaction 4.19	Gap*** 0.23	Satisfaction 4.15	Gap*** 0.05
	Top Predictor		0.00	4.19	-0.14	-	
Social/ethical practices related to food	2nd Predictor	0.23		-	-	3.94	-0.03
Nutritional content	3rd Predictor	0.22	0.01	3.81	0.34		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		0.62
Taste				3.93	0.65		0.75
Eye appeal				3.96	-0.20		-0.28
Freshness				3.98	0.58		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		0.92
Variety of healthy menu choices				3.79	0.36		0.82
Variety of vegetarian menu choices				3.74	-0.30		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.

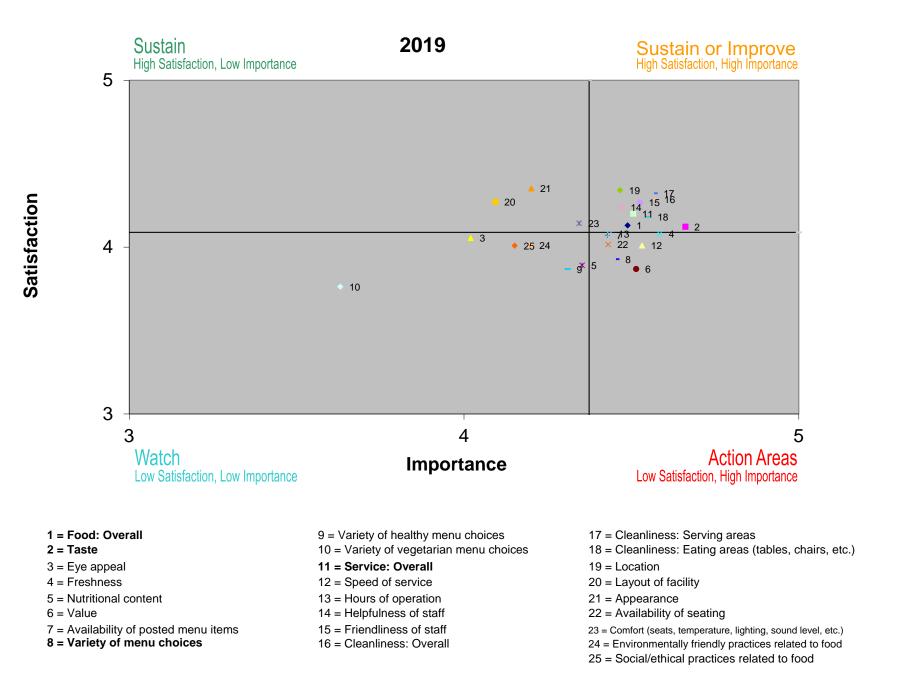
** If cell is blank, that item was not a predictor of overall satisfaction.

Model Sum	nmary
Adjusted R Square	Sig.
(Amount of variance in Overall Satisfaction	(Likelihood that our model's findings
explained by our model)	were due to random chance)
Adjusted $R^2 = 0.272$	0.000

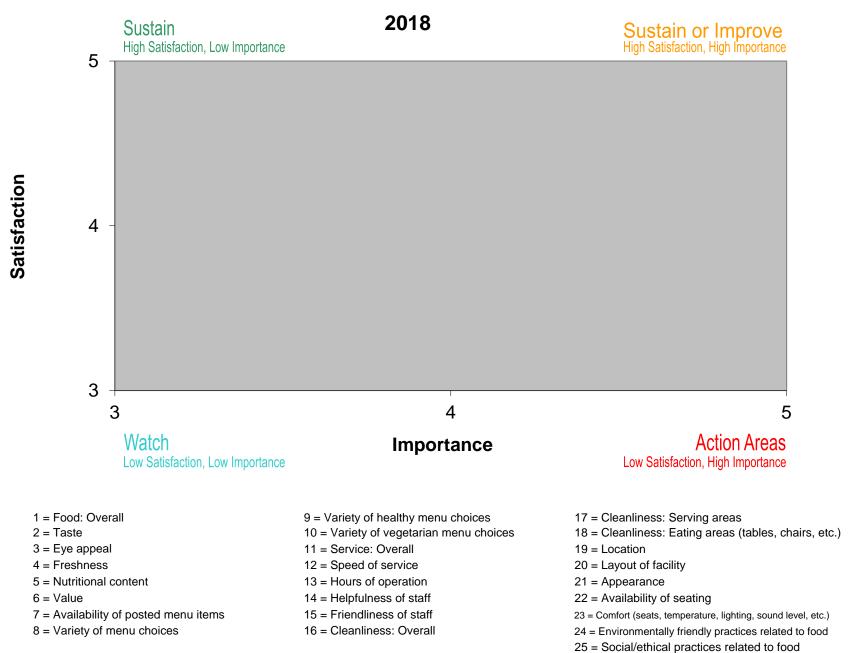
2020 NACUFS Customer Satisfaction Benchmarking Survey Priority Matrixes



2020 NACUFS Customer Satisfaction Benchmarking Survey Priority Matrixes



2020 NACUFS Customer Satisfaction Benchmarking Survey Priority Matrixes



All Survey Respondents By Respondent Demographics

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	All V	/alid			Re	espond	ent Typ	e							Stu	dent Cla	ass Stat	tus	-						(Gender	Identit	у	-			Liv	e	
		ndents	Stuc	Student		ulty	Admin	/Staff	Oth	er	First	vear	Sopho	omore	Jun	ior	Sen	ior	Grad	uate	Other		Fem	ale	Male		Trans	aender	Oth	her	On ca	mous	Off ca	mpus
	Satis			Gap		Gap		Gap		Gap	Satis	Gap	Satis		Satis		Satis				Satis						Satis	Gap	Satis		Satis	Gap	Satis	Gap
Food: Overall	4.00	0.43			4.33	0.30	4.28	0.33	4.33	0.33	3.84	0.64	4.06	0.20	3.89			-0.09	3.86				4.08	0.33	3.87	0.60			4.00	0.40	3.85	0.58		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	0.09	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

																OV	ERALL	SAMP	LE															
					R	esponde	ent Type	2							Stu	lent Cla	ass Stat	us							c	Gender	Identity					Live		
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	Respor	ndents	Stuc	Student		ulty	Admin/	Staff	Oth	er	First	year	Sopho	more	Jun	or	Sen	ior	Grad	uate	Other		Female		Ma	le	Transg	ender	Oth	ier	On car	npus	Off can	npus
		Gap*		Gap			Satis							Gap			Satis								Satis		Satis							Gap
Food: Overall	3.63	0.62		0.66	4.15	0.33	4.25	0.30	4.02	0.38	3.57	0.60		0.78	3.51	0.71	3.59	0.65	4.02	0.34	3.86	-	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		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	4.06	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	-0.28	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	-0.26	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	-0.06	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	-0.04

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											
													Total Current	Enrollment
					NACUES	S Region	Institutio	n Type	Institutio	on Type	Operatio	on Type	(Fulltime + I	Part-time)
	Your Institution		All Valid Respondents		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		-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

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											
							Total Current	Enrollment						
					NACUFS Region		Institution Type		Institution Type		Operation Type		(Fulltime + Part-time)	
	Your Institution		All Valid Respondents		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		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

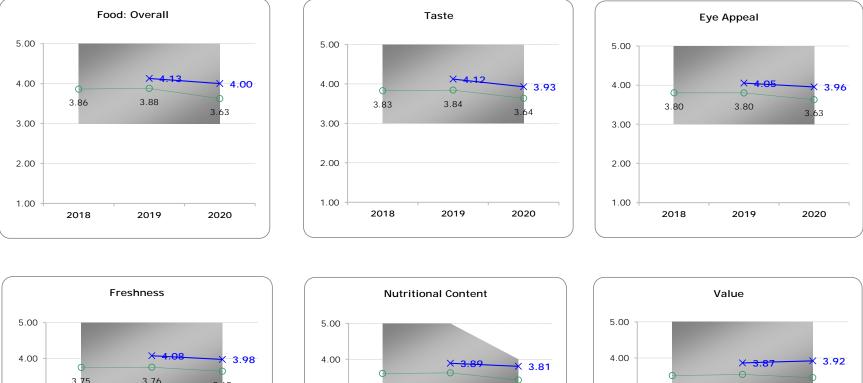
RETAIL UNITS By Institutional Demographics

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

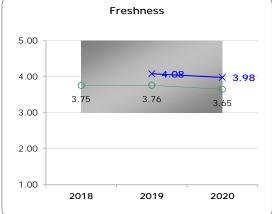
			SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS									1		
													Total Current	Enrollment
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		(Fulltime + Part-time)	
					Sout	hern	Public		Primarily 4-year		Mainly Contracted		10,001 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		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		-0.30	4.12	-0.26		-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

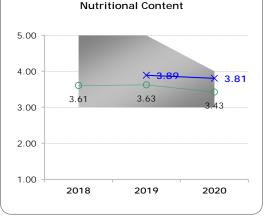
	Your In			Your Institutic 2019	n	Your Institution 2020			
	20	18							
					Satisfaction			Satisfaction	
	Satisfaction	Con*	Satisfaction	Con	Versus Prior Year	Satisfaction	Con	Versus Prior Year	
Food: Overall	Satisfaction	Gap*		Gap 0.36	real	Satisfaction	Gap 0.43		
			4.13			4.00		-0.13	
Taste			4.12	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	

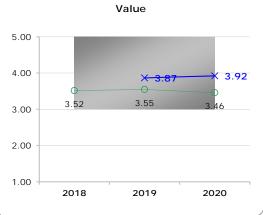
3 Year Trend For Your Institution and All Institutions - Satisfaction



FOOD





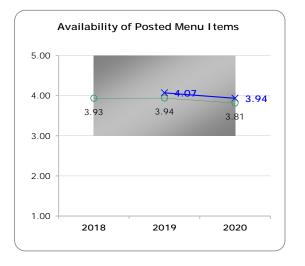


X = YOUR RESULTS

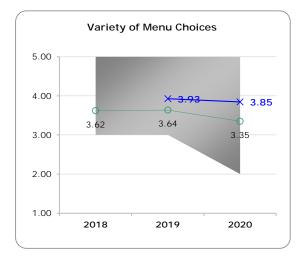
S O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

3 Year Trend For Your Institution and All Institutions - Satisfaction



MENU



Variety of Vegetarian Menu Choices

X 3.76

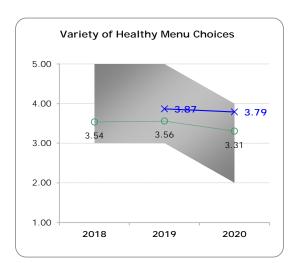
3.61

2019

3.74

3.33

2020





O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2018

3.58

5.00

4.00

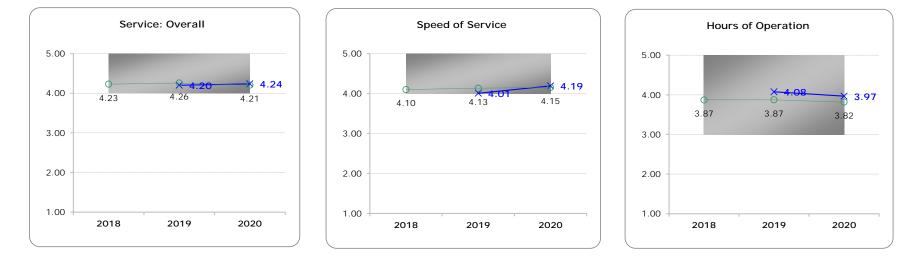
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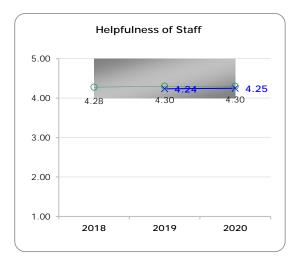
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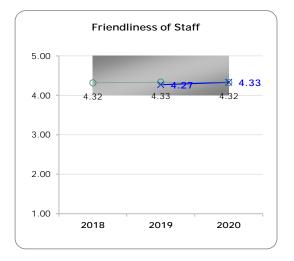
School #242: Florida State University

3 Year Trend For Your Institution and All Institutions - Satisfaction



SERVICE



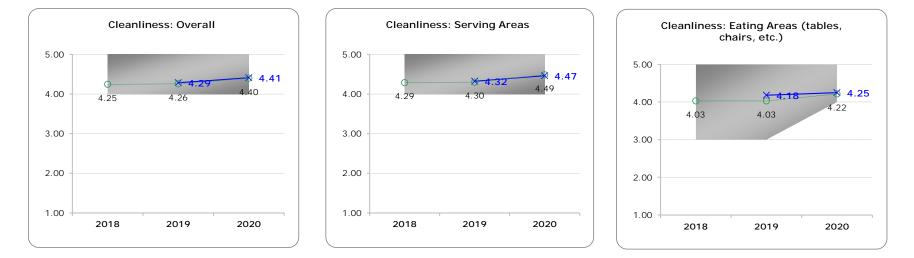


X = YOUR RESULTS

O = INDUSTRY TYPICAL

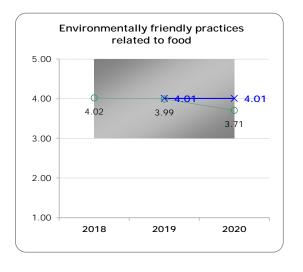
SHADED AREA = INDUSTRY MIDDLE RANGE

3 Year Trend For Your Institution and All Institutions - Satisfaction



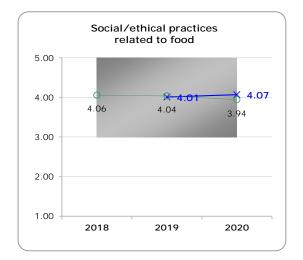
CLEANLINESS

ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



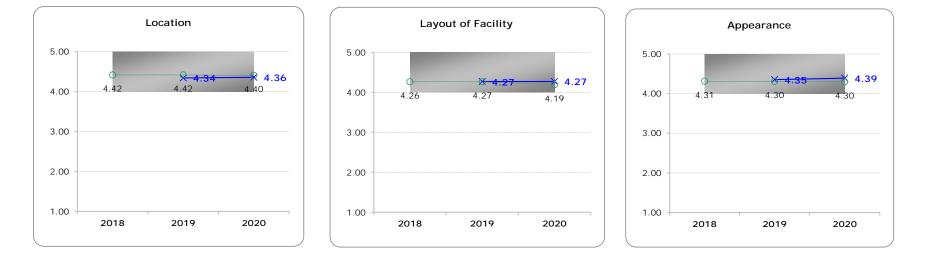




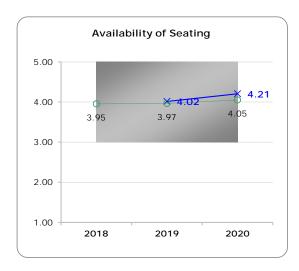


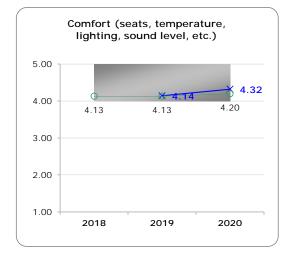
SHADED AREA = INDUSTRY MIDDLE RANGE

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 Ca	are to Eat								
	Facili	ity #	Facil	ity #						
	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 Ca Facil		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Ca Facil	
	6		7	· ·	8		e dell		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										

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

		All You Care to Eat Facility #		are to Eat itv #	All You Ca Facil		All You C Faci		All You C Faci	
	1	,	1		1;			4	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 Ca		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
			Facil							
	10	-	1	-	1	-	19 0-11-11-11-0-11		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										

By Retail Unit - Your Institution

	Retail	Unit #								
	1		2		3	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		0.44	4.28	0.47	3.95	0.63
Variety of menu choices	4.11	0.14	2.00	3.00		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		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 I	loit #	Retail	l loit #	Retail	l loit #	Retail Unit #		Retail Unit #	
	6 Retail		Retail	01iil #	Retail		Retail		10	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	, Gap	Satisfaction	Gap
Food: Overall	4.23	0.15	4.20	0.50		-0.28			Culoracuerr	
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				

By Retail Unit - Your Institution

	Retail Unit #									
			Retail		Retail			Unit #	Retail	
	1.		1		1	-	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 #	
	1	6	1	7	1	8	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										

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 INSTITUTIO

		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 ne	w constraints, in g	general, how sat	COVID-19 pandem isfied or dissatisfie ir college/universit	ed are you with			
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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 - ENTIDE CAMPLE	Graduate	7%	14%	7% 23%	43%	29%	3.71	.34	14
Student Class Status - ENTIRE SAMPLE	First year	8%	16%	23%	30% 24%	23%	3.43	.02	5,624
	Sophomore	14% 12%	18% 18%	24%	24%	20% 22%	3.18 3.31	.03	2,445
	Junior	12%	18%	21%	27%	22%	3.31	.03	1,568
	Senior	6%	14%	18%	30%	25%	3.44	.04	1,288 312
	Graduate Other	13%	5%	30%	25%	28%	3.79	.07	40
Gender - YOUR INSTITUTION	Female	3%	15%	14%	33%	34%	3.81	.21	183
Gender - TOOK INSTITUTION	Male	4%	13%	21%	34%	28%	3.69	.09	103
	Other Identity	20%	20%	20%	20%	20%	3.00	.71	5
Gender - ENTIRE SAMPLE	Did Not Answer	10%	18%	25%	20%	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	.14	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
, i i i i i i i i i i i i i i i i i i i	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

"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.

	please indicate the exter	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							
		(1) Strongly	(2) Somewhat	been appropriate (3) Neither Disagree nor		(5) Strongly		Sampling	
		Disagree	Disagree	Āgree	Agree	Agree	Mean*	Error**	# Resp
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		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
Descusion from a Chitipe CAMPLE	Other	40/	00/	450/	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
Student Class Status VOUD INOTITUTION	Other	001	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%	00/	17%	57%	23%	3.97	.16	30
	Senior	70/	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% 2%	11% 6%	23% 11%	32% 35%	32% 47%	3.80 4.20	.16	44 178
Gender - FOUR INSTITUTION	Female	2%							
	Male Other Identify	40%	5%	15%	36% 40%	42% 20%	4.12 3.00	.09	110 5
Gender - ENTIRE SAMPLE	Other Identity	40%	5%	19%	40% 39%	33%	3.00	.84	5 140
Gender - ENTIRE SAMPLE	Did Not Answer			-					
	Female Male	3% 5%	7% 7%	14% 15%	33% 33%	43% 40%	4.05 3.96	.01	8,272 4,410
		9%	7%	17%	33%	34%	3.90	.02	4,410
	Transgender Other Identity	10%	8%	16%	33%	34%	3.70	.13	146
Live YOUR INSTITUTION	On campus	3%	6%	10%	32%	40%	4.02	.11	140
Live FOOR INSTITUTION	•	1%	3%	9%	36%	51%	4.02	.08	173
Live ENTIRE SAMPLE	Off campus On campus	4%	8%	15%	30%	39%	3.96	.08	10,210
	Off campus	3%	4%	13 %	28%	52%	4.22	.01	2,846
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	12%	36%	44%	4.22	.02	2,840
NACUFS Region - FOUR INSTITUTION	Midwest	3%	7%	12 %	30%	44 %	4.15	.00	4,651
NACOPS REGION - ENTIRE SAMPLE	Northeast	3%	7%	13%	35%	43%	4.03	.02	3,022
	Pacific	5%	7%	13%	35%	42%	3.99	.02	3,022 764
	Southern	5%	7%	13%	30%	40%	3.99	.04	3,246
Institution Type - YOUR INSTITUTION	Public	2%	5%	10%	30%	41%	4.15	.02	293
Institution Type - FOOR INSTITUTION	Public	5%	8%	12 %	33%	44 %	3.95	.00	7,971
Instation Type - LITTICE SAMPLE	Private	3%	6%	13%	33%	40%	4.12	.01	5,085
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	12%	36%	43 %	4.12	.01	293
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	7%	12 %	33%	44 %	4.13	.00	9,921
Contraction 1980 - Entrine OAMFEE	Mainly Contracted	3%	6%	14 %	33%	41%	4.00	.01	3,135
Total Current Enrollment - YOUR INSTITUTION	-	2%	5%	13 %	36%	42 %	4.05	.02	293
Total Current Enrollment - FOOK INSTITUTION	Under 2,500	2%	6%	12%	33%	47%	4.13	.00	2,100
	2,500 to 10,000	3%	6%	12 %	32%	46%	4.17	.02	2,100
	10,001 to 20,000	4%	7%	15%	33%	40%	4.12	.02	3,995
	Over 20,000	4 % 5%	8%	15%	33%	37%	3.89	.02	4,487
Type of Retail Unit - YOUR INSTITUTION	Marketplace	570	2%	6%	34%	58%	4.48	.02	4,407
	Specialty Coffee Shop/ Juice Bar		3%	15%	38%	44%	4.23	.03	39
	Sit-down Restaurant	16%	12%	4%	44%	24%	3.48	.13	25
	Convenience Store	1070	1270	- 70	100%	2770	4.00	.20	1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	13%	32%	46%	4.00	.02	1,975
Type of Retail Onit - ENTINE OAMFEE	Marketplace	5%	9%	13%	32%	39%	3.92	.02	879
	Express Unit	3%	5%	11%	34%	48%	4.18	.04	1,031
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	32%	53%	4.10	.03	572
	Sit-down Restaurant	5%	6%	10%	27%	53%	4.31	.04	105
	Convenience Store	3%	6%	16%	30%	45%	4.08	.04	720
*1 to 5 Scale Where Higher Mean - Stronger	Convenience Store	3%	070	1070	JU 70	4070	4.00	.04	120

"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.

	please indicate the exter	-			naging its dining s	services during			
		(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	.03	32
	Junior	9%	9%	19%	38%	28%	3.63	.21	32
	Senior	3 /0	17%	6%	34%	39%	4.00	.22	18
	Graduate	7%	7%	7%	14%	64%	4.00	.20	16
Student Close Statue - ENTIDE CAMPLE		4%	9%						
Student Class Status - ENTIRE SAMPLE	First year			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
	Other	7%	5%	18%	27%	43%	3.95	.18	44
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
Gender - ENTIRE SAMPLE	Did Not Answer	4%	13%	11%	36%	36%	3.86	.10	140
	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	.01	5,084
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	10%	35%	45%	4.10	.02	295
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	9%	10 %	31%	43 %	3.95	.00	9,896
epotation type Entrate Ordin EE	Mainly Contracted	5%	10%	13%	32%	42 %	3.93	.01	3,139
Total Current Enrollment - YOUR INSTITUTION	-	4%	6%	13%	32 %	40%	4.10	.02	295
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	4%	7%	10%	31%	45% 46%	4.10	.06	295
Total Surrent Enrolment - ENTIRE SAMPLE	,								1
	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
	openant, conce enop cance bai								
	Sit-down Restaurant	5%	7%	10%	25%	53%	4.14	.11	108

"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.

	please indicate the exte				-				
		The COVID-19	modifications ma	en communicated	/university dining well	g program nave			
		(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	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	.00	5,733
	Sophomore	7%	12%	17%	30%	34%	3.73	.02	2,525
	Junior	7%	12 %	18%	29%	36%	3.76	.02	1,642
	Senior	6%	10%	17%	33%	34%	3.78	.03	1,327
	Graduate	6%	6%	18%	29%	42%	3.95	.03	319
	Other	0,0	14%	21%	37%	28%	3.79	.15	43
Gender - YOUR INSTITUTION	Female	6%	14%	11%	32%	36%	3.79	.13	182
	Male	3%	11%	17%	39%	29%	3.82	.03	102
	Other Identity	40%	1170	17.70	40%	29%	3.02	.10	5
Gender - ENTIRE SAMPLE	Did Not Answer	6%	10%	21%	33%	30%	3.00	.04	141
Gender - ENTIRE SAMPLE		5%	9%	16%			3.70	.10	
	Female Male	5% 6%	9%	17%	31% 31%	39% 37%	3.90	.01	8,267 4,399
				17%		24%			
	Transgender	10%	11%		40% 33%	24%	3.56	.13	88
	Other Identity	8%	13%	17%			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	, ,	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%	12 %	28%	39%	3.85	.04	717
		570	578	1370	2070	5578	0.00	.04	

"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.

	please indicate the exter	-	e COVID-19 modi		y the college/univ	ersity dining			
		(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% 13%	25% 48%	38% 23%	9% 10%	16% 6%	2.91 2.48	.22	32 31
	Junior	13%	48%	23%	10%	17%	3.22	.19 .25	18
	Senior Graduate	8%	28%	39%	17%	17%	3.22	.25	18
Student Class Status - ENTIRE SAMPLE	Graduate First year	9%	31%	31%	15%	15%	2.85	.34	5,255
Statent Glass Status - ENTIKE SAMPLE	Sophomore	9% 13%	32%	32%	17%	10%	2.85	.02	5,255 2,183
	Junior	10%	29%	31%	14%	12%	2.13	.03	1,401
	Senior	8%	23%	32%	19%	13 %	3.03	.03	1,401
	Graduate	7%	16%	34%	20%	23%	3.37	.03	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		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%	0001	0501			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
*1 to 5 Scale. Where Higher Mean = More Pos	Convenience Store	5%	21%	35%	18%	21%	3.28	.05	658

