

2022

# Customer Satisfaction Benchmarking Survey

Report prepared exclusively for:

**Florida State University (#410)**

**CONFIDENTIAL**

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## PURPOSE OF THIS REPORT

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

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

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

- **Demographics of the customers, including:**
  - Respondent type (student, faculty, administration/staff and other)
  - Student class status (first year, sophomore, junior, senior, graduate or other)
  - Gender identity (*new response options were used in 2022: Woman ("Female" before 2022), Man ("Male" before 2022), Non-binary/Non-conforming, Prefer to self-describe, Prefer not to answer*)
  - Housing arrangements (on campus/university-owned housing or off campus)
- **Demographics of the institution, including:**
  - NACUFS region
  - Institution type (public/private, two-year/four-year)
  - Number of students enrolled, and type of operation (self-operated/contracted)
- **Importance of the dining experience in terms of students' decision to attend the institution and remain there**
- **Importance of the campus dining experience (i.e., wi-fi, social interaction, comfort, etc.) in terms of students' academic success at the institution**
- **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 23rd consecutive year, this study was conducted by Industry Insights, Inc., an independent research firm headquartered in Columbus, Ohio. Although NACUFS was deeply involved in the set-up and design of the questionnaire and study, and continues to provide support for the project, it is important to note that *no one at NACUFS will ever see your institution's individual survey results unless you decide to show them. The confidentiality of your data is 100% guaranteed.*

The research instrument used for this survey was designed based on the extensive input of representatives from various NACUFS member institutions to ensure the information gathered would be relevant and useful.

Since 2020, the survey has been administered entirely online, and the online survey instrument, as well as the Real-time Survey Results analysis tool, have undergone 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 mid-October and the survey closed in late November. To ensure confidentiality, all online responses went directly to an Industry Insights server.

In addition to the items listed above, the survey also asked respondents to rate the importance of, and their satisfaction with, 26 operating characteristics as they applied to that particular dining facility in general, without regard to any specific meal.

The 26 operating characteristics measured were:

<b>Food:</b>
Overall
Taste
Eye appeal
Freshness
Nutritional content
Value
<b>Menu:</b>
Availability of posted menu items
Variety of menu choices
Variety of healthy menu choices
Variety of menu choices to accommodate special dietary needs (replacing "Variety of vegetarian menu choices")*
<b>Service:</b>
Overall
Speed of service
Hours of operation
Mobile ordering options (new for 2022)
Helpfulness of staff
Friendliness of staff
<b>Cleanliness:</b>
Overall
Serving areas
Eating areas (tables, chairs, etc.)
<b>Dining Environment:</b>
Location
Layout of facility
Appearance
Availability of seating
Comfort (seats, temperature, lighting, sound level, etc.)
<b>Environmental Stewardship/Sustainability:</b>
Environmentally friendly practices related to food
Social/ethical practices related to food

\*Due to space considerations, in some sections of this report, "Variety of menu choices to accommodate special dietary needs" will be shown as "Variety of menu choices for special dietary needs."

All told, 65 institutions took part in this year's survey, representing 65,457 useable questionnaires. 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 following example, XYZ University had a mean satisfaction rating of 3.99 with regard to "Food: Overall" and a Sampling Error of .09. This means that XYZ can be 95% confident that the population mean satisfaction is between 3.81 and 4.17.

**Food: Overall**

XYZ Sample Mean	Sampling Error	95% Confidence (2 x Sampling Error)	Range
3.99	.09	.18	3.81 to 4.17

An important, and intuitive, implication is that the more surveys received, the lower the Sampling Error, and thus the more accurate the prediction of the overall population mean.

**REPORT ORGANIZATION**

To make this report meaningful and informative, yet easy to use, it has been divided into three main sections: Industry Overview, Executive Summary, and Detailed Survey Results.

The Industry Overview presents a user-friendly summary of the survey's overall findings, based on the aggregated data from all participating institutions ("Entire Sample"). This section shows the demographic make-up of the institutions that participated in the study and provides a look at how these institutions fared overall in terms of customer satisfaction.

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.

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 both your institution and the entire sample broken down by various respondent and institutional characteristics. Note that the first table in this section shows the demographics characteristics of your survey's respondents. The first row of this table shows

the total number of useable submissions your survey received. The number of responses shown for subsequent questions may be less than this total since not all respondents answered all questions.

**ABOUT THE STUDY**

It is believed the data presented in this report represent a valid cross-section of your customers and is representative of the customers in total, within the statistical limits discussed above. However, the statistical validity of responses for any given question varies somewhat depending on sample sizes and the demographics of response. **Industry Insights, therefore, makes no representations or warranties with respect to the results of this study and shall not be liable to NACUFS, your institution or anyone else for any informational inaccuracies, errors, or omissions in content.**

**CONTACT INFORMATION**

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

Steve Kretzer [skretzer@industryinsights.com](mailto:skretzer@industryinsights.com)  
Industry Insights, Inc.  
6235 Emerald Parkway | Dublin, OH 43016

Please address any questions you may have regarding the report or data compilation to either Steve Kretzer or Jenna Goins of NACUFS (517) 332-2868  
[jgoins@nacufs.org](mailto:jgoins@nacufs.org)

**NACUFS and Industry Insights, Inc., are pleased to provide you with this report and hope you will find it most useful.**

The table below shows the names of the dining halls and retail establishments that your institution surveyed. Throughout the Executive Summary and Detailed Survey Results sections of this report, the dining halls and retail establishments are referred to by their corresponding number from this table.

	Dining Halls		Retail Establishments
<b>1</b>	Suwannee Room	<b>1</b>	4 Rivers Smoke House
<b>2</b>	Seminole Cafe	<b>2</b>	Tuscan Eatery
<b>3</b>		<b>3</b>	Vato Tacos at 1851
<b>4</b>		<b>4</b>	Trading Post
<b>5</b>		<b>5</b>	Bento Sushi at 1851
<b>6</b>		<b>6</b>	Brooklyn Pizza
<b>7</b>		<b>7</b>	Chick-Fil-A
<b>8</b>		<b>8</b>	C.O.E. Cafe
<b>9</b>		<b>9</b>	The Den
<b>10</b>		<b>10</b>	Tally Mac Shack
<b>11</b>		<b>11</b>	Einstein Brothers Bagels
<b>12</b>		<b>12</b>	Starbucks at the Union
<b>13</b>		<b>13</b>	Subway
<b>14</b>		<b>14</b>	Pollo Tropical
<b>15</b>		<b>15</b>	Panda Express
<b>16</b>		<b>16</b>	Panera Bread
<b>17</b>		<b>17</b>	Provisions on Demand
<b>18</b>		<b>18</b>	Shake Smart
<b>19</b>		<b>19</b>	Starbucks at 1851
<b>20</b>		<b>20</b>	Starbucks Strozier

**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:** Although the number of participating schools for this survey cycle increased to 65 and is trending back towards the historic norms of 80-100 schools, due to the pandemic, the number of schools participating in 2020 and 2021 was lower than in prior years. Please keep this in mind when reviewing the results in this report, especially when making comparisons versus pre-pandemic 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 2020 and 2021 was 29 and 51, respectively, while the number of useable forms was 56,073 in 2021 and 16,546 in 2020.)

## Industry Overview

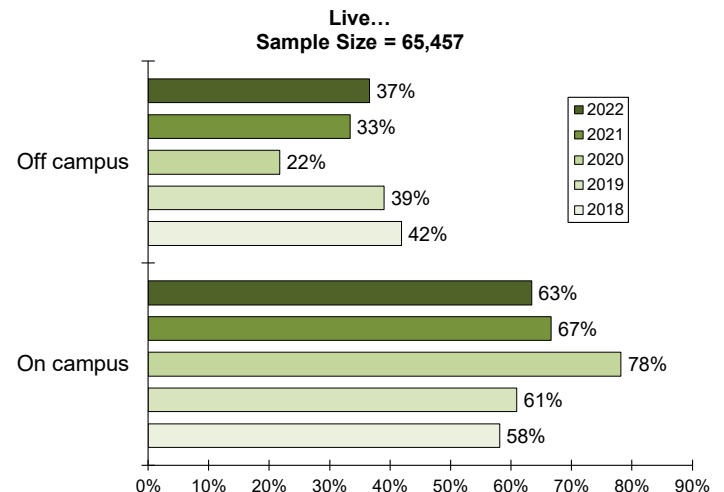
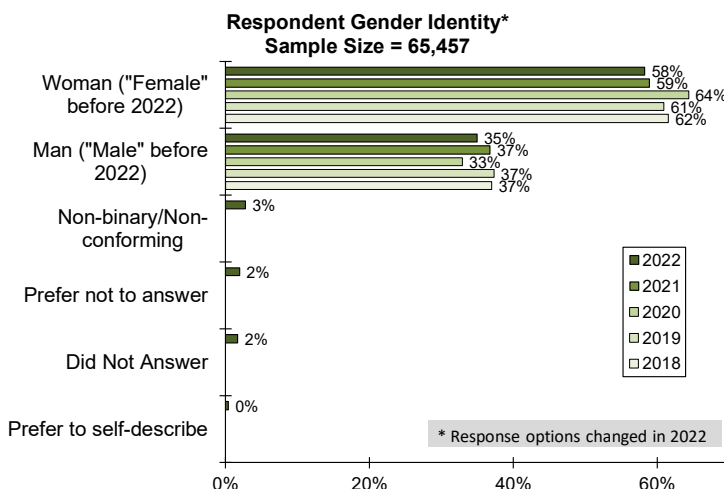
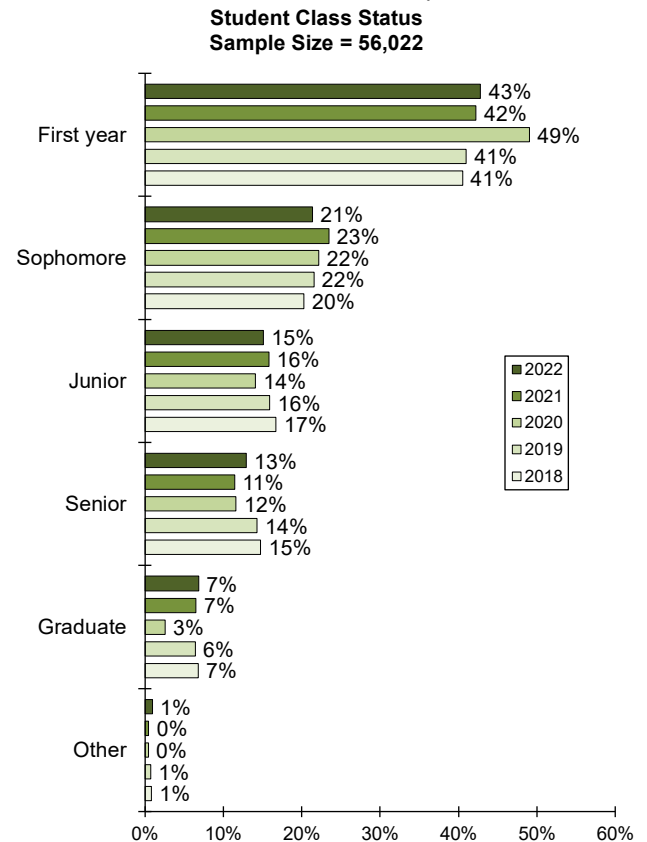
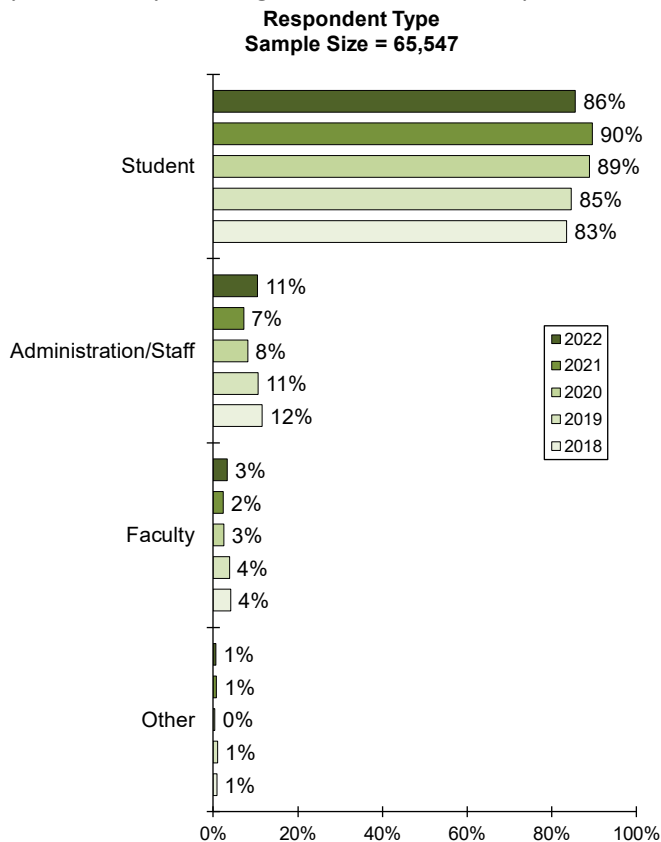




The overall results of the 2022 NACUFS *Customer Satisfaction Benchmarking Survey* are outlined below. Users of this information should bear in mind that because studies of this type measure perceptions and attitudes in addition to concrete facts, a certain amount of bias may have been introduced based 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, and it is therefore believed any such biases are minimal and the data reported are representative of the overall universe.

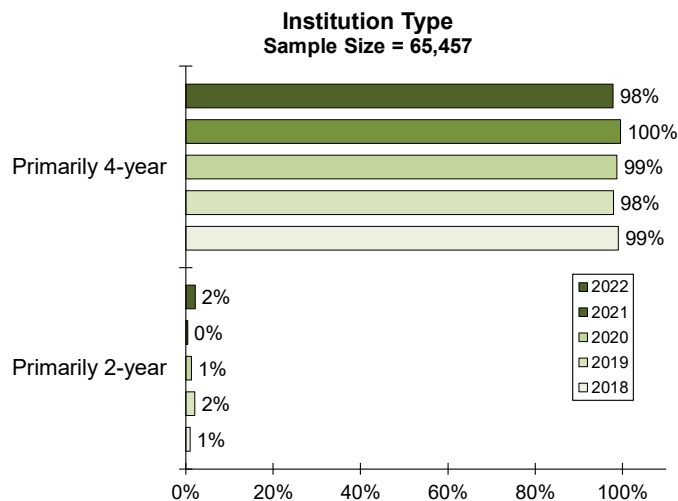
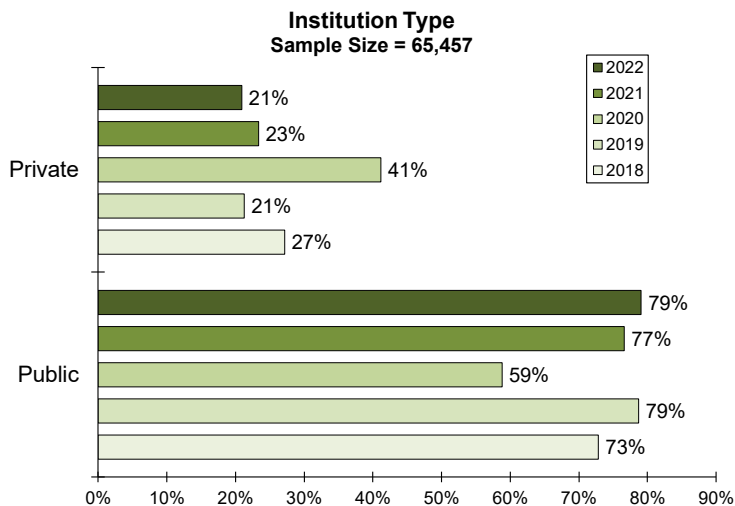
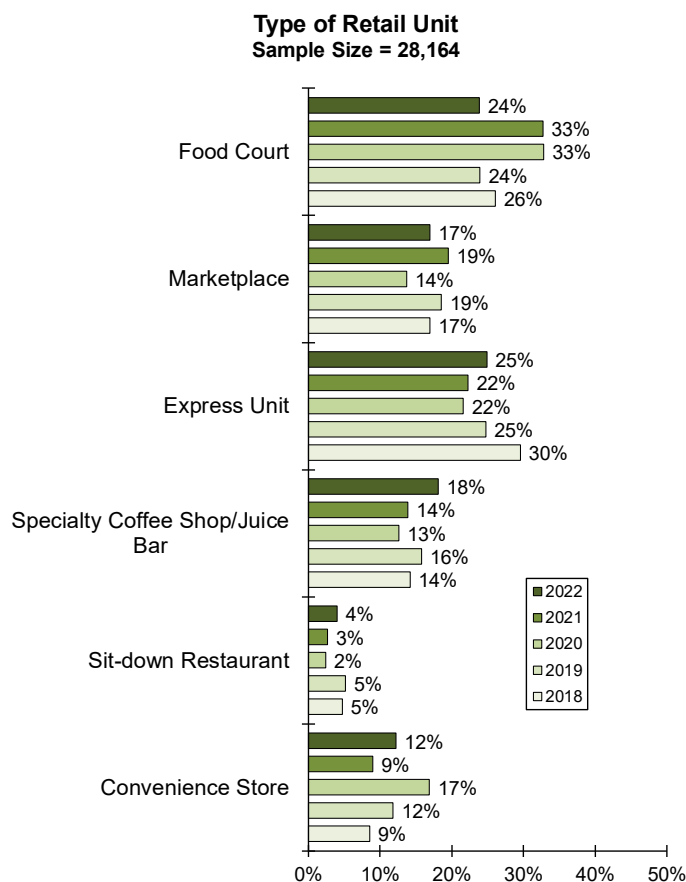
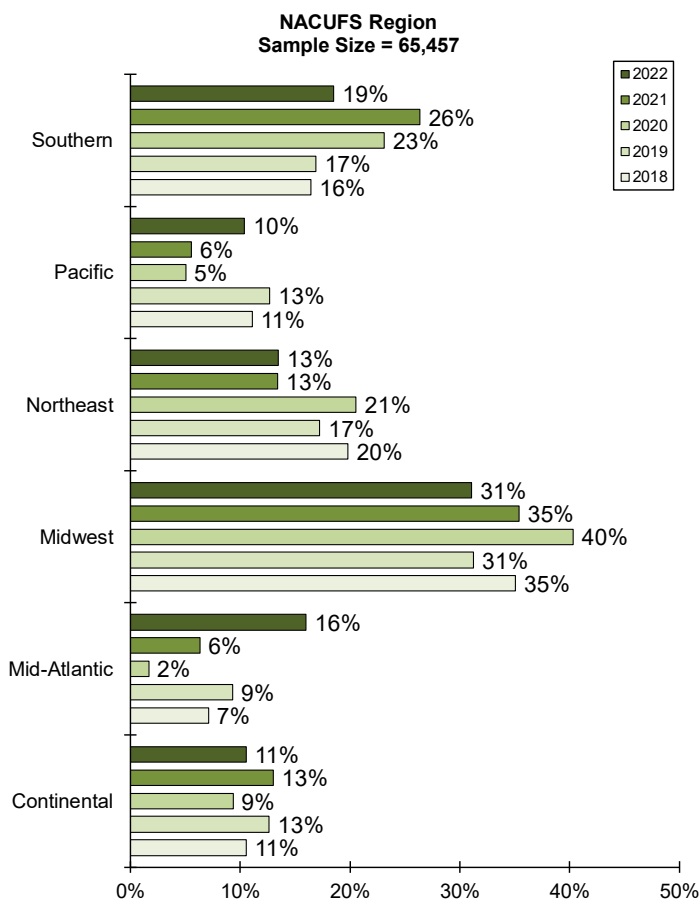
### Individual Respondent Demographics - All Schools

The demographic makeup of the overall survey samples for the five most recent survey years is shown in the graphs below. As noted previously, because the overall sample size was considerably lower in 2020 due to the COVID-19 pandemic, some of the demographic data for that year is somewhat different vs. prior years. The sample size for this year's survey was larger, and, for the most part, the demographic characteristics were closer to their pre-2020 levels.