Interparties with a straig of the		"YOUR TH	OUGHTS" - QUES	STION 1						
Important			How importa	nt was the percei decision	ved campus dini to attend this in	ng experience in t stitution?	erms of your			
Appropine Diving Huls & Real Units EVMIR P177 P279			(1) Not at All Important	(2) Not Very Important	(3) Mixed			Mean*	Sampling Error**	# Resp
Agengeate Real UnisUNIS	Aggregated Dining Halls & Retail Units	Florida State University	12%	23%	22%	29%	14%	3.09	.08	238
Aggegate binity biais VOUR NSTUTION 17% 27% 27% 24% 14% 2.9 0.00 0.00 Aggegate binity biais VOUR NSTUTION 17% 2.2% 2.2% 2.9% 13% 3.00 1.1 3.14 Aggegate binity biais Student 17% 2.2% 2.9% 2.9% 13% 2.9% 0.0% 3.20 0.0 3.20 Respondent Type - ENTRE SAMPLE Student 17% 2.7% 2.2% 2.9% 2.9% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 3.2% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% 0.0% <td>Aggregated Dining Halls & Retail Units</td> <th>ENTIRE SAMPLE</th> <td>17%</td> <td>22%</td> <td>24%</td> <td>24%</td> <td>13%</td> <td>2.95</td> <td>.01</td> <td>14,378</td>	Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	17%	22%	24%	24%	13%	2.95	.01	14,378
Agengeate Diming HellsVOLVVOLV9.24%9.24%9.24%9.30%9.249.10%9.30%	Aggregated Retail Units	YOUR INSTITUTION	13%	22%	21%	29%	14%	3.09	.13	104
Agergander Live VOUR INSTITUTION Responder Live VOUR INSTITUTION 	Aggregated Retail Units	ENTIRE SAMPLE	17%	23%	23%	24%	14%	2.95	.02	6,217
Responder type - YOUR NETTUTIONStudentStudent10%20%20%20%10%3.000.0045.37Bangonder type - KURRE SAMPLEStudentStudent20%20%20%20%10%20.5710.57<	Aggregated Dining Halls	YOUR INSTITUTION	11%	24%	23%	28%	13%	3.09	.11	134
Responder Type - NURE SAMPLESludert </th <td>Aggregated Dining Halls</td> <th>ENTIRE SAMPLE</th> <td>16%</td> <td>22%</td> <td>24%</td> <td>24%</td> <td>13%</td> <td>2.94</td> <td>.01</td> <td>8,161</td>	Aggregated Dining Halls	ENTIRE SAMPLE	16%	22%	24%	24%	13%	2.94	.01	8,161
Shohen Class Status - YOUR NISTITUTION Normal Status - STATUS NUMBERSITUTION Normal Status - STATUS NUMBERSITUTION NUMBERSITUTION Interpart of the status of t	Respondent Type - YOUR INSTITUTION	Student	12%	23%	22%	29%	14%	3.09	.08	238
Solution image	Respondent Type - ENTIRE SAMPLE	Student	17%	22%	24%	24%	13%	2.95	.01	14,378
Junor14%14%14%14%17%2.92.42.92Sender10%13%24%10%2.051.752.751.75Stader Class Status - ENTRE SAMLEFirst year16%2.3%2.2%2.2%1.0%2.280.280.023.30Stader Class Status - ENTRE SAMLEFirst year16%2.2%2.2%1.0%2.2%1.0%2.2%0.0%3.303.20Solor2.0%1.0%2.0%1.0%2.0%0.0%2.0%0.0%3.203.303.20	Student Class Status - YOUR INSTITUTION	First year	9%	23%	18%	36%	15%	3.25	.10	146
Senior19%19%14%28%10%276270276Gradue33%13%7742742767842828411%28280784Studen Class Status - ENTRE SAMPLEFirst year16%23%22%22%14%28828216%20828228410%28228428830030		Sophomore	13%	34%	22%	16%	16%		.23	32
Ordanie SatuleOrdanie SatuleOrdani		Junior	14%	24%	31%	14%	17%	2.97	.24	29
Studen Class Status - ENTIRE SAMPLEFirst year10%23%23%24%11%2.880.027.301Junior14%20%20%20%20%20%20%3.070.002.024Junior14%20%20%20%20%20%20%3.070.002.024Graduat20%20%21%10%10%2.040.003.010.022.024Gender - VOUR INSTITUTIONFemale10%20%21%20%11%2.02.0.1014%Gender - ENTIRE SAMPLEDIA IO Answer21%11%10%20%20%20%20%.0.10.0.10171Gender - ENTIRE SAMPLEDIA IO Answer21%11%10%20%20%.0.10.0.20%.0.10.0.10.0.10Gender - ENTIRE SAMPLEDIA IO Answer21%11%10%20%.0.10.0.1		Senior	19%	13%	44%	25%		2.75	.27	16
Sophamore 19% 29% 20% 2		Graduate	33%	13%	27%	20%	7%	2.53	.35	15
Junior 14% 20% 23% 21% 15% 3.07 0.00 2028 Graduse 23% 24% 24% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 22% 23% 13% 30% <th< th=""><td>Student Class Status - ENTIRE SAMPLE</td><th>First year</th><td>18%</td><td>23%</td><td>23%</td><td>24%</td><td>11%</td><td>2.88</td><td>.02</td><td>7,084</td></th<>	Student Class Status - ENTIRE SAMPLE	First year	18%	23%	23%	24%	11%	2.88	.02	7,084
Senior19%20%22%29%19%3.020.081.08Gender - YOUR INSTITUTIONFende19%20%22%19%19%20%22%10%10%20%23%10%10%23%10%10%30010%10%30010%10%30010%10%30010% <th< th=""><td></td><th>Sophomore</th><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>-</td></th<>		Sophomore								-
Craduate25%21%11%11%20%2.4%0.003.00Gender - VOUR INSTTUTIONFenale15%2.4%2.4%2.2%2.0%11%2.371.0101.05Gender - ENTRE SAMPLEDid Not Answer2.0%2.3%2.2%2.2%2.2%2.2%2.3%2.6%3.003.		Junior	14%	20%	26%	25%	15%	3.07	.03	2,024
OtherOtherOther19%20%31%19%19%2.23710.19195Gender - YOUR INSTITUTIONOther Identity<		Senior	18%	20%	22%	26%	15%	3.02	.03	1,644
Gender - YOUR INSTITUTION Female 19% 24% 21% 29% 11% 2.97 1.00 147 Gender - ENTIRE SAMPLE Other identity 33% 67% 4.07 3.3 3 Gender - ENTIRE SAMPLE Finate 10% 11% 19% 95% 25% 11% 4.07 3.3 3 Gender - ENTIRE SAMPLE Finate 10% 22% 25% 25% 15% 2.84 0.01 171 Finate 10% 22% 25% 25% 25% 2.05 11% 15% 2.84 0.01 12.85 Live + VOUR INSTITUTION On campus 12% 25% 21% 30% 12% 3.05 0.05 11 155 Live + ENTRE SAMPLE Of campus 13% 19% 25% 24% 25% 13% 2.8 0.01 16.8 0.5 1.9 1.8 1.9 1.6 1.6 1.5 1.5 1.5 1.5 1.5		Graduate	25%	21%	19%	15%	20%	2.84	.08	370
MainMain0%20%20%27%17%3.221.33.8Gender - ENTIRE SAMPLEDid Not Answer2.1%1.1%1.0%3.8%0.7%4.673.33.3Fonale1.0%2.2%1.1%1.0%3.8%0.10%1.0%3.081.0%1.77Fonale1.0%2.2%2.2%2.2%1.0%2.8%2.2%1.0%2.4%0.024.683Tarasgonder2.2%2.2%2.0%2.6%1.5%7.2%2.641.111.51Live YOUR INSTITUTIONOn campus1.2%2.2%2.0%2.6%1.5%1.5%2.5%0.0%1.1%3.000.091.7%NACUFS Region - YOUR INSTITUTIONSouthern1.2%2.2%2.2%1.3%2.0%2.6%1.4%2.0%2.5%0.0%0.0%2.5%0.0%0.0%2.5%0.0%0.0%2.5%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0%0.0		Other	18%	20%	31%	13%	18%	2.93	.18	55
Other lentityImage: part of the lentityImage: part o	Gender - YOUR INSTITUTION	Female	15%	24%	21%	29%	11%	2.97	.10	147
Gender - ENTIRE SAMPLE DIA Not Answer 21% 11% 10% 30% 13% 3.00 1.00 177 Female 16% 22% 25% 25% 25% 13% 2.65 0.10 9.78 Male 17% 23% 25% 25% 25% 25% 25% 25% 25% 25% 25% 26% 4.83 Live YOUR INSTITUTION On campus 12% 25% 25% 25% 13% 2.96 1.16 6 Live ENTIRE SAMPLE On campus 16% 2.26% 2.36% 2.96 1.16 6 MACUFS Region - YOUR INSTITUTION Southern 12% 2.3% 2.4% 2.5% 1.3% 2.96 0.11 2.82 NACUFS Region - YOUR INSTITUTION Southern 12% 2.3% 2.2% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3% 2.3%		Male	8%	23%	25%	27%	17%	3.23	.13	88
Female16%22%26%26%13%2.850.014.80Maie17%23%23%23%23%23%2440.024.80Other Identity27%20%23%23%23%23%2440.1483Other Identity27%20%26%15%12%2.260.140.160.16Live + YOR INSTITUTIONcompus13%13%25%25%19%3.190.160.16Off campus13%13%25%25%19%3.190.160.160.16NACUFS Region - YOR INSTITUTIONSouthern12%23%22%24%0.162.870.0317.82NACUFS Region - ENTRE SAMPLEMidwest19%25%24%24%2.870.0317.82NACUFS Region - VOR INSTITUTIONSouthern10%20%24%24%2.870.0317.82National Type - YOUR INSTITUTIONMidwest10%20%24%24%2.870.033.13Institution Type - FATIRE SAMPLEPublic10%24%24%24%2.880.223.13Operation Type - YOUR INSTITUTIONMainy Contracted10%24%24%24%3.000.032.38Operation Type - YOUR INSTITUTIONMainy Contracted10%24%24%24%3.000.032.38Operation Type - YOUR INSTITUTIONMainy Contracted10%24%2		Other Identity				33%	67%	4.67	.33	3
MainMain17%22%22%23%15%2244.03Transgender25%25%20%20%20%20%2.041.14183Onc arnpus12%21%20%21%30%12%2.041.11115Live + CVOR INSTITUTIONOn campus13%11%25%21%30%12%2.0513%1.050.09174Live ENTIRE SAMPLEOn campus11%20%2.2%2.2%2.5%13%2.680.011.2.60Or Campus21%20%2.3%2.2%2.2%13%3.090.082.38NACUFS Region - VOUR INSTITUTIONSouthern11%2.2%2.2%2.2%11%3.070.023.11%NACUFS Region - YOUR INSTITUTIONSouthern11%2.2%2.2%2.3%11%2.3%2.3%2.3%2.3%0.082.38Institution Type - YOUR INSTITUTIONPublic11%2.1%2.2%2.4%11%3.090.082.38Operation Type - VOUR INSTITUTIONMainly Contracted11%2.2%2.2%2.4%13%3.090.082.38Operation Type - VOUR INSTITUTIONMainly Contracted11%2.2%2.2%2.4%13%3.090.082.38Operation Type - VOUR INSTITUTIONMainly Contracted11%2.2%2.4%2.4%13%2.4%0.002.3%Operation Type - VOUR INSTITUTION </th <td>Gender - ENTIRE SAMPLE</td> <th>Did Not Answer</th> <td>21%</td> <td>11%</td> <td>19%</td> <td>36%</td> <td>13%</td> <td>3.09</td> <td>.10</td> <td>171</td>	Gender - ENTIRE SAMPLE	Did Not Answer	21%	11%	19%	36%	13%	3.09	.10	171
Tansgender 25% 23% 23% 20% 8% 2.44 1.41 83 Live YOUR INSTITUTION Comeanues 12% 25% 21% 30% 15% 12% 2.64 1.11 151 Live EVTIRE SAMPLE Comeanues 13% 19% 22% 25% 19% 3.19 1.6 64 Live EVTIRE SAMPLE Comeanues 15% 22% 22% 25% 13% 2.6 0.01 12.62 NACUFS Region - VOUR INSTITUTION Southern 12% 23% 24% 22% 10% 2.8 3.34 Pacific 13% 21% 24% 22% 10% 2.8 3.34 Descript 13% 21% 22% 24% 1.02 3.34 Institution Type - YOUR INSTITUTION Public 16% 21% 24% 24% 3.00 0.02 3.34 Institution Type - YOUR INSTITUTION Mainy Schrozated 16% 24% 24% 24%		Female	16%	22%	25%	25%	13%	2.95	.01	9,280
Other tentity27%27%26%16%17%2.841.11151Live + CVOR INSTITUTIONOff campus12%25%21%30%12%3.050.09174Off campus13%19%25%23%24%25%13%2.060.0112.62Live ENTIRE SAMPLEOn campus16%23%24%2.25%11%2.060.0112.62NACUFS Region - YOUR INSTITUTIONSouthern12%2.3%2.2%2.9%1.4%3.000.082.3%NACUFS Region - ENTIRE SAMPLEMidwast19%2.5%2.6%2.4%2.0%1.0%2.6%2.6%Nacufer Region - FOUR INSTITUTIONFuelteet1.9%2.1%2.5%2.8%1.0%2.6%<		Male	17%	23%	22%	23%	15%	2.94	.02	4,693
Live • YOUR INSTITUTION On campus 12% 25% 21% 30% 12% 3.06 0.09 174 Live ENTIRE SAMPLE On campus 13% 13% 24% 25% 25% 13% 2.06 0.01 112.620 Off campus 21% 23% 22% 25% 13% 3.06 0.08 238 NACUFS Region - YOUR INSTITUTION Southern 12% 23% 22% 23% 2.01% 2.80 0.02 5.810 NACUFS Region - ENTIRE SAMPLE Midwest 13% 20% 24% 22% 10% 2.80 0.02 3.810 Nactures Region - ENTIRE SAMPLE Midwest 13% 20% 24% 22% 10% 2.80 0.02 3.810 0.02 3.818 Institution Type - YOUR INSTITUTION Public 16% 21% 24% 22% 14% 3.00 0.01 8.168 Operation Type - YOUR INSTITUTION Mainly Contracted 16% 24% 24% 23% </th <td></td> <th>Transgender</th> <td>25%</td> <td>23%</td> <td>23%</td> <td>20%</td> <td>8%</td> <td>2.64</td> <td>.14</td> <td>83</td>		Transgender	25%	23%	23%	20%	8%	2.64	.14	83
Off campus13%19%22%25%19%3.19.1.666.44Live ENTRE SAMPLEOn campus16%23%24%25%13%2.960.0112,80NACUFS Region - YOUR INSTITUTIONSouthorn12%20%23%21%25%13%2.960.022.59.10NACUFS Region - ENTIRE SAMPLEMidwest19%25%24%22%10%2.940.025.910NACUFS Region - ENTIRE SAMPLENortheast13%21%25%28%13%3.070.023.134Pacific18%20%21%22%28%13%3.070.023.168Institution Type - YOUR INSTITUTIONPublic16%20%21%22%24%0.043.080.082.88Institution Type - YOUR INSTITUTIONPublic16%24%24%25%14%3.000.018.188Institution Type - YOUR INSTITUTIONMainly Contracted17%22%24%13%2.950.0110.839Operation Type - VOUR INSTITUTIONMainly Contracted17%23%22%24%13%2.950.0110.839Total Current Enroliment - YOUR INSTITUTION10,0017%25%24%24%9.633.002.236Total Current Enroliment - VOUR INSTITUTION10,00.0011%18%24%24%24%9.633.002.236Total Current Enroliment - VOUR INSTITUTION10,00.00 <td></td> <th>Other Identity</th> <td>27%</td> <td>20%</td> <td>26%</td> <td>15%</td> <td>12%</td> <td>2.64</td> <td>.11</td> <td>151</td>		Other Identity	27%	20%	26%	15%	12%	2.64	.11	151
Live ENTIRE SAMPLE On campus 16% 23% 24% 25% 13% 2.66 0.11 12.620 NACUFS Region - YOUR INSTITUTION Southern 1.27% 2.3% 2.2% 2.9% 1.4% 3.09 0.08 2.83 NACUFS Region - ENTIRE SAMPLE Midwest 1.9% 2.5% 2.4% 2.2% 1.0% 2.20 0.02 5.910 NACUFS Region - ENTIRE SAMPLE Midwest 1.9% 2.0% 2.4% 2.2% 1.0% 2.80 0.02 5.910 Institution Type - YOUR INSTITUTION Muchest 1.9% 2.0% 2.4% 2.2% 2.9% 3.10 0.02 3.134 Institution Type - VOUR INSTITUTION Public 1.2% 2.2% 2.2% 2.9% 1.4% 3.00 0.01 8.168 Operation Type - VOUR INSTITUTION Mainly Self-operated 1.7% 2.2% 2.4% 2.4% 1.3% 2.9 0.1 10.838 Operation Type - ENTIRE SAMPLE Mainly Self-operated 1.7% 2.2%	Live YOUR INSTITUTION	On campus	12%	25%	21%	30%	12%	3.05	.09	174
Off campus21%20%23%21%11%2.670.031.768NACUFS Region - YOUR INSTITUTIONSouthern12%23%22%20%14%3.090.8238NACUFS Region - ENTIRE SAMPLEMidwest13%21%25%28%13%3.070.023.134Pacific18%20%26%28%13%3.070.023.134Southern16%20%26%24%12%2.043.000.023.184Institution Type - YOUR INSTITUTIONPublic12%23%22%2.0%14%3.090.082.38Institution Type - YOUR INSTITUTIONPublic16%21%2.4%2.3%12%2.880.026.210Operation Type - YOUR INSTITUTIONMain/ Contracted11%2.2%2.2%2.9%14%3.090.082.38Institution Type - YOUR INSTITUTIONMain/ Solf-operated11%2.2%2.2%2.9%14%3.090.082.38Operation Type - YOUR INSTITUTIONMain/ Solf-operated11%2.3%2.2%2.9%14%3.090.082.38Total Current Enroliment - ENTIRE SAMPLEInder 2.50011%2.2%2.4%13%2.40.23.539Total Current Enroliment - ENTIRE SAMPLEInder 2.50011%2.7%2.4%2.4%10%3.00.082.236Type of Retail Unit - YOUR INSTITUTIONInder 2.50011%2.7% </th <td></td> <th>Off campus</th> <td>13%</td> <td>19%</td> <td>25%</td> <td>25%</td> <td>19%</td> <td>3.19</td> <td>.16</td> <td>64</td>		Off campus	13%	19%	25%	25%	19%	3.19	.16	64
NACUFS Region - YOUR INSTITUTION Southern 12% 23% 22% 29% 14% 3.09 0.88 238 NACUFS Region - ENTIRE SAMPLE Midwest 19% 25% 24% 22% 10% 2.80 0.02 5,910 Northeast 19% 25% 24% 22% 10% 2.80 0.02 3,134 Pacific 18% 20% 26% 24% 12% 2.84 0.05 737 Southern Public 12% 23% 22% 29% 14% 3.09 0.08 238 Institution Type - YOUR INSTITUTION Public 16% 21% 24% 29% 14% 3.00 0.01 8.168 Operation Type - YOUR INSTITUTION Mainly Solf-operated 17% 22% 24% 24% 13% 2.95 0.01 8.168 Operation Type - VOUR INSTITUTION Mainly Solf-operated 17% 22% 24% 24% 13% 2.95 0.01 8.38 2.33 </th <td>Live ENTIRE SAMPLE</td> <th>On campus</th> <td>16%</td> <td>23%</td> <td>24%</td> <td>25%</td> <td>13%</td> <td>2.96</td> <td>.01</td> <td>12,620</td>	Live ENTIRE SAMPLE	On campus	16%	23%	24%	25%	13%	2.96	.01	12,620
NACUFS Region - ENTIRE SAMPLE Midwest 19% 25% 24% 22% 10% 2.80 .0.2 5.910 Northeast 13% 21% 25% 28% 13% 3.07 .0.2 3.134 Pacific 18% 20% 28% 24% 12% 2.94 .0.5 3.13 .0.2 3.138 Institution Type - YOUR INSTITUTION Public 12% 23% 22% 29% 14% 3.00 .0.8 238 Institution Type - YOUR INSTITUTION Public 16% 21% 23% 22% 29% 14% 3.00 .0.8 238 Operation Type - YOUR INSTITUTION Mainy Contracted 17% 22% 24% 23% 14% 3.00 .0.8 2358 Operation Type - SUTIRE SAMPLE Mainy Schootracted 17% 22% 24% 13% 2.94 .0.2 3.539 Total Current Enrollment - YOUR INSTITUTION Mainy Schootracted 17% 2.5% 24% 2% 3.00 <		Off campus	21%	20%	23%	21%	15%	2.87	.03	1,758
Northeast 13% 21% 25% 28% 13% 3.07 0.02 3,134 Pacific 18% 20% 26% 24% 12% 2.94 0.05 737 Southorn 16% 20% 24% 24% 12% 2.94 0.05 737 Institution Type - YOUR INSTITUTION Pubic 12% 23% 22% 29% 14% 3.00 0.02 3.184 Operation Type - SUTIRE SAMPLE Pubic 16% 24% 22% 29% 14% 3.00 0.01 8.168 Operation Type - SUTIRE SAMPLE Private 18% 24% 24% 23% 12% 2.88 0.02 6.210 Operation Type - SUTIRE SAMPLE Mainly Self-operated 17% 22% 24% 13% 2.95 0.01 10.839 Mainly Contracted 17% 22% 24% 13% 2.95 0.01 0.839 Total Current Enrolment - YOUR INSTITUTION 10.001 to 20.000 12% 23% <td>NACUFS Region - YOUR INSTITUTION</td> <th>Southern</th> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	NACUFS Region - YOUR INSTITUTION	Southern								
Pacific Southern18%20%26%24%12%2.94.0.55737Southern16%20%21%23%20%3.10.0.23.188Institution Type - YOUR INSTITUTIONPublic12%23%22%29%14%3.00.0.618.188Institution Type - ENTIRE SAMPLEPublic16%21%24%24%23%12%2.88.0.216.210Operation Type - YOUR INSTITUTIONMainly Contracted17%22%24%24%13%2.95.0.1110.839Operation Type - ENTIRE SAMPLEMainly Solf-operatod17%22%24%24%13%2.95.0.1110.839Total Current Enrollment - YOUR INSTITUTION10,001 to 20,00012%23%22%24%13%2.94.0.023.539Total Current Enrollment - ENTIRE SAMPLEUnder 2,50011%18%24%28%19%3.28.0.32.47410,001 to 20,00013%21%24%28%19%3.28.0.32.47410,001 to 20,00013%21%24%28%19%3.28.0.32.47410,001 to 20,00012%22%26%24%28%19%3.28.0.32.47410,001 to 20,00013%18%24%28%19%3.28.0.32.47410,001 to 20,00012%22%26%24%28%19%3.28.0.32.47410,	NACUFS Region - ENTIRE SAMPLE	Midwest	19%	25%	24%	22%	10%	2.80	.02	5,910
Southern16%20%21%23%20%3.100.023.168Institution Type - YOUR INSTITUTIONPublic12%23%22%29%14%3.090.08238Institution Type - ENTIRE SAMPLEPublic18%24%24%25%14%3.090.018,168Private18%24%24%25%14%3.090.026,210Operation Type - YOUR INSTITUTIONMainly Contracted12%23%22%29%14%3.090.08238Operation Type - ENTIRE SAMPLEMainly Self-operated17%22%24%24%13%2.940.023.539Total Current Enrollment - YOUR INSTITUTION10,00 to 20,00012%23%22%24%14%3.090.082.38Total Current Enrollment - ENTIRE SAMPLEUnder 2,50017%25%24%24%9%2.850.032.247Jool to 20,00013%11%18%24%28%10%3.024.0902.85Type of Retail Unit - YOUR INSTITUTIONMarketplace12%27%20%10%3.001.94.11Type of Certain Corrent Shop Julice Bar17%21%24%20%10%3.001.94.11Type of Retail Unit - YOUR INSTITUTIONFood Corrent11%11%11%2.942.043.051.92.273.578Type of Retail Unit - YOUR INSTITUTIONFood Corrent11%11%		Northeast								
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Private18%24%24%23%12%2.88.0.26.10Operation Type - YOUR INSTITUTIONMainly Contracted12%23%22%22%24%13%2.95.0.010.839Operation Type - ENTIRE SAMPLEMainly Contracted16%25%22%24%13%2.94.0.010.839Total Current Enrollment - YOUR INSTITUTION10,001 to 20,00011%23%22%24%13%2.94.0.08238Total Current Enrollment - ENTIRE SAMPLEUnder 2,500.0.17%25%24%24%.0.96.0.832.94.0.08.2.38Total Current Enrollment - ENTIRE SAMPLEUnder 2,500.0.11%.1.8%.2.4%.2.4%.0.9%.2.85.0.33.2.36Total Current Enrollment - YOUR INSTITUTIONMarketplace.1.9%.2.8%.2.4%.2.8%.0.9%.2.8%.0.3.2.38Total Current Enrollment - ENTIRE SAMPLEUnder 2,500.0.11%.2.8%.2.4%.2.8%.0.9%.2.8%.0.3.2.38.2.38Total Current Enrollment - YOUR INSTITUTIONMarketplace.1.1%.2.8%.2.4%.2.8% <td>Institution Type - YOUR INSTITUTION</td> <th>Public</th> <td>12%</td> <td>23%</td> <td>22%</td> <td></td> <td></td> <td>3.09</td> <td>.08</td> <td>238</td>	Institution Type - YOUR INSTITUTION	Public	12%	23%	22%			3.09	.08	238
Operation Type - YOUR INSTITUTIONMainly Contracted12%23%22%29%14%3.09.08238Operation Type - ENTIRE SAMPLEMainly Contracted17%22%24%24%13%2.95.0110.839Total Current Enrollment - YOUR INSTITUTION000 to 20,00012%23%22%24%13%2.95.0110.839Total Current Enrollment - ENTIRE SAMPLEUnder 2,50017%23%22%24%13%2.95.032.38Total Current Enrollment - ENTIRE SAMPLEUnder 2,50011%18%24%24%9%2.85.032.38Total Current Enrollment - YOUR INSTITUTIONMarketplace11%18%24%28%19%3.28.032.44Type of Retail Unit - YOUR INSTITUTIONMarketplace12%27%20%3.09.04.16%2.578Type of Retail Unit - YOUR INSTITUTIONMarketplace11%15%23%26%20%.14%.291.222.25Type of Retail Unit - ENTIRE SAMPLEFood Court11%15%21%23%.26%	Institution Type - ENTIRE SAMPLE									
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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 1 15% 19% 33% 22% 3.41 .25 27 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% 2.96 .04 916 Specialty Coffee Shop/Juice Bar 17% 19% 23% 21% 11% 2.79 .0.3 1,445 Specialty Coffee Shop/Juice Bar 17% 19% 23% 21% 11% 2.96 .0.4 <td></td> <th></th> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>										
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Convenience StoreImage: Convenience Store										
Food Court 16% 21% 24% 25% 14% 2.99 .0.3 1,960 Marketplace 14% 27% 22% 26% 12% 2.96 .0.4 916 Express Unit 19% 26% 23% 21% 11% 2.79 .0.3 1,445 Specialty Coffee Shop/ Juice Bar 17% 19% 23% 21% 11% 3.08 .0.5 735 Sit-down Restaurant 14% 21% 16% 34% 16% 3.18 .1.3 96 Convenience Store 19% 20% 22% 23% 16% 2.97 .0.4 1,65			11%	15%	19%		22%		.25	
Marketplace 14% 27% 22% 26% 12% 2.96 .04 916 Express Unit 19% 26% 23% 21% 11% 2.79 .0.3 1,445 Specialty Coffee Shop/ Juice Bar 17% 19% 23% 23% 19% 3.08 .0.5 735 Sit-down Restaurant 14% 21% 16% 34% 16% 3.18 .1.3 96 Convenience Store 19% 20% 22% 23% 16% 2.97 .0.4 1,065									· .	
Express Unit 19% 26% 23% 21% 11% 2.79 .0.3 1,445 Specialty Coffee Shop/Juice Bar 17% 19% 23% 23% 19% 3.08 .0.5 735 Sit-down Restaurant 14% 21% 16% 34% 16% 3.18 .1.3 96 Convenience Store 19% 20% 22% 23% 16% 2.97 .0.4 1,065	Type of Retail Unit - ENTIRE SAMPLE									
Specialty Coffee Shop/ Juice Bar 17% 19% 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		•								
Sit-down Restaurant 14% 21% 16% 34% 16% 3.18 .13 96 Convenience Store 19% 20% 22% 23% 16% 2.97 .04 1,065		•								
Convenience Store 19% 20% 22% 23% 16% 2.97 .04 1,065										
			19%	20%	22%	23%	16%	2.97	.04	1,065

	"YOUR TH	OUGHTS" - QUES	STION 2						
		How important	is the actual cam to ren	npus dining expe nain at this instit	rience in terms of ution?	your decision			
		(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
Student Class Status - ENTIRE SAMPLE	Graduate First year	29% 20%	21% 28%	21% 24%	14% 19%	14% 10%	2.64 2.70	.39 .01	14 7,093
Gladent Glass Glatus - ENTIRE SAMFLE	First year Sophomore	19%	28%	24%	21%	10%	2.70	.01	3,206
	Junior	20%	24%	25%	17%	12%	2.84	.02	2,020
	Senior	20%	23%	20%	17 %	12 %	2.70	.03	1,648
	Graduate	21%	19%	18%	17%	17%	2.72	.03	363
	Other	19%	16%	37%	5%	23%	2.96	.18	57
Gender - YOUR INSTITUTION	Female	16%	23%	17%	26%	17%	3.06	.10	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
Institution Type - YOUR INSTITUTION	Southern Public	17% 15%	21% 22%	22% 17%	21% 27%	18% 21%	3.02 3.17	.02	3,173 241
Institution Type - ENTIRE SAMPLE	Public	18%	22 %	24%	20%	12%	2.81	.09	8,156
Institution Type - ENTINE DAMF LE	Private	22%	20%	24%	18%	9%	2.61	.01	6,231
Operation Type - YOUR INSTITUTION	Mainly Contracted	15%	22%	17%	27%	21%	3.17	.02	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

"VOUR THOUGHTS" OUESTION 2

	"YOUR TH	OUGHTS" - QUES	TION 3						
		How importa comfort	nt is the campus of etc.) in terms of y	dining experiend your academic s	ce (i.e., wi-fi, socia success at this ins	l interaction, titution?			
		(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% 7%	16% 12%	26% 24%	28% 33%	20% 24%	3.30 3.55	.01	14,469
Student Class Status - YOUR INSTITUTION	First year Sophomore	15%	15%	24%	21%	24%	3.30	.10	148 33
	Junior	10%	27%	17%	21%	27 %	3.30	.23	33
	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	.04	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% 15%	16% 15%	26% 21%	28% 25%	19% 23%	3.30 3.26	.01	12,683
NACUFS Region - YOUR INSTITUTION	Off campus	9%	15%	21%	30%	23%	3.20	.03	1,786 245
NACUFS Region - ENTIRE SAMPLE	Southern Midwest	12%	17%	23%	27%	17%	3.40	.08	5,948
NACOI S REGION - ENTIRE SAMPLE	Northeast	7%	16%	28%	30%	19%	3.10	.02	3,148
	Pacific	8%	16%	25%	27%	24%	3.42	.02	743
	Southern	10%	14%	21%	27%	28%	3.47	.02	3,191
Institution Type - YOUR INSTITUTION	Public	9%	15%	23%	30%	22%	3.40	.02	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/	100%	000/		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 Sit-down Restaurant	11%	13%	23%	27%	27%	3.47	.05	743
	Sit-down Restaurant Convenience Store	10% 12%	11%	24%	29%	25% 22%	3.48	.13 .04	99 1,073
*1 to 5 Soole, Where Higher Mean = Higher Im	Convenience Store	12%	15%	23%	28%	22%	3.33	.04	1,073

		In general, how	v satisfied or dissa by yo	tisfied are you v ur college/unive	with the dining ser ersity?	vices provided			
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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% 5%	14% 13%	22% 15%	28%	28% 29%	3.51 3.74	.02	3,733 298
Institution Type - YOUR INSTITUTION	Public Public	5% 9%	13%	23%	29%	29%	3.74	.07	9,552
Institution Type - ENTIRE SAMPLE	Private	9% 6%	15%	23%	32%	24%	3.45 3.46	.01	9,552
Operation Type - YOUR INSTITUTION		5%	13%	25%	32%	22%	3.46	.01	298
Operation Type - ENTIRE SAMPLE	Mainly Contracted Mainly Self-operated	5% 7%	15%	23%	31%	29%	3.74	.07	12,282
Operation Type - ENTINE OAMFEE	Mainly Contracted	11%	16%	25%	28%	24%	3.30	.01	4,031
Total Current Enrollment - YOUR INSTITUTION	•	5%	13%	15%	38%	20%	3.30	.02	298
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	16%	25%	30%	29%	3.43	.07	2,568
	2,500 to 10,000	6%	12%	23%	30%	31%	3.43	.02	3,177
	10,001 to 20,000	9%	16%	21%	29%	22%	3.40	.02	4,619
	Over 20,000	8%	16%	25%	31%	22 %	3.38	.02	5,949
Type of Retail Unit - YOUR INSTITUTION	Marketplace	070	6%	17%	38%	38%	4.08	.02	63
	Specialty Coffee Shop/ Juice Bar	7%	16%	16%	40%	21%	3.51	.11	43
	Sit-down Restaurant	10%	20%	20%	33%	17%	3.27	.10	30
	Convenience Store	1070	100%	2070	0070	11.73	2.00	.23	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%	3.35	.02	1,027
	Express Unit	5%	12%	24%	31%	26%	3.63	.04	1,625
	Specialty Coffee Shop/ Juice Bar	5% 5%	9%	23%	34%	33%	3.63	.03	936
	Sit-down Restaurant	5% 6%	7%	23%	29%	38%	3.87	.04	168
		4%	12%	20%		30%	3.67	.09	
	Convenience Store	4%	1∠70	23%	30%	3070	3.09	.03	1,262

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	4.13
Hours of operation - SATISFACTION	3.97
Helpfulness of staff - IMPORTANCE	4.44
Helpfulness of staff - SATISFACTION	4.44
Friendliness of staff - IMPORTANCE	4.23
Friendliness of staff - IMPORTANCE	4.43
Cleanliness: Overall - IMPORTANCE	4.53
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

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

				Food: Overa					
		(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		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		00/	4.50/	60%	40%	4.40	.24	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	3%	15%	30%	49%	4.20	.07	175
	Female	1% 2%	4%	13%	31%	51%	4.26	.01	10,142
		۷%	4% 9%	13%	31%	50%	4.22	.01	5,162
	Transgender	40/		21%	23%	47%	4.09	.10	94
Live YOUR INSTITUTION	Other Identity	1%	6% 4%	13% 7%	33% 33%	47% 56%	4.19 4.42	.07	165 170
Live FOUR INSTITUTION	On campus Off campus		4%	7%	33%	50%	4.42	.06	170
Live ENTIRE SAMPLE	•	2%	4%	14%	30%	48%	4.44	.07	12,375
LIVE ENTIRE SAMPLE	On campus	2%	4%	14%	26%	46%	4.21	.01	
NACUFS Region - YOUR INSTITUTION	Off campus Southern	2 70	4%	7%	32%	57%	4.37	.02	3,363 296
NACUFS Region - FOUR INSTITUTION	Midwest	2%	4%	13%	32%	49%	4.43	.05	6,306
NACOFS Region - ENTIRE SAMPLE	Northeast	1%	4%	13%	32 %	49%	4.23	.01	3,287
	Pacific	2%	5%	14 %	33%	45%	4.21	.02	789
	Southern	2%	3%	15%	26%	45% 57%	4.14	.03	3,615
Institution Type - YOUR INSTITUTION	Public	2 /0	4%	7%	32%	57%	4.33	.02	296
Institution Type - ENTIRE SAMPLE	Public	1%	4%	13%	32 %	52%	4.43	.03	9,250
	Private	2%	4%	13%	32%	48%	4.20	.01	6,488
Operation Type - YOUR INSTITUTION	Mainly Contracted	270	4%	7%	32%	57%	4.43	.01	296
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	14%	32%	49%	4.22	.03	11,862
	Mainly Contracted	1%	4%	11%	29%	54%	4.32	.01	3,876
Total Current Enrollment - YOUR INSTITUTION	10.001 to 20.000	170	4%	7%	32%	57%	4.43	.01	296
Total Current Enrollment - FOOK INSTITUTION	Under 2,500	2%	5%	14%	33%	46%	4.43	.03	2,493
	2,500 to 10,000	1%	3%	14 %	27%	56%	4.17	.02	3,087
	10,001 to 20,000	1%	4%	13%	31%	51%	4.26	.02	4,478
	Over 20,000	2%	4%	13%	31%	49%	4.22	.01	5,680
Type of Retail Unit - YOUR INSTITUTION	Marketplace	270	3%	3%	39%	55%	4.46	.01	67
sypt in team of the room monitorion	Specialty Coffee Shop/ Juice Bar		8%	5%	38%	50%	4.30	.14	40
	Sit-down Restaurant		3%	13%	27%	57%	4.37	.14	30
	Convenience Store		070	10,0	100%	0, /0	4.00	.10	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	.02	1,006
	Express Unit	1%	3%	12%	34 %	56%	4.29	.03	1,567
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	24%	63%	4.43	.02	875
	Sit-down Restaurant	2%	3%	7%	19%	69%	4.43	.03	159
	Convenience Store	1%	4%	14%	26%	54%	4.30	.07	1,189
*1 to 5 Scale, Whore Higher Mean - Higher In		1 70	4 %	1470	2070	04 70	4.20	.03	1,109

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

				Food: Overa	all				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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 Faculty	5%	7%	14% 4%	37% 58%	36% 38%	3.92 4.33	.07	251 24
	Administration/Staff		10%	3%	36%	51%	4.33	.12	39
	Other		1070	33%	50%	67%	4.33	.13	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 Junior	10% 9%	15% 13%	20% 22%	29% 30%	26% 26%	3.46 3.51	.02	3,149
	Senior	8%	13%	22%	30%	26%	3.51	.03	2,006 1,650
	Graduate	3%	9%	14%	30%	44%	4.02	.05	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% 47%	3.49	.01	12,558
NACUFS Region - YOUR INSTITUTION	Off campus Southern	3% 4%	6% 7%	14% 12%	30% 38%	38%	4.12 4.00	.02	3,422 317
NACUFS Region - ENTIRE SAMPLE	Midwest	6%	11%	20%	32%	32%	3.74	.00	6,391
HAOOI O REGION - ENTINE DAMI EE	Northeast	10%	19%	25%	29%	17%	3.23	.01	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		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% 8%	9% 13%	19%	28%	39%	3.87	.02	3,148
	10,001 to 20,000 Over 20,000	8%	13%	21% 20%	32% 31%	27% 28%	3.57 3.60	.02	4,564 5,745
Type of Retail Unit - YOUR INSTITUTION	Marketplace	8% 1%	4%	3%	31%	26%	4.41	.02	5,745
	Specialty Coffee Shop/ Juice Bar	170	4%	13%	31%	51%	4.41	.10	45
	Sit-down Restaurant	9%	6%	6%	44%	34%	3.88	.22	32
	Convenience Store	2.0	2.0	2.2	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

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

		Taste									
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp		
Aggregated Dining Halls & 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	0,0	2%	7%	21%	71%	4.61	.05	190		
	Male		4%	5%	28%	64%	4.52	.00	100		
	Other Identity		470	570	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%	12%	28%	51%	4.24	.10	93		
	Other Identity	1%	3%	17%	25%	54%	4.29	.10	161		
Live YOUR INSTITUTION	On campus	170	2%	8%	23%	68%	4.57	.05	171		
	Off campus		3%	4%	25%	69%	4.59	.05	134		
Live ENTIRE SAMPLE	On campus	1%	3%	12%	30%	55%	4.35	.00	12,367		
LIVE ENTIRE SAMPLE	Off campus	1%	2%	8%	23%	66%	4.55	.01	3,372		
NACHES Design VOUD INSTITUTION		1 70	2%	6%	23%		4.52	.01			
NACUES Region - YOUR INSTITUTION	Southern	40/				68%			305		
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	2% 3%	11%	30%	56%	4.36	.01	6,299		
	Northeast	1%		11%	30%	55%	4.35	.01	3,289		
	Pacific	1%	3%	13%	34%	49%	4.28	.03	783		
Institution Tune, VOUD MOTITUTION	Southern	1%	2%	9%	23%	65%	4.48	.01	3,623		
Institution Type - YOUR INSTITUTION	Public	10/	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			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 Scolo, W/boro Higher Mean - Higher In		170	570	12.70	27/0	0070		.00	1,101		

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

		Taste									
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp		
Aggregated Dining Halls & 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 Administration/Staff	00/	00/	17%	46%	38%	4.21	.15	24		
		3%	8%	8% 33%	32%	50% 67%	4.18 4.33	.17 .67	38		
	Other	70/	1.40/	23%	200/				3 14,170		
Respondent Type - ENTIRE SAMPLE	Student Faculty	7% 3%	14% 6%	13%	30% 31%	26% 47%	3.56 4.13	.01	392		
	Administration/Staff	2%	4%	13%	31%	53%	4.13	.03	1,286		
Student Class Status - YOUR INSTITUTION	Other	2%	8%	16%	17%	58%	4.29	.03	64		
Student Class Status VOUR INSTITUTION	First year	6%	12%	17%	33%	32%	3.75	.13	145		
Student Class Status - TOOK INSTITUTION	Sophomore	3%	9%	17%	26%	46%	4.03	.10	35		
	Junior	8%	11%	8%	31%	40%	3.86	.19	35		
	Senior	0.18	1170	11%	37%	53%	4.42	.16	19		
	Graduate	7%	14%	14%	21%	43%	3.79	.10	13		
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	.01	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% 5%	12%	20%	30%	31%	3.66	.01	9,352		
Operation Type, VOUR INSTITUTION	Private Mainly Contracted	5% 4%	13% 9%	24% 15%	32% 32%	26% 39%	3.61 3.93	.01	6,560 314		
Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE	Mainly Contracted	4% 5%	9% 12%	15% 22%	32%	39% 29%					
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5% 8%	12%	22%	28%	29%	3.67	.01	11,966		
Total Current Enrollment - YOUR INSTITUTION	Mainly Contracted 10,001 to 20,000	8% 4%	9%	21% 15%	28%	29%	3.55 3.93	.02	3,946 314		
Total Current Enrollment - FOUR INSTITUTION	Under 2,500	7%	9%	25%	32%	22%	3.46	.00	2,517		
I CUT OUT OIL CHIOIMAIL - ENTIRE SAMPLE	2,500 to 10,000	4%	8%	25%	29%	38%	3.46	.02	3,133		
	10,001 to 20,000	7%	14%	20%	31%	27%	3.59	.02	4,539		
	Over 20,000	6%	14 %	22%	31%	28%	3.62	.02	5,723		
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1%	6%	4%	26%	63%	4.43	.02	70		
	Specialty Coffee Shop/ Juice Bar	2%	4%	2%	37%	54%	4.43	.11	46		
	Sit-down Restaurant	6%	10%	6%	23%	55%	4.10	.13	31		
	Convenience Store	0.10	10,0	070	100%	0070	4.00	.20	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	.02	1,025		
	Express Unit	2%	4%	15%	33%	49%	4.21	.04	1,585		
	Specialty Coffee Shop/ Juice Bar	2%	3%	9%	24%	63%	4.44	.02	893		
	Sit-down Restaurant	2%	6%	9%	23%	59%	4.44	.03	162		
	Convenience Store	3%	6%	18%	31%	42%	4.04	.00	1,189		
*1 to 5 Scale, Where Higher Mean - Higher S		570	070	1070	0170	72 /0	-T.UT	.00	1,103		

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								
		(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	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		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 Administration/Staff	20/	8% 15%	21%	42% 26%	29%	3.92 3.87	.19 .19	24 39	
	Other	3%	15%	15%	33%	41% 67%	4.67	.19	39	
Respondent Type - ENTIRE SAMPLE	Student	11%	19%	25%	22%	23%	3.26	.01	13,825	
Respondent Type - ENTIRE SAMPLE	Faculty	4%	9%	17%	22%	41%	3.20	.01	380	
	Administration/Staff	3%	6%	17%	29%	47%	4.10	.00	1,264	
Student Class Status - YOUR INSTITUTION	Other	570	5%	17%	21%	57%	4.10	.03	58	
Student Class Status VOUR INSTITUTION	First year	6%	15%	22%	21%	29%	3.59	.12	138	
Student class Status - TOOK INSTITUTION	Sophomore	6%	13%	16%	35%	29%	3.68	.10	31	
	Junior	070	9%	20%	46%	29%	3.89	.15	31	
	Senior	5%	5%	32%	32%	26%	3.68	.13	19	
	Graduate	0,0	7%	14%	7%	71%	4.43	.23	13	
Student Class Status - ENTIRE SAMPLE	First year	12%	20%	25%	21%	21%	3.20	.02	6,800	
	Sophomore	12%	19%	25%	21%	24%	3.28	.02	3,049	
	Junior	11%	17%	25%	23%	24%	3.31	.02	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		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	
Type of Retail Unit - YOUR INSTITUTION	Over 20,000 Marketplace	11% 3%	18% 7%	25% 21%	21% 29%	24% 40%	3.30 3.96	.02	5,584 70	
Type of Retail Onit - TOUR INSTITUTION	Specialty Coffee Shop/ Juice Bar	3%	7%	21% 7%	29% 40%	40%		.13	42	
	Specialty Coffee Shop/ Juice Bar	2%	7%	27%	40%	43%	4.14 3.83	.15	42	
	Convenience Store	3%	1 %	21%	30%	33%	4.00		30	
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	15%	25%	23%	28%	3.46	.03	2,340	
1350 OF ROLLIN OTHE - ENTINE SAMPLE	Marketplace	9%	23%	25%	23%	28%	3.46	.03	2,340	
	Express Unit	13%	23%	25%	23%	30%	3.09	.04	1,546	
	Specialty Coffee Shop/ Juice Bar	6%	8%	18%	23%	30% 48%	3.46	.03	1,546	
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	6% 5%	8% 4%	18%	21%	48% 58%	4.24	.04	158	
			4%							
*1 to 5 Scale, Where Higher Mean - Higher Ir	Convenience Store	7%	12%	22%	24%	35%	3.67	.04	1,163	

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

		Eye appeal								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp	
Aggregated Dining Halls & Retail Units	Florida State University	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	
Respondent Type - ENTIRE SAMPLE Student Class Status - YOUR INSTITUTION	Faculty		00/	13%	50%	38%	4.25	.14	24	
	Administration/Staff		8%	11%	34%	47%	4.21	.15	38	
	Other	00/	400/	000/	33%	67%	4.67	.33	3	
Respondent Type - ENTIRE SAMPLE	Student Faculty	6% 2%	12% 5%	29% 16%	29% 32%	25% 45%	3.56 4.13	.01	14,012 390	
	Administration/Staff	1%	3%	16%	32%	45%	4.13	.05	1,278	
Student Class Status - YOUR INSTITUTION	Other	1 70	3%	20%	18%	49% 59%	4.23	.03	61	
Student Class Status VOUR INSTITUTION		3%	8%	20%	36%	31%	4.33	.12	144	
Student Class Status - YOUR INSTITUTION	First year	3%	6%	22%	35%	31%	3.83	.09	34	
	Sophomore Junior	3%	6% 6%	21%	42%	35% 28%	3.94	.18	34	
	Senior	11%	0%	21%	42%	42%	4.21	.21	36	
	Graduate	7%		21% 7%	29%	42% 57%	4.21	.18 .30	19	
itudent Class Status - ENTIRE SAMPLE	First year	7% 5%	12%	30%	30%	57% 24%	4.29 3.55	.30	6,892	
Student Class Status - ENTIRE SAMPLE	-	7%	12%	28%	29%	24%	3.55	.01	3,090	
	Sophomore Junior	7%	13%	28%	29%	24%	3.51	.02	3,090	
	Senior	7% 6%	12%	29%	30%	25%	3.52	.03	1,970	
	Graduate	3%	5%	23%	29%	40%	3.98	.03	371	
	Other	570	11%	25%	23%	40%	3.93	.03	57	
Gondor VOUR INSTITUTION	Female	3%	6%	17%	40%	35%	3.93	.14	196	
Gender - FOOR INSTITUTION	Male	5%	6%	17%	32%	35%	3.98	.07	190	
	Other Identity	576	0 %	20%	40%	40%	4.20	.11	5	
Gender - ENTIRE SAMPLE	Did Not Answer	4%	12%	32%	27%	25%	3.57	.08	182	
Gender - ENTINE SAMPLE	Female	5%	12 %	27%	29%	23%	3.65	.00	10,162	
	Male	5%	11%	28%	30%	26%	3.61	.01	5,142	
	Transgender	10%	13%	34%	22%	22%	3.33	.13	92	
	Other Identity	7%	10%	42%	26%	14%	3.29	.08	163	
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	
	Midwest	4%	9%	26%	31%	31%	3.75	.01	6,301	
·	Northeast	8%	17%	34%	27%	15%	3.24	.02	3,287	
Institution Type - ENTIRE SAMPLE Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE Total Current Enrollment - YOUR INSTITUTION	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	

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

		Freshness										
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp			
Aggregated Dining Halls & 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			
Respondent Type - TOOK INSTITUTION	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			
Student Class Status - YOUR INSTITUTION	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			
	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			
Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE Total Current Enrollment - YOUR INSTITUTION	Pacific	1%	2%	13%	31%	53%	4.32	.03	781			
	Southern	1%	2%	9%	20%	68%	4.51	.01	3,597			
	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 E Coole, Where Higher Mean - Higher In												

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

		Freshness										
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp			
Aggregated Dining Halls & 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			
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	.01	3,383			
NACHES Pagion VOUP INSTITUTION	Southern	3%	10%	13%	36%	39%	3.98	.02	3,303			
-	Midwest	5%	10%	22%	31%	39%	3.98	.00	6,335			
NACOFS REGION - ENTIRE SAMPLE	Northeast	9%	10%	22%	29%	17%	3.74	.01	3,305			
	Pacific	9% 7%	17%	21%	32%	17 %						
	Southern	7% 6%	16%	26%	27%	36%	3.41 3.78	.04	784 3,646			
NACUFS Region - YOUR INSTITUTION NACUFS Region - ENTIRE SAMPLE	Public	6% 3%	11%	20%	36%	36%	3.78	.02	3,646			
Institution Type - ENTIRE SAMPLE	Public	3%	10%	22%	29%	39%	3.98	.06	9,294			
Institution Type - ENTIRE SAMPLE		7% 5%	11%	22%	32%	26%	3.67	.01	9,294 6,521			
Operation Type VOUD INSTITUTION	Private Mainly Contracted											
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		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			
	Food Court					260/	3.58	.04	1,024			
	Marketplace	5%	14%	24%	31%	26%	5.50	.04	1,024			
		5% 3%	14% 6%	24% 17%	31% 32%	42%	4.05	.04	1,581			
	Marketplace											
	Marketplace Express Unit	3%	6%	17%	32%	42%	4.05	.03	1,581			

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

			Nu	tritional con	tent				
		(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	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% 4%	17%	31%	45%	4.12	.06	241
	Faculty Administration/Staff	3%	4% 5%	8% 16%	25% 30%	63% 46%	4.46 4.11	.17 .17	24 37
	Other	3 70	576	10 %	67%	33%	4.11	.17	37
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
Gender - YOUR INSTITUTION	Other Female	10% 2%	7% 5%	26% 16%	22% 30%	34% 47%	3.64 4.15	.17 .07	58 191
Gender - FOOR INSTITUTION	Male	3%	4%	10%	30%	47%	4.13	.10	109
	Other Identity	570	470	20%	20%	60%	4.40	.10	5
Gender - ENTIRE SAMPLE	Did Not Answer	4%	4%	11%	24%	58%	4.40	.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
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 Southern	2% 4%	5% 6%	15% 15%	27% 22%	51%	4.22	.04	771
Institution Type VOUR INSTITUTION	Public	4% 2%	6% 4%	15%	30%	53% 47%	4.16	.02	3,524
Institution Type - YOUR INSTITUTION Institution Type - ENTIRE SAMPLE	Public	2%	4% 6%	16%	25%	47%	4.15 4.09	.06	305 9,030
Instatution Type - ENTINE SAMPLE	Private	3%	5%	17%	25%	48% 50%	4.09	.01	6,377
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	16%	30%	47%	4.10	.01	305
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	27%	48%	4.10	.00	11,630
	Mainly Contracted	3%	5%	16%	24%	52%	4.18	.02	3,777
Total Current Enrollment - YOUR INSTITUTION	-	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
*1 to 5 Soolo, Whore Higher Mean - Higher In	Convenience Store	4%	5%	17%	25%	49%	4.11	.03	1,148

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

			Nu	tritional con	tent				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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	00/	450/	33%	33%	33%	4.00	.58	3
Respondent Type - ENTIRE SAMPLE	Student	9% 4%	15% 7%	29% 17%	26% 31%	21% 42%	3.35 4.00	.01	13,798 382
	Faculty Administration/Staff	4% 2%	5%	17%	31%	42%	4.00	.06	1,246
	Other	3%	5% 6%	23%	20%	43%	4.10	.03	1,240
Student Class Status - YOUR INSTITUTION	First year	7%	11%	23%	31%	29%	3.65	.14	146
States - TOUR INSTITUTION	Sophomore	3%	1170	38%	24%	35%	3.88	.10	34
	Junior	3%	8%	38%	33%	22%	3.66	.17	34
	Senior	17%	0% 11%	28%	17%	22%	3.04	.17	18
	Graduate	17.70	8%	28%	38%	31%	3.28	.34	13
Student Class Status - ENTIRE SAMPLE	First year	8%	15%	30%	27%	20%	3.36	.20	6,791
Claude Claude - LIVINCE CAMPEL	Sophomore	11%	16%	28%	21%	20%	3.30	.01	3,041
	Junior	11%	15%	28%	24%	21%	3.31	.02	1,944
	Senior	9%	13%	20%	27%	22 %	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		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
Turne of Detail Unit VOUD MOTIFUTION	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	400/	5%	30%	32%	34%	3.95	.14	44 30
	Sit-down Restaurant	13%	10%	30%	13%	33%	3.43	.26	
Type of Retail Unit - ENTIRE SAMPLE	Convenience Store	8%	14%	27%	100% 26%	040/	4.00	.03	2 325
Type of Retail Onit - ENTIRE SAMPLE	Food Court Marketplace					24%	3.45		2,325
	•	10% 6%	16% 12%	30%	27%	17%	3.25	.04	1,001
	Express Unit Specialty Coffee Shop/ Juice Bar	6% 2%		26%	26%	30%	3.62	.03	1,544
	Specialty Coffee Shop/ Juice Bar	2%	7% 3%	26% 15%	23% 26%	41% 53%	3.94 4.22	.04	842 156
	Sit-down Restaurant								
*1 to 5 Scole, Whore Higher Mean - Higher S	Convenience Store	7%	12%	26%	23%	31%	3.59	.04	1,146

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

			J: value	Value					
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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		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 Administration/Staff		3%	00/	21% 21%	79% 68%	4.79 4.55	.08	24 38
	Other		3%	8%	33%	67%	4.55	.12	30
Deenendert Tyre ENTIDE CAMPLE	Student	2%	5%	21%	28%	45%	4.07	.01	13,663
Respondent Type - ENTIRE SAMPLE	Faculty	1%	2%	9%	28%	59%	4.08	.01	383
	Administration/Staff	1%	2%	9%	25%	63%	4.42	.04	1,260
	Other	170	5%	18%	13%	63%	4.40	.02	60
Student Class Status - YOUR INSTITUTION	First year		1%	15%	28%	55%	4.33	.12	142
Student class Status - TOOK INSTITUTION	Sophomore		3%	19%	34%	44%	4.19	.15	32
	Junior	6%	570	6%	29%	60%	4.19	.15	32
	Senior	0.0		21%	29%	53%	4.37	.17	19
	Graduate	7%	7%	7%	20%	57%	4.32	.19	13
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	22%	28%	42%	4.03	.01	6,684
	Sophomore	2%	5%	22 %	20%	45%	4.08	.01	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
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
Operation Type VOUD INOTITUTION	Private Majalu Contracted	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
Total Current Enrollment VOUD NOTITUTION	Mainly Contracted 10.001 to 20.000	2% 1%	4% 2%	17% 12%	27%	49%	4.17	.02	3,776
Total Current Enrollment - YOUR INSTITUTION Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	2%	23%	27% 30%	58% 36%	4.39 3.88	.05	307 2,411
Total Surrent Enrollment - ENTIRE SAMPLE	2,500 to 10,000	4%	3%	23%	30%	36% 53%	3.88 4.26	.02	3,026
	10,001 to 20,000	2%	3% 4%	17%	26%	48%	4.20	.02	4,381
	Over 20,000	2%	4%	19%	27%	40%	4.14	.02	5,548
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1%	1%	9%	30%	47 % 59%	4.13	.01	5,548
	Specialty Coffee Shop/ Juice Bar	2%	5%	12%	19%	63%	4.45	.10	43
	Sit-down Restaurant	3%	070	6%	35%	55%	4.39	.10	31
	Convenience Store	0,0		0,0	00,0	100%	5.00	.10	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	.02	1,001
	Express Unit	2%	3%	17%	28%	50%	4.13	.03	1,538
	Specialty Coffee Shop/ Juice Bar	1%	3%	12%	20%	63%	4.42	.02	871
	Sit-down Restaurant	3%	1%	6%	20%	70%	4.42	.03	157
	Convenience Store	1%	4%	15%	20%	54%	4.34	.07	1,170
*1 to 5 Scolo, W/boro Higher Mean - Higher In		170	7/0	1070	2070	J- 70	7.21	.00	1,170

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

		Value								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp	
Aggregated Dining Halls & 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	00/	50/	4%	38%	58%	4.54	.12	24	
	Administration/Staff	3%	5%	5%	24%	63%	4.39	.16	38	
	Other			0=0/	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	
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	
Institution Tune VOUD NOTITUTION	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 Mainly Contracted	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		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	

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

			Availabilit	ty of posted	menu items				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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%	3%	17%	22% 27%	57%	4.26	.22	23
	Administration/Staff Other		3%	5%	33%	65% 67%	4.54 4.67	.12 .33	37
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	16%	33%	46%	4.07	.01	12,941
Respondent Type - ENTIRE SAMPLE	Faculty	1%	3%	14%	30%	53%	4.13	.01	355
	Administration/Staff	1%	2%	10%	28%	58%	4.42	.00	1,193
	Other	170	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
Conder VOUR INSTITUTION	Other	1%	2% 2%	19% 9%	23% 27%	56%	4.33	.12	52 176
Gender - YOUR INSTITUTION	Female Male	3%	2%	9%	31%	61% 55%	4.45 4.34	.06 .09	176
	Other Identity	3 70	2 70	20%	20%	60%	4.34	.09	5
Gender - ENTIRE SAMPLE	Did Not Answer	1%	4%	15%	32%	47%	4.40	.40	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
Institution Type VOUD INSTITUTION	Southern Public	2% 2%	4% 2%	13% 9%	24% 28%	57%	4.32 4.41	.02	3,304 286
Institution Type - YOUR INSTITUTION Institution Type - ENTIRE SAMPLE	Public	2%	2% 4%	9%	28%	59% 51%	4.41	.05	8,492
Inotation Type - LITTAL DAMP LL	Private	2%	6%	14 %	32%	42%	4.23	.01	6,054
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	9%	28%	42 % 59%	4.00	.01	286
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	16%	31%	47%	4.16	.03	10,971
	Mainly Contracted	2%	5%	16%	27%	50%	4.17	.02	3,575
Total Current Enrollment - YOUR INSTITUTION	•	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
*1 to 5 Scale, Where Higher Mean = Higher Ir	Convenience Store	1%	4%	17%	29%	49%	4.20	.03	1,053

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

			Availabilit	y of posted	menu items				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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 Student	7% 3%	12% 14%	19% 19%	29% 28%	33% 37%	3.69 3.82	.01	7,981 229
Respondent Type - YOUR INSTITUTION	Faculty	3%	4%	19%	35%	48%	4.26	.00	229
	Administration/Staff	3%	3%	13%	24%	61%	4.20	.18	38
	Other	570	570	1170	2470	100%	5.00	.00	3
Respondent Type - ENTIRE SAMPLE	Student	6%	11%	19%	28%	36%	3.75	.00	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
Live ENTIRE SAMPLE	Off campus	2% 7%	5% 12%	14% 19%	28% 28%	52% 35%	4.23 3.72	.08	132
LIVE ENTIRE SAMPLE	On campus	3%	5%	19%	28%	50%	4.16	.01	11,555 3,166
NACHES Beging VOUR INSTITUTION	Off campus Southern	2%	12%	15%	27%	50% 41%	3.94	.02	293
NACUFS Region - YOUR INSTITUTION NACUFS Region - ENTIRE SAMPLE	Midwest	7%	12%	17%	27%	37%	3.94	.07	5,962
NACOI S REGION - ENTIRE SAMPLE	Northeast	5%	10%	18%	29%	36%	3.79	.02	3,902
	Pacific	7%	12%	20%	32%	28%	3.79	.02	727
	Southern	7%	10%	17%	25%	40%	3.82	.04	3,362
Institution Type - YOUR INSTITUTION	Public	2%	10%	17%	27%	40%	3.94	.02	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	-	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

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

			Varie	ty of menu c	hoices				
		(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		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		00/	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% 2%	4% 4%	16% 13%	30% 38%	49%	4.23	.10	83
Live YOUR INSTITUTION	Other Identity	∠ %	3%	7%	36%	44% 54%	4.17	.08	151 155
Live YOUR INSTITUTION	On campus		2%	15%	30%	54%	4.42	.06	130
Live ENTIRE SAMPLE	Off campus	1%	2%	13%	30%	53%	4.34	.07	
LIVE ENTIRE SAMPLE	On campus	1%	3%	13%	32%	50%	4.20	.01	11,538
NACHES Design VOUD INSTITUTION	Off campus	1 70	2%	13%	31%	52% 54%	4.29	.02	3,168 285
NACUFS Region - YOUR INSTITUTION NACUFS Region - ENTIRE SAMPLE	Southern Midwest	1%	4%	11%	33%	54% 48%	4.38	.05	265 5,970
NACUPS Region - ENTIRE SAMPLE	Northeast	1%	3%	14%	33%	50%	4.23	.01	3,056
	Pacific	1%	2%	12 %	35%	49%	4.20	.02	731
	Southern	1%	3%	11%	25%	59%	4.37	.03	3,326
Institution Type - YOUR INSTITUTION	Public	1 /0	2%	11%	33%	54%	4.37	.02	285
Institution Type - FOOR INSTITUTION	Public	1%	3%	13%	29%	54%	4.30	.03	8,546
	Private	1%	4%	13 %	35%	46%	4.31	.01	6,160
Operation Type - YOUR INSTITUTION	Mainly Contracted	1,0	2%	11%	33%	54%	4.38	.01	285
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	13%	32%	50%	4.27	.03	11,071
	Mainly Contracted	1%	4%	13%	30%	52%	4.28	.01	3,635
Total Current Enrollment - YOUR INSTITUTION	-	170	2%	11%	33%	54%	4.28	.01	285
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	1%	4%	14%	37%	44%	4.30	.03	2,345
	2,500 to 10,000	1%	3%	14%	29%	55%	4.34	.02	2,890
	10,001 to 20,000	1%	3%	13%	31%	52%	4.29	.02	4,175
	Over 20,000	1%	4%	14%	31%	50%	4.25	.01	5,296
Type of Retail Unit - YOUR INSTITUTION	Marketplace	170	4%	13%	40%	43%	4.23	.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	.02	941
	Express Unit	1%	5%	16%	33%	46%	4.17	.03	1,484
	Specialty Coffee Shop/ Juice Bar	1%	4%	13%	24%	58%	4.34	.02	853
	Sit-down Restaurant	1,0	1%	9%	27%	62%	4.50	.06	142
	Convenience Store	1%	4%	14%	30%	51%	4.30	.00	1,078
		170	4 /0	1+70	JU /0	J1/0	7.20	.00	1,070