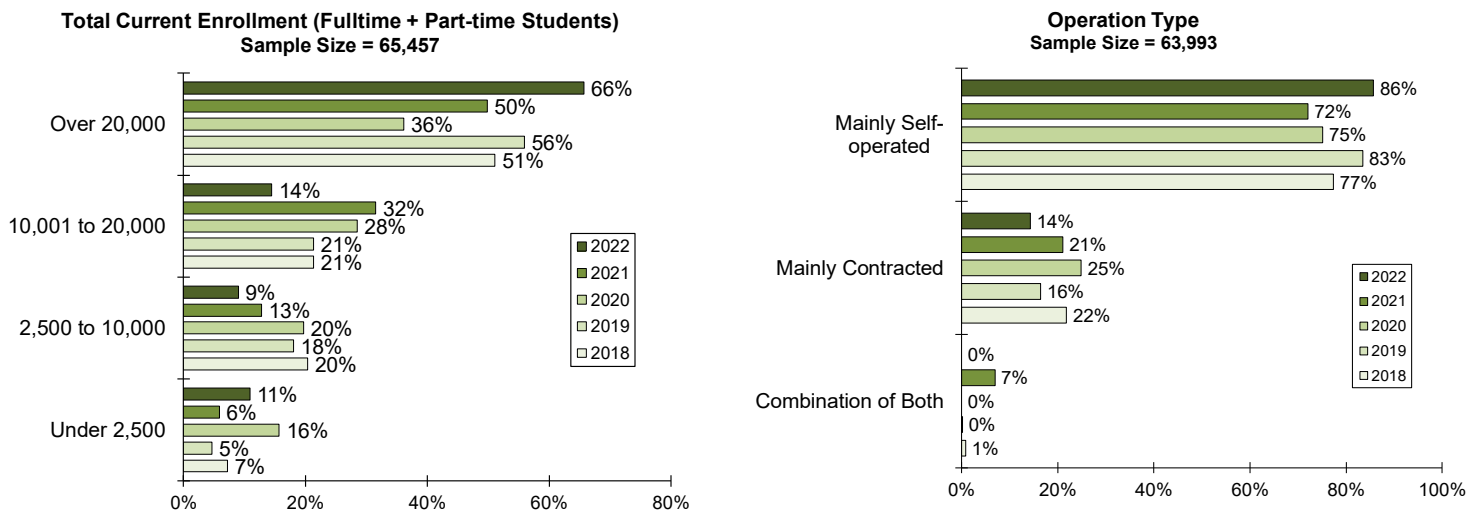


### Institutional Demographics – All Schools (based on total responses received)

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, 19% of all questionnaires received in 2022 came from institutions in the Southern Region, while 86% came from mainly self-operated institutions. Of the 65,457 useable survey responses received in this year's cycle, 57% were for dining halls, while the remaining 43% were for retail units. Of the retail unit types, express units (25%) and food courts (24%) received the highest number of submitted surveys.



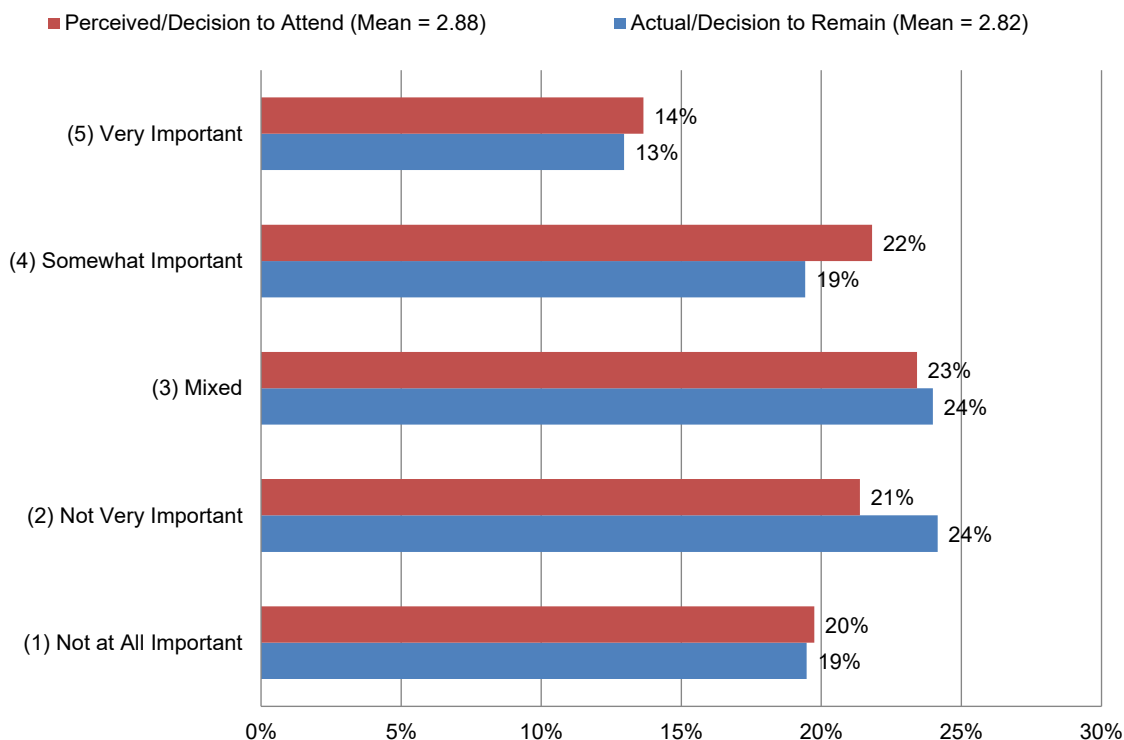
Large schools (20,000+ students) comprised a bigger proportion of the sample this year as compared to recent years, and most responses in 2022 (86%) were from self-operated schools, as shown below.



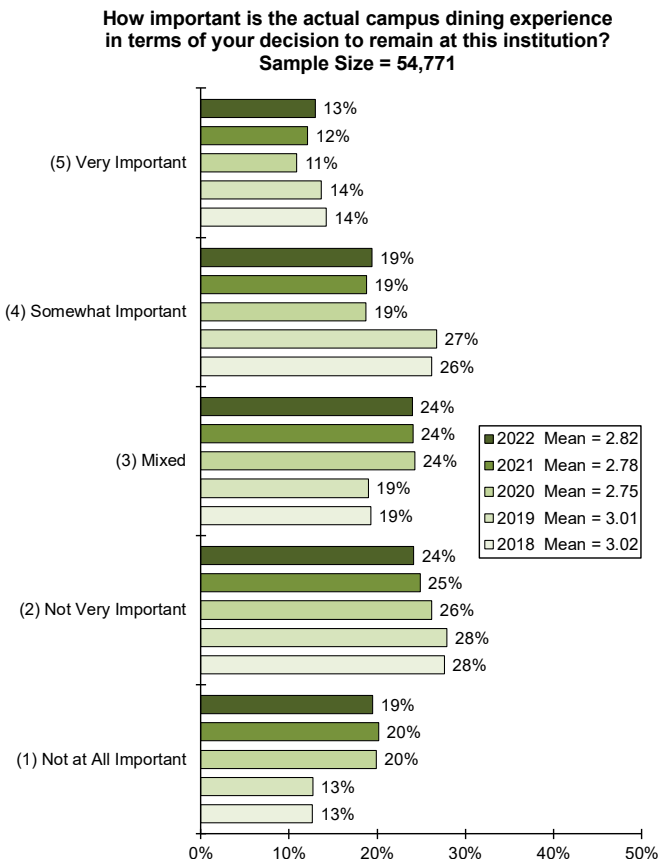
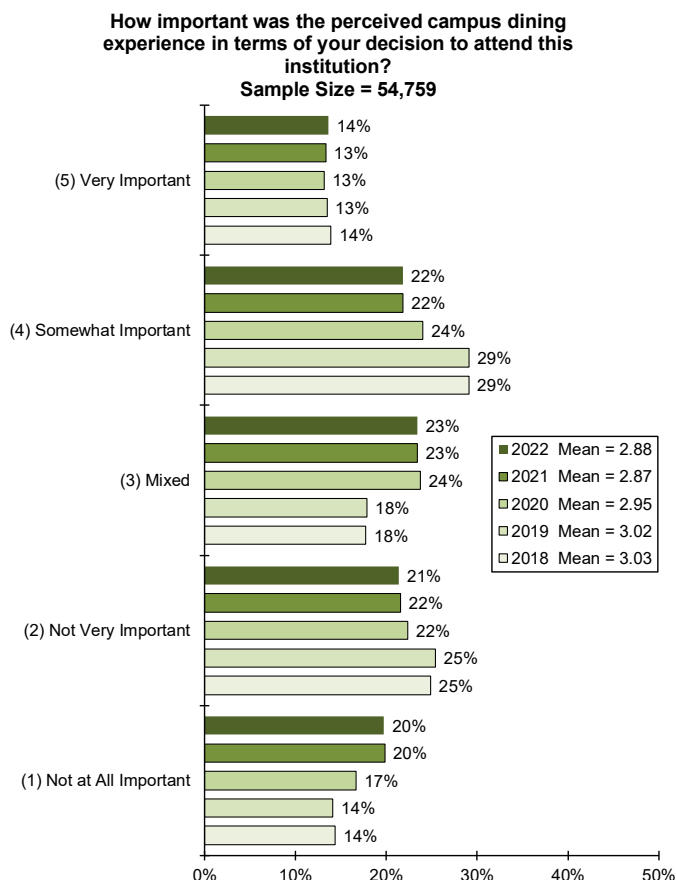
## Your Thoughts

The first three non-demographics questions of the survey asked students their opinions regarding the importance of their schools' dining experience as it related 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 a third (35%) of the responding students rated the dining services as somewhat or very important in terms of the decision to attend, while just under a third (32%) indicated the dining services were important to their decision to remain at their institution.

**How important was the *perceived* campus dining experience in terms of your decision to attend this institution, and how important is the *actual* campus dining experience in terms of your decision to remain at this institution?**  
Sample Sizes: Perceived 54,759

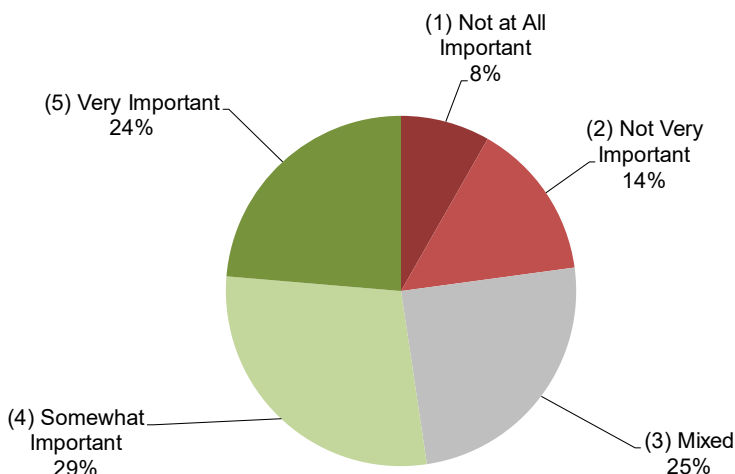


The graphs below summarize the results for these two questions over the past five survey cycles. As shown, there has not been a great deal of change in the students' importance ratings over time, with the average rating holding steady at 3 or a little less on the five-point scale.

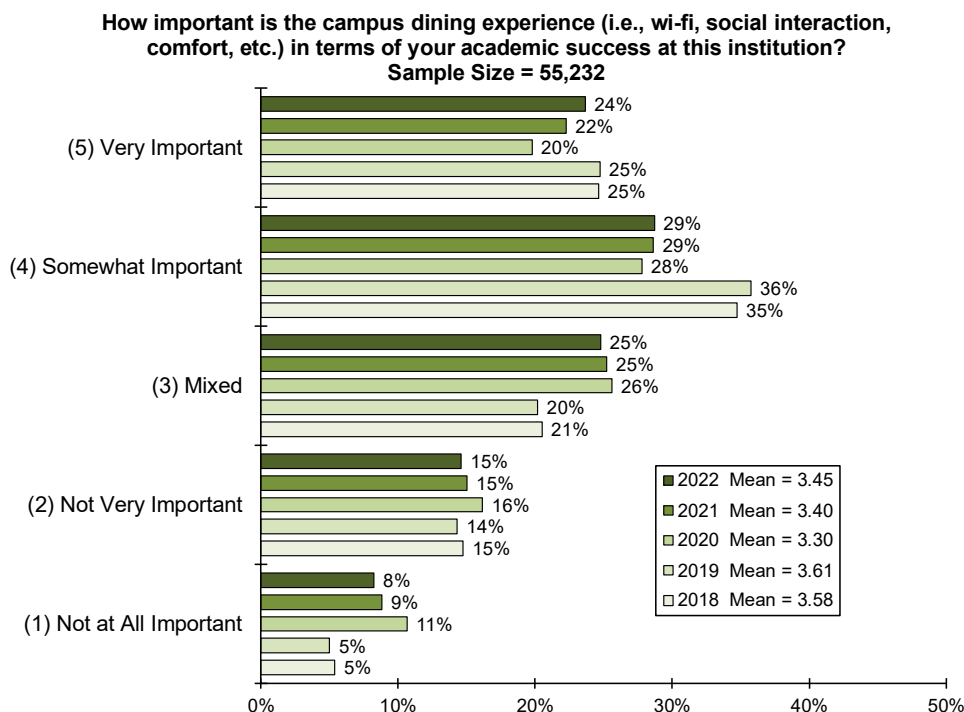


Just over half of the valid student responses (53%) rated their campus dining experience as either somewhat or very important to their academic success.

**How important is the campus dining experience (i.e., wi-fi, social interaction, comfort, etc.) in terms of your academic success at this institution?**  
(Mean = 3.45)  
Sample Size = 55,232

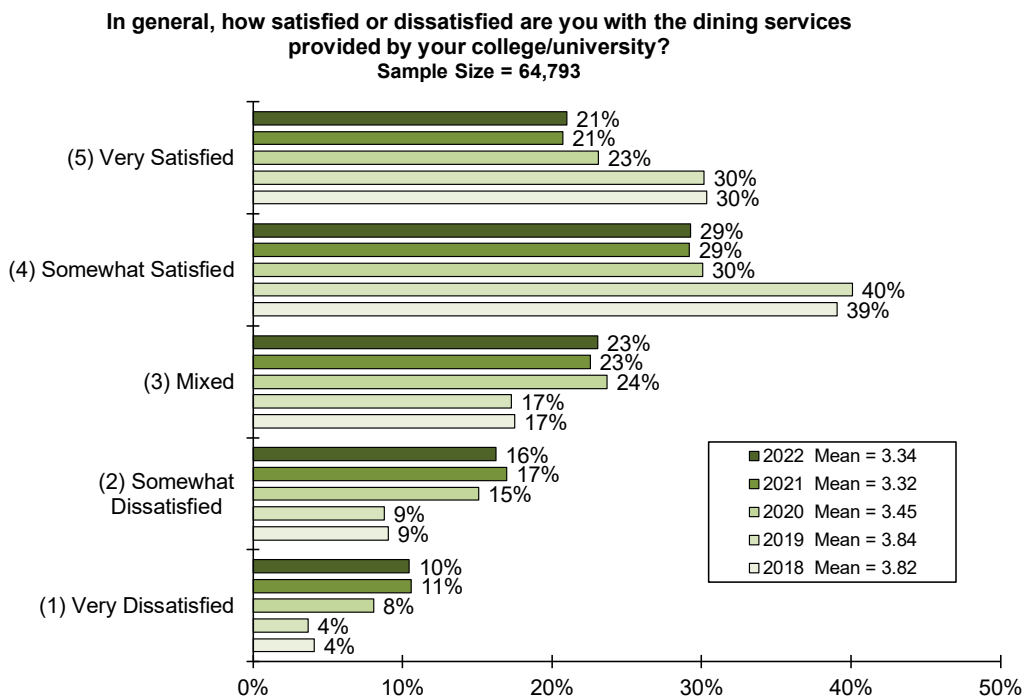


The chart below displays this information over the last five years. As shown (and as could perhaps be expected given the effects of COVID-19), average ratings of the importance of the campus dining experience to students in terms of their academic success bottomed out in 2020 but has increased in each of the last two surveys, moving towards pre-pandemic levels.



### Satisfaction Ratings

As shown below, average overall satisfaction with participating institutions' dining services declined substantially in 2020 and has not yet recovered to pre-pandemic levels, although at 3.34 on the five-point scale (where 1 = low and 5 = high satisfaction), the average level of satisfaction remained virtually unchanged in 2022. Overall, 50% of all valid respondents were very or somewhat satisfied with their institution's dining services in 2022 (vs. 50% last year and 53% in 2020), and the mean rating remains well below the 2019 figure of 3.84.

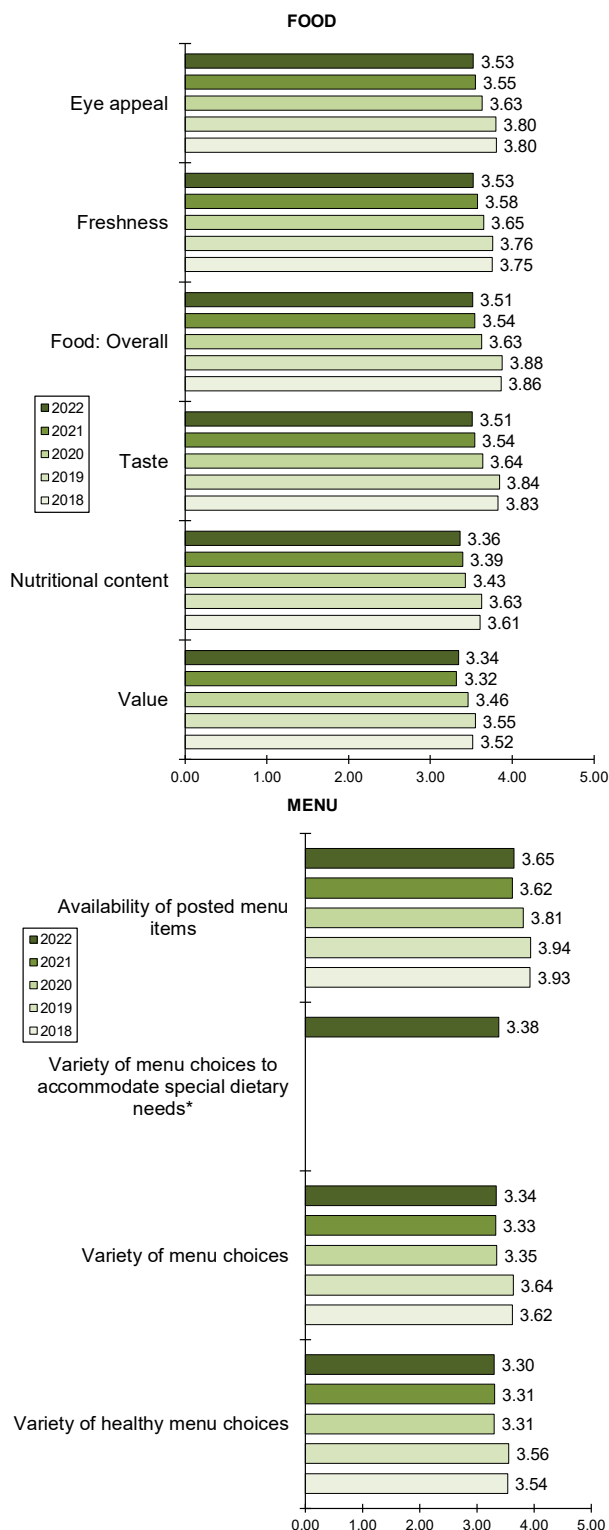


The respondents' importance/satisfaction ratings for specific dining attributes are shown below.

Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean Importance	Number of Responses
<b>FOOD</b>							
Overall	2%	4%	14%	29%	51%	4.23	64,170
Taste	1%	3%	11%	28%	56%	4.36	64,105
Eye appeal	10%	18%	25%	23%	24%	3.34	63,512
Freshness	1%	3%	10%	26%	59%	4.39	63,877
Nutritional content	4%	6%	16%	25%	49%	4.10	62,890
Value	3%	5%	19%	27%	47%	4.10	62,624
<b>MENU</b>							
Availability of posted menu items	3%	6%	17%	30%	44%	4.06	57,897
Variety of menu choices	2%	4%	14%	32%	48%	4.20	58,969
Variety of healthy menu choices	3%	6%	17%	27%	47%	4.08	58,031
Variety of menu choices to accommodate special dietary needs	9%	8%	17%	19%	47%	3.88	47,746
<b>SERVICE</b>							
Overall	2%	5%	16%	29%	49%	4.19	56,917
Speed of service	2%	5%	16%	30%	46%	4.14	56,499
Hours of operation	2%	4%	14%	28%	52%	4.25	56,400
Mobile ordering options	13%	11%	22%	19%	35%	3.52	34,009
Helpfulness of staff	3%	7%	18%	26%	46%	4.06	53,995
Friendliness of staff	3%	6%	17%	25%	50%	4.12	55,466
<b>CLEANLINESS</b>							
Overall	1%	2%	9%	23%	64%	4.47	55,935
Serving areas	1%	3%	10%	22%	64%	4.46	55,355
Eating areas (tables, chairs, etc.)	1%	3%	11%	25%	60%	4.40	54,117
<b>DINING ENVIRONMENT</b>							
Location	3%	6%	16%	25%	51%	4.16	54,429
Layout of facility	6%	13%	23%	25%	34%	3.67	53,854
Appearance	9%	15%	23%	22%	31%	3.50	53,802
Availability of seating	3%	6%	16%	28%	47%	4.10	52,687
Comfort (seats, temperature, lighting, sound level, etc.)	3%	8%	21%	29%	39%	3.93	52,895
<b>ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY</b>							
Environmentally friendly practices related to food	6%	7%	20%	24%	43%	3.91	46,250
Social/ethical practices related to food	7%	8%	21%	22%	42%	3.84	43,300
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean Satisfaction	Number of Responses
<b>FOOD</b>							
Overall	9%	13%	22%	31%	25%	3.51	65,028
Taste	8%	14%	24%	29%	25%	3.51	64,874
Eye appeal	7%	12%	27%	29%	25%	3.53	64,426
Freshness	8%	13%	24%	28%	27%	3.53	64,550
Nutritional content	9%	14%	29%	26%	21%	3.36	63,289
Value	11%	14%	27%	24%	23%	3.34	63,267
<b>MENU</b>							
Availability of posted menu items	8%	12%	20%	27%	33%	3.65	58,627
Variety of menu choices	12%	16%	23%	24%	25%	3.34	59,812
Variety of healthy menu choices	11%	16%	27%	24%	22%	3.30	58,694
Variety of menu choices to accommodate special dietary needs	13%	13%	25%	22%	27%	3.38	47,524
<b>SERVICE</b>							
Overall	4%	6%	15%	30%	44%	4.05	57,803
Speed of service	4%	7%	17%	30%	42%	3.97	57,380
Hours of operation	9%	14%	19%	25%	33%	3.59	57,220
Mobile ordering options	19%	11%	23%	17%	30%	3.28	31,986
Helpfulness of staff	3%	6%	17%	26%	49%	4.11	54,724
Friendliness of staff	3%	5%	14%	24%	54%	4.21	56,389
<b>CLEANLINESS</b>							
Overall	3%	7%	17%	32%	41%	4.02	56,843
Serving areas	2%	5%	14%	32%	47%	4.17	56,268
Eating areas (tables, chairs, etc.)	5%	10%	22%	30%	34%	3.78	54,864
<b>DINING ENVIRONMENT</b>							
Location	2%	3%	12%	25%	58%	4.34	55,567
Layout of facility	2%	5%	17%	31%	44%	4.09	55,068
Appearance	2%	4%	17%	32%	45%	4.14	55,027
Availability of seating	5%	10%	20%	27%	38%	3.83	53,686
Comfort (seats, temperature, lighting, sound level, etc.)	3%	6%	19%	32%	40%	4.01	53,912
<b>ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY</b>							
Environmentally friendly practices related to food	6%	8%	25%	27%	33%	3.73	45,597
Social/ethical practices related to food	5%	6%	27%	27%	35%	3.82	42,246

The following series of graphs displays the mean satisfaction ratings for the various dining service attributes over the past five years. As shown, the mean satisfaction ratings in 2022 were flat or down slightly in almost all functional areas. Again, it is quite likely that these decreases were a direct result of accommodations and circumstances associated with the ongoing pandemic that began in 2020.

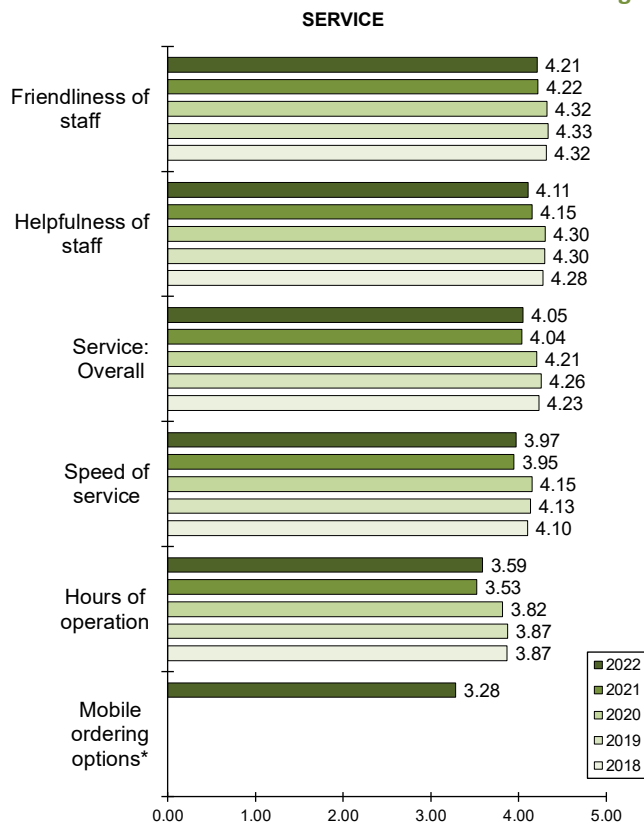
**Mean\* Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
without Regard to Any Specific Meal**



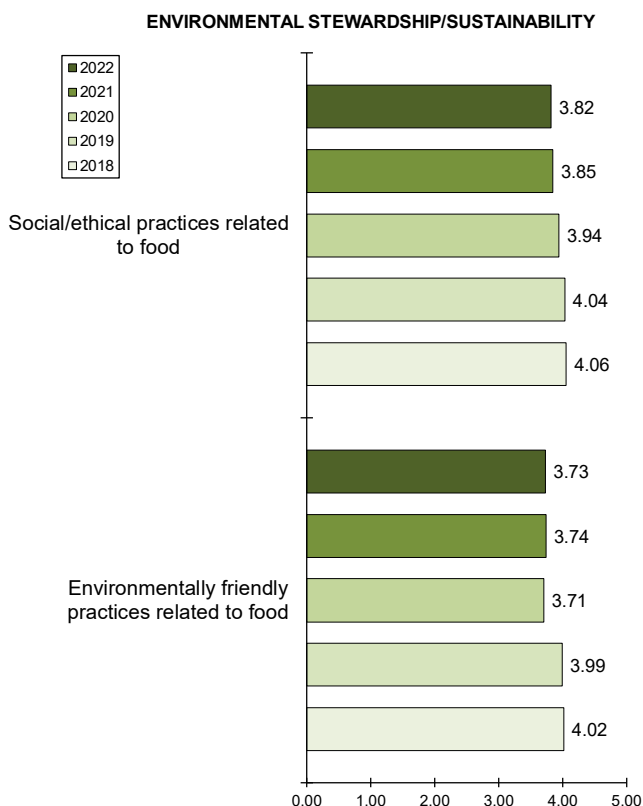
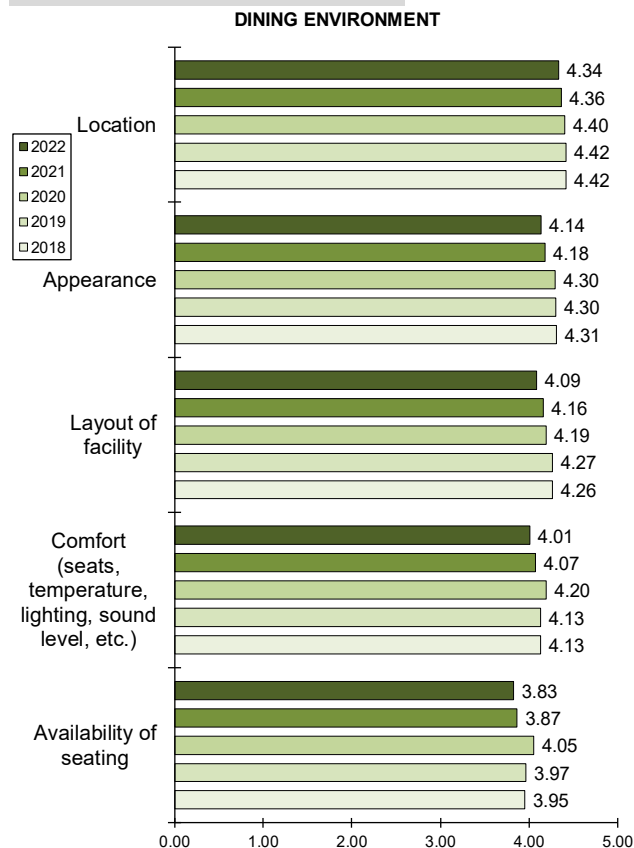
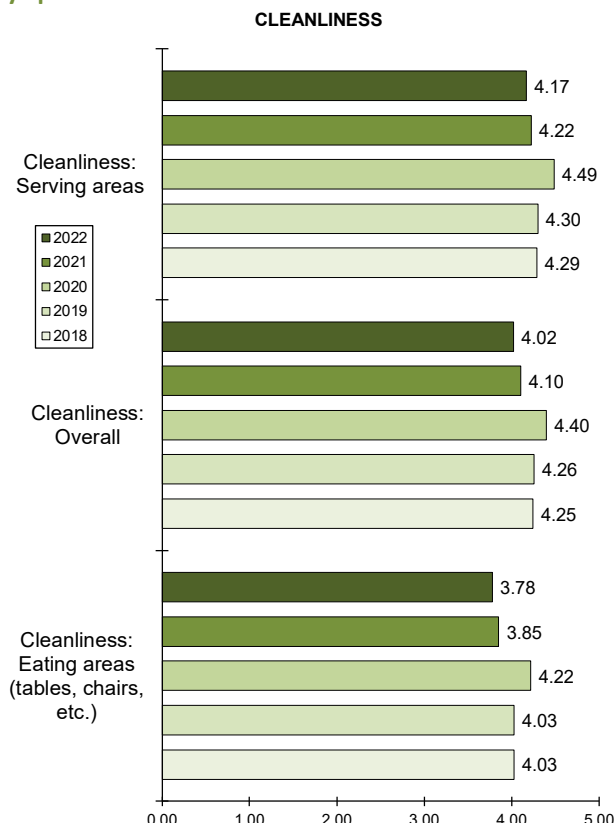
\*Wording changed in 2022 so trend unavailable

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

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



\*Item added in 2022 so trend unavailable



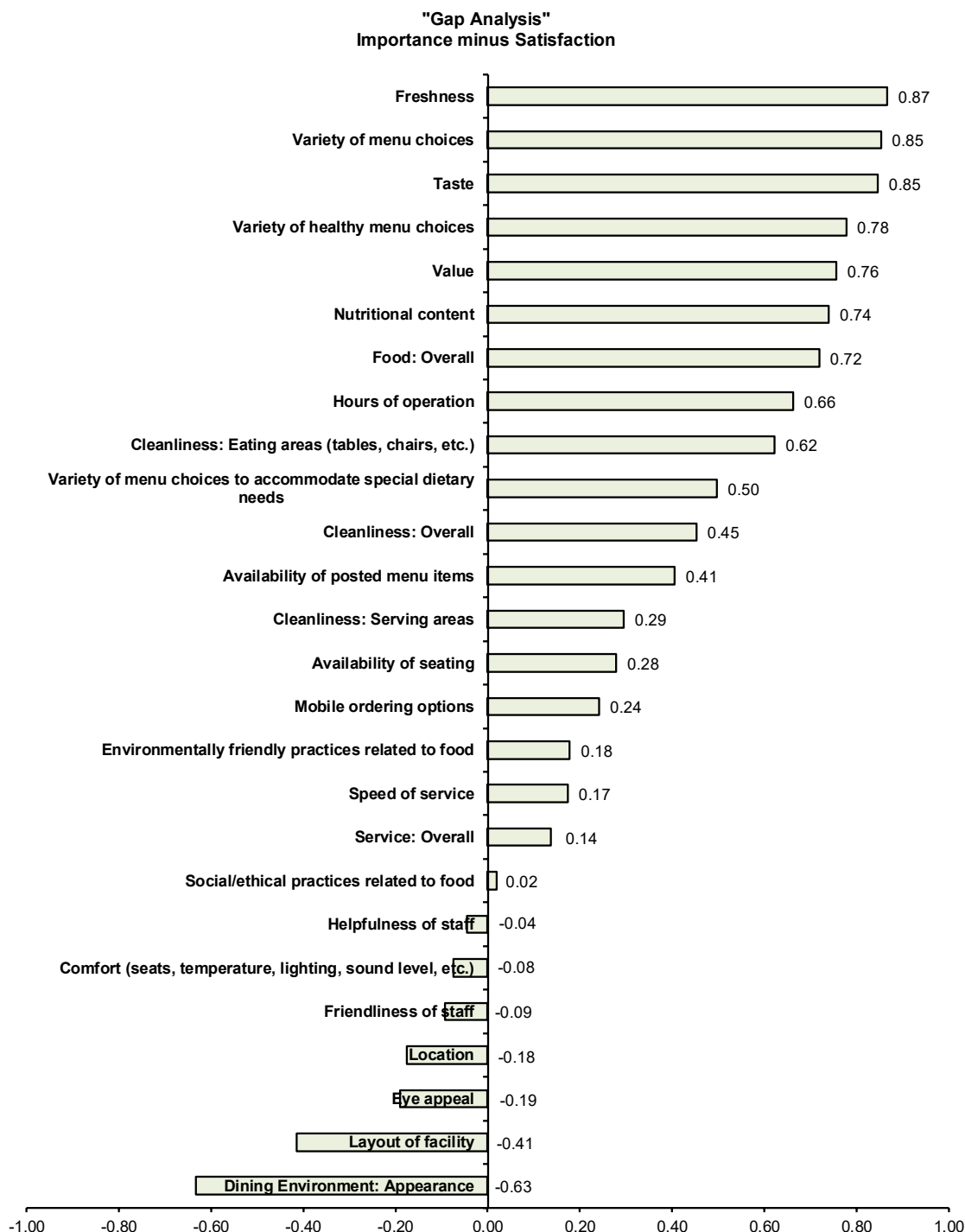
\* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("Not Applicable" Responses Removed)



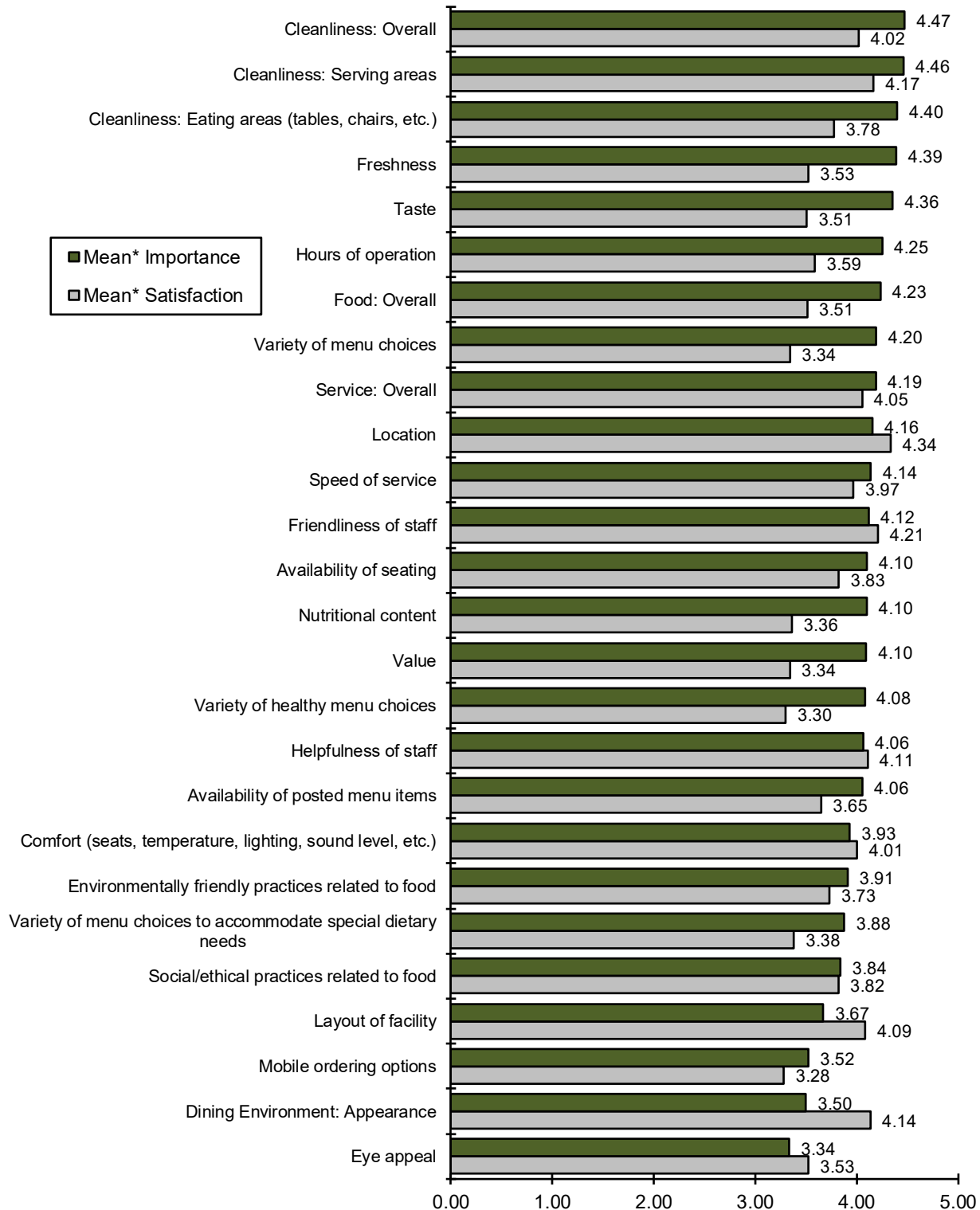
Examining the difference between an item's mean importance rating and its mean satisfaction rating can yield helpful insights. Using this "gap analysis," areas where importance significantly outscored satisfaction should be looked at as possible opportunities for improvement. The graphs below and on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

Freshness, variety of menu choices and taste were the areas where importance outscored satisfaction by the largest margins. Importance and satisfaction were the most aligned (had the smallest gaps) in terms of social/ethical practices and helpfulness of staff.



As shown below, the top three most important items (dark green bars) were all related to cleanliness.

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



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

## 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 gap<sup>1</sup> 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.

<sup>1</sup> 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. This gap analysis has been included in many of the tables found in this Executive Summary section.

For purposes of this report, stepwise multiple regression was used. This is among the most commonly used methods of regression analysis for customer satisfaction survey data, as it helps lessen the impact of multi-collinearity<sup>2</sup>, which commonly occurs in these types of surveys.