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

		···-··,	of menu choices Varie	ty of menu c	hoices				
		(1) Very Dis-	(2) Somewhat	-	(4) Somewhat	(5) Very		Sampling	
		satisfied	Dis- satisfied	(3) Mixed	Satisfied	Satisfied	Mean*	Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	6%	11%	15%	29%	40%	3.85	.07	291
Aggregated Dining Halls & Retail Units		13%	16%	21%	24%	26%	3.35	.01	14,870
Aggregated Retail Units Aggregated Retail Units	YOUR INSTITUTION ENTIRE SAMPLE	1% 8%	7% 13%	10% 20%	30% 24%	52% 35%	4.25 3.64	.08	138 6,808
Aggregated Dining Halls	YOUR INSTITUTION	10%	13%	19%	24%	28%	3.48	.02	153
Aggregated Dining Halls	ENTIRE SAMPLE	16%	19%	23%	23%	19%	3.40	.02	8,062
Respondent Type - YOUR INSTITUTION	Student	7%	12%	14%	20%	38%	3.80	.02	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	1001	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% 16%	19% 17%	21% 21%	20% 22%	22% 24%	3.10 3.20	.03	2,907
	Junior Senior	10%	17%	21%	22%	24%	3.20	.03	1,859 1,543
	Graduate	7%	10%	19%	26%	38%	3.78	.03	362
	Other	2%	15%	38%	20%	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 Northeast	10% 17%	16% 21%	21% 25%	25% 22%	29% 15%	3.46 2.97	.02	6,037 3,088
	Pacific	22%	21%	25%	19%	9%	2.97	.02	739
	Southern	12%	14%	19%	22%	33%	3.50	.03	3,374
Institution Type - YOUR INSTITUTION	Public	6%	11%	15%	22%	40%	3.85	.02	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
Type of Detail Unit ENTIDE CAMPLE	Convenience Store	00/	100%	220/	240/	200/	2.00		2 250
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9% 16%	15%	22%	24%	30% 17%	3.52	.03	2,259
	Marketplace Express Unit	16% 8%	22% 12%	22% 20%	23% 24%	17% 35%	3.03 3.66	.04	954 1,509
	Express Unit Specialty Coffee Shop/ Juice Bar	8% 3%	4%	20%	24%	35% 54%	4.23	.03	1,509
	Sit-down Restaurant	1%	4%	14%	25%	54% 56%	4.23	.03	146
	Convenience Store	5%	11%	13%	25%	40%	3.86	.08	1,083
*1 to 5 Scolo, Whore Higher Mean - Higher S		5%	1170	1970	2070	4U 70	3.00	.04	1,003

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	f healthy me	nu choices				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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%	4%	15% 9%	33% 35%	46% 48%	4.15 4.17	.07	219 23
	Faculty Administration/Staff	4% 6%	6%	9%	35%	40%	4.17	.22	23
	Other	0 70	0.70	970	31%	67%	4.11	.20	35
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%	1.10/	20%	60%	4.20	.58	5
Gender - ENTIRE SAMPLE	Did Not Answer	2%	6%	14%	29%	50%	4.19	.08	171
	Female Male	2% 5%	5% 7%	15% 19%	26% 26%	52% 43%	4.22 3.95	.01	9,302
		8%	5%	19%	30%	43%	4.03	.02	4,749 80
	Transgender Other Identity	6%	8%	11%	27%	40%	3.96	.14	150
Live YOUR INSTITUTION	On campus	2%	2%	13%	34%	47%	4.23	.10	150
	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		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 Over 20,000	3% 4%	6% 6%	17% 17%	27% 25%	47% 48%	4.10 4.08	.02	4,084 5,201
Type of Retail Unit - YOUR INSTITUTION	Marketplace	4% 2%	6%	17%	40%	48%	4.08	.02	5,201
Type of Retail Onit - TOOR INSTITUTION	Specialty Coffee Shop/ Juice Bar	2%	7%	10%	36%	43%	4.16	.12	42
	Sit-down Restaurant	8%	4%	28%	24%	36%	3.76	.10	25
	Convenience Store	0.0	70	2070	2470	100%	5.00	.20	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	.02	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	.03	810
	Sit-down Restaurant	2%	3%	14%	22%	59%	4.33	.08	139

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 o	f healthy me	nu choices				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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 Student	12% 7%	18% 12%	26% 16%	25% 36%	19% 29%	3.21 3.70	.01	7,938 229
Respondent Type - YOUR INSTITUTION	Faculty	4%	4%	21%	38%	33%	3.70	.08	229
	Administration/Staff	4 70	6%	9%	40%	46%	4.26	.14	35
	Other		070	33%	4070	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 Others Islandita	8%	9%	11%	40%	32%	3.81	.12	105
Gender - ENTIRE SAMPLE	Other Identity Did Not Answer	10%	20% 23%	22%	40% 24%	40% 21%	4.00 3.24	.55	5 178
Gender - ENTIRE SAMPLE	Female	10%	18%	22%	24%	21%	3.24	.10	9,401
	Male	12 %	10 %	25%	25%	22 %	3.20	.01	4,762
	Transgender	10 %	23%	25%	20%	24 %	3.18	.02	4,702
	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
Total Current Enrollmant, VOUD NOTTUTION	Mainly Contracted	11% 5%	17% 10%	24% 16%	24% 36%	24% 32%	3.33 3.79	.02	3,607
Total Current Enrollment - YOUR INSTITUTION Total Current Enrollment - ENTIRE SAMPLE	10,001 to 20,000 Under 2,500	5% 13%	10%	16% 26%	25%	32% 17%	3.79	.07	291 2,336
Total Surrent Enrollment - ENTIRE SAMPLE	2,500 to 10,000	8%	18%	26%	25%	31%	3.15	.03	2,336
	10,001 to 20,000	10%	16%	24 %	24%	23%	3.35	.02	4,120
	Over 20,000	13%	18%	25%	23%	23 %	3.33	.02	5,235
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	8%	6%	41%	44%	4.17	.12	64
	Specialty Coffee Shop/ Juice Bar	270	5%	20%	43%	32%	4.02	.12	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

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	/egetarian m	enu choices				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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%	10%	17%	25%	31%	3.45	.10	2,020
Institution Type - ENTIRE SAMPLE	Public	19%	12 %	18%	16%	37%	3.43	.02	6,230
	Private	19%	10%	10%	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%	12 %	18%	17%	36%	3.39	.02	7,928
	Mainly Contracted	15%	10%	19%	17%	38%	3.59	.02	2,729
Total Current Enrollment - YOUR INSTITUTION	•	15%	10%	19%	25%	30%	3.52	.03	2,729
Total Current Enrollment - FOOR INSTITUTION Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	15%	12%	20%	17%	31%	3.45	.10	1,716
Total outfold Enforment - ENTIRE SAMPLE	2,500 to 10,000	18%	8%	17%	17%	35% 45%	3.40	.04	2,153
	10,001 to 20,000	21%	8%	17%	17%	45%	3.73	.03	2,153
	Over 20,000	21%	11%				3.31	.03	
Type of Retail Upit YOUR INSTITUTION	Marketplace			18%	17%	34%			3,821
Type of Retail Unit - YOUR INSTITUTION	· · · · · · · · · · · · · · · · · · ·	20%	8%	18%	27%	27%	3.35	.21	51
	Specialty Coffee Shop/ Juice Bar	6%	19%	13%	19%	44%	3.75	.24	32
Type of Potell Upit, Chitips 04Mpl 5	Sit-down Restaurant Food Court	22%	4%	26%	13%	35%	3.35	.32	23
Type of Retail Unit - ENTIRE SAMPLE		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

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 v	egetarian m	enu choices				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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%	100/	0.40/	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
Live YOUR INSTITUTION	Other Identity	26% 7%	17%	24%	20%	12%	2.75	.12	127
LIVE YOUR INSTITUTION	On campus	2%	13%	23%	24%	33%	3.64	.12	117
	Off campus		11%	21%	32%	35%	3.86	.11	101
Live ENTIRE SAMPLE	On campus	14%	15%	29%	19%	23%	3.22 3.74	.01	8,060
NACUES Design VOUD INSTITUTION	Off campus Southern	6% 5%	8% 12%	26% 22%	23% 28%	36% 34%	3.74	.03	2,305 218
NACUES Region - YOUR INSTITUTION									
NACUFS Region - ENTIRE SAMPLE	Midwest Northeast	10% 18%	12% 18%	29% 28%	20% 19%	29% 18%	3.44 3.02	.02	4,128 2,208
	Pacific	18%	18%	28%	21%	18%	3.02	.03	2,208
	Southern	15%	12%	27%	18%	30%	3.10	.00	2,460
Institution Type - YOUR INSTITUTION	Public	5%	12%	27%	28%	30%	3.43	.03	2,460
Institution Type - ENTIRE SAMPLE	Public	12%	12%	22%	19%	27%	3.74	.08	6,037
Inditation Type - LITTICE OAWF EL	Private	12%	13%	28%	20%	21%	3.30	.02	4,328
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	14 %	23%	28%	34%	3.29	.02	218
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	13%	12%	22%	19%	25%	3.74	.08	7,682
epotation type Entrate Online E	Mainly Contracted	13%	14 %	28%	20%	23%	3.40	.02	2,683
Total Current Enrollment - YOUR INSTITUTION		5%	12%	28%	20%	34%	3.40	.03	2,083
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	15%	12%	22%	20%	19%	3.14	.08	1,694
Contraction Enrollinght - ENTINE OAMPLE	2,500 to 10,000	9%	10%	29%	20%	35%	3.61	.03	2,119
	10,001 to 20,000	11%	13%	20%	20%	26%	3.38	.03	2,119
	Over 20,000	14%	13%	30%	18%	20%	3.30	.02	3,701
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	9%	20%	25%	43%	3.98	.02	44
	Specialty Coffee Shop/ Juice Bar	2 /0	570	14%	42%	43%	4.31	.17	36
	Sit-down Restaurant	5%	23%	27%	14%	32%	3.45	.12	22
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	14%	31%	14%	25%	3.45	.20	1,527
1 JPS ST RELATION - ENTINE SAMPLE	Marketplace	13%	14 %	31%	19%	23%	3.32	.03	590
	Express Unit	13%	10%	27%	20%	23% 30%	3.23	.05	1,028
	· ·	5%	7%	27%		30% 47%			601
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	5% 3%	7%	23% 18%	18% 24%	47%	3.95 4.06	.05	
									117
	Convenience Store	9%	11%	27%	20%	33%	3.57	.05	781

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

				Service: Over	all				
		(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		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	40/	1%	5%	29%	65%	4.58	.05	146
Aggregated Dining Halls Respondent Type - YOUR INSTITUTION	ENTIRE SAMPLE Student	1%	4% 2%	15% 7%	31% 29%	50% 63%	4.24 4.52	.01 .05	7,776
Respondent Type - TOOR INSTITUTION	Faculty		2 70	1 70	30%	70%	4.52	.03	217
	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	101	10%	1.00	20%	70%	4.50	.31	10
Student Class Status - ENTIRE SAMPLE	First year	1%	4%	14%	30%	51%	4.27	.01	6,255
	Sophomore Junior	1% 1%	4% 5%	14% 14%	30% 30%	51% 50%	4.27 4.23	.02	2,817
	Senior	1%	5%	14%	29%	50% 52%	4.23	.02	1,809
	Graduate	1%	3%	7%	23%	68%	4.27	.02	354
	Other	170	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
NACUFS Region - YOUR INSTITUTION	Off campus Southern	1%	2% 1%	9% 5%	23% 29%	66% 64%	4.51 4.56	.01 .04	3,121 278
NACUFS Region - ENTIRE SAMPLE	Midwest	1%	3%	13%	30%	53%	4.30	.04	5,898
ACCI O REGION - ENTINE CAMP EE	Northeast	1%	5%	16%	31%	47%	4.18	.02	2,973
	Pacific	1%	3%	17%	30%	49%	4.22	.02	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			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% 1%	2% 3%	10%	24%	63%	4.46	.02	2,855
	10,001 to 20,000 Over 20,000	1%	3% 4%	14% 14%	30% 29%	52% 53%	4.30 4.29	.01 .01	4,054 5,182
Type of Retail Unit - YOUR INSTITUTION	Marketplace	1 70	4 %	3%	31%	53% 66%	4.29	.01	5,162
	Specialty Coffee Shop/ Juice Bar		2%	2%	30%	65%	4.03	.10	43
	Sit-down Restaurant		8%	15%	27%	50%	4.19	.19	26
	Convenience Store		2.0			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

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 Service: Overall		
(1) Very Dis- satisfied Dis-satisfied (3) Mixed Satisfied Satisfied Mer	Sampling In* Error**	# Resp
	.24 .06	291
Aggregated Dining Halls & Retail Units ENTIRE SAMPLE 3% 5% 13% 29% 51% 4	.21 .01	14,614
	.23 .09	136
	.27 .01	6,733
	.25 .07	155
	.16 .01	7,881
	.18 .07 .52 .12	230 23
	.46 .16	35
	.00 .58	3
	.17 .01	12,977
	.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% 17% 28% 52% 4	.28 .08	138
Sophomore 6% 13% 16% 16% 48% 3	.87 .24	31
	.06 .16	33
	.17 .27	18
	.20 .29	10
	.17 .01	6,352
	.17 .02	2,851
	.13 .02 .20 .03	1,833 1,532
	.20 .03	357
	.88 .15	52
	.29 .06	180
	.11 .11	106
	.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
	.16 .10	80
	.13 .09	152
	.19 .08	162
	.30 .08	129
	.16 .01	11,451
	.38 .02 .24 .06	3,163 291
	.24 .00	5,979
	.20 .02	3,013
	.14 .04	728
	.16 .02	3,291
Institution Type - YOUR INSTITUTION Public 2% 4% 13% 30% 51% 4	.24 .06	291
Institution Type - ENTIRE SAMPLE Public 3% 5% 14% 29% 49% 4	.14 .01	8,437
	.30 .01	6,177
	.24 .06	291
	.25 .01	10,996
	.09 .02	3,618
	.24 .06	291
	.39 .02	2,344
	.31 .02 .19 .02	2,899
	.19 .02	4,125 5,246
	.09 .01	64
	.38 .13	45
	.42 .25	26
	.00 .	1
	.17 .02	2,211
	.16 .03	918
	.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
		1,126

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

			S	peed of serv	ice				
		(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	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 .10	23
	Administration/Staff Other			6%	34% 33%	60% 67%	4.54 4.67	.10	35 3
Respondent Type - ENTIRE SAMPLE	Student	1%	5%	16%	33%	46%	4.07	.01	12,752
Respondent Type - ENTIRE SAMPLE	Faculty	1%	1%	7%	29%	62%	4.10	.01	363
	Administration/Staff	0%	1%	5%	29%	67%	4.51	.04	1,196
	Other	0 78	4%	16%	23%	57%	4.34	.02	56
Student Class Status - YOUR INSTITUTION		2%	3%	8%	23%	62%	4.34	.12	133
States - TOUR INSTITUTION	First year Sophomore	∠ 70	4%	4%	46%	46%	4.43	.08	28
	Junior	6%	4 /0	4 % 6%	40%	40%	4.30	.14	33
	Senior	070		11%	17%	72%	4.21	.10	18
	Graduate			10%	50%	40%	4.01	.10	10
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	17%	31%	45%	4.12	.01	6,234
	Sophomore	1%	5%	16%	32%	46%	4.12	.01	2,809
	Junior	2%	5%	15%	32%	40%	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 Majaka Qantanatad	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		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 10,001 to 20,000	1% 2%	3% 4%	12%	27%	56%	4.35	.02	2,845
	10,001 to 20,000 Over 20,000	2%	4% 5%	16% 16%	32% 30%	47% 48%	4.18	.01	4,042
Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	5%	3%	30%	48% 63%	4.19 4.55	.01	5,171 64
Type of Retail Onit - TOOR INSTITUTION	Specialty Coffee Shop/ Juice Bar	∠ 70	2%	5%	33%	60%	4.55	.09	43
	Sit-down Restaurant	4%	12%	8%	15%	62%	4.51	.11	26
	Convenience Store	4 70	1270	0 70	1370	62% 100%	4.19 5.00		20
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	30%	53%	4.31	.02	2,164
Type of Retail Onit - ENTINE GAMPEE	Marketplace	2%	4%	13%	30%	44%	4.31	.02	2,104
	Express Unit	2%	4%	11%	34%	44 % 54 %	4.15	.03	1,454
	Specialty Coffee Shop/ Juice Bar	1%	3%	8%	22%	54% 68%	4.34	.02	838
	Sit-down Restaurant	1%	6%	6%	22%	67%	4.54	.03	143
		1%	3%	13%	20%	67% 57%		.07	
*1 to 5 Soolo, Whore Higher Mean - Higher In	Convenience Store	170	3%	13%	20%	J/ %	4.35	.03	1,112

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

		SERVICE: Speed of service Speed of service									
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(2) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Maant	Sampling Error**	# Deen		
Aggregated Dining Halls & Retail Units	Florida State University	satisfied 3%	Dis- satisfied 7%	(3) Mixed 9%	28%	53%	Mean* 4.19	.06	# Resp 291		
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	14%	20%	48%	4.15	.00	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% 6%	15% 6%	6% 22%	45% 22%	30% 44%	3.85 3.94	.20 .29	33 18		
	Senior Graduate	6%	6%	22%	22%	44% 70%	3.94 4.50	.29 .27	18		
Student Class Status - ENTIRE SAMPLE	Graduate First year	2%	5%	20%	30%	47%	4.50	.27	6,335		
Gladent Glass Glatus - ENTIRE SAMPLE	Sophomore	2%	5% 6%	15%	30%	47%	4.14	.01	2,841		
	Junior	3%	7%	15%	30%	40%	4.10	.02	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% 2%	6%	16%	31%	44%	4.09	.02	3,010		
	Pacific Southern	4%	9% 6%	21% 14%	37% 28%	31% 48%	3.84 4.10	.04	721		
Institution Type - YOUR INSTITUTION	Public	4%	7%	9%	28%	46%	4.10	.02	3,282 291		
Institution Type - FOOR INSTITUTION	Public	3%	6%	15%	30%	47%	4.19	.00	8,414		
	Private	2%	4%	13%	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	•	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		
*1 to 5 Soolo Whore Higher Mean = Higher S	Convenience Store	3%	5%	11%	24%	57%	4.29	.03	1,125		

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

			Ho	ours of opera	tion				
		(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	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	00/	6%	15%	24%	54%	4.27	.08	145
Aggregated Dining Halls Respondent Type - YOUR INSTITUTION	ENTIRE SAMPLE Student	2% 1%	5% 6%	15% 12%	31% 26%	49% 56%	4.20 4.28	.01	7,722 218
Respondent Type - TOOK INSTITUTION	Faculty	170	070	21%	20%	58%	4.20	.07	210
	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
Student Class Status - ENTIRE SAMPLE	Graduate First year	1%	4%	15%	30% 31%	70% 49%	4.70 4.20	.15 .01	10 6,212
Student Glass Status - ENTIRE SAMPLE	First year Sophomore	1% 2%	4%	15% 14%	31%	49% 50%	4.20	.01	6,212 2,809
	Junior	2%	5%	14 %	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
Live YOUR INSTITUTION	Other Identity	3% 1%	7% 6%	17% 11%	32% 28%	41% 54%	4.03 4.29	.09 .08	150 153
Live TOUR INSTITUTION	On campus Off campus	2%	5%	11%	23%	59%	4.29	.08	133
Live ENTIRE SAMPLE	On campus	1%	4%	12 %	31%	49%	4.33	.03	11,225
	Off campus	1%	3%	14%	27%	56%	4.33	.01	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 Malaka Qantanata I	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% 1%	4% 4%	14% 13%	30% 28%	50%	4.23	.01	10,794
Total Current Enrollment - YOUR INSTITUTION	Mainly Contracted 10,001 to 20,000	1%	4% 5%	13%	28%	54% 56%	4.28 4.31	.02	3,498 279
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	2%	5%	15%	34%	44%	4.31	.00	2,301
	2,500 to 10,000	1%	3%	11%	26%	58%	4.13	.02	2,301
	10,001 to 20,000	1%	5%	15%	30%	49%	4.22	.02	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
*1 to 5 Soolo, Whore Higher Mean - Higher In	Convenience Store	1%	3%	12%	24%	59%	4.37	.03	1,117

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

			urs of operation Ho	ours of opera	tion				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(2) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	4%	10%	(3) Mixed 13%	30%	43%	3.97	.07	# Resp 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%	3% 5%	9% 12%	23% 31%	63% 48%	4.44 4.16	.03	1,188
Student Class Status - YOUR INSTITUTION	Other First year	4%	14%	12%	28%	46%	3.83	.14	58 137
Student class status - TOOK INSTITUTION	Sophomore	10%	7%	17%	27%	40%	3.80	.10	30
	Junior	9%	9%	9%	33%	39%	3.85	.24	33
	Senior	6%	17%	17%	22%	39%	3.72	.20	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%	4.50/	20%	0.10/	60%	3.80	.80	5
Gender - ENTIRE SAMPLE	Did Not Answer Female	7% 6%	15% 11%	12% 17%	31% 27%	35%	3.71	.10	171
	Male	6%	11%	17%	27%	39% 39%	3.82 3.81	.01	9,355 4,745
	Transgender	3%	14%	18%	27%	39%	3.85	.02	4,743
	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% 5%	11% 11%	16% 18%	26% 28%	40% 37%	3.82 3.81	.01	8,369
Operation Type - YOUR INSTITUTION	Private Mainly Contracted	-	11%	18%	28%	-	3.81	.02	6,130 290
Operation Type - ENTIRE SAMPLE	Mainly Contracted Mainly Self-operated	4% 5%	10%	13%	30%	43% 39%	3.97	.07	10,919
Operation Type - ENTINE DAMPLE	Mainly Contracted	5%	11%	17%	26%	39%	3.64	.01	3,580
Total Current Enrollment - YOUR INSTITUTION	•	4%	12%	17%	30%	43%	3.74	.02	290
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	5%	10%	19%	29%	37%	3.85	.07	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

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							
		(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	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% 0%	5%	16%	28%	49%	4.19	.01	7,694
Respondent Type - YOUR INSTITUTION	Student Faculty	0%	3%	11% 8%	27% 21%	59% 71%	4.40 4.63	.06 .13	217 24
	Administration/Staff			9%	21%	69%	4.60	.13	35
	Other			0.10	67%	33%	4.33	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1%	5%	16%	27%	51%	4.21	.01	12,593
and the second	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% 2%	5% 5%	16%	27%	52%	4.23	.02	2,765
	Junior Senior	2% 1%	5% 5%	16% 16%	27% 26%	50% 51%	4.19 4.22	.02	1,769 1,483
	Graduate	1 70	5%	10%	20%	63%	4.22	.03	350
	Other	4%	2%	13%	22%	54%	4.45	.14	52
Gender - YOUR INSTITUTION	Female	470	2%	10%	27%	62%	4.48	.06	172
	Male	1%	4%	12%	26%	57%	4.34	.00	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% 1%	4% 5%	15% 17%	27% 28%	52%	4.24	.01	5,807
	Northeast Pacific	1%	5% 4%		28%	48%	4.16	.02	2,933
	Southern	1%	4%	16% 12%	21%	48% 63%	4.19 4.42	.04	700 3,189
Institution Type - YOUR INSTITUTION	Public	0%	3%	12 %	21%	61%	4.42	.02	279
Institution Type - ENTIRE SAMPLE	Public	1%	4%	10%	25%	56%	4.44	.03	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
Type of Detail Unit - ENTIDE OANDLE	Convenience Store	40/	40/	4.40/	000/	100%	5.00		1
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	14%	26%	56%	4.31	.02	2,133
	Marketplace	1% 2%	4%	17%	27%	50%	4.22	.03	889
	Express Unit Specialty Coffee Shop/ Juice Bar	2% 1%	5% 2%	14% 8%	25% 19%	54% 70%	4.25 4.57	.03	1,412 831
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	1%	2%	8% 7%	19%	70%	4.57	.03	144
	Convenience Store	1%	4%	12%	23%	60%	4.62	.08	1,101
*1 to 5 Soolo, Whore Higher Mean - Higher In		170	4 70	1270	2370	00.70	4.30	.03	1,101

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

		SERVICE: Helpfulness of staff Helpfulness of staff								
		(1) Vory Die	(2) Somewhat		(4) Somewhat	(5) Voru		Sampling		
		(1) Very Dis- satisfied	Dis- satisfied	(3) Mixed	Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp	
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	00/	7%	16%	23%	54%	4.24	.08	153	
Aggregated Dining Halls Respondent Type - YOUR INSTITUTION	ENTIRE SAMPLE Student	2% 3%	5% 7%	13% 13%	25% 24%	56% 52%	4.27 4.15	.01	7,787 226	
Respondent Type - TOOR INSTITUTION	Faculty	3 70	1 70	4%	24%	75%	4.13	.07	220	
	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	
Student Class Status - EVITIDE OANDLE	Graduate	00/	E0/	4.40/	40%	60%	4.60	.16	10	
Student Class Status - ENTIRE SAMPLE	First year	2% 2%	5% 4%	14% 12%	25% 23%	55% 58%	4.24 4.30	.01	6,271 2,795	
	Sophomore Junior	2%	4% 5%	12%	23%	58% 56%	4.30	.02	2,795	
	Senior	2%	4%	13%	23 %	57%	4.23	.02	1,790	
	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 Off campus	2% 3%	6% 5%	16% 7%	22% 27%	54% 58%	4.21 4.30	.08 .09	160 128	
Live ENTIRE SAMPLE	On campus	2%	5%	13%	21%	56%	4.30	.09	11,270	
LIVE LIVIIRE SAMPLE	Off campus	2%	3%	9%	24%	65%	4.20	.01	3,121	
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	12%	24%	56%	4.25	.02	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	
Total Current Enrollment - YOUR INSTITUTION	Mainly Contracted 10,001 to 20,000	4% 2%	6% 6%	13% 12%	24% 24%	54% 56%	4.18 4.25	.02	3,562 288	
Total Current Enrollment - YOUR INSTITUTION Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	12%	24%	56% 68%	4.25	.06	288	
Total Surrent Enrollment - ENTINE SAMPLE	2,500 to 10,000	2%	4%	9%	20%	62%	4.32	.02	2,320	
	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	
*1 to 5 Soolo, Whore Higher Mean - Higher S	Convenience Store	2%	4%	11%	20%	63%	4.39	.03	1,114	

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

			Fri	endliness of	staff				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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% 2%	5% 3%	15% 11%	25% 22%	53% 62%	4.25 4.39	.01	7,749 220
Respondent Type - YOUR INSTITUTION	Student Faculty	۷%	3%	8%	17%	75%	4.39	.06	220
	Administration/Staff			6%	26%	69%	4.63	.13	35
	Other			0.10	33%	67%	4.67	.10	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%	57%	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% 2%	5%	15%	25%	54%	4.24	.02	2,792
	Junior Senior	2% 2%	6% 5%	14% 14%	27% 25%	52% 56%	4.21 4.28	.02	1,789 1,490
	Graduate	2%	5% 4%	14%	19%	66%	4.20	.03	350
	Other	2%	6%	10%	23%	58%	4.43	.05	48
Gender - YOUR INSTITUTION	Female	1%	2%	12%	23%	65%	4.48	.15	173
	Male	3%	4%	8%	25%	61%	4.37	.10	104
	Other Identity	0,0	170	0.0	2070	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 Pacific	2% 2%	6% 5%	15% 15%	26% 29%	51% 49%	4.19 4.19	.02	2,954 708
	Southern	1%	3%	15%	29%	49% 65%	4.19	.04	3,213
Institution Type - YOUR INSTITUTION	Public	1%	2%	10%	20%	64%	4.45	.02	282
Institution Type - ENTIRE SAMPLE	Public	1%	4%	13%	22%	59%	4.43	.03	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
Turne of Detail Unit - ENTIDE OANDLE	Convenience Store	40/	40/	400/	0.40/	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% 5%	14%	28%	52%	4.26	.03	898
	Express Unit	3% 1%	5%	12%	26%	54%	4.24	.03	1,428
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	2%	3% 2%	7% 4%	19% 20%	71% 72%	4.57 4.57	.03	838 143
	Convenience Store	2%	2%	4%	20%	63%	4.57	.07	
*1 to 5 Scale, Where Higher Mean = Higher Ir		17/0	3%	10%	23%	03%	4.43	.03	1,108

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

SERVICE: Friendliness of staff				
(1) Very Dis- satisfied Dis- satisfied (3) Mixed (4) Somewhat (5) V		Mean*	Sampling Error**	# Resp
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% Respondent Type - YOUR INSTITUTION Student 3% 6% 10% 24%	57%	4.29	.01	7,855
Respondent Type - YOUR INSTITUTION Student 3% 6% 10% 24% Faculty 21%	56% 79%	4.26 4.79	.07	229 24
Administration/Staff 3% 9% 23%	66%	4.73	.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% 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% Scategram 2% 4% 2%	56%	4.24	.01	6,327
Sophomore 2% 4% 12% 22% Junior 2% 5% 12% 23%	60% 58%	4.33 4.29	.02	2,827
Junior 2% 5% 12% 23% Senior 3% 3% 11% 24%	58% 60%	4.29	.02	1,813 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% 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% Off campus 2% 3% 8% 21%	57% 67%	4.28 4.48	.01	11,377
Off campus 2% 3% 8% 21% NACUFS Region - YOUR INSTITUTION Southern 2% 5% 10% 24%	59%	4.40	.02	3,154 291
NACUFS Region - ENTIRE SAMPLE Midwest 3% 4% 12% 23%	58%	4.33	.00	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% Total Current Enrollment - FUELINE CAURT ENROLLMENT E FUELINE CAURT ENROLLMENT E FUELINE CAURT ENROLLMENT E FUELINE CAURT E FUEL E FUEL E FUEL E FUEL E FUELINE CAURT E FUEL E FUE	59%	4.33	.06	291
Total Current Enrollment - ENTIRE SAMPLE Under 2,500 1% 2% 8% 21% 2 500 to 10 000 2%<	69%	4.55	.02	2,340
2,500 to 10,000 3% 10% 22% 10,001 to 20,000 2% 4% 12% 22%	63% 59%	4.40 4.32	.02	2,891
10,001 to 20,000 2% 4% 12% 22% Over 20,000 4% 5% 14% 24%	59% 53%	4.32	.02	4,092 5,208
Type of Retail Unit - YOUR INSTITUTION Marketplace 5% 5% 9% 15%	66%	4.10	.14	5,200
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
	610/	4.37	.02	1,461
Express Unit 2% 4% 12% 22%	61%		.02	
Express Unit 2% 4% 12% 22% Specialty Coffee Shop/ Juice Bar 3% 2% 8% 16%	71%	4.51	.02	849
				849 147

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

			Cle	anliness: Ov	erall				
		(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		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%	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	40/	1%	6%	20%	73%	4.65	.04	279
Institution Type - ENTIRE SAMPLE	Public	1%	2%	7%	18%	73%	4.60	.01	7,424
Operation Type VOUR INSTITUTION	Private Mainly Contracted	1%	3%	8%	22% 20%	66% 73%	4.50	.01	4,649
Operation Type - YOUR INSTITUTION	Mainly Contracted	4.0/	1%	6%	-		4.65		279
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2% 2%	8%	19%	70%	4.56	.01	9,288
	Mainly Contracted	0%		8%	20%	70%	4.57	.01	2,785
Total Current Enrollment - YOUR INSTITUTION		40/	1%	6%	20%	73%	4.65	.04	279
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1% 1%	2%	7%	19%	72%	4.60	.02	1,598
	2,500 to 10,000		1% 2%	5%	16%	78%	4.69	.02	1,800
	10,001 to 20,000	1% 1%		9%	19%	70%	4.55	.01	3,645
Type of Betail Unit VOUD INSTITUTION	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	101	001	00/	170/	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

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							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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 Administration/Staff				50%	50%	4.50	.10	24 35
	Other				29% 67%	71% 33%	4.71 4.33	.08 .33	35
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	30%	56%	4.33	.01	10,935
Respondent Type - Elernice Okim EE	Faculty	1%	1%	5%	24%	69%	4.58	.04	289
	Administration/Staff	0%	1%	4%	19%	75%	4.68	.02	949
	Other	0,0	170	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 Other Identifie	2%	5%	9% 20%	31%	54% 80%	4.30 4.60	.09 .40	104 5
Gender - ENTIRE SAMPLE	Other Identity Did Not Answer	1%	1%	12%	25%	80% 60%	4.60	.40	153
Gender - ENTIRE SAMPLE	Female	1%	3%	12 %	23%	58%	4.41	.07	7,913
	Male	1%	3%	9%	30%	57%	4.41	.01	3,986
	Transgender	170	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 Mainhy Contracted	1% 1%	2% 2%	9% 7%	29% 31%	60% 57%	4.45 4.41	.01	4,706
Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE	Mainly Contracted Mainly Self-operated	1%	2%	10%	29%	57%	4.41	.05	287 9,370
Operation Type - ENTINE SAMIFLE	Mainly Contracted	2%	2%	10%	29%	56%	4.41	.01	2,849
Total Current Enrollment - YOUR INSTITUTION	•	1%	2%	7%	31%	57%	4.35	.02	2,849
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	1%	2%	9%	31%	57%	4.41	.03	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% 2%	17% 6%	14%	57%	4.10 4.54	.20	42
	Convenience Store	0%			26%	65%			818

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

		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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	10/	001	00/	33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	1% 0%	2%	8%	20%	68%	4.52	.01	10,685
	Faculty	0%	00/	2%	15%	82%	4.79	.03	282
	Administration/Staff Other		0%	2% 11%	9% 11%	88% 79%	4.86	.01 .10	926 47
Student Class Status, VOUD INSTITUTION			10/		26%		4.68		47
Student Class Status - YOUR INSTITUTION	First year		1%	5% 17%	20%	69% 62%	4.62 4.45	.05	29
	Sophomore Junior		6%	9%	21%	62% 58%	4.45	.15	29
	Senior	6%	0 %	9% 6%	17%	72%	4.30	.16	18
	Graduate	0 70		10%	17%	80%	4.50	.25	10
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	9%	20%	68%	4.70	.01	5,459
	Sophomore	1%	2%	9%	19%	69%	4.53	.01	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		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
Type of Retail Unit - YOUR INSTITUTION	Over 20,000	1%	3%	8%	20%	68%	4.51	.01	4,955
Type of Retail Onit - TOUR INSTITUTION	Marketplace			9% 7%	22% 20%	69% 73%	4.60	.08 .09	65 44
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	4%		12%		62%	4.66		26
	Convenience Store	4%		1270	23%	100%	4.38 5.00	.19	26
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	6%	16%	75%	4.63	.02	1,783
Type of Relationit - ENTIRE SAMPLE		1%	2%	6% 8%	22%	67%	4.63	.02	851
	Marketplace								
	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%	20/	11%	21%	66%	4.47	.14	38
*1 to 5 Scale, Where Higher Mean = Higher I	Convenience Store	1%	3%	7%	18%	70%	4.54	.03	755

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 area	s				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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 Faculty	1%	2%	9%	29% 46%	58% 54%	4.41 4.54	.06 .10	224 24
	Administration/Staff			3%	20%	77%	4.54	.10	35
	Other			570	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%	26%	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			C 24	30%	70%	4.70	.15	10
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	9%	25%	64%	4.50	.01	5,533
	Sophomore Junior	1% 1%	2% 3%	10% 9%	27% 27%	60% 59%	4.43 4.39	.02	2,313 1,429
	Senior	1%	3%	9% 11%	21%	60%	4.39	.02	1,429
	Graduate	1%	2%	5%	23%	70%	4.57	.02	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 Off campus	1% 2%	2% 2%	7% 8%	27% 32%	63% 57%	4.51 4.42	.06 .07	156 130
Live ENTIRE SAMPLE	On campus	1%	2%	9%	26%	62%	4.42	.07	9,526
LIVE LIVIIRE SAMPLE	Off campus	1%	2%	3 <i>%</i> 7%	20%	69%	4.47	.01	2,548
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	7%	29%	60%	4.47	.02	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
Total Current Enrollment VOUD INSTITUTION	Mainly Contracted	1% 1%	2%	9% 7%	25%	62% 60%	4.44	.02	2,820
Total Current Enrollment - YOUR INSTITUTION Total Current Enrollment - ENTIRE SAMPLE	10,001 to 20,000 Under 2,500	0%	2% 2%	7% 8%	29% 27%	63%	4.47 4.50	.05	286 1,585
Total Surrent Enrolment - ENTIRE SAMPLE	2,500 to 10,000	1%	2%	7%	24%	65%	4.50	.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
*1 to 5 Scale, Where Higher Mean = Higher S	Convenience Store	1%	2%	7%	22%	68%	4.55	.03	762

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.)

	CLEAR	Eating areas (tables, chairs, etc.)							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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 Other				10% 33%	90% 67%	4.90 4.67	.06	29 3
	Student	1%	2%	9%	20%	67%	4.67		
Respondent Type - ENTIRE SAMPLE	Faculty	1%	0%	3%	20%	75%	4.69	.01	10,029 261
	Administration/Staff	0%	1%	2%	12%	84%	4.09	.04	817
	Other	0 78	1 70	16%	12 %	69%	4.73	.02	45
Student Class Status - YOUR INSTITUTION	First year		1%	4%	29%	66%	4.60	.06	123
	Sophomore		170	11%	11%	79%	4.68	.13	28
	Junior		3%	13%	26%	58%	4.39	.15	31
	Senior		0.0	6%	17%	78%	4.72	.14	18
	Graduate			2.5	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 Other Identity		5%	4% 6%	20% 17%	76% 71%	4.73 4.55	.07	51 98
Live YOUR INSTITUTION	Other Identity On campus		1%	5%	28%	66%	4.55	.08	143
	Off campus		1%	5%	19%	75%	4.69	.05	143
Live ENTIRE SAMPLE	On campus	1%	2%	9%	21%	67%	4.49	.00	8,801
	Off campus	1%	1%	7%	15%	77%	4.66	.01	2,351
NACUFS Region - YOUR INSTITUTION	Southern	170	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 INSTITUTIO			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
Type of Retail Unit - YOUR INSTITUTION	Over 20,000	2%	3%	9%	21%	66%	4.46	.01	4,530
Type of Retail offic - TOOR INSTITUTION	Marketplace Specialty Coffee Shop/ Juice Bar			5% 5%	27% 13%	68% 83%	4.63 4.78	.07	62 40
	Sit-down Restaurant			5% 8%	27%	65%	4.78	.08	26
	Convenience Store			0 70	2170	100%	4.58	.13	20
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	.02	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	.03	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 I		170	0,0	1070	1070	0170	7.70	.04	000

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 are	eas (tables, c	hairs, etc.)				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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		50/	4.50/	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% 7%	28%	59%	4.40	.05	263
	Administration/Staff Other	1%	1%	16%	24% 21%	66% 63%	4.54 4.47	.03	812 43
Student Class Status - YOUR INSTITUTION			6%	16%	21%	56%	4.47	.12	43
Student Class Status - FOOR INSTITUTION	First year	3%	7%	12%	30%	47%	4.31	.08	30
	Sophomore Junior	3%	6%	13%	42%	47% 29%	4.10 3.87	.20	30
	Senior	6%	0.70	19%	25%	29% 50%	4.13	.10	16
	Graduate	0 /0		20%	20%	60%	4.13	.29	10
Student Class Status - ENTIRE SAMPLE	First year	1%	5%	14%	30%	50%	4.40	.01	5,204
	Sophomore	2%	5%	14 %	28%	49%	4.17	.01	2,136
	Junior	3%	7%	17%	20%	46%	4.08	.02	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 Majada Questra da d	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
Total Current Envellment - VOUD NOTITUTION	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% 2%	4% 4%	14%	32%	50% 56%	4.26	.02	1,516
	2,500 to 10,000 10,001 to 20,000	2%	4% 5%	12% 15%	27% 28%	50%	4.30	.02	1,720
	10,001 to 20,000 Over 20,000	2%	5% 5%	15%	28%	50%	4.19 4.19	.02	3,416 4,539
Type of Retail Unit - YOUR INSTITUTION	Marketplace	∠70	5%	15%	28%	50%	4.19	.01	4,539
Type of Relationit - TOOR INSTITUTION	Specialty Coffee Shop/ Juice Bar		1 70	8%	36%	56%	4.34	.12	39
	Sit-down Restaurant	12%	12%	8% 19%	19%	38%	3.62	.10	26
	Convenience Store	12 /0	12/0	1370	1970	100%	5.02	.20	20
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	.02	814
	Express Unit	1%	5%	13%	24%	43 % 57%	4.03	.04	1,065
	-			11%	24%	64%	4.48	.03	518
	Specialty Coffee Shon/ Juice Bar	1 %							
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	1% 7%	2% 7%	11%	17%	55%	4.40	.04	42

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

Aggregated During Halls & Retail Units ENTIRE SAMPLE 9% 0% 10% 22% 49% 4.12 Aggregated Retail Units YOUR INSTITUTION 1% 3% 10% 22% 5% 4.12 Aggregated Retail Units ENTIRE SAMPLE 2% 5% 15% 25% 52% 4.20 Aggregated Dining Halls VOUR INSTITUTION 1% 3% 10% 32% 54% 4.37 Aggregated Dining Halls VOUR INSTITUTION 1% 3% 10% 32% 66% 4.33 Respondent Type - YOUR INSTITUTION 5% 1% 1% 20% 66% 4.33 Administration/Staff 3% 6% 17% 20% 66% 4.33 Respondent Type - ENTIRE SAMPLE Student 3% 7% 17% 26% 44% 4.09 Faculty 00hr 2% 17% 17% 26% 4.50 Student Class Status - YOUR INSTITUTION First yar 3% 10% 31% 55%	# Resp .05 278 .01 11,731 .07 133 .01 5,203 .07 145 .01 6,528 .06 217 .14 24 .15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,155 .05 296 .05 296 .16 40
Image and Dining Hale & Retail Units ENTRE SAMPLE 9% 6% 16% 22% 44% 4.12 Aggregated Retail Units YOUR INSTITUTION 1% 3% 10% 22% 5% 4.10 Aggregated Retail Units ENTIRE SAMPLE 2% 5% 10% 22% 5% 4.20 Aggregated Dining Halls ENTIRE SAMPLE 3% 10% 32% 65% 4.20 Respondent Type - YOUR INSTITUTION 1% 3% 10% 32% 65% 4.37 Respondent Type - VOUR INSTITUTION Student 0% 4% 11% 22% 66% 4.33 Chr Student 3% 7% 17% 22% 66% 4.33 Respondent Type - ENTIRE SAMPLE Student 3% 7% 17% 22% 46% 4.33 Chr Student Class Status - YOUR INSTITUTION Facily 3% 7% 17% 22% 46% 4.33 Student Class Status - YOUR INSTITUTION First yar 3%	01 11,731 07 133 01 5,203 07 145 01 6,528 06 217 .14 24 .15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,155 .05 296 .06 40
Aggregated Reali UnitsVOUR INSTITUTION1%9%10%28%59%4.41Aggregated Dining HalaVOUR INSTITUTION1%3%10%28%52%4.20Aggregated Dining HalaVOUR INSTITUTION1%3%17%22%52%4.20Aggregated Dining HalaENTRE SAMPLE3%7%17%22%47%4.06Aggregated Dining HalaENTRE SAMPLE3%7%17%22%44%4.06Aggregated Dining HalaENTRE SAMPLE3%7%17%22%44%4.06Aggregated Dining HalaENTRE SAMPLE3%7%17%22%44%4.06Aggregated Dining HalaEntrite SampleFaculy6%4.506%4.506Administration/Staff3%7%17%22%44%4.096%4.50Other2%2%11%22%60%4.426%4.836%4.53Student Class Status - YOUR INSTITUTIONFirst year3%7%17%20%65%4.336%6% <th>.07 133 .01 5,203 .07 145 .01 6,528 .06 217 .14 24 .15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 100 .01 5,385 .02 2,256 .03 1,394 .03 1,155 .05 296 .16 40</th>	.07 133 .01 5,203 .07 145 .01 6,528 .06 217 .14 24 .15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 100 .01 5,385 .02 2,256 .03 1,394 .03 1,155 .05 296 .16 40
Aggregated Relail UnitsENTIRE SAMPLE2%5%15%25%420Aggregated Dining HallsVOUR INSTITUTION1%3%10%22%54%4.37Aggregated Dining HallsENTIRE SAMPLE3%7%17%22%64%4.37Respondent Type - YOUR INSTITUTIONStudent0%4%11%29%66%4.37Administration/Staff3%7%11%29%66%4.37Other06%6%65%4.30Respondent Type - ENTIRE SAMPLEStudent3%7%17%25%46%4.09Administration/Staff1%2%11%27%60%4.42Other2%11%27%60%4.4216%Administration/Staff1%2%11%27%60%4.42Other2%11%27%60%4.4216%Junior3%13%13%15%4.3016%Student Class Status - ENTIRE SAMPLEFirst year2%11%27%60%4.42Student Class Status - ENTIRE SAMPLEFirst year3%13%13%15%4.30Student Class Status - ENTIRE SAMPLEFirst year3%7%17%28%4.40Student Class Status - ENTIRE SAMPLEFirst year3%7%17%28%4.40Student Class Status - ENTIRE SAMPLEFirst year3%7%17%28%4.40Student	01 5,203 007 145 006 217 .14 24 .15 34 .03 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,155 .05 296 .16 40
Aggregated Dining Hails YOUE NSTITUTION 1% 3% 10% 22% 54% 4.37 Aggregated Dining Hails ENTIRE SAMPLE 3% 7% 17% 28% 47% 4.06 Respondent Type - YOUR INSTITUTION Student 0% 4% 11% 22% 65% 4.37 Respondent Type - ENTIRE SAMPLE Gardinistration/Staff 3% 0% 6% 20% 65% 4.30 Chart 0% 4% 11% 22% 46% 4.07 Respondent Type - ENTIRE SAMPLE Student 3% 7% 17% 22% 46% 4.30 Administration/Staff 1% 2% 11% 27% 60% 4.42 Other 2% 23% 21% 23% 4.33 Student Class Status - YOUR INSTITUTION First year 3% 10% 3% 10% 65% 4.33 Gendor 0% 4% 1% 3% 1% 2% 4.06 4.06	07 145 01 6,528 06 217 14 24 15 34 33 33 01 10,526 05 273 03 889 15 43 07 128 15 29 21 32 17 18 30 10 01 5,385 02 2,256 03 1,155 03 1,155 05 296 16 40
Aggregated Dining Halis Respondent Type - YOUR INSTITUTION Basider Additional Stational Stat	01 6,528 .06 217 .14 24 .15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,155 .03 1,155 .05 296 .16 40
Respondent Type - YOUR INSTITUTION Respondent Type - YOUR INSTITUTIONStudentStudent04%11%29%96%4.37Faculty013%42%46%4.330AdministrationStaff3%06%28%65%4.50Other003%67%4.67Faculty0%4%12%28%56%4.35AdministrationStaff1%2%11%27%60%4.42Other2%1%2%53%4.330Student Class Status - YOUR INSTITUTIONFirst year2%13%30%55%4.38Student Class Status - ENTIRE SAMPLEFirst year2%11%2%61%4.33Student Class Status - ENTIRE SAMPLEFirst year3%10%31%55%4.38Student Class Status - ENTIRE SAMPLEFirst year3%10%3%19%63%4.35Student Class Status - ENTIRE SAMPLEFirst year3%7%11%26%40%4.08Student Class Status - ENTIRE SAMPLEFirst year3%7%11%26%40%4.08 <t< td=""><td>0.6 217 14 24 15 34 33 3 0.1 10,526 0.5 273 0.3 889 1.5 43 0.7 128 1.5 29 2.1 32 1.7 18 .30 10 0.1 5,385 .02 2,256 .03 1,155 .05 296 .16 40</td></t<>	0.6 217 14 24 15 34 33 3 0.1 10,526 0.5 273 0.3 889 1.5 43 0.7 128 1.5 29 2.1 32 1.7 18 .30 10 0.1 5,385 .02 2,256 .03 1,155 .05 296 .16 40
Facuity Administration/Staffimage of the second of the se	.14 24 .15 .34 .33 .3 .01 10,526 .05 .273 .03 .889 .15 .43 .07 .128 .15 .29 .21 .32 .17 .18 .30 .10 .01 .5,385 .02 .2,256 .03 .1,155 .05 .296 .16 .40
Administration/Staff OtherIndexIndexIndexIndexIndexIndexIndexRespondent Type - ENTRE SAMPLE FaculyStudentIndex <t< td=""><td>.15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,155 .05 296 .16 40</td></t<>	.15 34 .33 3 .01 10,526 .05 273 .03 889 .15 43 .07 128 .15 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,155 .05 296 .16 40
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Respondent Type - ENTIRE SAMPLEStudentStudent3%7%17%25%44%4.09Facuity0%4%12%28%56%4.35Administration/Staff1%2%1%22%28%56%4.42Other2%2%23%21%53%4.23Student Class Status - YOUR INSTITUTIONFirst year2%2%13%30%55%4.38Indir30%3%19%63%4.2536%	.01 10,526 .05 .273 .03 .889 .15 .43 .07 .128 .15 .29 .21 .32 .17 .18 .30 .10 .01 .5,385 .02 .2,256 .03 .1,394 .03 .1,155 .05 .296 .16 .40
Faculy0%4%12%28%56%4.35Administration/Staff1%2%11%27%60%4.42Otor2%23%21%53%4.23Student Class Status - YOUR INSTITUTIONFirst year2%2%13%30%55%4.38Junior3%13%10%31%66%4.4516%Senior2%11%28%661%4.5016%Graduate3%17%17%28%44%4.08Student Class Status - ENTIRE SAMPLEFirst year3%7%17%26%44%4.08Junior3%6%17%26%44%4.0816%4.08Sophomore3%7%17%26%44%4.0816%4.08Junior3%7%17%26%44%4.0816%4.08Sophomore3%7%17%26%44%4.0816%4.0816%4.08Sophomore3%7%17%26%44%4.0816%4.0816%16%4.0816%1	0.5 273 0.3 889 1.5 43 0.7 128 1.5 29 .21 32 .17 18 .30 10 .01 5,385 .02 2,256 .03 1,394 .03 1,155 .05 296 .16 40
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Junior 3% 7% 17% 26% 47% 4.07 Senior 3% 6% 16% 26% 49% 4.13 Graduate 1% 4% 10% 20% 65% 4.44 Other 1% 4% 10% 20% 65% 4.44 Other 8% 18% 10% 66% 4.33 Gender - YOUR INSTITUTION Female 3% 1% 20% 4.32 Male 1% 3% 9% 37% 50% 4.32 Other Identity 20% 80% 4.20 4.00 Male 1% 3% 9% 37% 54% 4.15 Male 3% 7% 15% 21% 4.15 4.15 Male 3% 7% 15% 26% 46% 4.14 Male 3% 7% 15% 26% 4.15 4.01 Itive YOUR INSTITUTION On c	.03 1,394 .03 1,155 .05 296 .16 40
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Gender - YOUR INSTITUTION Female 3% 11% 27% 60% 4.43 Male 1% 3% 9% 37% 50% 4.32 Other Identity 20% 80% 4.20 Gender - ENTIRE SAMPLE Did Not Answer 5% 4% 15% 21% 54% 4.15 Female 2% 6% 15% 26% 51% 4.17 Male 3% 7% 18% 26% 46% 4.04 Male 3% 7% 18% 26% 4.04 4.04 Itive YOUR INSTITUTION On campus 3% 11% 26% 4.3% 3.90 Live ENTIRE SAMPLE On campus 2% 3% 11% 32% 54% 4.30 Live YOUR INSTITUTION On campus 2% 3% 11% 32% 54% 4.33 Live ENTIRE SAMPLE On campus 3% 7% 16% 26% 48% 4.09	
Male1%3%9%37%50%4.32Other Identity20%80%4.20Gender - ENTIRE SAMPLEDid Not Answer5%4%15%21%54%4.15Female2%6%15%26%51%4.17Male3%7%18%26%46%4.04Transgender4%6%15%19%57%4.20Other Identity6%10%16%26%43%3.90Live YOUR INSTITUTIONOff campus2%3%11%32%54%4.39Off campus2%3%7%16%26%48%4.09ALVE ENTIRE SAMPLEOn campus3%7%16%26%48%4.09Incompus3%7%16%26%48%4.094.39Incompus3%11%30%56%4.274.28NACUFS Region - YOUR INSTITUTIONSouthern1%3%10%30%56%4.38	
Other identity20%88%4.20Gender - ENTIRE SAMPLEDid Not Answer5%4%15%21%54%4.15Female2%6%15%26%51%4.17Male3%7%18%26%46%4.04Transgender4%6%15%19%57%4.20Other identity6%10%16%26%43%3.90Live YOUR INSTITUTIONOn campus2%3%11%32%54%4.38Live ENTIRE SAMPLEOn campus3%7%16%26%48%4.09Off campus3%7%16%26%48%4.094.38NACUFS Region - YOUR INSTITUTIONSouthern1%3%10%30%56%4.38	.06 173
Gender - ENTIRE SAMPLE Did Not Answer 5% 4% 15% 21% 54% 4.15 Female 2% 6% 15% 26% 51% 4.17 Male 3% 7% 18% 26% 46% 4.04 Transgender 4% 6% 15% 19% 57% 4.20 Other Identity 6% 10% 16% 26% 43% 3.90 Live YOUR INSTITUTION On campus 2% 3% 11% 32% 54% 4.38 Off campus 2% 3% 9% 28% 59% 4.38 Live ENTIRE SAMPLE On campus 3% 7% 16% 26% 4.8% Off campus 3% 7% 16% 26% 4.99 MACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.08 100
Female 2% 6% 15% 26% 51% 4.17 Male 3% 7% 18% 26% 46% 4.04 Transgender 4% 6% 15% 19% 57% 4.20 Other Identity 6% 10% 16% 26% 44% 3.90 Live • YOUR INSTITUTION On campus 6% 3% 11% 32% 54% 4.38 Off campus 2% 3% 9% 28% 59% 4.39 Live • ENTIRE SAMPLE On campus 3% 7% 16% 26% 48% 4.09 MACUFS Region • YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.80 5
Male 3% 7% 18% 26% 46% 4.04 Transgender 4% 6% 15% 19% 57% 4.20 Other Identity 6% 10% 16% 26% 443% 3.90 Live YOUR INSTITUTION On campus 3% 11% 32% 54% 4.38 Off campus 2% 3% 9% 28% 59% 4.39 Live FNTIRE SAMPLE On campus 3% 7% 16% 26% 48% 4.09 MACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 55% 4.27	.10 138
Transgender44%66%15%19%57%4.20Other Identity66%10%16%26%43%3.90Live YOUR INSTITUTIONOn campus633%11%32%54%4.38Off campus63%3%9%28%59%4.39Live ENTIRE SAMPLEOn campus3%3%16%26%48%4.09MACUFS Region - YOUR INSTITUTIONSouthern11%3%10%30%56%4.38	.01 7,603
Other identity 6% 10% 16% 26% 43% 3.90 Live YOUR INSTITUTION On campus 3% 11% 32% 54% 4.38 Off campus 2% 3% 9% 28% 59% 4.39 Live ENTIRE SAMPLE On campus 3% 7% 16% 26% 48% 4.09 Off campus 3% 1% 4% 15% 25% 4.27 NACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.02 3,828
Live • YOUR INSTITUTION On campus On 3% 11% 32% 54% 4.38 Off campus 2% 3% 9% 28% 59% 4.39 Live • ENTIRE SAMPLE On campus 3% 7% 16% 26% 48% 4.09 Off campus 3% 1% 4% 15% 25% 4.27 NACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.15 54
Off campus Off cam	.12 108
Live ENTIRE SAMPLE On campus 3% 7% 16% 26% 48% 4.09 Off campus 1% 4% 15% 25% 4.27 NACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.06 151
Off campus 1% 4% 15% 25% 4.27 NACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.08 127
NACUFS Region - YOUR INSTITUTION Southern 1% 3% 10% 30% 56% 4.38	.01 9,264
	.02 2,467
NACHES Pagion ENTIDE SAMPLE Midwaat 20/ 70/ 470/ 200/ 400/ 440	.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
	.02 4,530
	.05 278
	.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 Image: Conveni	. 1
	.02 1,742
	.04 832
	.04 832 .03 1,214 .04 588
Convenience Store 3% 3% 15% 22% 57% 4.28	.03 1,214

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								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp	
Aggregated Dining Halls & Retail Units	Florida State University	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 Administration/Staff		3%	8% 6%	46% 26%	46% 65%	4.38 4.53	.13	24 34	
	Other		3%	0%	33%	67%	4.53	.13 .33	34	
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	24%	60%	4.07	.01	10,723	
Respondent Type - ENTIRE SAMPLE	Faculty	2%	2%	8%	24%	61%	4.39	.01	279	
	Administration/Staff	0%	1%	6%	21%	70%	4.44	.03	908	
	Other	070	170	14%	21%	65%	4.51	.02	43	
Student Class Status - YOUR INSTITUTION	First year	2%	4%	14%	26%	59%	4.36	.08	133	
	Sophomore	270	6%	10%	29%	55%	4.32	.16	31	
	Junior	3%	6%	16%	28%	47%	4.09	.10	32	
	Senior	270	2.0	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	
Institution Tune VOUD INSTITUTION	Southern	2%	4%	11%	23%	59%	4.35	.02	2,605	
Institution Type - YOUR INSTITUTION	Public	1% 2%	4% 4%	11% 11%	28%	57%	4.36	.05	285	
Institution Type - ENTIRE SAMPLE	Public Private	2%	4%	11%	24% 25%	60% 62%	4.38 4.45	.01	7,334 4,619	
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2% 4%	10%	25%	62% 57%	4.45	.01	4,619	
Operation Type - FOOR INSTITUTION Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	28%	63%	4.30	.05	9,180	
Operation Type - ENTIRE SAMPLE	Mainly Contracted	2%	3% 5%	10%	23%	54%	4.45	.01	2,773	
Total Current Enrollment - YOUR INSTITUTION		1%	4%	13%	28%	57%	4.25	.02	2,773	
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	0%	2%	9%	25%	64%	4.30	.03	1,557	
	2,500 to 10,000	2%	3%	9%	23%	64%	4.30	.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	.02	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			
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		2%	17%	15%	66%	4.44	.14	41	
	Convenience Store	1%	2%	8%	21%	69%	4.54	.03	797	

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							
		(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	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% 4%	8%	17%	34% 38%	37% 33%	3.93	.07	218
	Faculty Administration/Staff	4% 6%	13% 6%	13% 15%	38%	33% 42%	3.83 3.97	.24	24 33
	Other	0%	0%	15%	30%	42% 67%	4.67	.21	33
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	23%	24%	32%	3.62	.01	10,419
Respondent Type - ENTIRE SAMPLE	Faculty	3%	7%	18%	33%	38%	3.02	.01	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%	4.40/	0.10/	20%	60%	4.00	.77	5
Gender - ENTIRE SAMPLE	Did Not Answer	6%	14%	21%	18%	40%	3.71	.11	140
	Female Male	5% 7%	12% 14%	22% 24%	25% 24%	35% 31%	3.73 3.59	.01	7,511
	Transgender	7%	14%	24%	24%	31%	3.59	.02	3,798 54
	Other Identity	15%	11%	26%	19%	22%	3.57	.17	107
Live YOUR INSTITUTION	On campus	2%	8%	20%	35%	35%	3.93	.08	153
	Off campus	6%	8%	12%	33%	41%	3.94	.00	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		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
Turne of Detail Unit, YOUD MOTIFUTION	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
Type of Retail Unit - ENTIRE SAMPLE	Convenience Store Food Court	5%	12%	20%	25%	100% 38%	5.00 3.80	.03	1 1,709
Type of Retail Onit - LIVIIRE SAMPLE	Marketplace	6%	12%	20%	25%	29%	3.60	.03	821
	Express Unit	6%	13%	24%	28%	29% 37%	3.59	.04	1,191
	Specialty Coffee Shop/ Juice Bar	6% 5%	6%	18%	22%	43%	3.70	.04	580
	Sit-down Restaurant	570	8%	23%	26%	43%	4.05	.05	39
	Convenience Store	5%	9%	23%	23%	44 %	3.83	.10	782
*1 to 5 Scale, Where Higher Mean - Higher Ir		5%	970	2370	2370	4070	3.03	.04	762