For this report, the survey question “In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?” was used as the dependent variable that represents overall satisfaction, while each of the 26 performance attributes listed on page ii were the independent variables. **Thus, our regression analysis examines the role each of the 26 performance attributes played in determining overall satisfaction.**

When analyzing regression data, the following items need to be examined:

- The coefficient of determination (“Adjusted R<sup>2</sup>”)
- 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 R<sup>2</sup>) shows the proportion of the variance in overall satisfaction that is explained by the 26 attributes. Put another way, Adjusted R<sup>2</sup> shows how well our model (overall satisfaction as a function of the 26 performance attributes) works. An Adjusted R<sup>2</sup> of .456, for example, means that 45.6% of the variance in overall satisfaction responses is explained by the 26 attributes. (For comparison, historically, the Adjusted R<sup>2</sup> 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.**

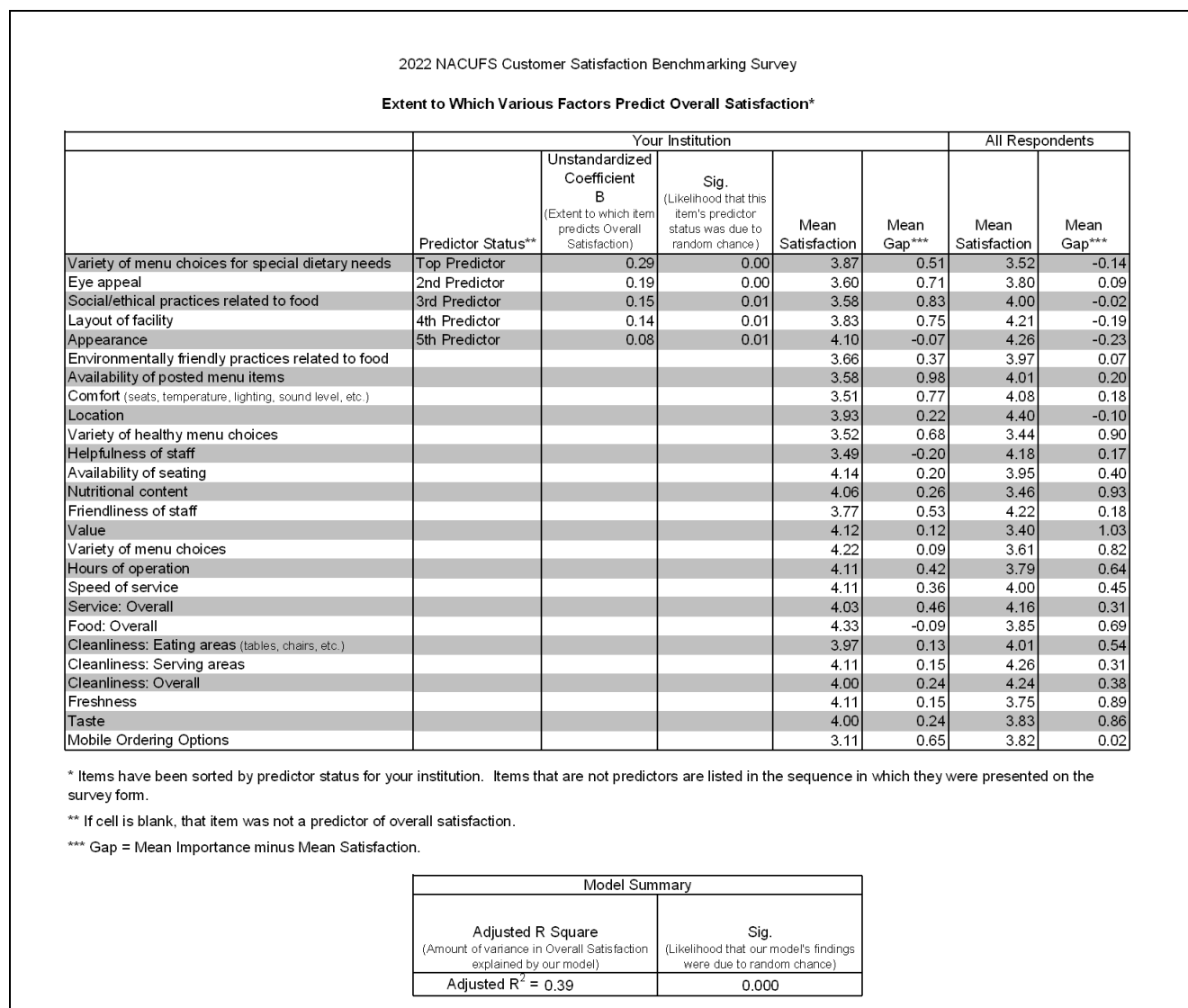
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<sup>2</sup> Multi-collinearity arises in customer satisfaction survey data when respondent ratings for different performance attributes are correlated. For example, a respondent’s opinion regarding dining environment layout and dining environment appearance may be closely related.

## Summary of Figure 1

- In “Model Summary,” the coefficient of determination (“Adjusted R<sup>2</sup>”) 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



## 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.

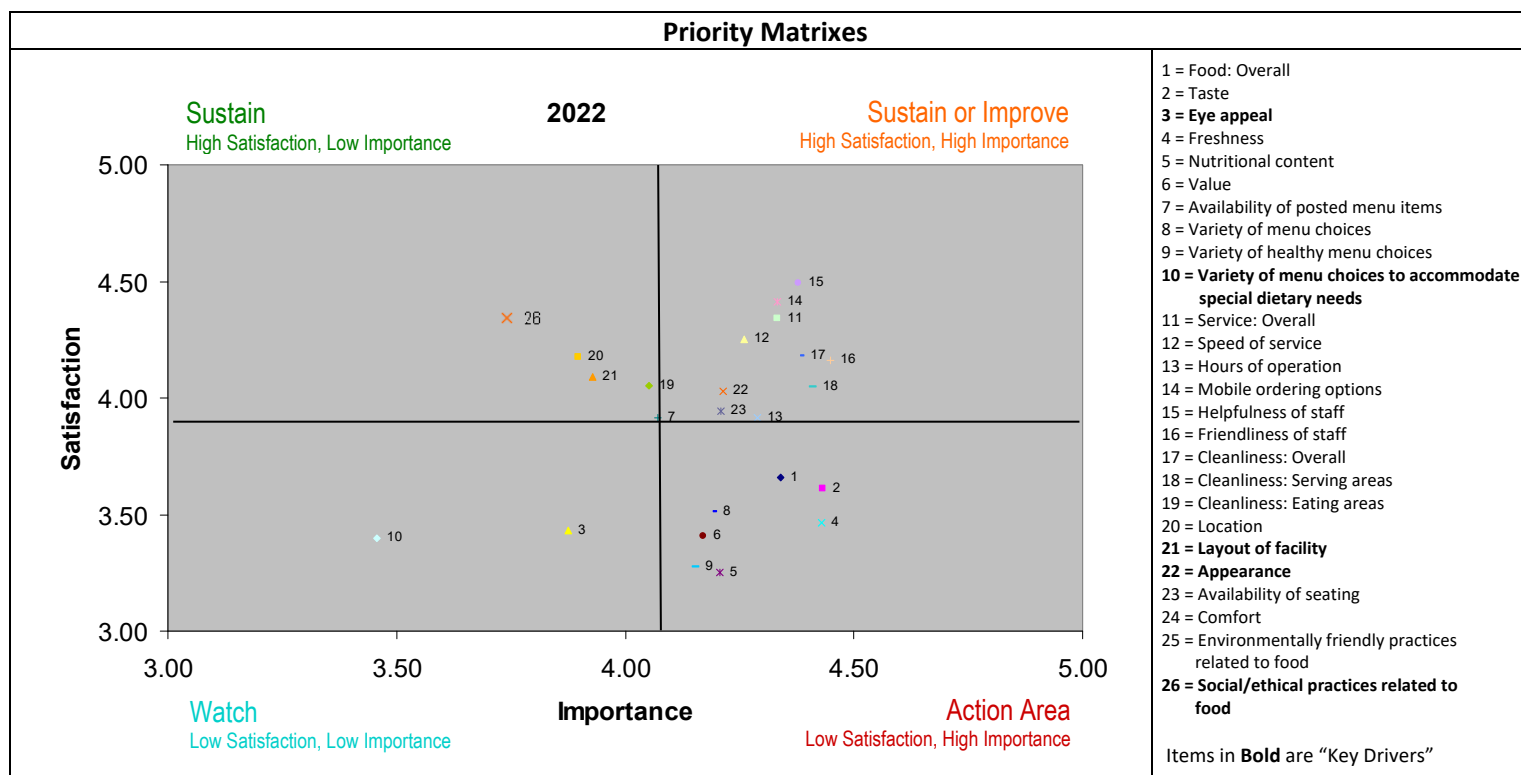
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 26 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's 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 menu choices to accommodate special dietary needs” and “eye appeal,” since these are key drivers and are in the “watch” quadrant.



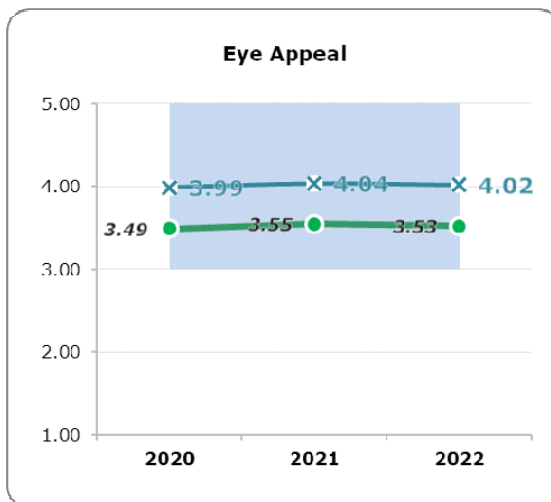
### THREE YEAR TREND DATA

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 26 graphs represents one surveyed attribute. For each graph, the blue **X** and solid blue line represent your institution's mean satisfaction figure for that attribute, while the green dot and solid green line show the mean satisfaction for the overall sample (all institutions). The shaded area shows the "middle range" (the area between the 25<sup>th</sup> and 75<sup>th</sup> percentile, or the middle 50% of the respondents) for the overall sample.



As noted previously, "Variety of menu choices to accommodate special dietary needs" replaced "Variety of vegetarian menu choices" in 2022 and "Mobile ordering options" was new for 2022. Trend data for these two measures are therefore unavailable.

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 2022:** When examining the trend information, please keep in mind the special circumstances surrounding the 2020 - 2022 survey cycles, which were discussed earlier in this report. Namely, the lower number of participating schools and total responses in the 2020 (and to a lesser extent 2021 and 2022) samples, as well as the accommodations schools made to deal with the COVID-19 pandemic.

## Extent to Which Various Factors Predict Overall Satisfaction\*

	Your Institution					All Respondents	
	Predictor Status**	Unstandardized Coefficient B (Extent to which item predicts Overall Satisfaction)	Sig. (Likelihood that this item's predictor status was due to random chance)	Mean Satisfaction	Mean Gap***	Mean Satisfaction	Mean Gap***
Taste	Top Predictor	0.32	0.00	4.02	0.43	3.51	0.85
Cleanliness: Overall	2nd Predictor	0.19	0.01	4.18	0.24	4.02	0.45
Availability of posted menu items	3rd Predictor	0.19	0.00	3.83	0.40	3.65	0.41
Cleanliness: Eating areas (tables, chairs, etc.)	4th Predictor	0.13	0.05	4.00	0.41	3.78	0.62
Food: Overall				4.00	0.26	3.51	0.72
Eye appeal				3.88	-0.31	3.53	-0.19
Freshness				3.98	0.44	3.53	0.87
Nutritional content				3.67	0.28	3.36	0.74
Value				3.73	0.52	3.34	0.76
Variety of menu choices				3.89	0.18	3.34	0.85
Variety of healthy menu choices				3.74	0.23	3.30	0.78
Variety of menu choices for special dietary needs				3.68	0.19	3.38	0.50
Service: Overall				4.02	0.31	4.05	0.14
Speed of service				3.84	0.47	3.97	0.17
Hours of operation				4.04	0.17	3.59	0.66
Mobile Ordering Options				3.48	0.21	3.28	0.24
Helpfulness of staff				3.95	0.21	4.11	-0.04
Friendliness of staff				4.04	0.16	4.21	-0.09
Cleanliness: Serving areas				4.29	0.20	4.17	0.29
Location				4.31	-0.09	4.34	-0.18
Layout of facility				4.18	-0.41	4.09	-0.41
Appearance				4.31	-0.57	4.14	-0.63
Availability of seating				3.83	0.29	3.83	0.28
Comfort (seats, temperature, lighting, sound level, etc.)				4.04	-0.06	4.01	-0.08
Environmentally friendly practices related to food				3.82	0.21	3.73	0.18
Social/ethical practices related to food				3.86	0.19	3.82	0.02

\* Items have been sorted by predictor status for your institution. Items that are not predictors are listed in the sequence in which they were presented on the survey form.

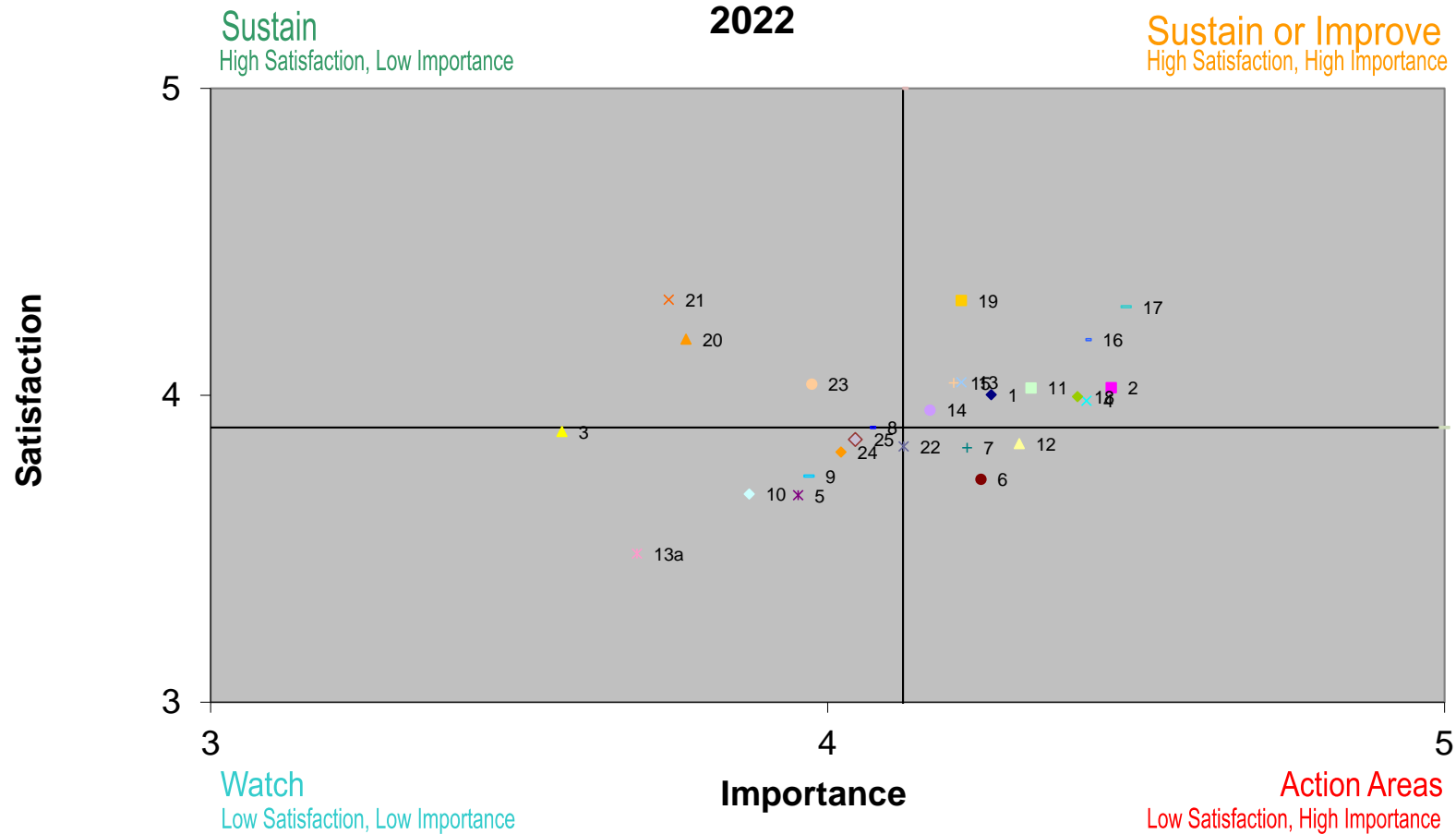
\*\* If cell is blank, that item was not a predictor of overall satisfaction.

\*\*\* Gap = Mean Importance minus Mean Satisfaction.

Model Summary	
Adjusted R Square (Amount of variance in Overall Satisfaction explained by our model)	Sig. (Likelihood that our model's findings were due to random chance)
Adjusted R <sup>2</sup> = 0.412	<.001

# 2022 NACUFS Customer Satisfaction Benchmarking Survey

## Priority Matrixes



1 = Food: Overall

**2 = Taste**

3 = Eye appeal

4 = Freshness

5 = Nutritional content

6 = Value

**7 = Availability of posted menu items**

8 = Variety of menu choices

9 = Variety of healthy menu choices

10 = Variety of menu choices for special dietary needs

11 = Service: Overall

12 = Speed of service

13 = Hours of operation

13a = Mobile ordering options

14 = Helpfulness of staff

15 = Friendliness of staff

**16 = Cleanliness: Overall**

17 = Cleanliness: Serving areas

**18 = Cleanliness: Eating areas (tables, chairs, et**

19 = Location

20 = Layout of facility

21 = Appearance

22 = Availability of seating

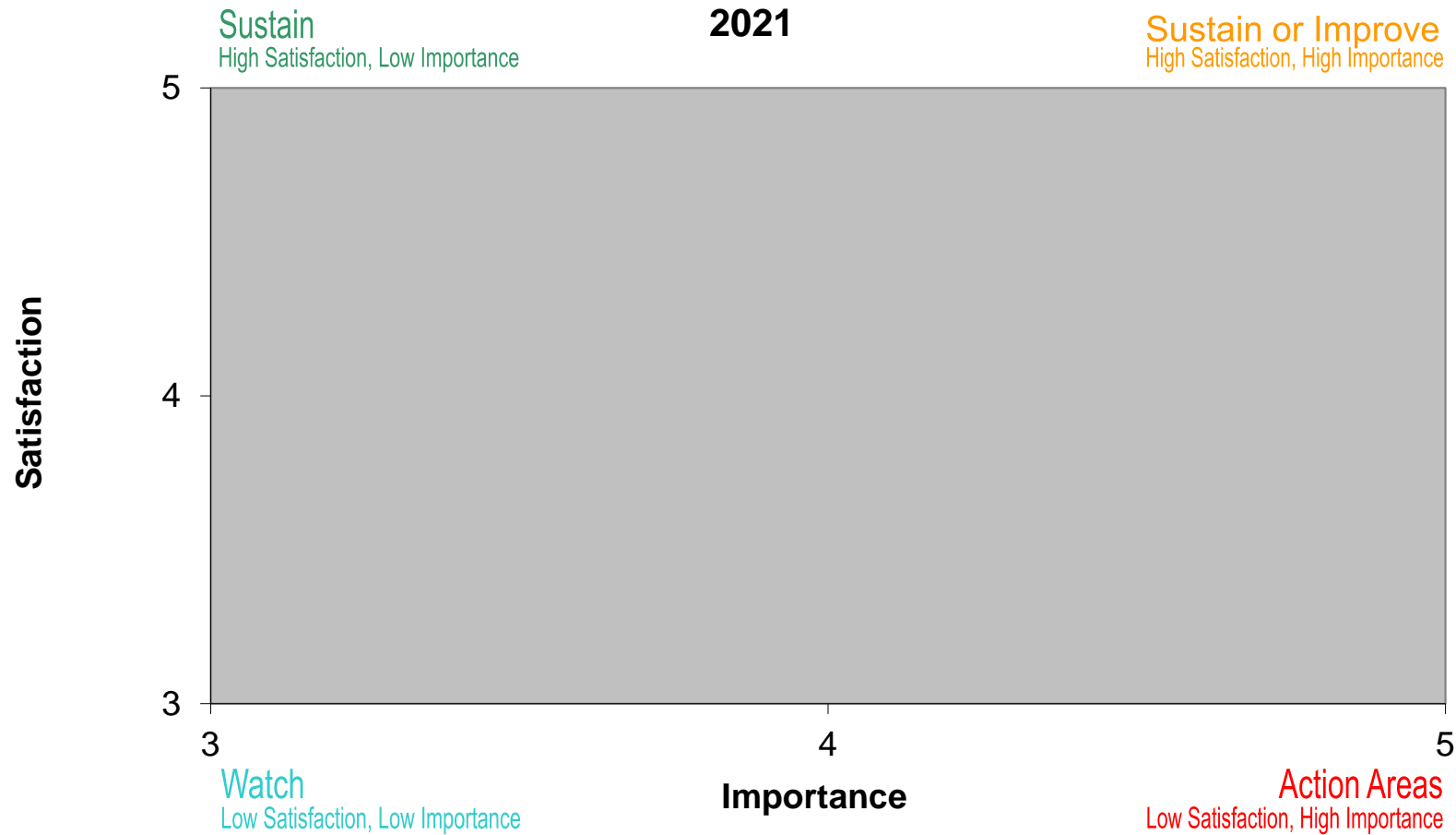
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