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

	Di	Layout of facility							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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 Administration/Staff			8% 9%	54% 32%	38% 59%	4.29	.13	24
	Other			9%	32%	59% 67%	4.50 4.67	.11 .33	34
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	16%	33 %	47%	4.07	.01	10,638
Respondent Type - Entrice OAMI EE	Faculty	1%	4%	13%	32%	50%	4.17	.01	275
	Administration/Staff	1%	2%	11%	26%	60%	4.43	.03	903
	Other	2%	270	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	10/	5%	32%	37%	27%	3.85	.14	41
Gender - YOUR INSTITUTION	Female	1%	2%	13%	36%	49%	4.29	.06	177
	Male Other Identity	2%	3%	14%	36%	46% 100%	4.20 5.00	.09	103 5
Gender - ENTIRE SAMPLE	Other Identity Did Not Answer		5%	14%	33%	49%	4.25	.00	150
Gender - ENTINE SAMPLE	Female	1%	4%	14%	31%	49%	4.23	.07	7,697
	Male	2%	4%	14 %	31%	49%	4.22	.01	3,850
	Transgender	9%	7%	7%	27%	49%	4.00	.18	55
	Other Identity	2%	5%	23%	38%	32%	3.93	.09	107
Live YOUR INSTITUTION	On campus	1%	3%	14%	34%	48%	4.25	.07	156
	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 Mainly Contracted	1% 1%	3% 2%	13% 13%	32% 35%	50% 48%	4.25	.01	4,605
Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE	Mainly Contracted Mainly Self-operated	1% 2%	2%	13% 15%	35%	48%	4.27 4.20	.05	285 9,103
Operation Type - ENTIRE SAMPLE	Mainly Self-operated Mainly Contracted	2%	4%	15%	30%	49%	4.20	.01	2,756
Total Current Enrollment - YOUR INSTITUTION	•	1%	2%	13%	32%	40%	4.10	.02	2,750
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	13%	33%	40 % 51%	4.27	.03	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

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

		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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	001	1001	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	40/	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%	4.40/	0.40/	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% 19%	16% 9%	24% 21%	21% 21%	30% 30%	3.46 3.34	.02	3,792 53
	Transgender	23%	20%	21%	11%	21%	2.88	.20	106
Live YOUR INSTITUTION	Other Identity	23%	20%	19%	31%	37%	3.89	.14	106
Live TOOR INSTITUTION	On campus Off campus	4%	4%	19%	31%	39%	4.01	.09	132
Live ENTIRE SAMPLE	· ·	9%	17%	24%	21%	29%	3.45	.09	
LIVE ENTIRE SAMPLE	On campus	3%	8%	24%	21%	29% 44%	3.45	.01	9,135 2,449
NACUFS Region - YOUR INSTITUTION	Off campus Southern	3%	8%	19%	33%	38%	3.97	.02	2,449
NACUFS Region - FOUR INSTITUTION	Midwest	8%	15%	24%	21%	38 %	3.95	.08	5,243
NACOI S REGION - ENTIRE SAMPLE	Northeast	8%	18%	24 %	23%	26%	3.40	.02	2,330
	Southern	7%	13%	18%	23%	41%	3.40	.03	2,330
Institution Type - YOUR INSTITUTION	Public	3%	8%	18%	33%	38%	3.95	.03	2,300
Institution Type - ENTIRE SAMPLE	Public	8%	15%	22%	22%	38%	3.95	.08	7,098
	Private	8%	16%	22%	22%	29%	3.49	.02	4,486
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	8%	19%	33%	38%	3.49	.02	278
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	15%	23%	22%	32%	3.56	.00	8,932
	Mainly Contracted	8%	15%	23%	22%	32%	3.55	.01	2,652
Total Current Enrollment - YOUR INSTITUTIO		3%	8%	19%	33%	38%	3.95	.02	2,032
Total Current Enrollment - FOOR MOTION	Under 2,500	6%	14%	24%	26%	29%	3.59	.00	1,525
	2,500 to 10,000	5%	11%	19%	20%	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		0.0		100%	00.0	4.00	.20	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%	10%	20%	21%	33%	3.54	.04	1,188
	Specialty Coffee Shop/ Juice Bar	3%	11%	17%	21%	43%	3.95	.04	583
	Sit-down Restaurant	570	8%	26%	21%	45%	4.05	.03	39
	Convenience Store	8%	9%	25%	19%	39%	3.72	.10	778
	moortance	0%	9%	25%	19%	39%	3.12	.00	//8

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

			IMENT: Appearar						
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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		1%	2%	13%	30%	54%	4.33	.01	5,237
Aggregated Dining Halls Aggregated Dining Halls	YOUR INSTITUTION ENTIRE SAMPLE	1% 1%	1% 3%	8% 15%	35% 31%	55% 50%	4.43 4.27	.06 .01	150 6,591
Respondent Type - YOUR INSTITUTION	Student	0%	2%	13%	31%	52%	4.27	.01	224
	Faculty	0,0	270	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 Graduate			28%	22% 50%	50% 50%	4.22 4.50	.21 .17	18 10
Student Class Status - ENTIRE SAMPLE	Graduate First year	1%	2%	14%	31%	50% 52%	4.50	.17 .01	5,438
Clausine Glass Glatus - ENTINE GAMPLE	Sophomore	1%	3%	14 %	31%	52%	4.32	.01	2,249
	Junior	1%	4%	17%	31%	48%	4.19	.02	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% 6%	3% 2%	15% 15%	31% 22%	49% 56%	4.24 4.20	.01	3,848 54
	Transgender Other Identity	2%	۷%	37%	30%	31%	3.89	.15 .09	54 106
Live YOUR INSTITUTION	On campus	1%	1%	11%	33%	54%	4.38	.09	156
	Off campus	170	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 Mainly Contracted	1% 0%	3% 1%	13% 10%	31% 36%	52% 53%	4.30 4.39	.01 .04	4,587 285
Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE	Mainly Contracted Mainly Self-operated	1%	3%	10%	36%	53% 52%	4.39	.04	9,090
operation type - Eletine OAMFLE	Mainly Contracted	1%	3%	14 %	30%	52%	4.30	.01	2,738
Total Current Enrollment - YOUR INSTITUTION	•	0%	1%	10%	36%	53%	4.39	.02	2,730
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
Type of Detail Unit - ENTIDE OAMDLE	Convenience Store	404	001	400/	000/	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 Specialty Coffee Shop/ Juice Bar	1%	3% 1%	15% 9%	29% 26%	52% 64%	4.27 4.53	.03	1,217 598
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant		1% 5%	9% 15%	32%	64% 49%	4.53	.03	598 41
	Convenience Store	1%	3%	15%	27%	49% 55%	4.24	. 14	787
*1 to 5 Scale, Where Higher Mean = Higher S		1 70	3 70	14 70	2170	55%	4.55	.03	101

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

			Ava	ilability of se	ating				
		(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	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%	100/	14%	32%	45%	4.05	.26	22
	Administration/Staff	12%	12%		19%	58%	4.00	.29	26
	Other	50/	00/	000/	33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student Faculty	5% 7%	9% 5%	20% 14%	27% 24%	39% 51%	3.87	.01	9,641 250
	Administration/Staff	3%	5% 4%	14%	24%	51%	4.06	.08	786
	Other	3 70	2%	28%	20%	47%	4.20	.04	43
Student Class Status - YOUR INSTITUTION	First year	2%	3%	20%	32%	47 %	4.14	.14	119
Student class Status - TOOK INSTITUTION	Sophomore	2 /0	8%	19%	23%	43 % 50%	4.12	.09	26
	Junior	7%	3%	19%	33%	47%	4.13	.20	30
	Senior	1 /0	578	13%	44%	44%	4.10	.18	16
	Graduate		10%	20%	10%	60%	4.31	.16	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	.02	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
Operation Type VOUR INSTITUTION	Private Mainly Contracted	5%	10%	20%	29%	37%	3.84	.02	4,087
Operation Type - YOUR INSTITUTION Operation Type - ENTIRE SAMPLE	Mainly Contracted Mainly Self-operated	4% 5%	4% 8%	16% 19%	30% 27%	47% 41%	4.12 3.92	.07	252 8,228
Operation Type - ENTIRE SAMPLE	Mainly Self-operated Mainly Contracted	5% 6%	8%	19%	27%	41% 39%	3.92	.01	2,492
Total Current Enrollment - YOUR INSTITUTIO		4%	4%	19%	30%	39% 47%	4.12	.02	2,492
Total Current Enrollment - FOOR INSTITUTION	Under 2,500	3%	7%	18%	30%	47%	4.12	.07	1,479
	2,500 to 10,000	3%	4%	15%	25%	53%	4.01	.03	1,479
	10,001 to 20,000	4%	8%	19%	29%	40%	3.94	.03	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 I		0,0	1070	2070	22.70	3070	0.12	.00	020

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

			Ava	ilability of se	ating				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	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	40/	5%	14%	55%	27%	4.05	.17	22
	Administration/Staff Other	4%		8%	27% 33%	62% 67%	4.42 4.67	.19 .33	26 3
Peanendant Tuna ENTIPE SAMPLE	Student	3%	8%	17%	28%	45%	4.07	.33	9,772
Respondent Type - ENTIRE SAMPLE	Faculty	3%	5%	17%	31%	45%	4.02	.01	256
	Administration/Staff	1%	3%	13%	25%	48% 58%	4.17	.00	787
	Other	1 70	3 70	12%	23%	57%	4.33	.03	42
Student Class Status - YOUR INSTITUTION	First year	1%	2%	13%	40%	47%	4.30	.12	121
	Sophomore	3%	3%	21%	24%	47%	4.31	.07	29
	Junior	570	10%	21%	40%	48%	3.83	.20	30
	Senior		6%	13%	38%	44%	4.19	.23	16
	Graduate		070	40%	10%	50%	4.19	.23	10
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	17%	28%	44%	4.02	.02	5,079
	Sophomore	4%	8%	17%	26%	45%	4.02	.02	2,035
	Junior	4%	6%	18%	29%	40%	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 INSTITUTIO		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
Type of Betail Upit VOUD NOTITUTION	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
Type of Retail Unit - ENTIRE SAMPLE	Convenience Store	E0/	00/	100/	270/	100% 43%	5.00		1 600
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	19%	27%		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	E0/	5%	12%	29%	54%	4.32	.14	41
	Convenience Store	5%	9%	19%	19%	47%	3.94	.05	527

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.)

		Con	nfort (seats, temp	perature, ligh	ting, sound level,	etc.)			
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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%	100/	18%	27%	45%	4.00	.26	22
	Administration/Staff		12%	4%	31%	54%	4.27	.20	26
	Other	5%	9%	22%	33%	67%	4.67	.33	3
Respondent Type - ENTIRE SAMPLE	Student	5% 6%	6%	16%	26% 29%	38% 43%	3.83 3.98	.01	9,800 254
	Faculty Administration/Staff	2%	4%	10%	30%	43 % 53%	4.28	.07	804
	Other	2 70	4 70	33%	19%	49%	4.20	.03	43
Student Class Status - YOUR INSTITUTION	First year	1%	3%	20%	31%	49%	4.16	.14	125
Student class Status - TOOK INSTITUTION	Sophomore	4%	11%	20%	30%	33%	3.78	.00	27
	Junior	4 /0	6%	16%	26%	52%	4.23	.22	31
	Senior		0.10	17%	39%	44%	4.23	.17	18
	Graduate			20%	40%	44 %	4.20	.10	10
Student Class Status - ENTIRE SAMPLE	First year	5%	10%	20%	26%	36%	3.78	.02	5,045
	Sophomore	4%	9%	22%	26%	38%	3.85	.02	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
Operation Tune, VOUR INOTITUTION	Private Mainly Contracted	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% 27%	39% 39%	3.87	.01	8,371
Total Current Enrollment VOUD INCTITUTION	Mainly Contracted	4% 2%	9%	22%		39% 45%	3.86	.02	2,530
Total Current Enrollment - YOUR INSTITUTIO Total Current Enrollment - ENTIRE SAMPLE		2% 4%	5% 7%	18% 21%	31% 31%	45% 37%	4.14 3.92	.06	262 1,487
Total Surrent Enrolment - ENTIRE SAMPLE	Under 2,500 2,500 to 10,000	4% 2%	7% 5%	16%	25%	37% 52%	4.18	.03	1,487
	10,001 to 20,000	3%	5% 9%	21%	25%	52% 37%	3.89	.03	3,330
	Over 20,000	5% 6%	9%	21%	29%	37%	3.89	.02	4,420
Type of Retail Unit - YOUR INSTITUTION	Marketplace	3%	3%	15%	24%	55%	4.23	.02	4,420
	Specialty Coffee Shop/ Juice Bar	3%	3%	16%	39%	39%	4.23	.14	38
	Sit-down Restaurant	570	570	31%	19%	50%	4.11	.13	26
	Convenience Store			100%	1370	50%	3.00	. 10	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	.04	512
	Sit-down Restaurant	0,0	0.0	23%	21%	56%	4.33	.13	39
	Convenience Store	8%	8%	21%	22%	41%	3.80	.05	596

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.)

		Cor	nfort (seats, temp	erature, ligh	ting, sound level,	etc.)			
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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 S		∠ 70	0%	15%	2070	55%	4.21	.04	00.

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

		E	Environmentally	friendly prac	tices related to foo	od			
		(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	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
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

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								
Agengated bong bala & feat barsFormF			(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp	
Appropriate beamYOUR SATURYIONYOUYO	Aggregated Dining Halls & Retail Units	Florida State University	3%	6%	20%	29%	42%	4.01	.07	250	
Agengade Intra Agengade Intra 		ENTIRE SAMPLE									
Agengated Dring Fails Vertex SAVIP 049 0495 <		YOUR INSTITUTION								116	
Aggendant Ding Halls Filter SAMPLE 000 11% 23% 23% 33% 0.00 0.00 Respondent Type - SUUR NSTTUTON Suuder 0.00 <	Aggregated Retail Units	ENTIRE SAMPLE								5,582	
Besignedint Type - VOUR INSTITUTION Heads Biolin CPU 276	Aggregated Dining Halls	YOUR INSTITUTION									
Factory Participation Participatin Participation Participation </td <td>Aggregated Dining Halls</td> <th>ENTIRE SAMPLE</th> <td>10%</td> <td>11%</td> <td>23%</td> <td>26%</td> <td>31%</td> <td>3.59</td> <td>.02</td> <td>6,740</td>	Aggregated Dining Halls	ENTIRE SAMPLE	10%	11%	23%	26%	31%	3.59	.02	6,740	
Animaterionyair Number of the sector of the se	Respondent Type - YOUR INSTITUTION		4%							200	
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Administration3barAdministration3barAdministration3barAdministration3barAdministration3barAdministration3barAdministration3barStuden Class States - FORM NUMBERFerty errorControl <td>Respondent Type - ENTIRE SAMPLE</td> <th>Student</th> <td></td> <td></td> <td></td> <td></td> <td>33%</td> <td></td> <td>.01</td> <td>10,912</td>	Respondent Type - ENTIRE SAMPLE	Student					33%		.01	10,912	
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Senior 13% 20% 20% 30% 90% 3.4% 9.2% 9.2% Student Class Status - ENTIRE SAMPLE First year 70% </td <td></td> <th>Sophomore</th> <td></td> <td>10%</td> <td>17%</td> <td>17%</td> <td>55%</td> <td>4.17</td> <td>.20</td> <td>29</td>		Sophomore		10%	17%	17%	55%	4.17	.20	29	
Sudent Class Status - ENTRE SAMPLetFormation of the status - Status											
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FemaleFemaleB%10%23%25%34%3.670.018.080Maie0%0%0%21%28%36%3.800.023.900Transgender10%0%23%23%23%36%24%3.800.023.900Ure YOUR INSTITUTION0m campus3%0%11%22%23%18%24%3.180.12125Live FATIRE SAMPLE0m campus0%11%23%23%24%3.000.11954ACUES Region YOUR INSTITUTIONcountern3%0%11%22%23%24%4.072.022.25%NACUES Region -ENTIRE SAMPLEMidvest0%0%26%27%3.37%3.820.022.763Institution Type -YOUR INSTITUTIONSouthern5%0%26%22%2.37%3.370.332.57Institution Type -YOUR INSTITUTIONPublic3%0%0%22%2.5%3.370.032.576Operation Type -YOUR INSTITUTIONMainy Contracted3%0%20%22%23%3.370.032.578Operation Type -YOUR INSTITUTIONMainy Contracted3%0%20%22%23%3.370.032.58Operation Type -YOUR INSTITUTIONMainy Contracted3%0%20%22%23%3.370.032.58Operation Type -YOUR INSTITUTIONMainy Contracted3%0%2%		Other Identity			40%	20%	40%	4.00	.45	5	
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Northeast14%14%25%25%22%3.270.032.573Pacific13%14%27%23%23%23%3.290.05631Southern55%6%20%24%45%3.990.0227%Institution Type YOUR INSTITUTIONPublic3%6%20%24%4.010.07250Institution Type YOUR INSTITUTIONPublic7%8%22%25%3.883.780.017.041Operation Type YOUR INSTITUTIONMainy Contracted3%6%20%22%26%3.640.025260Operation Type YOUR INSTITUTIONMainy Contracted3%6%20%22%4.010.072500Operation Type YOUR INSTITUTIONMainy Contracted3%6%20%22%3.5733.610.025260Operation Type YOUR INSTITUTIONMainy Contracted3%6%20%22%26%3.370.019.318Operation Type Service100 to 20.003%6%20%22%25%3.370.032.059Total Current Enrollment - ENTIRE SAMPLEUnder 2,50011%11%24%25%25%3.370.332.0593.062.053.370.332.0593.062.053.370.332.0593.062.0593.062.053.062.053.062.053.062.053.062.053.062.053.06 <th< td=""><td>NACUFS Region - YOUR INSTITUTION</td><th>Southern</th><td>3%</td><td>6%</td><td>20%</td><td>29%</td><td>42%</td><td>4.01</td><td>.07</td><td>250</td></th<>	NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	20%	29%	42%	4.01	.07	250	
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SouthernSouther		Northeast	14%	14%	25%	25%	22%	3.27	.03	2,573	
Institution Type - YOUR INSTITUTIONPublic3%6%20%29%42%4.01.0.07250Institution Type - ENTIRE SAMPLEPublic7%8%22%25%38%3.78.0.017.041Operation Type - YOUR INSTITUTIONMainly Contracted3%6%22%25%38%3.78.0.017.250Operation Type - YOUR INSTITUTIONMainly Contracted3%6%22%26%33%3.61.0.025.281Operation Type - ENTIRE SAMPLEMainly Contracted3%6%22%26%3.5%3.01.0.019.318Total Current Enrollment - YOUR INSTITUTIONMainly Contracted3%6%20%22%26%3.37.0.019.318Total Current Enrollment - YOUR INSTITUTION10.01 to 20,00012%14%22%26%3.37.0.312.059Operation Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%23%26%3.37.0.322.65%Marketplace2%6%2%2.3%2.6%3.37.0.312.0582.6%Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%23%26%3.37.0.322.6%Type of Retail Unit - ENTIRE SAMPLEFood Court2%6%23%26%3.37.0.322.6%.3.8%Type of Retail Unit - ENTIRE SAMPLEFood Court8%6%24%2.6%.3.6%.3.8%.3.8%.3		Pacific	13%	14%	27%	23%	23%	3.29	.05	631	
Institution Type - ENTIRE SAMPLEPublic7%8%22%25%38%3.78.017,041Private8%11%24%27%31%3.61.025,281Operation Type - YOUR INSTITUTIONMainly Contracted3%6%20%29%42%4.01.07250Operation Type - ENTIRE SAMPLEMainly Contracted3%6%20%29%42%4.01.07250Operation Type - ENTIRE SAMPLEMainly Contracted8%9%23%25%3.5%3.71.019,318Total Current Enrollment - YOUR INSTITUTION10,001 to 20,0003%6%20%29%42%4.01.07250Total Current Enrollment - ENTIRE SAMPLEUnder 2,50012%14%25%25%3.37.0.32,0592,500 to 10,0006%7%14%25%25%3.66.0.22,468Over 20,0006%7%14%25%25%3.672.024.41Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%3.78.0.31.857Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%23%25%33%3.672.024.43Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%23%25%33%3.672.024.31Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%23%25%33%3.672.03 </td <td></td> <th>Southern</th> <td>5%</td> <td>6%</td> <td>20%</td> <td>24%</td> <td>45%</td> <td>3.99</td> <td>.02</td> <td>2,763</td>		Southern	5%	6%	20%	24%	45%	3.99	.02	2,763	
Private8%11%24%27%31%3.61.025.81Operation Type - YOUR INSTITUTIONMainly Contracted3%6%20%29%42%4.01.07250Operation Type - ENTIRE SAMPLEMainly Contracted7%10%22%26%35%3.71.0.19.318Mainly Contracted8%9%23%25%35%3.69.0.23.004Total Current Enrollment - YOUR INSTITUTION10.001 to 20,0003%6%20%29%42%4.01.0.7250Total Current Enrollment - ENTIRE SAMPLEUnder 2,500112%14%25%25%3.37.0.32,059Z,500 to 10,0005%7%18%23%26%3.40.0.22,488Over 20,0007%9%23%26%3.403.72.0.24,483Over 20,0007%9%23%25%34%3.72.0.24,312Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%23%25%3.61.0.4.53Specialty Coffee Shop/ Juice Bar5%24%25%25%3.61.0.4.15.38Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%23%25%3.73.0.31.857Marketplace7%10%25%25%3.64.0.0.15.38Sit-down Restaurant6%9%23%25%3.64.0.0<	Institution Type - YOUR INSTITUTION	Public	3%	6%		29%	42%	4.01	.07	250	
Operation Type - YOUR INSTITUTIONMainly Contracted3%6%20%29%42%4.010.07250Operation Type - ENTIRE SAMPLEMainly Self-operated7%10%22%26%35%3.710.019,318Total Current Enrollment - YOUR INSTITUTIONMonot to 20,0003%6%9%23%25%35%3.690.023,004Total Current Enrollment - ENTIRE SAMPLEUnder 2,50012%14%25%25%3.370.032,059Inder 2,0005%7%18%25%25%3.370.022,46810,001 to 20,0006%7%18%25%44%4.000.022,46810,001 to 20,0007%9%23%26%3.470.023,483Type of Retail Unit - YOUR INSTITUTIONMarkeplace2%6%20%21%3.46%3.690.023,483Type of Retail Unit - YOUR INSTITUTIONMarkeplace2%6%21%3.26%3.370.31.53.87Type of Retail Unit - YOUR INSTITUTIONMarkeplace6%8%25%25%3.370.31.53.87Type of Retail Unit - ENTIRE SAMPLEFood Court6%6%20%23%25%3.7%3.780.31.55Type of Retail Unit - ENTIRE SAMPLEFood Court6%6%9%23%25%3.7%3.780.31.55Type of Retail Unit - ENTIRE SAMPLEFood Court <th< td=""><td>Institution Type - ENTIRE SAMPLE</td><th>Public</th><td>7%</td><td>8%</td><td>22%</td><td>25%</td><td>38%</td><td>3.78</td><td>.01</td><td>7,041</td></th<>	Institution Type - ENTIRE SAMPLE	Public	7%	8%	22%	25%	38%	3.78	.01	7,041	
Operation Type - ENTIRE SAMPLE Mainly Self-operated 7% 10% 22% 26% 35% 3.71 0.01 9,318 Mainly Contracted 8% 9% 23% 25% 35% 3.69 0.02 3,004 Total Current Enrollment - YOUR INSTITUTION 10,001 to 20,000 3% 6% 20% 29% 42% 4.01 0.07 250 Total Current Enrollment - ENTIRE SAMPLE Under 2,500 12% 14% 25% 25% 3.37 0.03 2,059 2,000 10,000 5% 7% 18% 25% 45% 4.00 0.02 2,468 0,001 to 20,000 7% 9% 23% 26% 34% 3.69 0.02 3,483 0,001 to 20,000 7% 9% 23% 26% 34% 3.69 0.02 3,483 Type of Retail Unit - YOUR INSTITUTION Marketplace 2% 6% 21% 32% 40% 4.02 1.4 53 Specialty Coffee Shop/ Juice Bar </td <td></td> <th>Private</th> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>		Private									
Mainy Contracted8%9%23%25%35%3.690.023,044Total Current Enrollment - YOUR INSTITUTION10,001 to 20,0003%6%20%29%42%4.01.07250Total Current Enrollment - ENTIRE SAMPLEUnder 2,50012%14%25%25%25%3.37.0.32,0592,500 to 10,0005%7%18%25%45%4.00.0.22,46810,001 to 20,0008%9%23%26%34%3.69.0.23,483Over 20,0007%9%23%26%34%3.67.0.24,312Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%32%40%4.02.1.4.3.8Specialty Coffee Shop/ Juice Bar2%6%21%32%26%33%.6.7.2.6.3.8Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%.3.9%.4.00.1.5.3.8Specialty Coffee Shop/ Juice Bar2%6%21%.3.9%.3.67.2.6.3.8Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%23%.2.5%.3.3%.6.7.2.6.3.8Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%23%.2.5%.3.3%.6.7.2.6.2.6Type of Retail Unit - ENTIRE SAMPLEFood Court6%9%.2.5%.3.6%.3.6%.2.6.3.7%Functo		Mainly Contracted		6%				4.01		250	
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Total Current Enrollment - ENTIRE SAMPLE Under 2,500 12% 14% 25% 25% 3.37 0.03 2,059 2,500 to 10,000 5% 7% 18% 25% 45% 4.00 0.02 2,468 10,001 to 20,000 8% 9% 23% 26% 34% 3.69 0.02 3,483 Over 20,000 7% 9% 23% 26% 34% 3.69 0.02 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 Sti-down Restaurant 8% 8% 25% 25% 33% 3.67 .26 24 Type of Retail Unit - ENTIRE SAMPLE Food Court 6% 9% 25% 25% 37% 3.64 .04 759 Express Unit 5% 7% 10% 25% 29%		Mainly Contracted	8%	9%	23%	25%	35%	3.69	.02	3,004	
2,500 to 10,0005%7%18%25%45%4.00.0.22,46810,001 to 20,0008%9%23%26%34%3.69.0.23,483Over 20,0007%9%23%27%34%3.72.0.24,312Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%32%40%4.02.1.453Specialty Coffee Shop/Juice Bar5%24%29%42%4.08.1.538Sit-down Restaurant8%8%25%25%33%3.67.2.624Type of Retail Unit - ENTIRE SAMPLEFood Ourt6%9%23%25%37%3.64.0.01857Marketplace7%10%25%29%29%3.64.0.47599Fores Unit5%7%10%25%29%3.64.0.47599Specialty Coffee Shop/Juice Bar6%7%23%27%3.64.0.47599Specialty Coffee Shop/Juice Bar6%7%23%27%3.64.0.47599Specialty Coffee Shop/Juice Bar4%6%20%21%50%4.06.0.47519Specialty Coffee Shop/Juice Bar4%6%20%21%50%4.06.0.47211Specialty Coffee Shop/Juice Bar4%6%20%21%50%4.03.0.91221Sti-down Restaurant2%3%15%28%<	Total Current Enrollment - YOUR INSTITUTION	10,001 to 20,000	3%	6%	20%	29%	42%	4.01	.07	250	
10,001 to 20,0008%9%23%26%34%3.69.0.23,483Type of Retail Unit - YOUR INSTITUTIONMarketplace2%6%21%32%40%4.02.1.453Specialty Coffee Shop/ Juice Bar2%6%24%29%44%4.02.1.453Specialty Coffee Shop/ Juice Bar6%6%21%32%40%4.02.1.453Specialty Coffee Shop/ Juice Bar6%6%24%29%44%4.08.1.538Sit-down Restaurant8%8%25%25%33%3.67.2.624Type of Retail Unit - ENTIRE SAMPLEFood Court6%6%9%23%25%37%3.78.0.31.857Marketplace7%10%25%29%29%3.64.0.4759Express Unit5%7%10%25%29%28%3.85.0.31.221Sit-down Restaurant2%3%3%3.85.0.31.221Sit-down Restaurant2%3%3%15%28%52%4.23.0.91.221	Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	12%	14%	25%	25%	25%	3.37	.03	2,059	
Over 20,000Over 20,000Over 20,000AAABB		2,500 to 10,000	5%	7%	18%	25%	45%	4.00	.02	2,468	
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 Type of Retail Unit - ENTIRE SAMPLE Food Court 6% 9% 23% 25% 33% 3.67 .26 24 Marketplace 6% 9% 23% 25% 33% 3.67 .26 24 Specialty Coffee Shop/Juice Bar 6% 9% 23% 25% 33% 3.67 .26 24 Type of Retail Unit - ENTIRE SAMPLE Food Court 6% 9% 23% 25% 33% 3.63 1.857 Marketplace 7% 10% 25% 29% 3.64 .04 759 Express Unit 5% 7% 23% 21% 3.85 .03 1.21% Sit-down Restaurant		10,001 to 20,000	8%	9%	23%	26%	34%	3.69	.02	3,483	
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		Over 20,000	7%	9%	23%		34%	3.72	.02	4,312	
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% 33% 3.67 .26 .1 Marketplace 7% 10% 25% 29% 33% 3.68 .0.3 1,857 Express Unit 5% 7% 23% 29% 3.64 .0.4 .759 Specialty Coffee Shop/ Juice Bar 4% 6% 20% 21% 3.85 .0.3 1,221 Sit-down Restaurant 2% 3% 15% 28% 52% 4.23 .0.9 122	Type of Retail Unit - YOUR INSTITUTION	Marketplace	2%	6%	21%	32%	40%	4.02	.14	53	
Convenience Store Image: Conveni		Specialty Coffee Shop/ Juice Bar		5%	24%	29%	42%	4.08	.15	38	
Food Court 6% 9% 23% 25% 37% 3.78 .0.3 1,857 Marketplace 7% 10% 25% 29% 29% 3.64 .0.4 759 Express Unit 5% 7% 23% 27% 3.86% .0.3 1,221 Specialty Coffee Shop/ Juice Bar 4% 6% 20% 21% 50% 4.06 .0.4 721 Sit-down Restaurant 2% 3% 15% 28% 52% 4.23 .0.9 122		Sit-down Restaurant	8%	8%	25%	25%	33%	3.67	.26	24	
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				100%		4.00		1	
Express Unit 5% 7% 23% 27% 38% 3.85 .0.3 1,21 Specialty Coffee Shop/ Juice Bar 4% 6% 20% 21% 50% 4.06 .0.4 771 Sit-down Restaurant 2% 3% 15% 28% 52% 4.23 .0.9 122	Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	9%	23%	25%	37%	3.78	.03	1,857	
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		Marketplace	7%	10%	25%	29%	29%	3.64	.04	759	
Sit-down Restaurant 2% 3% 15% 28% 52% 4.23 .09 122		Express Unit	5%	7%	23%	27%	38%	3.85	.03	1,221	
Sit-down Restaurant 2% 3% 15% 28% 52% 4.23 .09 122		Specialty Coffee Shop/ Juice Bar	4%	6%	20%	21%	50%	4.06	.04	721	
Convenience Store 4% 9% 20% 22% 46% 3.97 .04 902		Sit-down Restaurant	2%	3%	15%	28%	52%	4.23	.09	122	
		Convenience Store	4%	9%	20%	22%	46%	3.97	.04	902	