# 2022 NACUFS Customer Satisfaction Benchmarking Survey

## Priority Matrixes



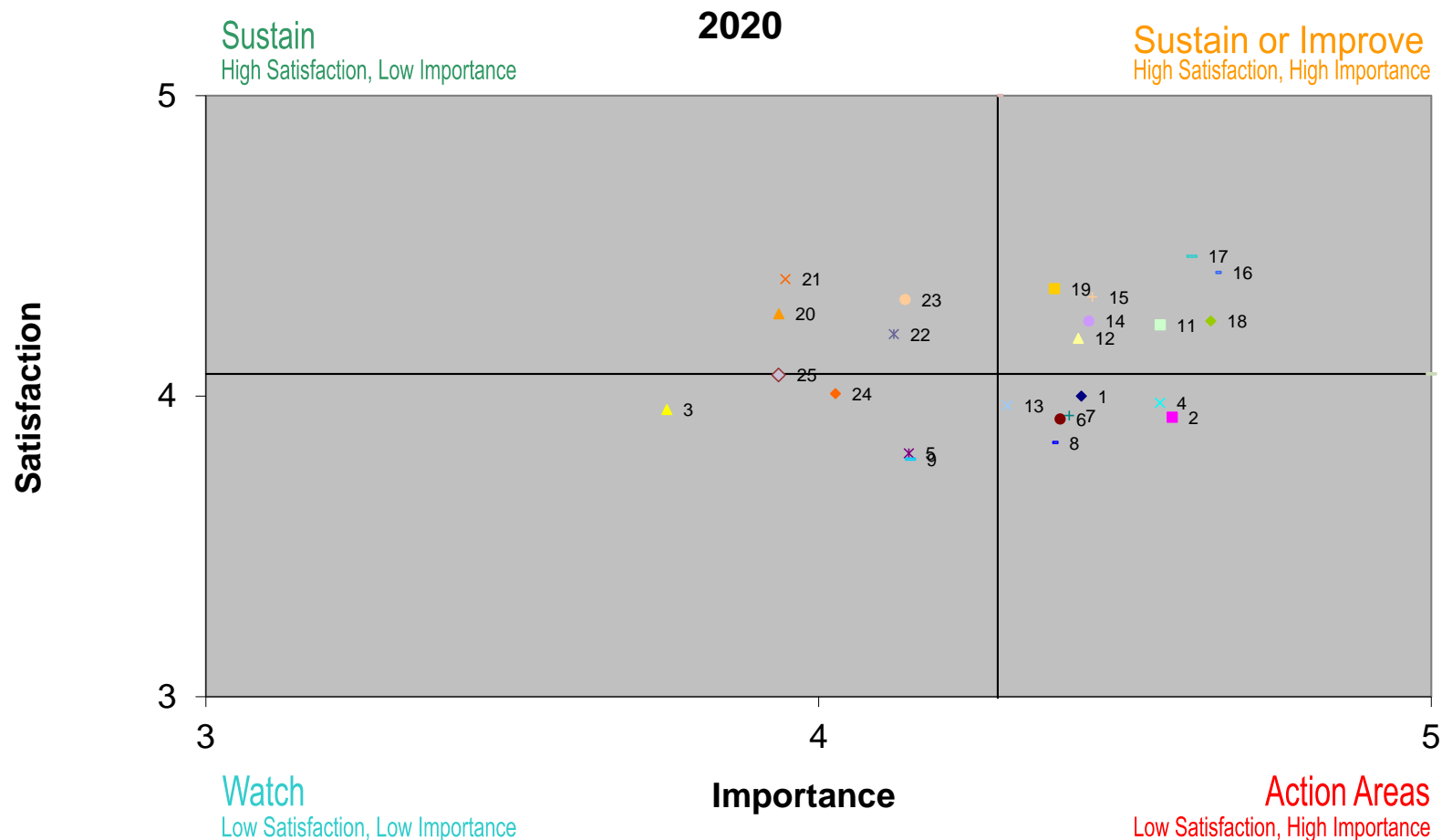
- 1 = Food: Overall
- 2 = Taste
- 3 = Eye appeal
- 4 = Freshness
- 5 = Nutritional content
- 6 = Value
- 7 = Availability of posted menu items
- 8 = Variety of menu choices

- 9 = Variety of healthy menu choices
- 10 = Variety of menu choices for special dietary needs
- 11 = Service: Overall
- 12 = Speed of service
- 13 = Hours of operation
- 13a = Mobile ordering options
- 14 = Helpfulness of staff
- 15 = Friendliness of staff
- 16 = Cleanliness: Overall

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

# 2022 NACUFS Customer Satisfaction Benchmarking Survey

## Priority Matrixes



- 1 = Food: Overall
- 2 = Taste
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- 4 = Freshness
- 5 = Nutritional content
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- 13 = Hours of operation**
- 13a = Mobile ordering options
- 14 = Helpfulness of staff
- 15 = Friendliness of staff
- 16 = Cleanliness: Overall

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

## All Survey Respondents By Respondent Demographics

	YOUR INSTITUTION																																			
	All Valid Respondents		Respondent Type								Student Class Status												Gender Identity								Live...					
			Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Woman		Man		Non-binary/ Non-conform		Prefer to self- describe		Prefer not to answer		On campus		Off campus	
Satis	Gap*	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap			
Food: Overall	4.00	0.26	3.98	0.23	3.75	1.25	4.23	0.43	5.00	-1.00	3.71	0.51	3.91	0.09	4.27	0.11	4.21	0.10	4.00	0.22			4.04	0.21	3.94	0.34	3.87	0.40			3.17	1.00	3.65	0.54	4.20	0.11
Taste	4.02	0.43	4.00	0.43	4.25	0.75	4.19	0.46	5.00	0.00	3.70	0.71	4.06	0.27	4.19	0.35	4.23	0.27	4.02	0.38			4.06	0.42	3.95	0.51	3.93	0.33			3.67	0.50	3.67	0.70	4.22	0.29
Eye appeal	3.88	-0.31	3.87	-0.37	3.75	0.63	4.04	0.12	5.00	-2.00	3.53	-0.31	3.93	-0.45	3.97	-0.24	4.21	-0.63	3.94	-0.21			3.91	-0.31	3.83	-0.24	4.00	-1.50			3.33	0.33	3.58	-0.35	4.05	-0.29
Freshness	3.98	0.44	3.95	0.44	4.00	0.63	4.23	0.44	5.00	-2.00	3.74	0.59	3.88	0.45	4.18	0.29	4.09	0.35	4.08	0.41			4.02	0.43	3.90	0.47	4.14	0.01			3.00	1.33	3.70	0.65	4.14	0.32
Nutritional content	3.67	0.28	3.62	0.29	4.13	0.38	4.14	0.24	5.00	-3.00	3.42	0.56	3.61	0.22	3.75	0.22	3.79	0.01	3.66	0.22			3.66	0.27	3.70	0.32	3.93	-0.31			3.17	0.83	3.48	0.51	3.78	0.15
Value	3.73	0.52	3.68	0.53	4.13	0.75	4.14	0.44	5.00	0.00	3.52	0.51	3.66	0.59	3.79	0.53	3.80	0.49	3.75	0.50			3.71	0.51	3.83	0.49	3.47	0.60			2.50	1.33	3.53	0.57	3.84	0.50
Availability of posted menu items	3.83	0.40	3.79	0.41	3.78	0.44	4.19	0.31	5.00	-2.00	3.62	0.40	3.83	0.27	3.98	0.43	3.83	0.51	3.70	0.56			3.87	0.36	3.88	0.37	3.43	0.36			2.00	2.00	3.49	0.48	3.99	0.36
Variety of menu choices	3.89	0.18	3.86	0.17	3.67	0.78	4.19	0.15	5.00	-3.00	3.68	0.31	3.96	-0.05	3.88	0.20	4.07	-0.01	3.81	0.52			3.88	0.15	3.95	0.22	4.08	-0.46			2.83	1.67	3.59	0.34	4.04	0.09
Variety of healthy menu choices	3.74	0.23	3.70	0.22	3.67	0.89	4.04	0.24	5.00	-2.00	3.54	0.33	3.65	0.27	3.86	0.02	3.91	0.01	3.60	0.56			3.74	0.22	3.78	0.26	3.92	-0.58			2.50	1.50	3.48	0.44	3.87	0.13
Variety of menu choices for special dietary needs	3.68	0.19	3.64	0.14	3.67	0.89	3.98	0.48	5.00		3.55	0.07	3.48	0.25	3.86	0.08	3.93	0.00	3.30	0.51			3.67	0.22	3.79	0.02	3.50	0.60			2.00	1.67	3.45	0.25	3.80	0.17
Service: Overall	4.02	0.31	3.99	0.29	4.11	0.89	4.27	0.36	5.00	-2.00	3.69	0.44	4.00	0.36	4.24	0.09	4.28	-0.01	3.85	0.59			4.00	0.32	4.13	0.33	4.08	-0.75			3.17	0.83	3.81	0.34	4.13	0.29
Speed of service	3.84	0.47	3.81	0.46	3.89	0.78	4.06	0.55	5.00	-2.00	3.73	0.44	3.70	0.49	3.92	0.42	3.97	0.35	3.81	0.67			3.83	0.48	3.90	0.45	3.91	-0.36			3.67	0.50	3.77	0.38	3.88	0.51
Hours of operation	4.04	0.17	3.99	0.19	4.44	0.11	4.39	0.08	5.00	-2.00	3.94	0.20	3.85	0.39	3.97	0.18	4.23	-0.18	4.06	0.36			4.01	0.17	4.18	0.15	3.67	0.33			3.50	0.17	3.90	0.29	4.11	0.12
Mobile Ordering Options	3.48	0.21	3.39	0.17	3.25	0.75	4.11	0.41			3.21	0.43	3.13	0.26	3.49	0.01	3.84	0.00	3.24	0.15			3.51	0.29	3.42	0.00	3.60	0.07			2.75	-0.50	3.01	0.32	3.65	0.17
Helpfulness of staff	3.95	0.21	3.91	0.18	4.33	0.22	4.24	0.56	5.00	-2.00	3.67	0.31	3.80	0.28	4.09	0.13	4.18	-0.15	3.96	0.21			3.89	0.29	4.10	0.12	4.33	-0.33			3.50	-0.83	3.67	0.27	4.08	0.19
Friendliness of staff	4.04	0.16	4.01	0.13	4.44	0.22	4.23	0.49	5.00	-3.00	3.78	0.31	4.05	-0.01	4.22	0.11	4.20	-0.11	3.85	0.31			4.03	0.18	4.03	0.19	4.33	-0.33			3.83	0.00	3.84	0.16	4.14	0.17
Cleanliness: Overall	4.18	0.24	4.17	0.21	3.89	0.89	4.36	0.37	4.00	-1.00	3.93	0.35	4.01	0.25	4.36	0.06	4.39	0.18	4.39	0.10			4.16	0.29	4.31	0.04	4.08	0.31			2.67	1.83	3.96	0.31	4.29	0.20
Cleanliness: Serving areas	4.29	0.20	4.27	0.16	4.00	1.00	4.45	0.39	5.00	-2.00	4.07	0.27	4.10	0.23	4.38	0.02	4.52	0.14	4.57	0.06			4.28	0.20	4.37	0.16	4.46	-0.31			3.00	1.67	4.10	0.22	4.38	0.19
Cleanliness: Eating areas (tables, chairs, etc.)	4.00	0.41	3.98	0.37	3.71	1.14	4.20	0.53	2.00	3.00	3.85	0.38	3.82	0.42	4.14	0.25	4.15	0.43	4.11	0.39			3.97	0.41	4.14	0.33	3.85	0.69			3.00	1.00	3.83	0.38	4.08	0.43
Location	4.31	-0.09	4.29	-0.12	4.25	0.00	4.52	0.09	2.00	2.00	4.23	-0.13	4.07	-0.04	4.45	-0.19	4.46	-0.14	4.35	-0.12			4.35	-0.12	4.31	-0.09	3.38	0.54			4.17	0.00	4.14	-0.10	4.39	-0.09
Layout of facility	4.18	-0.41	4.19	-0.49	3.44	0.67	4.26	0.08	5.00	-2.00	4.32	-0.79	4.02	-0.36	4.23	-0.51	4.30	-0.41	3.98	-0.05			4.19	-0.42	4.21	-0.37	3.83	0.56			4.17	-1.00	4.18	-0.71	4.18	-0.27
Appearance	4.31	-0.57	4.32	-0.64	3.75	0.63	4.41	-0.14	3.00	-2.00	4.30	-0.71	4.19	-0.61	4.41	-0.62	4.35	-0.58	4.39	-0.67			4.34	-0.59	4.29	-0.52	4.00	-0.77			4.00	-0.33	4.25	-0.73	4.34	-0.49
Availability of seating	3.83	0.29	3.78	0.28	4.00	0.86	4.25	0.34	4.00	-1.00	3.63	0.47	3.58	0.42	3.97	0.04	4.03	0.02	3.84	0.30			3.80	0.30	3.93	0.26	3.40	0.38			4.33	-0.50	3.58	0.47	3.96	0.20
Comfort (seats, temperature, lighting, sound level, etc.)	4.04	-0.06	4.03	-0.12	3.86	0.43	4.14	0.32	2.00	1.00	4.00	-0.17	3.74	-0.03	4.32	-0.23	4.11	-0.04	4.07	-0.07			4.04	-0.08	4.09	-0.05	3.62	0.00			4.00	-0.17	3.96	-0.18	4.08	0.00
Environmentally friendly practices related to food	3.82	0.21	3.79	0.15	3.75	1.25	4.03	0.56			3.70	0.32	3.62	0.20	3.81	0.12	3.96	0.17	4.15	-0.42			3.76	0.32	4.08	-0.20	3.22	0.67			2.33	2.00	3.60	0.23	3.92	0.19
Social/ethical practices related to food	3.86	0.19	3.83	0.14	4.00	0.50	4.08	0.56			3.83	0.09	3.62	0.34	3.86	0.14	3.96	0.19	4.03	-0.31			3.80	0.28	4.13	-0.15	2.88	0.88			2.83	1.33	3.73	0.17	3.92	0.20

	OVERALL SAMPLE																																			
	All Valid Respondents	Respondent Type								Student Class Status												Gender Identity								Live...						
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Woman		Man		Non-binary/ Non-conform		Prefer to self- describe		Prefer not to answer		On campus		Off campus		
		Satis	Gap*	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	
		Satis	Gap*	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	Satis	Gap	
Food: Overall	3.51	0.72	3.44	0.75	3.78	0.70	4.03	0.52	4.03	0.43	3.38	0.76	3.28	0.94	3.49	0.71	3.56	0.66	3.91	0.33	3.57	0.50	3.52	0.72	3.54	0.69	3.45	0.72	3.49	0.71	3.28	0.92	3.29	0.90	3.90	0.40
Taste	3.51	0.85	3.42	0.89	3.83	0.72	4.08	0.57	4.00	0.56	3.35	0.93	3.28	1.05	3.49	0.83	3.59	0.79	3.88	0.49	3.53	0.70	3.52	0.86	3.52	0.81	3.47	0.82	3.51	0.74	3.28	1.03	3.28	1.02	3.91	0.54
Eye appeal	3.53	-0.19	3.44	-0.20	3.84	-0.19	4.07	-0.14	4.06	-0.11	3.41	-0.25	3.31	-0.06	3.46	-0.20	3.53	-0.20	3.89	-0.26	3.54	-0.27	3.52	-0.14	3.52	-0.25	3.42	-0.49	3.42	-0.26	3.33	-0.16	3.34	-1.06	3.86	-0.25
Freshness	3.53	0.87	3.42	0.93	4.00	0.53	4.18	0.45	4.03	0.47	3.35	0.99	3.28	1.08	3.45	0.88	3.54	0.84	3.99	0.48	3.58	0.64	3.51	0.94	3.57	0.74	3.43	0.82	3.42	0.82	3.34	0.97	3.29	1.06	3.94	0.54
Nutritional content	3.36	0.74	3.27	0.82	3.73	0.48	3.95	0.22	3.91	0.35	3.22	0.88	3.16	0.94	3.30	0.73	3.34	0.69	3.76	0.47	3.42	0.71	3.32	0.82	3.46	0.78	3.23	0.69	3.30	0.69	3.18	0.91	3.16	0.95	3.71	0.38
Value	3.34	0.76	3.27	0.77	3.61	0.70	3.77	0.69	3.94	0.41	3.32	0.59	3.12	0.92	3.21	0.92	3.25	0.94	3.61	0.78	3.42	0.58	3.34	0.75	3.39	0.75	3.21	0.77	3.33	0.71	3.01	1.09	3.21	0.75	3.57	0.76
Availability of posted menu items	3.65	0.41	3.57	0.45	3.99	0.15	4.18	0.15	4.13	0.16	3.53	0.41	3.48	0.54	3.57	0.49	3.61	0.52	3.96	0.22	3.77	0.15	3.66	0.43	3.67	0.34	3.49	0.53	3.54	0.41	3.43	0.55	3.47	0.51	3.95	0.23
Variety of menu choices	3.34	0.85	3.27	0.91	3.55	0.71	3.85	0.48	3.92	0.38	3.21	0.95	3.12	1.07	3.30	0.85	3.38	0.81	3.72	0.53	3.54	0.52	3.33	0.93	3.41	0.71	3.21	0.89	3.29	0.83	3.09	1.02	3.12	1.07	3.72	0.49
Variety of healthy menu choices	3.30	0.78	3.22	0.84	3.59	0.63	3.86	0.35	3.89	0.28	3.18	0.88	3.09	0.97	3.24	0.78	3.26	0.76	3.66	0.51	3.38	0.62	3.27	0.91	3.41	0.53	3.12	0.79	3.18	0.82	3.07	1.00	3.10	0.98	3.64	0.44
Variety of menu choices for special dietary needs	3.38	0.50	3.32	0.54	3.58	0.39	3.86	0.21	3.93	0.18	3.35	0.44	3.16	0.72	3.27	0.60	3.32	0.59	3.68	0.33	3.54	0.40	3.33	0.70	3.55	0.04	2.97	1.16	3.18	0.71	3.11	0.82	3.22	0.61	3.66	0.30
Service: Overall	4.05	0.14	4.01	0.13	4.19	0.21	4.36	0.19	4.29	0.20	4.02	0.07	3.93	0.18	4.01	0.14	3.99	0.20	4.18	0.13	4.08	0.03	4.08	0.16	4.02	0.12	4.08	-0.11	4.08	-0.09	3.90	0.15	3.96	0.13	4.20	0.14
Speed of service	3.97	0.17	3.92	0.17	4.13	0.20	4.39	0.18	4.22	0.30	3.95	0.07	3.86	0.21	3.89	0.24	3.87	0.33	4.11	0.21	3.98	0.05	3.99	0.19	3.95	0.17	3.98	-0.10	4.13	-0.12	3.87	0.14	3.89	0.14	4.10	0.22
Hours of operation	3.59	0.66	3.49	0.75	3.96	0.29	4.21	0.11	4.16	0.12	3.42	0.81	3.44	0.81	3.54	0.69	3.55	0.71	3.84	0.48	3.76	0.34	3.60	0.67	3.59	0.63	3.52	0.63	3.38	0.86	3.44	0.73	3.40	0.85	3.91	0.35
Mobile Ordering Options	3.28	0.24	3.20	0.29	3.72	-0.19	3.90	-0.11	4.16	-0.07	3.20	0.16	3.06	0.45	3.19	0.40	3.23	0.40	3.60	0.14	3.49	-0.04	3.28	0.33	3.32	0.09	3.03	0.33	3.13	0.29	3.15	0.18	3.10	0.33	3.59	0.09
Helpfulness of staff	4.11	-0.04	4.05	-0.07	4.35	0.02	4.42	0.10	4.39	0.13	4.02	-0.11	4.03	-0.06	4.08	-0.04	4.07	0.00	4.25	0.01	4.10	-0.09	4.12	0.01	4.10	-0.11	4.16	-0.32	4.14	-0.19	4.14	-0.05	4.02	-0.09	4.25	0.02
Friendliness of staff	4.21	-0.09	4.17	-0.12	4.42	-0.04	4.46	0.08	4.43	0.04	4.14	-0.15	4.16	-0.13	4.18	-0.11	4.17	-0.06	4.29	-0.01	4.23	-0.14	4.21	-0.02	4.22	-0.18	4.29	-0.45	4.20	-0.20	4.13	-0.17	4.14	-0.14	4.32	-0.02
Cleanliness: Overall	4.02	0.45	3.94	0.49	4.36	0.24	4.49	0.25	4.30	0.31	3.88	0.54	3.86	0.55	3.99	0.43	4.05	0.41	4.27	0.29	4.00	0.44	4.03	0.52	0.43	0.34	3.95	0.41	3.95	0.46	3.86	0.57	3.85	0.56	4.30	0.27
Cleanliness: Serving areas	4.17	0.29	4.10	0.31	4.46	0.18	4.56	0.19	4.37	0.27	4.07	0.33	4.03	0.36	4.13	0.28	4.17	0.28	4.36	0.22	4.19	0.22	4.18	0.36	0.17	0.19	4.16	0.21	4.16	0.27	4.06	0.35	4.04	0.36	4.38	0.19
Cleanliness: Eating areas (tables, chairs, etc.)	3.78	0.62	3.70	0.67	4.14	0.37	4.27	0.36	4.17	0.40	3.61	0.73	3.64	0.70	3.74	0.63	3.82	0.58	4.07	0.44	3.81	0.55	3.77	0.69	3.83	0.50	3.63	0.62	3.64	0.67	3.60	0.73	3.61	0.73	4.06	0.43
Location	4.34	-0.18	4.31	-0.17	4.45	-0.20	4.53	-0.19	4.37	-0.23	4.37	-0.22	4.27	-0.19	4.23	-0.16	4.25	-0.11	4.29	0.04	4.20	-0.30	4.36	-0.14	4.31	-0.23	4.32	-0.30	4.37	-0.30	4.20	-0.16	4.33	-0.21	4.35	-0.12
Layout of facility	4.09	-0.41	4.07	-0.46	4.09	-0.17	4.23	-0.17	4.24	-0.21	4.12	-0.59	4.00	-0.43	4.01	-0.39	4.02	-0.32	4.13	-0.17	4.06	-0.44	4.12	-0.38	4.06	-0.46	3.98	-0.52	4.01	-0.36	3.90	-0.38	4.06	-0.51	4.13	-0.26
Appearance	4.14	-0.63	4.10	-0.69	4.21	-0.33	4.36	-0.29	4.32	-0.20	4.13	-0.80	4.05	-0.69	4.06	-0.65	4.08	-0.60	4.21	-0.39	4.09	-0.60	4.16	-0.58	4.12	-0.69	4.07	-0.97	4.04	-0.64	3.95	-0.67	4.08	-0.74	4.22	-0.45
Availability of seating	3.83	0.28	3.76	0.32	4.12	0.01	4.23	0.00	4.11	0.23	3.79	0.28	3.70	0.38	3.70	0.36	3.75	0.35	3.93	0.28	3.78	0.25	3.82	0.34	3.87	0.17	3.68	0.31	3.77	0.22	3.70	0.29	3.76	0.30	3.93	0.24
Comfort (seats, temperature, lighting, sound level, etc.)	4.01	-0.08	3.98	-0.08	4.10	-0.04	4.20	-0.04	4.20	0.04	4.06	-0.19	3.93	-0.08	3.89	0.02	3.88	0.06	4.05	0.09	3.89	-0.01	4.02	-0.04	4.03	-0.16	3.77	0.05	3.80	0.07	3.76	0.10	3.99	-0.13	4.04	0.03
Environmentally friendly practices related to food	3.73	0.18	3.67	0.20	3.86	0.24	4.15	-0.01	4.18	-0.08	3.71	0.11	3.56	0.29	3.60	0.27	3.63	0.28	3.98	0.17	3.66	0.25	3.71	0.33	3.83	-0.14	3.39	0.71	3.46	0.41	3.48	0.41	3.61	0.22	3.94	0.10
Social/ethical practices related to food	3.82	0.02	3.77	0.03	3.92	0.09	4.17	-0.11	4.20	-0.15	3.81	-0.07	3.67	0.11	3.72	0.08	3.74	0.15	4.01	0.08	3.76	0.09	3.81	0.17	3.89	-0.29	3.51	0.58	3.60	0.16	3.52	0.31	3.72	0.03	4.00	-0.01

**ALL SURVEY RESPONDENTS (BOTH "ALL YOU CARE TO EAT DINING FACILITIES (DINING HALLS)" AND RETAIL UNITS)****By Institutional Demographics**

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

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.00	0.26	3.51	0.72	3.97	0.32	3.54	0.67	3.52	0.71	3.36	0.83	3.64	0.59
Taste	4.02	0.43	3.51	0.85	3.93	0.49	3.53	0.81	3.51	0.84	3.32	0.98	3.62	0.74
Eye appeal	3.88	-0.31	3.53	-0.19	3.83	-0.25	3.54	-0.18	3.53	-0.20	3.38	-0.15	3.61	-0.26
Freshness	3.98	0.44	3.53	0.87	3.90	0.54	3.54	0.85	3.53	0.86	3.39	0.94	3.62	0.77
Nutritional content	3.67	0.28	3.36	0.74	3.67	0.43	3.38	0.71	3.36	0.74	3.28	0.78	3.44	0.65
Value	3.73	0.52	3.34	0.76	3.71	0.57	3.35	0.75	3.34	0.75	3.17	0.84	3.43	0.68
Availability of posted menu items	3.83	0.40	3.65	0.41	4.03	0.17	3.64	0.42	3.65	0.41	3.50	0.49	3.69	0.37
Variety of menu choices	3.89	0.18	3.34	0.85	3.85	0.39	3.37	0.83	3.34	0.85	3.28	0.84	3.43	0.76
Variety of healthy menu choices	3.74	0.23	3.30	0.78	3.63	0.46	3.32	0.75	3.31	0.78	3.24	0.78	3.38	0.68
Variety of menu choices for special dietary needs	3.68	0.19	3.38	0.50	3.68	0.28	3.41	0.47	3.39	0.49	3.27	0.52	3.50	0.36
Service: Overall	4.02	0.31	4.05	0.14	4.17	0.15	4.04	0.15	4.06	0.13	3.92	0.18	4.08	0.10
Speed of service	3.84	0.47	3.97	0.17	4.11	0.19	3.98	0.16	3.97	0.17	3.93	0.11	4.00	0.15
Hours of operation	4.04	0.17	3.59	0.66	3.85	0.46	3.57	0.68	3.59	0.67	3.64	0.57	3.63	0.63
Mobile Ordering Options	3.48	0.21	3.28	0.24	3.47	0.13	3.33	0.19	3.29	0.23	2.98	0.17	3.38	0.16
Helpfulness of staff	3.95	0.21	4.11	-0.04	4.14	0.05	4.07	-0.02	4.11	-0.05	3.94	0.01	4.10	-0.06
Friendliness of staff	4.04	0.16	4.21	-0.09	4.22	0.03	4.18	-0.08	4.21	-0.10	4.03	0.00	4.20	-0.11
Cleanliness: Overall	4.18	0.24	4.02	0.45	4.23	0.30	4.00	0.47	4.02	0.45	3.88	0.55	4.05	0.43
Cleanliness: Serving areas	4.29	0.20	4.17	0.29	4.35	0.21	4.15	0.31	4.17	0.29	4.05	0.37	4.19	0.27
Cleanliness: Eating areas (tables, chairs, etc.)	4.00	0.41	3.78	0.62	4.02	0.46	3.75	0.66	3.77	0.63	3.69	0.66	3.80	0.61
Location	4.31	-0.09	4.34	-0.18	4.36	-0.07	4.32	-0.13	4.34	-0.18	4.34	-0.16	4.34	-0.13
Layout of facility	4.18	-0.41	4.09	-0.41	4.20	-0.35	4.08	-0.40	4.09	-0.42	4.06	-0.49	4.08	-0.39
Appearance	4.31	-0.57	4.14	-0.63	4.23	-0.51	4.13	-0.63	4.14	-0.64	4.06	-0.68	4.15	-0.65
Availability of seating	3.83	0.29	3.83	0.28	3.86	0.32	3.80	0.31	3.82	0.29	3.74	0.32	3.75	0.37
Comfort (seats, temperature, lighting, sound level, etc.)	4.04	-0.06	4.01	-0.08	4.06	0.01	4.01	-0.06	4.01	-0.08	3.91	-0.05	4.02	-0.08
Environmentally friendly practices related to food	3.82	0.21	3.73	0.18	4.00	0.03	3.75	0.17	3.73	0.18	3.59	0.23	3.78	0.13
Social/ethical practices related to food	3.86	0.19	3.82	0.02	4.04	-0.02	3.83	0.03	3.82	0.02	3.69	0.07	3.88	-0.02

\* Gap = Mean Importance minus Mean Satisfaction.

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

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

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.34	0.79	3.22	0.97	3.67	0.58	3.23	0.93	3.23	0.97	3.00	1.18	3.33	0.85
Taste	3.28	1.04	3.17	1.13	3.55	0.81	3.18	1.11	3.18	1.13	2.91	1.35	3.27	1.03
Eye appeal	3.45	-0.20	3.29	-0.10	3.59	-0.17	3.29	-0.09	3.29	-0.11	3.08	-0.02	3.38	-0.21
Freshness	3.47	0.86	3.27	1.09	3.66	0.73	3.26	1.10	3.27	1.09	3.09	1.21	3.35	1.00
Nutritional content	3.51	0.62	3.23	0.94	3.66	0.53	3.22	0.91	3.23	0.94	3.11	1.03	3.29	0.86
Value	3.53	0.54	3.25	0.71	3.67	0.47	3.25	0.70	3.25	0.70	2.99	0.85	3.34	0.61
Availability of posted menu items	3.45	0.52	3.45	0.49	3.86	0.24	3.41	0.51	3.45	0.49	3.27	0.63	3.47	0.44
Variety of menu choices	3.48	0.62	3.11	1.10	3.64	0.62	3.11	1.10	3.11	1.10	3.00	1.17	3.17	1.03
Variety of healthy menu choices	3.46	0.67	3.18	0.95	3.64	0.54	3.18	0.93	3.18	0.95	3.07	1.03	3.25	0.86
Variety of menu choices for special dietary needs	3.42	0.51	3.27	0.58	3.64	0.30	3.29	0.55	3.28	0.57	3.13	0.63	3.38	0.43
Service: Overall	3.72	0.45	3.98	0.09	4.10	0.10	3.96	0.09	3.98	0.09	3.83	0.16	4.01	0.03
Speed of service	3.83	0.36	3.97	0.03	4.20	-0.06	4.00	-0.03	3.97	0.03	3.91	-0.01	4.02	-0.02
Hours of operation	3.84	0.42	3.43	0.82	3.69	0.59	3.37	0.88	3.43	0.82	3.56	0.66	3.41	0.83
Mobile Ordering Options	2.69	0.12	2.89	0.31	3.20	0.06	2.94	0.24	2.89	0.30	2.71	0.21	2.97	0.19
Helpfulness of staff	3.72	0.32	4.04	-0.11	4.08	-0.01	3.99	-0.09	4.04	-0.11	3.88	-0.05	4.01	-0.13
Friendliness of staff	3.75	0.28	4.15	-0.15	4.15	-0.02	4.11	-0.14	4.15	-0.15	3.98	-0.06	4.12	-0.18
Cleanliness: Overall	3.85	0.59	3.82	0.63	4.01	0.50	3.76	0.67	3.82	0.63	3.64	0.76	3.83	0.61
Cleanliness: Serving areas	4.15	0.38	4.03	0.40	4.22	0.30	3.99	0.43	4.03	0.40	3.90	0.50	4.05	0.37
Cleanliness: Eating areas (tables, chairs, etc.)	3.73	0.67	3.61	0.77	3.84	0.64	3.55	0.83	3.61	0.78	3.49	0.85	3.64	0.75
Location	3.96	0.15	4.30	-0.18	4.25	-0.03	4.27	-0.12	4.30	-0.18	4.31	-0.15	4.29	-0.11
Layout of facility	4.11	-0.57	4.03	-0.46	4.15	-0.42	4.01	-0.44	4.03	-0.46	4.03	-0.59	4.00	-0.43
Appearance	4.20	-0.70	4.08	-0.72	4.16	-0.60	4.06	-0.72	4.08	-0.73	3.99	-0.78	4.09	-0.76
Availability of seating	3.70	0.57	3.77	0.42	3.70	0.63	3.72	0.48	3.76	0.42	3.67	0.45	3.67	0.54
Comfort (seats, temperature, lighting, sound level, etc.)	3.92	-0.07	4.00	-0.08	4.03	0.03	4.00	-0.07	4.00	-0.09	3.88	-0.07	4.02	-0.11
Environmentally friendly practices related to food	3.48	0.29	3.62	0.22	3.94	0.05	3.63	0.22	3.62	0.22	3.48	0.26	3.65	0.18
Social/ethical practices related to food	3.49	0.36	3.73	0.03	3.98	-0.03	3.72	0.04	3.73	0.03	3.58	0.08	3.76	-0.01

\* Gap = Mean Importance minus Mean Satisfaction.



**RETAIL UNITS****By Institutional Demographics**

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

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.34	-0.01	3.90	0.38	4.17	0.16	3.91	0.36	3.92	0.36	3.89	0.32	3.99	0.30
Taste	4.41	0.13	3.96	0.46	4.17	0.29	3.96	0.45	3.97	0.45	3.94	0.44	4.03	0.39
Eye appeal	4.10	-0.37	3.85	-0.31	3.98	-0.30	3.85	-0.29	3.86	-0.32	3.81	-0.35	3.89	-0.33
Freshness	4.24	0.22	3.86	0.56	4.05	0.42	3.87	0.56	3.87	0.55	3.83	0.53	3.93	0.50
Nutritional content	3.76	0.10	3.54	0.47	3.68	0.36	3.56	0.45	3.55	0.46	3.54	0.40	3.62	0.41
Value	3.83	0.51	3.46	0.82	3.73	0.64	3.47	0.82	3.46	0.81	3.43	0.82	3.53	0.77
Availability of posted menu items	4.01	0.34	3.91	0.30	4.14	0.13	3.90	0.31	3.91	0.30	3.85	0.29	3.94	0.28
Variety of menu choices	4.09	-0.04	3.64	0.53	3.97	0.25	3.68	0.50	3.65	0.52	3.69	0.37	3.73	0.45
Variety of healthy menu choices	3.87	0.02	3.46	0.55	3.63	0.42	3.49	0.53	3.47	0.54	3.49	0.41	3.55	0.47
Variety of menu choices for special dietary needs	3.81	0.04	3.53	0.39	3.71	0.27	3.56	0.38	3.54	0.38	3.49	0.36	3.63	0.29
Service: Overall	4.17	0.24	4.15	0.19	4.22	0.18	4.13	0.21	4.16	0.18	4.04	0.21	4.17	0.17
Speed of service	3.85	0.52	3.97	0.35	4.05	0.34	3.95	0.37	3.97	0.34	3.95	0.28	3.99	0.35
Hours of operation	4.14	0.06	3.80	0.46	3.96	0.39	3.81	0.46	3.80	0.46	3.74	0.45	3.88	0.39
Mobile Ordering Options	3.69	0.26	3.64	0.19	3.59	0.17	3.67	0.16	3.66	0.18	3.30	0.14	3.70	0.14
Helpfulness of staff	4.06	0.16	4.19	0.03	4.17	0.09	4.16	0.05	4.20	0.02	4.02	0.09	4.19	0.02
Friendliness of staff	4.18	0.11	4.28	-0.02	4.26	0.06	4.26	0.00	4.29	-0.03	4.10	0.08	4.29	-0.03
Cleanliness: Overall	4.34	0.07	4.28	0.22	4.37	0.19	4.27	0.25	4.29	0.21	4.23	0.24	4.29	0.22
Cleanliness: Serving areas	4.35	0.11	4.35	0.15	4.42	0.15	4.33	0.18	4.35	0.15	4.28	0.19	4.35	0.16
Cleanliness: Eating areas (tables, chairs, etc.)	4.12	0.29	4.00	0.41	4.15	0.35	3.99	0.45	4.00	0.41	4.00	0.37	3.99	0.43
Location	4.48	-0.21	4.38	-0.17	4.43	-0.09	4.38	-0.14	4.38	-0.17	4.37	-0.18	4.40	-0.14
Layout of facility	4.22	-0.34	4.16	-0.36	4.23	-0.31	4.16	-0.35	4.16	-0.36	4.09	-0.34	4.17	-0.35
Appearance	4.36	-0.51	4.21	-0.53	4.27	-0.46	4.21	-0.51	4.21	-0.53	4.15	-0.52	4.22	-0.52
Availability of seating	3.90	0.15	3.90	0.09	3.97	0.11	3.91	0.11	3.89	0.11	3.86	0.12	3.85	0.17
Comfort (seats, temperature, lighting, sound level, etc.)	4.09	-0.06	4.02	-0.06	4.07	-0.01	4.02	-0.05	4.02	-0.06	3.95	-0.02	4.02	-0.05
Environmentally friendly practices related to food	3.96	0.17	3.88	0.12	4.04	0.02	3.89	0.12	3.88	0.12	3.75	0.19	3.93	0.08
Social/ethical practices related to food	4.02	0.11	3.94	0.01	4.07	-0.02	3.95	0.01	3.94	0.01	3.84	0.05	4.00	-0.03

\* Gap = Mean Importance minus Mean Satisfaction.