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/ ethic	al practices i	related to food				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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	8%	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%	22%	46%	3.93	.02	2,208
	Junior	5%	9%	19%	25%	42%	3.90	.03	1,475
	Senior	5%	5%	10%	24%	46%	4.01	.03	1,215
	Graduate	4%	6%	15%	21%	53%	4.12	.07	298
	Other	19%	0,0	25%	21%	34%	3.53	.26	32
Gender - YOUR INSTITUTION	Female	3%	7%	18%	22%	43%	4.02	.09	152
Gender - FOOR INSTITUTION	Male	7%	13%	16%	23%	36%	3.75	.13	88
	Other Identity	170	1370	20%	2070	80%	4.60	.10	5
Gender - ENTIRE SAMPLE	Did Not Answer	7%	7%	20%	24%	40%	3.82	.10	139
Gender - ENTINE SAMPLE	Female	4%	6%	22%	23%	40%	4.04	.10	7,451
	Male	10%	10%	20%	21%	38%	3.68	.01	3,827
	Transgender	3%	10%	10%	29%	48%	4.10	.14	62
	Other Identity	4%	3%	21%	23%	50%	4.09	.14	115
Live YOUR INSTITUTION	On campus	4%	10%	21%	22%	38%	3.82	.10	134
Live TOOR INSTITUTION	Off campus	4%	7%	13%	32%	45%	4.07	.10	134
Live ENTIRE SAMPLE	On campus	6%	8%	22%	23%	43%	3.87	.10	9,007
LIVE ENTIRE SAMPLE	· · · · · · · · · · · · · · · · · · ·	5%	6%	15%	23%	42 % 51%	4.10	.01	2,587
NACHES Design VOUD INSTITUTION	Off campus	5% 4%	9%	15%	23%			.02	
NACUES Region - YOUR INSTITUTION	Southern		9% 7%			41%	3.93	.07	245
NACUFS Region - ENTIRE SAMPLE	Midwest	6% 6%	7%	21% 21%	23% 24%	42% 42%	3.88 3.89	.02	4,705
	Northeast								2,367
	Pacific	6%	7%	22%	23%	41%	3.87	.05	575
Institution Type VOUD INSTITUTION	Southern	5%	7% 9%	18%	19%	51%	4.05	.02	2,657
Institution Type - YOUR INSTITUTION Institution Type - ENTIRE SAMPLE	Public	4% 6%	9% 7%	18% 20%	28% 22%	41% 46%	3.93	.07	245 6,649
Institution Type - ENTIRE SAMPLE	Public						3.96		
Operation Type, VOUR INCTITUTION	Private Mainly Contracted	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		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

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/ ethic	al practices i	related to food				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & 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		0,0	20%	22%	56%	4.33	.02	9
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	25%	28%	39%	3.96	.01	4,960
	Sophomore	3%	7%	25%	25%	39%	3.90	.01	2,169
	Junior	5%	8%	27%	25%	35%	3.77	.02	1,435
	Senior	6%	6%	21%	29%	33%	3.77	.03	1,435
	Graduate	3%	3%	18%	26%	49%	4.14	.05	288
		9%	3%	33%	18%	36%	3.70	.00	33
Gender - YOUR INSTITUTION	Other Female	3%	3%	23%	26%	45%	4.07	.22	151
Gender - FOOR INSTITUTION	Male	4%	4%	16%	35%	43%	4.07	.08	85
		4%	4%	40%	20%	41%		.11	65 5
Gender - ENTIRE SAMPLE	Other Identity	2%	9%	26%	20%	40%	4.00 3.84	.45	134
Gender - ENTIRE SAMPLE	Did Not Answer								
	Female	3% 4%	6% 4%	24%	26%	40%	3.93	.01	7,362
	Male		3%	24% 26%	28% 32%	41%	3.99		3,706
	Transgender	5% 6%	11%		21%	34% 28%	3.87	.14 .11	62 113
	Other Identity			34%			3.55		
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		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 S		0.10	- 70	~~~~~	2070	0170	7.12	.04	

TABLE 27 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS***

		In general, how	v satisfied or dissa by yo	atisfied are you v our college/unive		vices provided			
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	12%	14%	39%	30%	3.77	.09	161
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	24%	29%	20%	3.32	.01	8,836
Dining Hall	#1	5%	12%	14%	39%	30%	3.77	.09	161
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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
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	.00	1,262
Retail Unit	# 1	470	1270	18%	39%	42%	4.24	.13	33
Retail Unit	#2		100%	1070	0070	42.70	2.00		1
Retail Unit	# 3	10%	20%	20%	33%	17%	3.27	.23	30
Retail Unit	#3	10%	20%	18%	36%	9%	3.05	.23	22
Retail Unit	# 4	1470	10%	13%	43%	33%	4.00	.21	22
Retail Unit	#6		10%	27%	36%	18%	3.55	.21	11
Retail Unit	#0		18%	11%	22%	56%	4.22	.31	9
Retail Unit	# 7		10%	10%	50%	30%	4.22	.30	10
Retail Unit	# 0		1070	1070	50%	50%	4.00	.30	10
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Retail Unit	•						•	•	
Retail Unit Retail Unit	•						•	•	
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*1 to 5 Scale, Where Higher Mean = Higher Satisfaction **Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population. A smaller Sampling Error means the data is a better predictor of the overall population. ***Consult the beginning of this report, page iv, or your order form for the Dining Hall and Retail Unit names.

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

	Food: Overall									
			(a)			(-)) (
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION		3%	8%	28%	61%	4.46	.06	158	
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	33%	46%	4.16	.01	8,563	
Dining Hall	#1		3%	8%	28%	61%	4.46	.06	158	
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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	
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	
Retail Unit	# 1				41%	59%	4.59	.09	34	
Retail Unit	# 2				100%		4.00		1	
Retail Unit	# 3		3%	13%	27%	57%	4.37	.16	30	
Retail Unit	#4		4%	4%	26%	65%	4.52	.16	23	
Retail Unit	# 5		12%	6%	53%	29%	4.00	.23	17	
Retail Unit	#6			8%	46%	46%	4.38	.18	13	
Retail Unit	#7				30%	70%	4.70	.15	10	
Retail Unit	#8		20%	10%	30%	40%	3.90	.38	10	
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TABLE 28b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Overall

	FOOD: Overall Food: Overall									
				Food: Overa						
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION	5%	9%	17%	40%	29%	3.77	.09	168	
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	24%	31%	19%	3.32	.01	8,693	
Dining Hall	#1	5%	9%	17%	40%	29%	3.77	.09	168	
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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	
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	
Retail Unit	#1		3%		32%	65%	4.59	.11	37	
Retail Unit	# 2				100%		4.00		1	
Retail Unit	# 3	9%	6%	6%	44%	34%	3.88	.22	32	
Retail Unit	# 4		4%	4%	33%	58%	4.46	.16	24	
Retail Unit	# 5		5%	24%	29%	43%	4.10	.21	21	
Retail Unit	#6			8%	62%	31%	4.23	.17	13	
Retail Unit	#7	10%	10%		10%	70%	4.20	.47	10	
Retail Unit	#8		9%	9%	36%	45%	4.18	.30	11	
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TABLE 29a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Taste

				Taste					
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		2%	7%	26%	65%	4.53	.06	161
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	31%	53%	4.31	.01	8,571
Dining Hall	#1		2%	7%	26%	65%	4.53	.06	161
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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
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
Retail Unit	#1				33%	67%	4.67	.08	36
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3			13%	17%	70%	4.57	.13	30
Retail Unit	#4		4%	8%	4%	83%	4.67	.17	24
Retail Unit	# 5				26%	74%	4.74	.10	19
Retail Unit	#6			8%	23%	69%	4.62	.18	13
Retail Unit	#7				20%	80%	4.80	.13	10
Retail Unit	#8		18%		18%	64%	4.27	.36	11
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*1 to E Soolo, Whore Higher Mean - His									

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

		Taste								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION	6%	12%	24%	35%	23%	3.57	.09	166	
Aggregated Dining Halls	ENTIRE SAMPLE	9%	17%	26%	30%	17%	3.30	.01	8,654	
Dining Hall	#1	6%	12%	24%	35%	23%	3.57	.09	166	
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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	.00	7,258	
Type of Retail Unit - YOUR INSTITUTION		1%	6%	4%	26%	43 <i>%</i> 63%	4.04	.01	7,238	
Type of Retail Onit - TOOR INSTITUTION	Specialty Coffee Shop/ Juice Bar	2%	4%	2%	37%	54%	4.43	.13	46	
	· · ·	2% 6%	4%	6%	23%	54%				
	Sit-down Restaurant	6%	10%	6%		55%	4.10	.23	31	
	Convenience Store	40/	00/	470/	100%	200/	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	
Retail Unit	#1		3%	6%	22%	69%	4.58	.12	36	
Retail Unit	#2				100%		4.00		1	
Retail Unit	#3	6%	10%	6%	23%	55%	4.10	.23	31	
Retail Unit	#4		4%		28%	68%	4.60	.14	25	
Retail Unit	#5	5%	5%	5%	48%	38%	4.10	.23	21	
Retail Unit	#6			8%	54%	38%	4.31	.17	13	
Retail Unit	#7	10%	10%			80%	4.30	.47	10	
Retail Unit	#8		18%		27%	55%	4.18	.35	11	
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*1 to 5 Scale, Where Higher Mean = Hig										

TABLE 30a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Eye appeal

		Eye appeal								
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION	5%	18%	22%	29%	26%	3.54	.09	160	
Aggregated Dining Halls	ENTIRE SAMPLE	12%	20%	26%	22%	21%	3.20	.01	8,458	
Dining Hall	#1	5%	18%	22%	29%	26%	3.54	.09	160	
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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	
Type of Retail Unit - YOUR INSTITUTION		3%	7%	21%	29%	40%	3.96	.13	70	
N	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	
Retail Unit	#1		3%	17%	31%	50%	4.28	.14	36	
Retail Unit	#2				100%		4.00		1	
Retail Unit	# 3	3%	7%	27%	30%	33%	3.83	.20	30	
Retail Unit	#4	4%	9%	9%	43%	35%	3.96	.23	23	
Retail Unit	# 5		5%	5%	37%	53%	4.37	.19	19	
Retail Unit	#6		8%	31%	31%	31%	3.85	.27	13	
Retail Unit	#7	20%		30%	20%	30%	3.40	.48	10	
Retail Unit	#8		27%	18%	27%	27%	3.55	.37	11	
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TABLE 30b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Eye appeal

		Eye appeal								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION	5%	7%	23%	36%	29%	3.77	.08	166	
Aggregated Dining Halls	ENTIRE SAMPLE	7%	14%	32%	29%	18%	3.37	.01	8,560	
Dining Hall	#1	5%	7%	23%	36%	29%	3.77	.08	166	
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-	· YOUR INSTITUTION	2%	4%	12%	39%	43%	4.17	.08	146	
Aggregated Retail Units	ENTIRE SAMPLE	3%	7%	22%	30%	38%	3.94	.00	7,181	
Aggregated Retail Units		3%								
Type of Retail Unit - YOUR INSTITUTION	-		3%	13%	33%	51%	4.32	.10	69	
	Specialty Coffee Shop/ Juice Bar	100/	4%	4%	51%	40%	4.27	.11	45	
	Sit-down Restaurant	10%	6%	19%	32%	32%	3.71	.23	31	
	Convenience Store	00/		05%	100%	00%	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	
Retail Unit	#1			6%	37%	57%	4.51	.10	35	
Retail Unit	# 2				100%		4.00		1	
Retail Unit	#3	10%	6%	19%	32%	32%	3.71	.23	31	
Retail Unit	#4		4%	4%	46%	46%	4.33	.16	24	
Retail Unit	# 5		5%	5%	57%	33%	4.19	.16	21	
Retail Unit	#6			38%	31%	31%	3.92	.24	13	
Retail Unit	#7			20%	10%	70%	4.50	.27	10	
Retail Unit	#8		18%		45%	36%	4.00	.33	11	
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TABLE 31a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Freshness

				Freshness					
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		1%	6%	29%	64%	4.55	.05	155
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	57%	4.36	.01	8,536
Dining Hall	#1		1%	6%	29%	64%	4.55	.05	155
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-	· YOUR INSTITUTION			6%	31%	62%	4.56	.05	141
Aggregated Retail Units	ENTIRE SAMPLE	40/	2%	10%	24%	63%			
Aggregated Retail Units		1%	۷%				4.46	.01	7,117
Type of Retail Unit - YOUR INSTITUTION	· · · · · · · · · · · · · · · · · · ·			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
Retail Unit	#1			5%	30%	65%	4.59	.10	37
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3			4%	39%	57%	4.54	.11	28
Retail Unit	#4			4%	26%	70%	4.65	.12	23
Retail Unit	# 5			11%	37%	53%	4.42	.16	19
Retail Unit	#6			8%	15%	77%	4.69	.17	13
Retail Unit	#7			10%	30%	60%	4.50	.22	10
Retail Unit	#8			10%	40%	50%	4.40	.22	10
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TABLE 31b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Freshness

				Freshness					
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	4%	14%	14%	37%	31%	3.77	.09	167
Aggregated Dining Halls	ENTIRE SAMPLE	8%	15%	26%	31%	21%	3.42	.01	8,617
Dining Hall	#1	4%	14%	14%	37%	31%	3.77	.09	167
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Aggregated Retail Units	· YOUR INSTITUTION	1%	5%	12%	35%	47%	4.21	.08	147
	ENTIRE SAMPLE	4%	9%	12 %	29%	39%	3.92	.08	7,198
Aggregated Retail Units		4%		19%					
Type of Retail Unit - YOUR INSTITUTION	· · · · · · · · · · · · · · · · · · ·		3%		31%	51%	4.31	.10	70
	Specialty Coffee Shop/ Juice Bar	00/	4%	11%	38%	47%	4.27	.12	45
	Sit-down Restaurant	6%	10%	10%	35%	39%	3.90	.22	31
	Convenience Store	50/	400/	0.10/	100%	0.49/	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
Retail Unit	#1		5%	11%	27%	57%	4.35	.15	37
Retail Unit	# 2				100%		4.00		1
Retail Unit	#3	6%	10%	10%	35%	39%	3.90	.22	31
Retail Unit	#4			4%	38%	58%	4.54	.12	24
Retail Unit	# 5		10%	19%	38%	33%	3.95	.21	21
Retail Unit	#6			31%	46%	23%	3.92	.21	13
Retail Unit	#7			10%	30%	60%	4.50	.22	10
Retail Unit	#8			10%	30%	60%	4.50	.22	10
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TABLE 32a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Nutritional content

			Nu	tritional con	tent				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	12%	31%	50%	4.22	.08	161
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	16%	27%	49%	4.14	.01	8,442
Dining Hall	#1	2%	5%	12%	31%	50%	4.22	.08	161
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Dining Hall	· YOUR INSTITUTION	3%	3%	21%	30%	43%	4.07		144
Aggregated Retail Units								.08	
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	16%	25%	49%	4.10	.01	6,965
Type of Retail Unit - YOUR INSTITUTION			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
Retail Unit	#1			16%	35%	49%	4.32	.12	37
Retail Unit	#2			100%			3.00		1
Retail Unit	#3	10%		32%	23%	35%	3.74	.22	31
Retail Unit	#4			17%	29%	54%	4.38	.16	24
Retail Unit	# 5	6%	17%	6%	28%	44%	3.89	.31	18
Retail Unit	#6			23%	23%	54%	4.31	.24	13
Retail Unit	#7		10%	30%	30%	30%	3.80	.33	10
Retail Unit	#8		10%	20%	50%	20%	3.80	.29	10
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TABLE 32b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Nutritional content

		Nutritional content							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	10%	22%	29%	34%	3.75	.09	166
Aggregated Dining Halls	ENTIRE SAMPLE	10%	15%	29%	27%	20%	3.32	.01	8,476
Dining Hall	#1	5%	10%	22%	29%	34%	3.75	.09	166
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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
Type of Retail Unit - YOUR INSTITUTION		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
Retail Unit	#1	5%	5%	11%	32%	46%	4.08	.19	37
Retail Unit	# 2				100%		4.00		1
Retail Unit	#3	13%	10%	30%	13%	33%	3.43	.26	30
Retail Unit	#4		8%	12%	32%	48%	4.20	.19	25
Retail Unit	# 5			53%	32%	16%	3.63	.17	19
Retail Unit	#6			23%	38%	38%	4.15	.22	13
Retail Unit	#7			44%	33%	22%	3.78	.28	9
Retail Unit	#8			40%	40%	20%	3.80	.25	10
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TABLE 33a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)

FOOD: Value

		Value								
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION		1%	15%	27%	57%	4.39	.06	162	
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	23%	28%	41%	4.00	.01	8,277	
Dining Hall	#1		1%	15%	27%	57%	4.39	.06	162	
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Aggregated Retail Units	· YOUR INSTITUTION	2%	2%	9%	28%	59%	4.40	.07	145	
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	15%	27%	53%	4.40	.07	7,089	
Type of Retail Unit - YOUR INSTITUTION		1%	1%	9%	30%	59%	4.20			
Type of Retail Unit - FOUR INSTITUTION	· · · · · · · · · · · · · · · · · · ·	2%		12%	19%			.10	70	
	Specialty Coffee Shop/ Juice Bar		5%			63%	4.35	.16	43	
	Sit-down Restaurant	3%		6%	35%	55%	4.39	.16	31	
	Convenience Store	40/	00/	100/	000/	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	
Retail Unit	#1	3%		5%	30%	62%	4.49	.14	37	
Retail Unit	# 2					100%	5.00		1	
Retail Unit	#3	3%		6%	35%	55%	4.39	.16	31	
Retail Unit	#4		4%	13%	13%	71%	4.50	.18	24	
Retail Unit	# 5	5%	5%	11%	26%	53%	4.16	.27	19	
Retail Unit	#6		8%	15%	23%	54%	4.23	.28	13	
Retail Unit	#7			10%	30%	60%	4.50	.22	10	
Retail Unit	#8			10%	40%	50%	4.40	.22	10	
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TABLE 33b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) FOOD: Value

		Value Value									
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp		
Aggregated Dining Halls	YOUR INSTITUTION	5%	13%	15%	29%	39%	3.83	.09	168		
Aggregated Dining Halls	ENTIRE SAMPLE	10%	13%	29%	26%	22%	3.36	.01	8,360		
Dining Hall	#1	5%	13%	15%	29%	39%	3.83	.09	168		
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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		
Type of Retail Unit - YOUR INSTITUTION		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		
Retail Unit	#1		3%	8%	38%	51%	4.38	.12	37		
Retail Unit	# 2				100%		4.00		1		
Retail Unit	#3	9%	3%	9%	38%	41%	3.97	.22	32		
Retail Unit	#4	4%	8%	4%	40%	44%	4.12	.22	25		
Retail Unit	#5	5%	10%	33%	29%	24%	3.57	.24	21		
Retail Unit	#6		8%	8%	38%	46%	4.23	.26	13		
Retail Unit	#7		10%	50%	10%	30%	3.60	.34	10		
Retail Unit	#8	10%		20%	30%	40%	3.90	.41	10		
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TABLE 34a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Availability of posted menu items

			Availabili	ty of posted	monu itome				
			Availabili	ly of posteu					
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	3%	9%	31%	56%	4.36	.07	149
Aggregated Dining Halls	ENTIRE SAMPLE	2%	6%	16%	31%	45%	4.10	.01	7,889
Dining Hall	#1	2%	3%	9%	31%	56%	4.36	.07	149
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Dining Hall	· YOUR INSTITUTION	10/	1%	9%	26%	630/			107
Aggregated Retail Units		1%				63%	4.47	.07	137
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	15%	29%	51%	4.23	.01	6,657
Type of Retail Unit - YOUR INSTITUTION	-		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
Retail Unit	#1		3%	6%	28%	64%	4.53	.12	36
Retail Unit	#2					100%	5.00		1
Retail Unit	#3	8%	4%	19%	19%	50%	4.00	.25	26
Retail Unit	#4			4%	17%	79%	4.75	.11	24
Retail Unit	# 5			5%	32%	63%	4.58	.14	19
Retail Unit	#6			15%	38%	46%	4.31	.21	13
Retail Unit	#7				22%	78%	4.78	.15	9
Retail Unit	#8			11%	33%	56%	4.44	.24	9
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TABLE 34b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Availability of posted menu items

	Availability of posted menu items									
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp	
Aggregated Dining Halls	YOUR INSTITUTION	3%	14%	23%	27%	34%	3.75	.09	154	
Aggregated Dining Halls	ENTIRE SAMPLE	7%	12%	19%	29%	33%	3.69	.01	7,981	
Dining Hall	#1	3%	14%	23%	27%	34%	3.75	.09	154	
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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	
Type of Retail Unit - YOUR INSTITUTION		0,0	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	.10	25	
	Convenience Store	170	2070	100%	2070	0070	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	.00	1,052	
Retail Unit	# 1	0,0	8%	8%	25%	58%	4.33	.16	36	
Retail Unit	#2		0,0	100%	2070	0070	3.00	.10	1	
Retail Unit	# 3	4%	28%	12%	20%	36%	3.56	.27	25	
Retail Unit	#4	4%	4%	12%	20%	60%	4.28	.27	25	
Retail Unit	# 5	5%		25%	35%	35%	3.95	.22	20	
Retail Unit	#6	0.0		8%	46%	46%	4.38	.18	13	
Retail Unit	#7			0.0	11%	89%	4.89	.10	9	
Retail Unit	#8		10%		60%	30%	4.10	.28	10	
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TABLE 35a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Variety of menu choices

	Variety of menu choices								
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		2%	8%	34%	56%	4.44	.06	147
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	13%	32%	51%	4.27	.01	7,979
Dining Hall	#1		2%	8%	34%	56%	4.44	.06	147
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Aggregated Retail Units	YOUR INSTITUTION	10/	3%	13%	33%	51%	4.33	.07	138
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	13%	31%	51%	4.27	.01	6,727
Type of Retail Unit - YOUR INSTITUTION	-		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
Retail Unit	#1		3%	14%	39%	44%	4.25	.13	36
Retail Unit	#2					100%	5.00		1
Retail Unit	#3			19%	31%	50%	4.31	.15	26
Retail Unit	#4		4%	13%	17%	67%	4.46	.18	24
Retail Unit	# 5			5%	32%	63%	4.58	.14	19
Retail Unit	#6			23%	54%	23%	4.00	.20	13
Retail Unit	#7				33%	67%	4.67	.17	9
Retail Unit	#8		20%	10%	30%	40%	3.90	.38	10
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TABLE 35b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Variety of menu choices

			Varie	ty of menu c	hoices				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	10%	16%	19%	27%	28%	3.48	.11	153
Aggregated Dining Halls	ENTIRE SAMPLE	16%	19%	23%	23%	19%	3.10	.02	8,062
Dining Hall	#1	10%	16%	19%	27%	28%	3.48	.11	153
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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
Type of Retail Unit - YOUR INSTITUTION	•		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
Retail Unit	#1		11%	14%	28%	47%	4.11	.17	36
Retail Unit	# 2		100%				2.00		1
Retail Unit	#3	4%	4%	8%	38%	46%	4.19	.20	26
Retail Unit	#4		8%	4%	16%	72%	4.52	.18	25
Retail Unit	#5	5%	5%	11%	42%	37%	4.00	.25	19
Retail Unit	#6			8%	38%	54%	4.46	.18	13
Retail Unit	#7			11%		89%	4.78	.22	9
Retail Unit	#8			22%	44%	33%	4.11	.26	9
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TABLE 36a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Variety of healthy menu choices

			Variety o	f healthy me	nu choices				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	3%	3%	13%	31%	50%	4.22	.08	149
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	16%	27%	49%	4.14	.01	7,876
Dining Hall	#1	3%	3%	13%	31%	50%	4.22	.08	149
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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
Type of Retail Unit - YOUR INSTITUTION		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	.10	25
	Convenience Store	0,0	470	2070	2470	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	.02	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%	20%	59%	4.33	.04	139
	Convenience Store	4%	5%	17%	26%	48%	4.09	.03	1,070
Retail Unit	# 1	3%	9%	6%	38%	40%	4.09	.00	32
Retail Unit	# 2	570	570	070	3070	100%	5.00		1
Retail Unit	#2	8%	4%	28%	24%	36%	3.76	.25	25
Retail Unit	# 4	0.10	9%	9%	30%	52%	4.26	.20	23
Retail Unit	# 5	5%	5%	16%	42%	32%	3.89	.20	19
Retail Unit	# 6	570	570	15%	42 %	32 %	4.23	.20	13
Retail Unit	#7		11%	1070	33%	56%	4.33	.20	9
Retail Unit	# 8		1170	22%	44%	33%	4.11	.35	9
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TABLE 36b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Variety of healthy menu choices

	Variety of healthy menu choices								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	7%	14%	18%	32%	29%	3.63	.10	155
Aggregated Dining Halls	ENTIRE SAMPLE	12%	18%	26%	25%	19%	3.21	.01	7,938
Dining Hall	#1	7%	14%	18%	32%	29%	3.63	.10	155
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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	.03	6,630
		2%	8%	6%	41%	44%	4.17	.02	64
Type of Retail Unit - YOUR INSTITUTION	-	270	5%	20%	41%	32%	4.17		44
	Specialty Coffee Shop/ Juice Bar	450/						.13	
	Sit-down Restaurant	15%	7%	19%	37%	22%	3.44	.26	27
	Convenience Store	4.40/	470/	05%	100%	000/	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
Retail Unit	#1	3%	15%	6%	39%	36%	3.91	.20	33
Retail Unit	#2				100%		4.00		1
Retail Unit	# 3	15%	7%	19%	37%	22%	3.44	.26	27
Retail Unit	#4		8%	8%	48%	36%	4.12	.18	25
Retail Unit	# 5			37%	37%	26%	3.89	.19	19
Retail Unit	#6			8%	31%	62%	4.54	.18	13
Retail Unit	#7			13%	25%	63%	4.50	.27	8
Retail Unit	#8				70%	30%	4.30	.15	10
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TABLE 37a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Variety of vegetarian menu choices

			Variety of v	/egetarian m	enu choices				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	14%	14%	16%	28%	28%	3.42	.13	114
Aggregated Dining Halls	ENTIRE SAMPLE	20%	10%	18%	17%	34%	3.35	.02	5,826
Dining Hall	#1	14%	14%	16%	28%	28%	3.42	.13	114
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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
Type of Retail Unit - YOUR INSTITUTION	-	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%	20%	16%	36%	3.45	.02	1,608
	Marketplace	22%	11%	17%	10%	34%	3.30	.04	624
	Express Unit	18%	9%	19%	16%	38%	3.47	.00	1,049
	Specialty Coffee Shop/ Juice Bar	10%	8%	16%	14%	47%	3.72	.05	623
	Sit-down Restaurant	10%	8%	13%	22%	48%	3.88	.00	120
	Convenience Store	10%	9%	13%	18%	40%	3.62	.12	807
Retail Unit	#1	24%	4%	24%	20%	28%	3.02	.03	25
Retail Unit	#1	24 70	4 70	24 70	2076	2070	3.24		20
		22%	40/	26%	120/	250/			22
Retail Unit Retail Unit	# 3 # 4	6%	4% 17%	26%	13% 11%	35% 50%	3.35 3.83	.32 .33	23 18
Retail Unit	# 4	7%	21%	7%	29%	36%	3.63	.33	10
Retail Unit	# 5 # 6	27%	18%	18%	29%	36%	2.73	.37 .43	14
Retail Unit	#6 #7	2170	18%	1070	38%	9% 50%	4.25	.43	8
Retail Unit	# 7 # 8	14%	13%	14%	43%	50% 29%	4.25	.37	8
	#0	14%		14%	43%	29%	3.71	.52	/
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TABLE 37b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) MENU: Variety of vegetarian menu choices

			Variety of v						
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		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	7%	15%	24%	27%	28%	3.53	.11	116
Aggregated Dining Halls	ENTIRE SAMPLE	14%	14%	29%	20%	22%	3.21	.02	5,721
Dining Hall	#1	7%	15%	24%	27%	28%	3.53	.11	116
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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
Type of Retail Unit - YOUR INSTITUTION		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
Retail Unit	#1	070	10%	14%	24%	52%	4.19	.22	21
Retail Unit			10,0	1-170	2170	02,0	1.10	.22	21
Retail Unit	· #3	5%	23%	27%	14%	32%	3.45	.28	22
Retail Unit	# 4	0,0	20,0	10%	35%	55%	4.45	.15	20
Retail Unit	# 5			19%	50%	31%	4.13	.13	16
Retail Unit	#6	9%	9%	45%	27%	9%	3.18	.33	11
Retail Unit	#7	070	14%	14%	14%	57%	4.14	.46	7
Retail Unit	#8		1470	1-170	40%	60%	4.60	.40	5
Retail Unit					-070	00,0	1.00	.27	5
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TABLE 38a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Overall