## 3 Year Trend For Your Institution

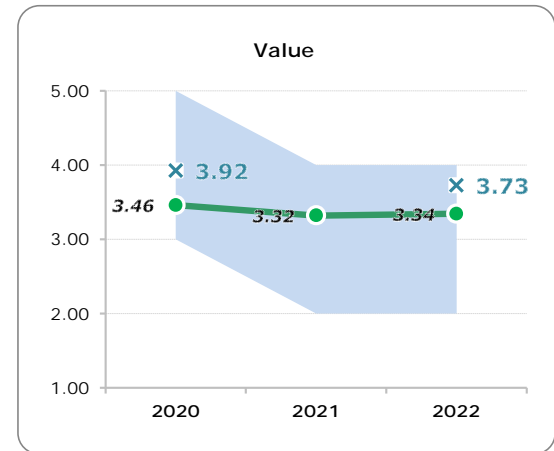
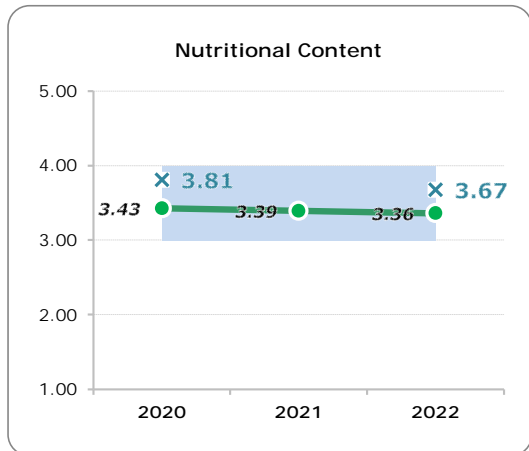
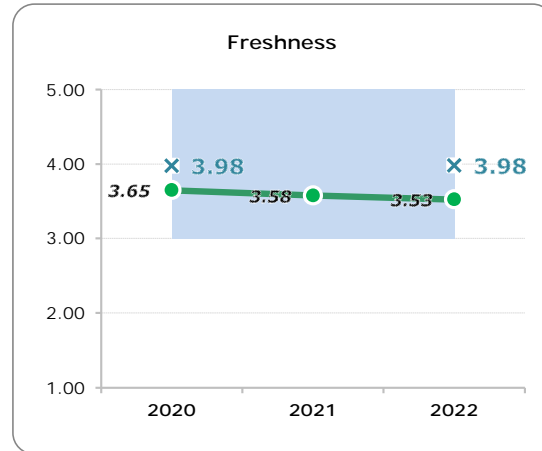
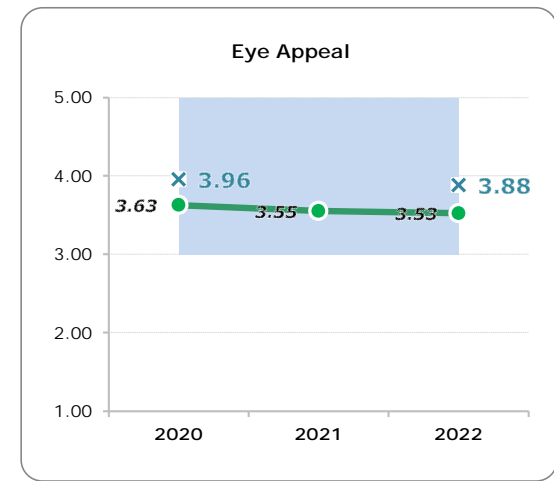
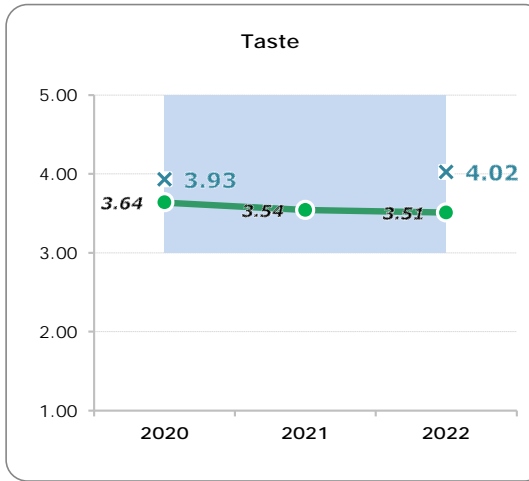
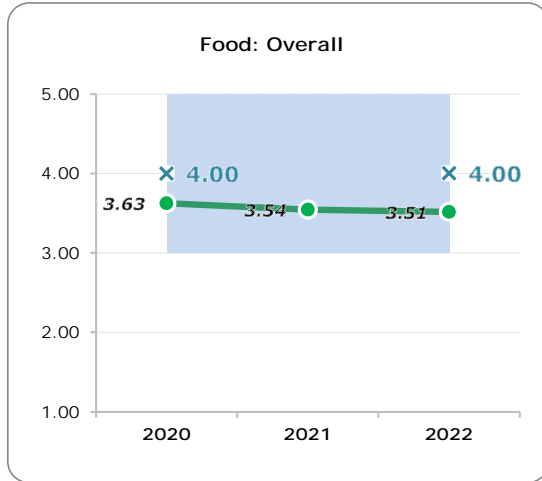
	Your Institution		Your Institution			Your Institution		
	2020		2021			2022		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall	4.00	0.43				4.00	0.26	
Taste	3.93	0.65				4.02	0.43	
Eye appeal	3.96	-0.20				3.88	-0.31	
Freshness	3.98	0.58				3.98	0.44	
Nutritional content	3.81	0.34				3.67	0.28	
Value	3.92	0.47				3.73	0.52	
Availability of posted menu items	3.94	0.47				3.83	0.40	
Variety of menu choices	3.85	0.54				3.89	0.18	
Variety of healthy menu choices	3.79	0.36				3.74	0.23	
Variety of menu choices for special dietary needs						3.68	0.19	
Service: Overall	4.24	0.32				4.02	0.31	
Speed of service	4.19	0.23				3.84	0.47	
Hours of operation	3.97	0.34				4.04	0.17	
Mobile Ordering Options						3.48	0.21	
Helpfulness of staff	4.25	0.19				3.95	0.21	
Friendliness of staff	4.33	0.12				4.04	0.16	
Cleanliness: Overall	4.41	0.24				4.18	0.24	
Cleanliness: Serving areas	4.47	0.14				4.29	0.20	
Cleanliness: Eating areas (tables, chairs, etc.)	4.25	0.39				4.00	0.41	
Location	4.36	0.03				4.31	-0.09	
Layout of facility	4.27	-0.34				4.18	-0.41	
Appearance	4.39	-0.44				4.31	-0.57	
Availability of seating	4.21	-0.08				3.83	0.29	
Comfort (seats, temperature, lighting, sound level, etc.)	4.32	-0.18				4.04	-0.06	
Environmentally friendly practices related to food	4.01	0.02				3.82	0.21	
Social/ethical practices related to food	4.07	-0.14				3.86	0.19	

\* Gap = Mean Importance minus Mean Satisfaction.

## 2022 NACUFS Customer Satisfaction Benchmarking Survey

### 3 Year Trend For Your Institution and All Institutions - Satisfaction

#### FOOD



X = YOUR RESULTS

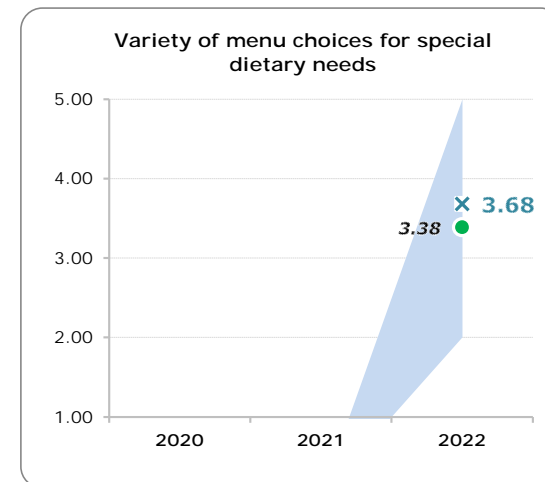
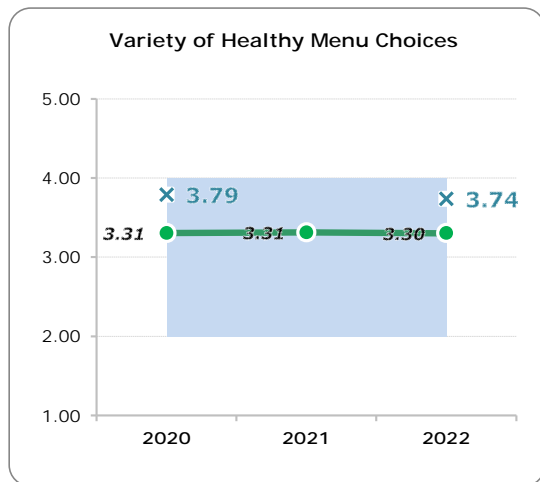
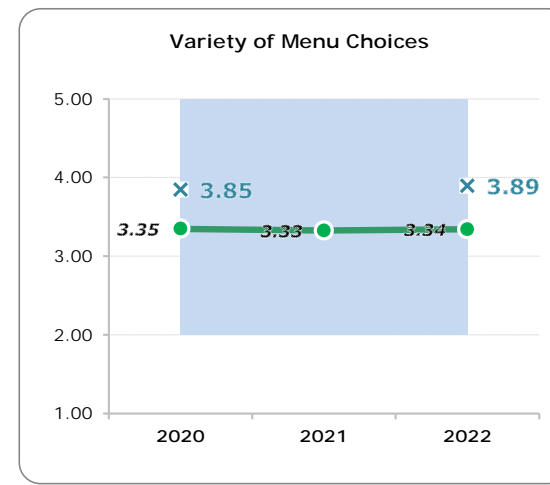
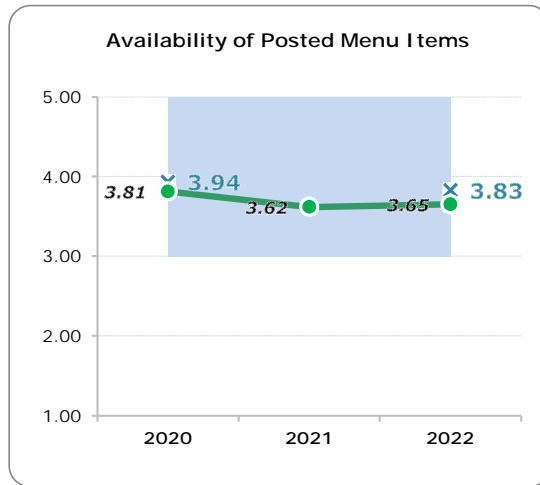
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

## 2022 NACUFS Customer Satisfaction Benchmarking Survey

### 3 Year Trend For Your Institution and All Institutions - Satisfaction

#### MENU



X = YOUR RESULTS

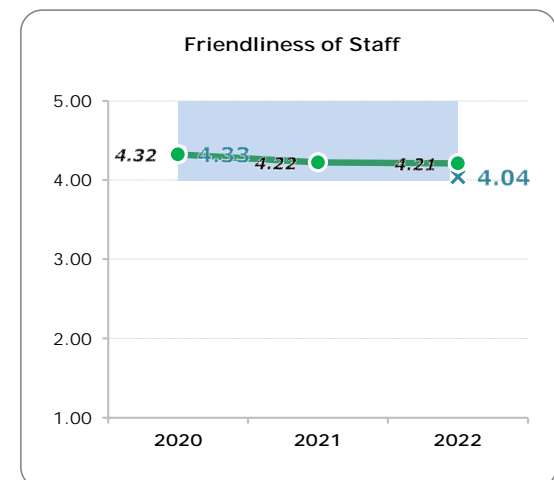
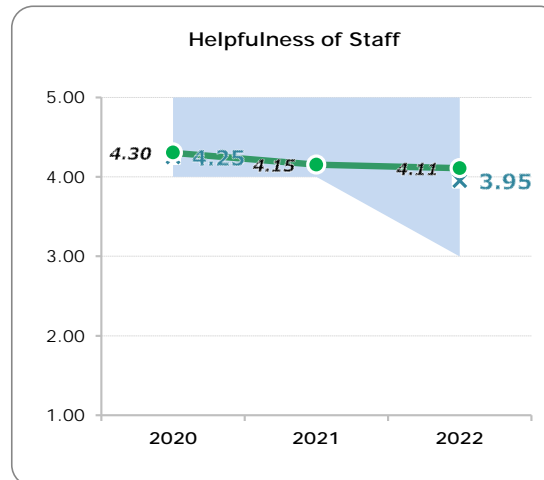
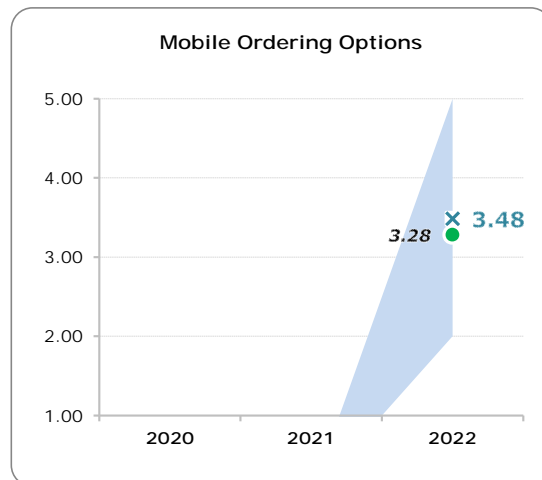
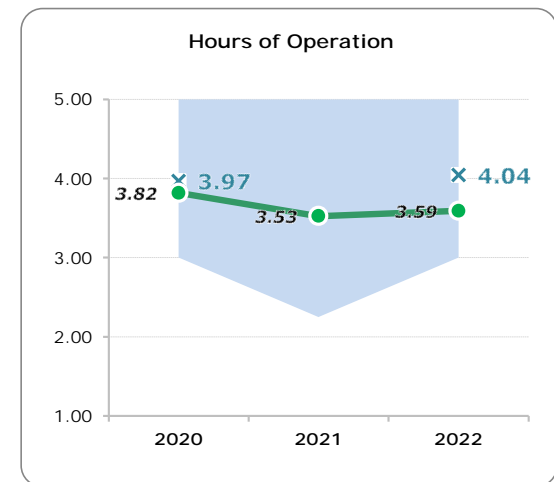
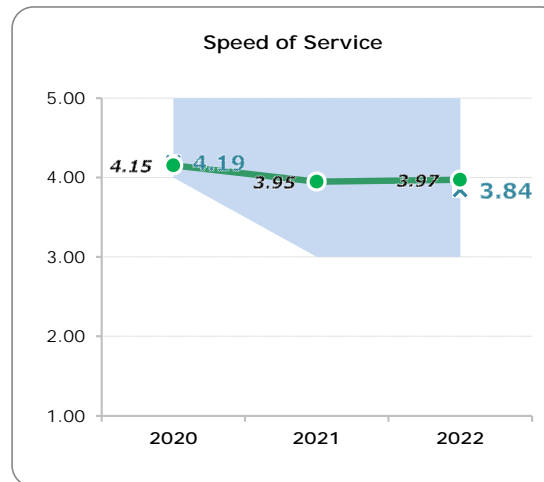
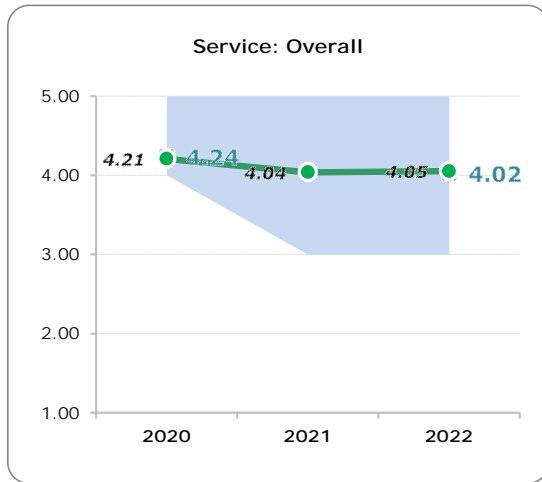
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

## 2022 NACUFS Customer Satisfaction Benchmarking Survey

### 3 Year Trend For Your Institution and All Institutions - Satisfaction

#### SERVICE



X = YOUR RESULTS

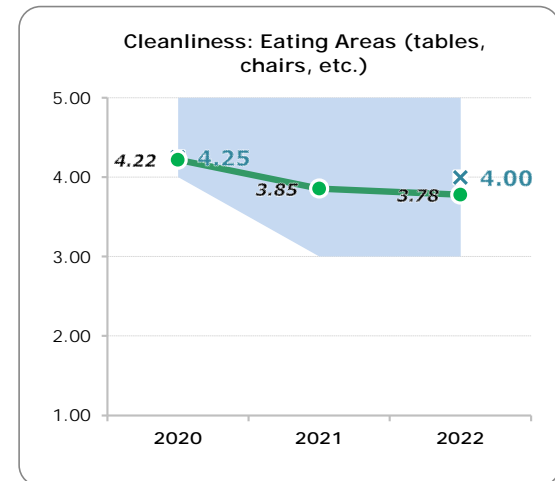
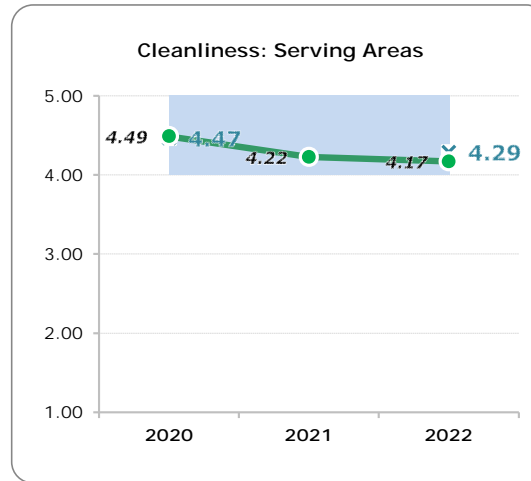
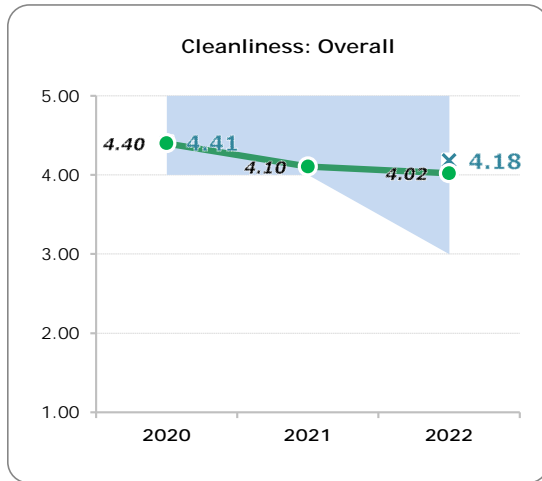
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

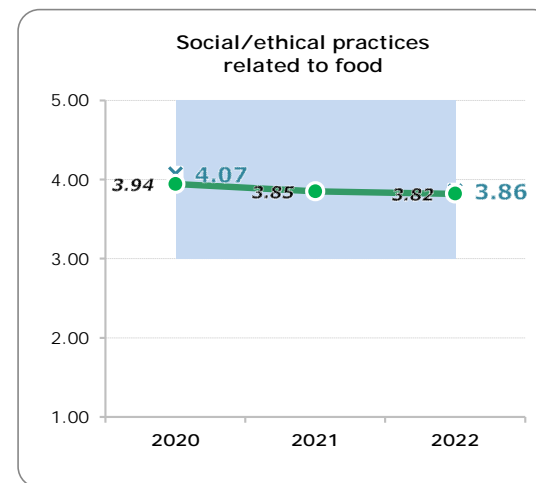
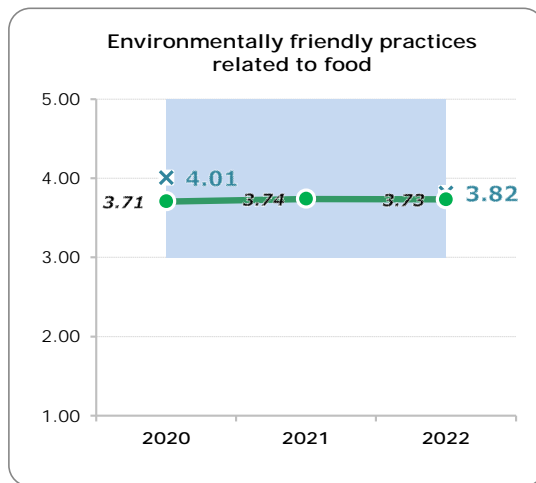
## 2022 NACUFS Customer Satisfaction Benchmarking Survey