			S	Service: Over	all				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		1%	5%	29%	65%	4.58	.05	146
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	15%	31%	50%	4.24	.01	7,776
Dining Hall	#1		1%	5%	29%	65%	4.58	.05	146
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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
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
Retail Unit	#1				28%	72%	4.72	.08	32
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3		8%	15%	27%	50%	4.19	.19	26
Retail Unit	#4			4%	25%	71%	4.67	.12	24
Retail Unit	# 5		5%		37%	58%	4.47	.18	19
Retail Unit	#6			8%	23%	69%	4.62	.18	13
Retail Unit	#7				25%	75%	4.75	.16	8
Retail Unit	#8			11%	56%	33%	4.22	.22	9
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TABLE 38b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Overall

			S	ervice: Over	all				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	14%	31%	50%	4.25	.07	155
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	13%	31%	48%	4.16	.01	7,881
Dining Hall	#1	1%	5%	14%	31%	50%	4.25	.07	155
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Aggregated Retail Units	· YOUR INSTITUTION	4%	4%	11%	29%	52%	4.23	.09	136
	ENTIRE SAMPLE	2%	4%	11%	29%	52%	4.23	.09	6,733
Aggregated Retail Units		2%	4%	8%	27%	54 <i>%</i> 63%	4.27		64
Type of Retail Unit - YOUR INSTITUTION	· · · · · · · · · · · · · · · · · · ·	2%						.11	
	Specialty Coffee Shop/ Juice Bar		2%	4%	38%	53%	4.38	.13	45
	Sit-down Restaurant	12%	8%	31%	27%	23%	3.42	.25	26
	Convenience Store	0%	50/	4.40/	0.00%	100%	5.00		1
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
Retail Unit	#1	3%	3%	6%	30%	58%	4.36	.17	33
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3	12%	8%	31%	27%	23%	3.42	.25	26
Retail Unit	#4	4%		4%	28%	64%	4.48	.18	25
Retail Unit	# 5		5%	5%	50%	40%	4.25	.18	20
Retail Unit	#6		8%	15%	23%	54%	4.23	.28	13
Retail Unit	#7					100%	5.00	.00	9
Retail Unit	#8			11%	33%	56%	4.44	.24	9
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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

			s	peed of serv	ice				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	10%	34%	54%	4.38	.07	149
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	18%	32%	43%	4.09	.01	7,754
Dining Hall	#1	1%	1%	10%	34%	54%	4.38	.07	149
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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
Type of Retail Unit - YOUR INSTITUTION	-	2%	570	3%	33%	63%	4.55	.01	64
Type of Retail Onit - TOOR INSTITUTION		2 70	2%	5%	33%	60%	4.55	.09	43
	Specialty Coffee Shop/ Juice Bar Sit-down Restaurant	4%	12%	5% 8%	15%	60%	4.51	.11	26
		470	1270	070	10%	100%	5.00	.24	20
Tune of Detail Unit ENTIDE CAMPLE	Convenience Store Food Court	1%	20/	13%	209/	53%			
Type of Retail Unit - ENTIRE SAMPLE		2%	3% 4%	13%	30% 34%	44%	4.31 4.15	.02	2,164 902
	Marketplace					44% 54%			
	Express Unit	1%	3%	11%	31%		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
Retail Unit	#1				33%	67%	4.67	.08	33
Retail Unit	#2					100%	5.00		1
Retail Unit	# 3	4%	12%	8%	15%	62%	4.19	.24	26
Retail Unit	#4		4%	4%	29%	63%	4.50	.16	24
Retail Unit	# 5			5%	37%	58%	4.53	.14	19
Retail Unit	#6	8%		8%	15%	69%	4.38	.33	13
Retail Unit	#7			11%	22%	67%	4.56	.24	9
Retail Unit	#8				67%	33%	4.33	.17	9
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TABLE 39b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Speed of service

			S	peed of servi	ice				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	6%	8%	31%	54%	4.30	.07	155
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	31%	47%	4.15	.01	7,858
Dining Hall	#1	1%	6%	8%	31%	54%	4.30	.07	155
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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
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
Retail Unit	# 1	3%	6%	3%	21%	67%	4.42	.18	33
Retail Unit	# 2			-		100%	5.00		1
Retail Unit	#3	27%	19%	27%	12%	15%	2.69	.28	26
Retail Unit	# 4	4%	4%	8%	28%	56%	4.28	.20	25
Retail Unit	# 5		10%	10%	35%	45%	4.15	.21	20
Retail Unit	#6		1070	15%	31%	54%	4.38	.22	13
Retail Unit	#7			1070	11%	89%	4.89	.11	9
Retail Unit	# 8				44%	56%	4.56	.18	9
Retail Unit	<i>π</i> υ				44 70	50%	4.00	.10	9
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TABLE 40a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Hours of operation

			Ho	ours of opera	tion				
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		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		. 6%	15%	. 24%	54%	4.27	.08	145
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	31%	49%	4.20	.01	7,722
Dining Hall	#1		6%	15%	24%	54%	4.27	.08	145
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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
Type of Retail Unit - YOUR INSTITUTION		3%	2%	5%	30%	61%	4.44	.11	64
N	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
Retail Unit	#1	3%	3%	3%	24%	68%	4.50	.16	, 34
Retail Unit	#2					100%	5.00		1
Retail Unit	# 3	4%	12%	23%	12%	50%	3.92	.25	26
Retail Unit	#4		4%	4%	38%	54%	4.42	.16	24
Retail Unit	# 5		5%		32%	63%	4.53	.18	19
Retail Unit	#6	8%		8%	33%	50%	4.17	.34	12
Retail Unit	#7			11%	22%	67%	4.56	.24	9
Retail Unit	#8				56%	44%	4.44	.18	9
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TABLE 40b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Hours of operation

			Но	ours of opera	tion				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	4%	11%	14%	32%	39%	3.91	.09	154
Aggregated Dining Halls	ENTIRE SAMPLE	6%	12%	17%	29%	36%	3.77	.01	7,827
Dining Hall	#1	4%	11%	14%	32%	39%	3.91	.09	154
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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
Type of Retail Unit - YOUR INSTITUTION	-	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
Retail Unit	#1	3%	3%	12%	21%	62%	4.35	.17	34
Retail Unit	# 2				100%		4.00		1
Retail Unit	#3	12%	8%	8%	28%	44%	3.84	.28	25
Retail Unit	#4	12%	4%	16%	32%	36%	3.76	.27	25
Retail Unit	#5		35%	15%	20%	30%	3.45	.29	20
Retail Unit	#6		8%	8%	23%	62%	4.38	.27	13
Retail Unit	#7				33%	67%	4.67	.17	9
Retail Unit	#8			11%	44%	44%	4.33	.24	9
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TABLE 41a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Helpfulness of staff

			He	pfulness of	staff				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	12%	29%	55%	4.37	.07	146
Aggregated Dining Halls	ENTIRE SAMPLE	1%	5%	16%	28%	49%	4.19	.01	7,694
Dining Hall	#1	1%	2%	12%	29%	55%	4.37	.07	146
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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
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
N C C C C C C C C C C	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
Retail Unit	#1		6%		18%	76%	4.65	.13	34
Retail Unit	#2		0.0		10,0	100%	5.00		1
Retail Unit	# 3			20%	28%	52%	4.32	.16	25
Retail Unit	# 4			4%	30%	65%	4.61	.12	23
Retail Unit	# 5		11%	5%	11%	74%	4.47	.12	19
Retail Unit	#6			23%		77%	4.54	.20	13
Retail Unit	#7			11%	22%	67%	4.56	.24	9
Retail Unit	#8				67%	33%	4.33	.17	9
Retail Unit					0.70	0075			
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TABLE 41b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Helpfulness of staff

			He	pfulness of	staff				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		7%	16%	23%	54%	4.24	.08	153
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	13%	25%	56%	4.27	.01	7,787
Dining Hall	#1		7%	16%	23%	54%	4.24	.08	153
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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
Type of Retail Unit - YOUR INSTITUTION	•	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
Retail Unit	#1	6%	6%	3%	21%	65%	4.32	.20	34
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3	12%	8%	16%	16%	48%	3.80	.29	25
Retail Unit	# 4	4%	4%	8%	29%	54%	4.25	.22	24
Retail Unit	#5				45%	55%	4.55	.11	20
Retail Unit	#6		8%	15%	31%	46%	4.15	.27	13
Retail Unit	#7					100%	5.00	.00	9
Retail Unit	#8	11%		11%	33%	44%	4.00	.44	9
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TABLE 42a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Friendliness of staff

			Frie	endliness of	staff				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	13%	23%	60%	4.38	.07	149
Aggregated Dining Halls	ENTIRE SAMPLE	1%	5%	15%	25%	53%	4.25	.01	7,749
Dining Hall	#1	1%	3%	13%	23%	60%	4.38	.07	149
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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
Type of Retail Unit - YOUR INSTITUTION	· · ·	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
Retail Unit	#1	3%		3%	21%	74%	4.62	.14	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3		8%	13%	29%	50%	4.21	.20	24
Retail Unit	#4			13%	21%	67%	4.54	.15	24
Retail Unit	# 5	5%	5%		16%	74%	4.47	.26	19
Retail Unit	#6			15%		85%	4.69	.21	13
Retail Unit	#7				22%	78%	4.78	.15	9
Retail Unit	#8				44%	56%	4.56	.18	9
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TABLE 42b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) SERVICE: Friendliness of staff

			Frie	endliness of	staff				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	6%	10%	25%	58%	4.34	.07	155
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	12%	24%	57%	4.29	.01	7,855
Dining Hall	#1	1%	6%	10%	25%	58%	4.34	.07	155
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Dining Hall	•								
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
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
Retail Unit	# 1	6%	6%	6%	18%	65%	4.29	.20	34
Retail Unit	#2	0,0	070	070	1070	100%	5.00	.20	1
Retail Unit	#2	4%	8%	19%	31%	38%	3.92	.22	26
Retail Unit	# 4	4%	4%	4%	24%	64%	4.40	.22	25
Retail Unit	#5	4 /0	4 /0	4 /0	37%	63%	4.40	.11	19
Retail Unit	#6		8%	23%	23%	46%	4.03	.11	19
Retail Unit	#6 #7		0%	2370	2370	46%	4.08	.29	9
Retail Unit		140/		110/	110/				
	#8	11%		11%	11%	67%	4.22	.46	9
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TABLE 43a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) CLEANLINESS: Overall

			Cle	anliness: Ov	verall				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		1%	6%	23%	69%	4.60	.06	143
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	20%	69%	4.56	.01	6,742
Dining Hall	#1		1%	6%	23%	69%	4.60	.06	143
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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
Type of Retail Unit - YOUR INSTITUTION				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			1070	1070	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	0,0	270	13%	10%	78%	4.65	.11	40
	Convenience Store	1%	2%	9%	19%	69%	4.53	.03	806
Retail Unit	# 1	170	270	3%	24%	74%	4.71	.00	34
Retail Unit	#2			0.0	2170	100%	5.00	.00	1
Retail Unit	# 3			15%	15%	69%	4.54	.15	26
Retail Unit	# 4			4%	4%	92%	4.88	.09	25
Retail Unit	# 5		5%		16%	79%	4.68	.00	19
Retail Unit	#6		0.0	8%	23%	69%	4.62	.18	13
Retail Unit	#7			0.0	22%	78%	4.78	.15	9
Retail Unit	#8				33%	67%	4.67	.17	9
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TABLE 43b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) CLEANLINESS: Overall

			Cle	anliness: Ov	verall				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	32%	57%	4.41	.07	150
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	31%	53%	4.32	.01	6,806
Dining Hall	#1	1%	3%	8%	32%	57%	4.41	.07	150
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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
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
Retail Unit	# 1		3%	3%	32%	62%	4.53	.12	34
Retail Unit	# 2					100%	5.00		1
Retail Unit	# 3	12%	8%	23%	15%	42%	3.69	.28	26
Retail Unit	#4				32%	68%	4.68	.10	25
Retail Unit	# 5			5%	40%	55%	4.50	.14	20
Retail Unit	#6			8%	38%	54%	4.46	.18	13
Retail Unit	#7				22%	78%	4.78	.15	9
Retail Unit	#8				44%	56%	4.56	.18	9
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TABLE 44a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) CLEANLINESS: Serving areas

				Serving area	s				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		2%	3%	23%	71%	4.64	.05	143
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	19%	70%	4.55	.01	6,709
Dining Hall	#1		2%	3%	23%	71%	4.64	.05	143
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Aggregated Retail Units		1%		9%	21%	69%	4.58	.06	136
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	7%	18%	71%	4.57	.01	5,231
Type of Retail Unit - YOUR INSTITUTION	-			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
Retail Unit	#1			12%	18%	71%	4.59	.12	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3	4%		12%	23%	62%	4.38	.19	26
Retail Unit	#4			4%	20%	76%	4.72	.11	25
Retail Unit	#5			11%	21%	68%	4.58	.16	19
Retail Unit	#6			8%	23%	69%	4.62	.18	13
Retail Unit	#7				22%	78%	4.78	.15	9
Retail Unit	#8			11%	33%	56%	4.44	.24	9
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TABLE 44b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) CLEANLINESS: Serving areas

				Serving area	s				
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	6%	31%	61%	4.50	.06	149
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	27%	61%	4.44	.01	6,773
Dining Hall	# 1	1%	1%	6%	31%	61%	4.50	.06	149
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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
Type of Retail Unit - YOUR INSTITUTION	-		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
Retail Unit	#1		3%	3%	24%	71%	4.62	.12	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3	8%	8%	23%	23%	38%	3.77	.25	26
Retail Unit	#4			4%	24%	72%	4.68	.11	25
Retail Unit	#5			5%	50%	45%	4.40	.13	20
Retail Unit	#6			8%	31% 11%	62% 78%	4.54	.18	13
Retail Unit Retail Unit	#7 #8			11% 11%	33%	78% 56%	4.67 4.44	.24	9 9
Retail Unit				11%	33%	50%	4.44		9
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TABLE 45a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) CLEANLINESS: Eating areas (tables, chairs, etc.)

			Fating an	eas (tables, c	hairs etc.)				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		1%	4%	25%	69%	4.61	.06	135
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	8%	20%	69%	4.54	.01	6,470
Dining Hall	#1		1%	4%	25%	69%	4.61	.06	135
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Dining Hall	•								
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
Type of Retail Unit - YOUR INSTITUTION	-			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
Retail Unit	#1			3%	26%	71%	4.68	.09	34
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3			8%	27%	65%	4.58	.13	26
Retail Unit	#4			4%	8%	88%	4.83	.10	24
Retail Unit	# 5			6%	19%	75%	4.69	.15	16
Retail Unit	#6			10%	40%	50%	4.40	.22	10
Retail Unit	#7				11%	89%	4.89	.11	9
Retail Unit	#8			11%	33%	56%	4.44	.24	9
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TABLE 45b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) CLEANLINESS: Eating areas (tables, chairs, etc.)

	Eating areas (tables, chairs, etc.)								
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	Sutisfied	5%	12%	35%	48%	4.26	.07	139
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	30%	48%	4.18	.01	6,489
Dining Hall	#1		5%	12%	35%	48%	4.26	.07	139
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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
Type of Retail Unit - YOUR INSTITUTION	•		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
Retail Unit	#1		6%	9%	25%	59%	4.38	.16	32
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3	12%	12%	19%	19%	38%	3.62	.28	26
Retail Unit	#4			4%	35%	61%	4.57	.12	23
Retail Unit	# 5			13%	38%	50%	4.38	.18	16
Retail Unit	#6			22%	22%	56%	4.33	.29	9
Retail Unit	#7		11%	11%	11%	67%	4.33	.37	9
Retail Unit	#8		11%		44%	44%	4.22	.32	9
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TABLE 46a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Location

				Location					
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	10%	32%	54%	4.37	.07	145
Aggregated Dining Halls	ENTIRE SAMPLE	3%	7%	17%	26%	47%	4.06	.01	6,528
Dining Hall	# 1	1%	3%	10%	32%	54%	4.37	.07	145
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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
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
Retail Unit	# 1	3%		3%	32%	62%	4.50	.14	34
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3		4%	24%	24%	48%	4.16	.19	25
Retail Unit	#4			8%	21%	71%	4.63	.13	24
Retail Unit	# 5		5%		42%	53%	4.42	.18	19
Retail Unit	#6		8%	17%	25%	50%	4.17	.30	12
Retail Unit	#7		11%	11%	11%	67%	4.33	.37	9
Retail Unit	#8			11%	33%	56%	4.44	.24	9
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TABLE 46b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Location

				Location					
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	13%	29%	52%	4.24	.08	150
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	24%	60%	4.38	.01	6,647
Dining Hall	#1	2%	5%	13%	29%	52%	4.24	.08	150
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Aggregated Retail Units	· YOUR INSTITUTION		2%	9%	27%	62%	4.49	.06	135
	ENTIRE SAMPLE	1%	3%	10%	21%	62%	4.49	.00	5,306
Aggregated Retail Units	-	170			24%				
Type of Retail Unit - YOUR INSTITUTION	· · · · · · · · · · · · · · · · · · ·		5%	9%		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	40/	00/	100/	05%	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		2%	17%	15%	66%	4.44	.14	41
	Convenience Store	1%	2%	8%	21%	69%	4.54	.03	797
Retail Unit	#1		9%	9%	26%	56%	4.29	.17	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3			15%	15%	69%	4.54	.15	26
Retail Unit	#4			4%	29%	67%	4.63	.12	24
Retail Unit	# 5			5%	35%	60%	4.55	.14	20
Retail Unit	#6			25%	33%	42%	4.17	.24	12
Retail Unit	#7				11%	89%	4.89	.11	9
Retail Unit	#8				44%	56%	4.56	.18	9
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TABLE 47a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Layout of facility

		Layout of facility							
			_	ayour or luor					
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	3%	8%	20%	33%	35%	3.88	.09	144
Aggregated Dining Halls	ENTIRE SAMPLE	7%	14%	24%	25%	31%	3.60	.02	6,488
Dining Hall	#1	3%	8%	20%	33%	35%	3.88	.09	144
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Dining Hall		40/	70/	100/	0.49/	440/			10.1
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
Type of Retail Unit - YOUR INSTITUTION	-	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
Retail Unit	#1	12%	6%	9%	29%	44%	3.88	.23	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3		12%	23%	23%	42%	3.96	.21	26
Retail Unit	#4	4%	8%	4%	33%	50%	4.17	.23	24
Retail Unit	#5	5%	5%	5%	53%	32%	4.00	.24	19
Retail Unit	#6		8%	25%	33%	33%	3.92	.29	12
Retail Unit	#7			11%	33%	56%	4.44	.24	9
Retail Unit	#8		11%	22%	56%	11%	3.67	.29	9
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TABLE 47b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Layout of facility

		1	1	ayout of faci	lity				
				ayout of fact					
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	12%	39%	45%	4.23	.07	150
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	16%	32%	45%	4.14	.01	6,614
Dining Hall	#1	2%	2%	12%	39%	45%	4.23	.07	150
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Dining Hall			00/	4.40/	0.001/	500/			405
Aggregated Retail Units	YOUR INSTITUTION	404	3%	14%	30%	53%	4.33	.07	135
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	14%	30%	51%	4.26	.01	5,245
Type of Retail Unit - YOUR INSTITUTION	-		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
Retail Unit	#1		3%	9%	26%	62%	4.47	.14	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3		8%	19%	27%	46%	4.12	.19	26
Retail Unit	#4		4%	13%	33%	50%	4.29	.18	24
Retail Unit	#5			15%	45%	40%	4.25	.16	20
Retail Unit	#6			17%	33%	50%	4.33	.22	12
Retail Unit	#7			33%	11%	56%	4.22	.32	9
Retail Unit	#8				33%	67%	4.67	.17	9
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Retail Unit								•	

TABLE 48a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Appearance

		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	3%	10%	19%	35%	33%	3.83	.09	144
Aggregated Dining Halls	ENTIRE SAMPLE	8%	17%	24%	22%	30%	3.48	.02	6,460
Dining Hall	#1	3%	10%	19%	35%	33%	3.83	.09	144
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Dining Hall			50/	400/	0.49/	400/			40.4
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
Type of Retail Unit - YOUR INSTITUTION	-	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
Retail Unit	#1	6%	6%	12%	26%	50%	4.09	.20	34
Retail Unit	# 2				100%		4.00		1
Retail Unit	#3		8%	35%	19%	38%	3.88	.20	26
Retail Unit	#4	4%	8%	4%	25%	58%	4.25	.24	24
Retail Unit	# 5			26%	47%	26%	4.00	.17	19
Retail Unit	#6			25%	50%	25%	4.00	.21	12
Retail Unit	#7			11%	11%	78%	4.67	.24	9
Retail Unit	#8		11%	22%	44%	22%	3.78	.32	9
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TABLE 48b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Appearance

Agregated Dining Halls YOUR INSTITUTION 1% (2) Somewhat Dis-satisfied (3) Mixed (4) Somewhat Satisfied (5) Very Satisfied Mean* Aggregated Dining Halls YOUR INSTITUTION 1% 1% 8% 35% 55% 4.43 4 Aggregated Dining Halls ENTIRE SAMPLE 1% 3% 15% 31% 50% 4.27 5 Dining Hall #1 1% 1% 8% 35% 55% 4.43 4 Dining Hall . 1% 1% 8% 35% 55% 4.43 5 Dining Hall .	Sampling Error** .06 .01 .06	Resp 150 6,591 150
Aggregated Dining Halls ENTIRE SAMPLE 1% 3% 15% 31% 50% 4.27 Dining Hall #1 1% 1% 1% 8% 35% 55% 4.43 Dining Hall . .	.01 .06	6,591
Dining Hall #1 1% 1% 8% 35% 55% 4.43 Dining Hall . <	.06	
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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
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
Retail Unit #1 12% 38% 50% 4.38	.12	34
Retail Unit #2 100% 5.00		1
Retail Unit # 3 8% 19% 31% 42% 4.08	.19	26
Retail Unit # 4 4% 33% 63% 4.58	.12	24
Retail Unit # 5 10% 50% 40% 4.30	.15	20
Retail Unit # 6 17% 50% 33% 4.17	.21	12
Retail Unit #7 11% 11% 78% 4.67	.24	9
Retail Unit #8 11% 44% 44% 4.33	.24	9
Retail Unit		

TABLE 49a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Availability of seating

				ilability of se	eating				
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	18%	26%	48%	4.11	.09	132
Aggregated Dining Halls	ENTIRE SAMPLE	4%	8%	19%	28%	41%	3.94	.01	6,279
Dining Hall	#1	4%	4%	18%	26%	48%	4.11	.09	132
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Dining Hall	· YOUR INSTITUTION	3%	4%	13%	34%	45%	4.13	.09	120
Aggregated Retail Units		6%	9%	13%		45%			
Aggregated Retail Units	ENTIRE SAMPLE				26%		3.85	.02	4,441
Type of Retail Unit - YOUR INSTITUTION		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	50/		100%	0.49/	4.40/	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
Retail Unit	#1	6%	3%	3%	28%	59%	4.31	.20	32
Retail Unit	#2			100%			3.00		1
Retail Unit	#3			20%	36%	44%	4.24	.16	25
Retail Unit	#4	5%	10%	10%	33%	43%	4.00	.26	21
Retail Unit	# 5		13%	13%	33%	40%	4.00	.28	15
Retail Unit	#6	11%		22%	33%	33%	3.78	.43	9
Retail Unit	#7			13%	25%	63%	4.50	.27	8
Retail Unit	#8			22%	67%	11%	3.89	.20	9
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TABLE 49b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) DINING ENVIRONMENT: Availability of seating

		Availability of seating							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	15%	38%	44%	4.21	.07	135
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	15%	28%	47%	4.11	.01	6,366
Dining Hall	#1	1%	3%	15%	38%	44%	4.21	.07	135
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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
Type of Retail Unit - YOUR INSTITUTION	•	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
Retail Unit	#1	3%		9%	36%	52%	4.33	.15	33
Retail Unit	# 2					100%	5.00		1
Retail Unit	# 3		8%	15%	31%	46%	4.15	.19	26
Retail Unit	#4	5%		10%	48%	38%	4.14	.21	21
Retail Unit	# 5		7%	20%	40%	33%	4.00	.24	15
Retail Unit	#6			22%	33%	44%	4.22	.28	9
Retail Unit	#7			13%	13%	75%	4.63	.26	8
Retail Unit	#8		11%	22%	33%	33%	3.89	.35	9
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TABLE 50a
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	7%	16%	34%	42%	4.11	.08	137
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	22%	28%	38%	3.87	.01	6,313
Dining Hall	#1	1%	7%	16%	34%	42%	4.11	.08	137
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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
Type of Retail Unit - YOUR INSTITUTION		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
Retail Unit	#1	6%	3%	12%	24%	56%	4.21	.20	34
Retail Unit	#2			100%			3.00		1
Retail Unit	#3			31%	19%	50%	4.19	.18	26
Retail Unit	#4	5%		14%	36%	45%	4.18	.21	22
Retail Unit	#5		6%	19%	44%	31%	4.00	.22	16
Retail Unit	#6			25%	38%	38%	4.13	.30	8
Retail Unit	#7			11%	11%	78%	4.67	.24	9
Retail Unit	#8		11%	22%	22%	44%	4.00	.37	9
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TABLE 50b
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		4%	11%	34%	51%	4.31	.07	140
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	32%	48%	4.22	.01	6,395
Dining Hall	#1		4%	11%	34%	51%	4.31	.07	140
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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
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
Retail Unit	#1			6%	44%	50%	4.44	.11	34
Retail Unit	#2					100%	5.00		1
Retail Unit	#3	4%	4%	15%	35%	42%	4.08	.21	26
Retail Unit	#4			18%	50%	32%	4.14	.15	22
Retail Unit	# 5			13%	27%	60%	4.47	.19	15
Retail Unit	#6			25%	25%	50%	4.25	.31	8
Retail Unit	#7				22%	78%	4.78	.15	9
Retail Unit	#8			11%	33%	56%	4.44	.24	9
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TABLE 51a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		Environmentally friendly practices related to food							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	8%	15%	24%	47%	3.98	.10	135
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	20%	24%	45%	3.97	.01	6,791
Dining Hall	#1	6%	8%	15%	24%	47%	3.98	.10	135
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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
Type of Retail Unit - YOUR INSTITUTION	•		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
Retail Unit	#1		10%	13%	30%	47%	4.13	.18	30
Retail Unit	# 2					100%	5.00		1
Retail Unit	#3		16%	20%	20%	44%	3.92	.23	25
Retail Unit	#4			14%	33%	52%	4.38	.16	21
Retail Unit	# 5	6%	18%	6%	41%	29%	3.71	.31	17
Retail Unit	#6			25%	50%	25%	4.00	.27	8
Retail Unit	#7			11%	22%	67%	4.56	.24	9
Retail Unit	#8		29%		29%	43%	3.86	.51	7
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TABLE 51b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		Environmentally friendly practices related to food							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	4%	5%	19%	28%	45%	4.04	.09	134
Aggregated Dining Halls	ENTIRE SAMPLE	10%	11%	23%	26%	31%	3.59	.02	6,740
Dining Hall	#1	4%	5%	19%	28%	45%	4.04	.09	134
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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
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
Retail Unit	#1	3%	10%	17%	24%	45%	3.97	.22	29
Retail Unit	#2				100%		4.00		1
Retail Unit	#3	8%	8%	25%	25%	33%	3.67	.26	24
Retail Unit	#4		5%	25%	20%	50%	4.15	.22	20
Retail Unit	#5		6%	22%	39%	33%	4.00	.21	18
Retail Unit	#6			44%	56%		3.56	.18	9
Retail Unit	#7			25%	13%	63%	4.38	.32	8
Retail Unit	#8				57%	43%	4.43	.20	7
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TABLE 52a BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

	Social/ ethical practices related to food								
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	8%	17%	26%	43%	3.92	.11	132
Aggregated Dining Halls	ENTIRE SAMPLE	6%	8%	22%	24%	41%	3.84	.02	6,330
Dining Hall	#1	6%	8%	17%	26%	43%	3.92	.11	132
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Dining Hall	•						•		
Dining Hall	•							•	
Dining Hall			4.40/	400/	0.49/	00%			440
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
Type of Retail Unit - YOUR INSTITUTION			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
Retail Unit	#1		7%	21%	28%	45%	4.10	.18	29
Retail Unit	# 2			100%			3.00		1
Retail Unit	#3		18%	18%	23%	41%	3.86	.25	22
Retail Unit	#4			21%	42%	37%	4.16	.18	19
Retail Unit	# 5	13%	25%	13%	25%	25%	3.25	.36	16
Retail Unit	#6			22%	56%	22%	4.00	.24	9
Retail Unit	#7			11%	22%	67%	4.56	.24	9
Retail Unit	#8		25%		38%	38%	3.88	.44	8
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Retail Unit	·								

TABLE 52b BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal) ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

		Social/ ethical practices related to food							
		(1) Very Dis- satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	3%	3%	19%	28%	47%	4.13	.09	129
Aggregated Dining Halls	ENTIRE SAMPLE	4%	6%	26%	28%	37%	3.88	.01	6,238
Dining Hall	#1	3%	3%	19%	28%	47%	4.13	.09	129
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Dining Hall	•								
Dining Hall	•								
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
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
Retail Unit	#1	10%	3%	17%	24%	45%	3.90	.24	29
Retail Unit	# 2				100%		4.00		1
Retail Unit	#3		14%	27%	18%	41%	3.86	.24	22
Retail Unit	#4			28%	22%	50%	4.22	.21	18
Retail Unit	# 5			24%	41%	35%	4.12	.19	17
Retail Unit	#6			56%	44%		3.44	.18	9
Retail Unit	#7			22%	22%	56%	4.33	.29	9
Retail Unit	# 8				71%	29%	4.29	.18	7
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