### 3 Year Trend For Your Institution and All Institutions - Satisfaction

#### CLEANLINESS



#### ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

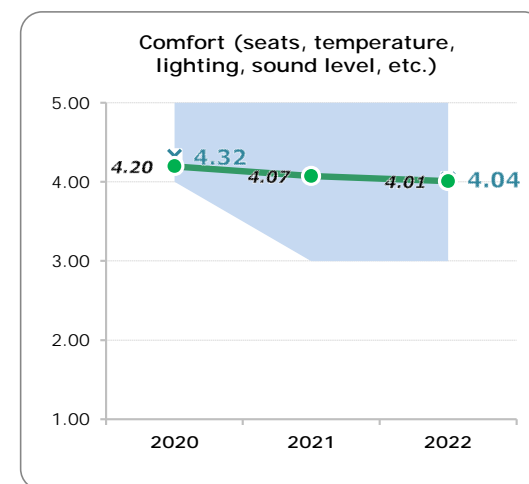
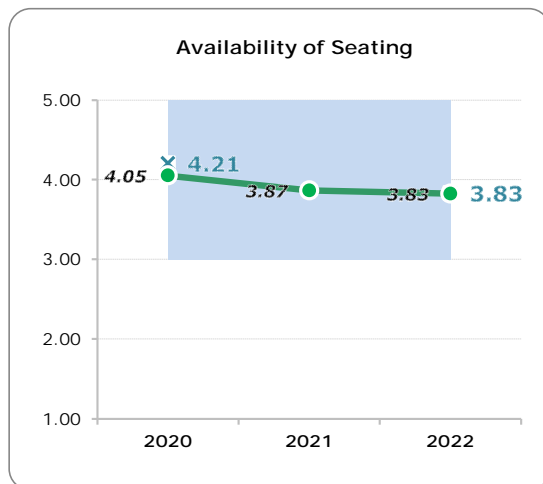
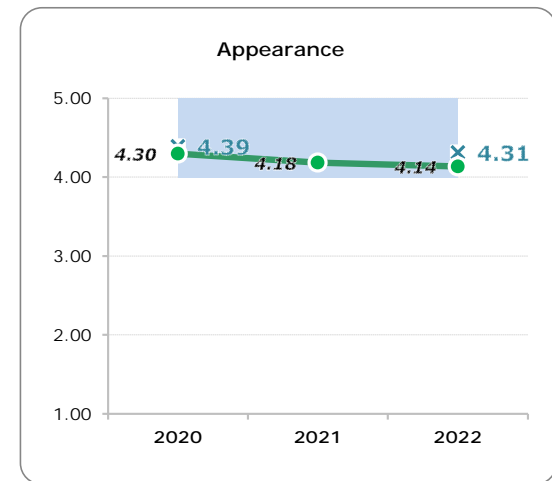
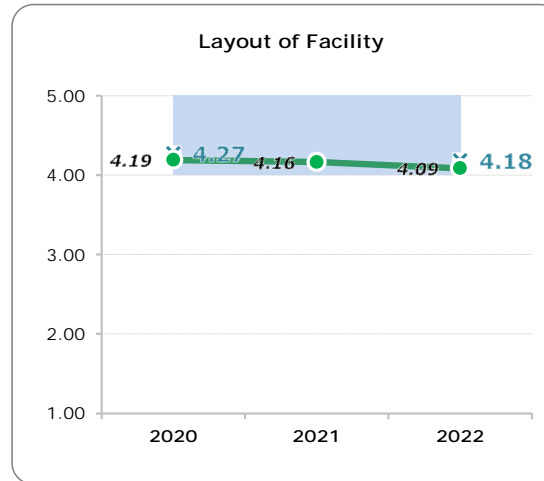
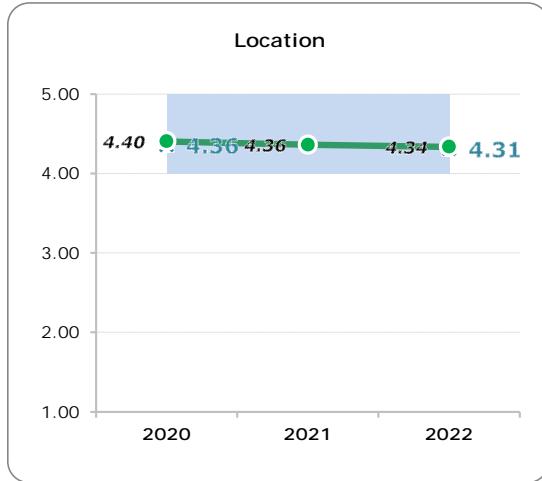
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

## 2022 NACUFS Customer Satisfaction Benchmarking Survey

### 3 Year Trend For Your Institution and All Institutions - Satisfaction

#### DINING ENVIRONMENT



X = YOUR RESULTS

O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

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

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	1		2		3		4		5	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.24	0.82	3.61	0.70						
Taste	3.13	1.13	3.65	0.81						
Eye appeal	3.35	-0.17	3.70	-0.29						
Freshness	3.40	0.90	3.65	0.77						
Nutritional content	3.43	0.62	3.70	0.61						
Value	3.44	0.58	3.74	0.43						
Availability of posted menu items	3.47	0.50	3.40	0.58						
Variety of menu choices	3.49	0.57	3.45	0.75						
Variety of healthy menu choices	3.49	0.63	3.37	0.77						
Variety of menu choices for special dietary needs	3.45	0.50	3.33	0.53						
Service: Overall	3.73	0.34	3.71	0.72						
Speed of service	3.75	0.36	4.02	0.37						
Hours of operation	3.97	0.20	3.49	0.99						
Mobile Ordering Options	2.84	0.10	2.21	0.16						
Helpfulness of staff	3.69	0.30	3.79	0.36						
Friendliness of staff	3.77	0.17	3.69	0.55						
Cleanliness: Overall	3.87	0.52	3.79	0.75						
Cleanliness: Serving areas	4.17	0.34	4.10	0.49						
Cleanliness: Eating areas (tables, chairs, etc.)	3.68	0.70	3.86	0.58						
Location	3.96	0.07	3.95	0.34						
Layout of facility	3.98	-0.53	4.40	-0.67						
Appearance	4.20	-0.73	4.21	-0.63						
Availability of seating	3.41	0.77	4.40	0.08						
Comfort (seats, temperature, lighting, sound level, etc.)	3.90	-0.16	3.98	0.15						
Environmentally friendly practices related to food	3.35	0.42	3.84	-0.06						
Social/ethical practices related to food	3.39	0.46	3.72	0.12						

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	6		7		8		9		10	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall										
Taste										
Eye appeal										
Freshness										
Nutritional content										
Value										
Availability of posted menu items										
Variety of menu choices										
Variety of healthy menu choices										
Variety of menu choices for special dietary needs										
Service: Overall										
Speed of service										
Hours of operation										
Mobile Ordering Options										
Helpfulness of staff										
Friendliness of staff										
Cleanliness: Overall										
Cleanliness: Serving areas										
Cleanliness: Eating areas (tables, chairs, etc.)										
Location										
Layout of facility										
Appearance										
Availability of seating										
Comfort (seats, temperature, lighting, sound level, etc.)										
Environmentally friendly practices related to food										
Social/ethical practices related to food										

\* Gap = Mean Importance minus Mean Satisfaction.



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

	All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #		All You Care to Eat Facility #	
	11		12		13		14		15	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall										
Taste										
Eye appeal										
Freshness										
Nutritional content										
Value										
Availability of posted menu items										
Variety of menu choices										
Variety of healthy menu choices										
Variety of menu choices for special dietary needs										
Service: Overall										
Speed of service										
Hours of operation										
Mobile Ordering Options										
Helpfulness of staff										
Friendliness of staff										
Cleanliness: Overall										
Cleanliness: Serving areas										
Cleanliness: Eating areas (tables, chairs, etc.)										
Location										
Layout of facility										
Appearance										
Availability of seating										
Comfort (seats, temperature, lighting, sound level, etc.)										
Environmentally friendly practices related to food										
Social/ethical practices related to food										

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

\* Gap = Mean Importance minus Mean Satisfaction.

## By Retail Unit - Your Institution

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	1		2		3		4		5	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.50	-0.36	4.25	0.33	4.32	-0.05	4.00	0.67	3.86	0.43
Taste	4.00	0.71	4.33	0.25	4.23	0.23	3.67	1.00	3.71	0.57
Eye appeal	3.43	0.43	3.75	-0.33	4.05	-1.05	4.00	-0.33	4.00	-0.14
Freshness	3.86	0.71	4.36	0.09	4.09	0.18	4.00	0.67	3.71	0.71
Nutritional content	3.67	0.73	3.42	0.42	3.81	-0.17	3.67	1.00	4.00	-0.14
Value	3.29	0.43	3.92	0.75	3.64	0.64	3.33	1.33	3.57	1.14
Availability of posted menu items	3.83	0.17	4.11	0.33	4.21	0.00	4.67	0.33	4.25	-0.25
Variety of menu choices	3.83	0.33	3.38	-0.38	4.00	-0.42	4.33	0.67	3.88	0.25
Variety of healthy menu choices	3.80	-0.63	2.89	0.86	4.00	-0.16	3.33	1.33	4.13	-0.25
Variety of menu choices for special dietary needs	4.20	-0.60	3.11	0.00	3.81	-0.19	4.33	0.00	3.43	0.40
Service: Overall	4.80	0.20	4.22	0.11	4.39	-0.44	4.67	0.00	4.00	0.00
Speed of service	4.80	0.03	3.89	0.11	3.89	-0.06	4.67	-0.67	4.14	0.14
Hours of operation	3.67	0.33	4.11	-0.22	4.06	0.05	4.67	-1.00	4.43	-0.29
Mobile Ordering Options	4.75	-0.55	3.67	0.00	2.92	0.72	4.50	0.50	3.25	1.15
Helpfulness of staff	4.00	-0.67	3.89	-0.22	4.00	-0.13	4.33	-0.33	4.20	0.20
Friendliness of staff	4.00	0.83	4.33	-0.33	4.35	-0.29	4.67	-0.67	3.83	-0.17
Cleanliness: Overall	4.17	0.17	4.44	0.00	4.17	-0.05	4.67	-0.33	4.43	-0.29
Cleanliness: Serving areas	4.50	0.50	4.33	0.22	4.17	0.07	4.67	-0.67	4.29	0.00
Cleanliness: Eating areas (tables, chairs, etc.)	4.17	0.50	4.22	0.15	4.28	-0.28	4.67	-0.33	4.29	0.00
Location	4.83	-0.43	4.50	-0.63	4.61	-0.61	4.67	-1.00	4.00	0.00
Layout of facility	4.50	-0.83	4.25	-1.50	4.59	-0.76	4.67	-1.00	4.00	-0.14
Appearance	4.17	-0.50	4.38	-1.13	4.50	-0.56	4.67	-1.00	4.29	-0.43
Availability of seating	5.00	-0.67	4.25	-1.00	4.59	-0.47	4.00	0.33	3.71	0.29
Comfort (seats, temperature, lighting, sound level, etc.)	4.83	-0.50	4.63	-1.13	4.41	-0.47	4.00	0.00	4.00	-0.14
Environmentally friendly practices related to food	4.80	-0.60	3.56	0.11	4.06	0.07	4.50	-0.83	3.80	0.60
Social/ethical practices related to food	4.33	-0.53	4.00	-0.11	4.07	0.00	4.50	-0.83	3.80	0.60

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	6		7		8		9		10	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.53	-0.03	4.58	-0.15	4.50	0.00	3.69	0.46	4.75	-0.08
Taste	4.47	0.06	4.58	-0.09	4.50	0.50	4.00	0.38	4.83	-0.08
Eye appeal	4.00	0.18	4.29	-0.33	5.00	-2.00	3.15	0.46	4.75	-0.50
Freshness	4.41	0.12	4.34	0.14	5.00	-0.50	3.54	0.85	4.73	0.18
Nutritional content	3.47	0.29	3.69	0.11	4.33	-0.33	2.31	1.78	3.75	0.16
Value	4.44	0.09	4.04	0.15	4.25	-0.25	3.15	1.15	4.00	0.73
Availability of posted menu items	4.31	0.19	4.19	0.10	4.75	0.25	3.00	1.73	4.90	-0.60
Variety of menu choices	4.00	-0.13	4.29	-0.24	4.00	-1.25	3.91	0.82	4.40	-0.30
Variety of healthy menu choices	3.50	0.21	3.66	0.10	4.50	-1.75	2.78	1.32	4.10	0.00
Variety of menu choices for special dietary needs	3.85	0.08	3.74	-0.11	5.00	-1.50	3.43	1.45	4.25	-0.13
Service: Overall	4.56	-0.06	4.18	0.23	5.00	0.00	3.00	1.36	5.00	-0.11
Speed of service	4.25	0.25	3.85	0.67	3.75	0.25	2.64	1.91	4.89	-0.11
Hours of operation	4.33	0.13	3.87	0.18	2.50	2.00	4.45	0.36	4.75	-0.31
Mobile Ordering Options	3.67	0.00	3.19	0.41	5.00	0.00	2.00	1.20	3.00	-0.17
Helpfulness of staff	4.44	-0.30	3.87	0.33	5.00	-1.00	3.00	1.11	4.67	-0.22
Friendliness of staff	4.56	-0.43	3.97	0.36	4.75	0.25	3.22	1.11	4.89	-0.11
Cleanliness: Overall	4.56	-0.30	4.10	0.26	5.00	-0.33	4.45	-0.18	5.00	-0.11
Cleanliness: Serving areas	4.50	-0.30	4.18	0.28	5.00	0.00	4.60	0.10	4.89	0.11
Cleanliness: Eating areas (tables, chairs, etc.)	3.94	0.26	3.90	0.49	4.75	-0.42	3.90	0.50	4.67	0.22
Location	4.67	-0.13	4.32	-0.19	5.00	0.00	4.27	0.09	4.78	-0.44
Layout of facility	4.06	0.29	4.03	-0.33	5.00	-1.67	4.60	-1.40	4.89	-0.56
Appearance	4.25	-0.18	4.22	-0.74	4.33	-1.33	4.50	-1.10	4.78	-0.44
Availability of seating	4.06	0.29	3.64	0.03	3.67	0.00	4.45	-0.09	4.78	-0.22
Comfort (seats, temperature, lighting, sound level, etc.)	3.94	0.13	3.95	-0.43	4.67	-1.67	4.45	0.18	4.89	-0.44
Environmentally friendly practices related to food	4.08	0.25	3.71	0.20	5.00	0.00	3.56	1.22	4.43	0.43
Social/ethical practices related to food	3.92	0.39	3.60	0.48	5.00	0.00	4.17	0.26	4.43	0.29

\* Gap = Mean Importance minus Mean Satisfaction.

## By Retail Unit - Your Institution

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	11		12		13		14		15	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.48	-0.08	4.31	0.00	4.00	0.25	4.11	0.26	4.43	-0.10
Taste	4.56	0.12	4.45	-0.03	3.88	0.63	4.36	0.35	4.57	-0.05
Eye appeal	3.84	-0.17	4.34	-0.17	3.38	0.88	4.00	-0.17	4.31	-0.55
Freshness	4.32	0.28	4.38	0.23	3.75	0.50	4.14	0.42	4.26	-0.05
Nutritional content	3.64	-0.32	3.89	-0.18	3.63	0.00	3.91	0.23	3.73	0.10
Value	3.96	0.56	4.00	0.10	3.25	0.88	3.91	0.57	3.85	0.34
Availability of posted menu items	4.24	0.33	3.68	0.72	3.40	0.80	4.00	0.29	3.68	0.55
Variety of menu choices	4.33	0.05	4.24	0.04	4.40	0.00	3.88	0.30	4.29	-0.37
Variety of healthy menu choices	3.95	-0.10	4.21	-0.08	3.80	-0.20	4.03	-0.03	3.75	0.22
Variety of menu choices for special dietary needs	3.85	-0.20	4.33	-0.24	3.60	0.00	3.78	0.18	3.48	0.26
Service: Overall	3.50	1.00	4.25	0.21	3.40	1.27	4.06	0.58	4.11	-0.02
Speed of service	3.70	0.50	3.84	0.48	3.67	1.17	3.61	0.90	3.97	0.32
Hours of operation	3.10	1.35	4.58	-0.21	4.40	-0.60	4.19	0.06	4.24	-0.24
Mobile Ordering Options	2.87	0.87	4.43	0.05	4.50	-0.50	3.45	0.37	3.00	0.58
Helpfulness of staff	3.20	1.10	4.50	0.08	2.83	1.67	4.13	0.31	4.03	-0.19
Friendliness of staff	3.26	1.11	4.42	0.04	2.83	1.67	4.22	0.22	4.19	-0.45
Cleanliness: Overall	4.20	0.20	4.24	0.33	3.50	0.75	4.42	0.19	4.29	-0.19
Cleanliness: Serving areas	4.00	0.40	4.20	0.38	3.50	1.00	4.30	0.28	4.43	-0.22
Cleanliness: Eating areas (tables, chairs, etc.)	3.72	0.72	4.16	0.34	4.25	-0.25	4.13	0.55	4.06	0.09
Location	4.20	-0.20	4.75	-0.32	4.25	0.00	4.52	-0.06	4.44	-0.35
Layout of facility	3.70	-0.10	4.63	-0.38	3.75	0.00	4.16	0.06	3.94	-0.18
Appearance	4.00	-0.05	4.68	-0.35	4.00	-1.00	4.39	-0.10	4.29	-0.85
Availability of seating	2.72	1.22	4.08	0.08	3.75	0.25	3.97	0.28	3.61	0.24
Comfort (seats, temperature, lighting, sound level, etc.)	3.17	0.72	4.20	0.24	4.00	0.25	4.10	0.10	3.82	0.00
Environmentally friendly practices related to food	3.39	0.22	4.30	-0.13	3.33	0.67	4.19	0.31	3.55	-0.07
Social/ethical practices related to food	3.53	0.18	4.35	-0.04	3.67	0.67	4.20	0.26	3.78	-0.48

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	16		17		18		19		20	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.33	-0.37	3.75	1.25	5.00	0.00	4.45	0.00	3.91	0.36
Taste	4.35	0.10	3.75	1.00	5.00	0.00	4.64	0.00	4.27	-0.17
Eye appeal	4.25	-1.02	3.50	1.25	3.75	0.00	4.27	0.00	4.09	-0.27
Freshness	4.25	0.15	3.75	1.00	4.75	0.25	4.45	0.09	4.18	0.00
Nutritional content	4.08	-0.10	4.00	0.50	5.00	-0.25	3.82	0.27	3.91	-0.21
Value	3.58	0.85	3.50	1.25	4.50	0.25	4.09	0.18	3.45	0.82
Availability of posted menu items	4.17	0.09	4.00	0.33	4.50	0.50	3.27	1.18	3.50	0.63
Variety of menu choices	4.02	-0.11	3.33	1.67	4.50	0.50	3.82	0.27	4.00	0.00
Variety of healthy menu choices	4.22	-0.47	3.67	1.33	4.75	0.25	3.73	0.36	3.75	0.13
Variety of menu choices for special dietary needs	3.79	0.00	3.33	1.67	4.75	0.25	3.73	0.18	4.20	-0.20
Service: Overall	4.43	-0.05	4.33	0.67	4.50	0.50	3.80	0.60	4.00	-0.13
Speed of service	3.60	0.73	4.67	0.33	4.25	0.25	4.11	0.67	3.75	0.00
Hours of operation	4.33	-0.41	3.67	1.33	4.25	0.75	4.67	0.00	4.00	0.00
Mobile Ordering Options	4.46	-0.11	4.50	0.50	4.00	1.00	4.67	0.11	4.00	0.20
Helpfulness of staff	4.43	-0.21	4.50	0.50	4.25	0.75	4.11	0.44	4.13	-0.25
Friendliness of staff	4.56	-0.15	4.67	-0.33	4.50	0.50	4.44	0.33	4.00	-0.13
Cleanliness: Overall	4.42	0.09	4.67	0.33	5.00	0.00	4.40	0.30	4.13	0.13
Cleanliness: Serving areas	4.49	-0.05	4.67	0.33	5.00	0.00	4.60	-0.20	4.25	0.00
Cleanliness: Eating areas (tables, chairs, etc.)	4.14	0.21	4.67	0.33	4.00	1.00	4.60	0.20	4.14	0.29
Location	4.51	-0.06	4.33	0.67	4.00	0.00	4.50	0.10	4.43	-0.43
Layout of facility	4.28	-0.45	3.67	0.67	4.50	-0.75	4.60	-0.10	3.88	0.27
Appearance	4.47	-0.63	3.33	1.67	4.50	-0.50	4.70	-0.20	4.00	-0.25
Availability of seating	3.71	0.21	4.50	0.50	4.50	-0.25	4.20	0.69	3.83	0.57
Comfort (seats, temperature, lighting, sound level, etc.)	4.19	-0.09	4.50	0.50	4.50	-0.25	4.20	0.30	3.71	0.29
Environmentally friendly practices related to food	4.10	0.16	4.67	0.33	4.00	0.75	4.60	-0.10	4.14	0.43
Social/ethical practices related to food	4.19	-0.03	4.67	0.33	4.50	0.50	4.30	0.30	4.14	0.43

\* Gap = Mean Importance minus Mean Satisfaction.



## Detailed Survey Results for Florida State University (#410)

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

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

Dining Halls		Retail Units	
1	Suwannee Room	1	4 Rivers Smoke House
2	Seminole Cafe	2	Tuscan Eatery
3		3	Vato Tacos at 1851
4		4	Trading Post
5		5	Bento Sushi at 1851
6		6	Brooklyn Pizza
7		7	Chick-Fil-A
8		8	C.O.E. Cafe
9		9	The Den
10		10	Tally Mac Shack
11		11	Einstein Brothers Bagels
12		12	Starbucks at the Union
13		13	Subway
14		14	Pollo Tropical
15		15	Panda Express
16		16	Panera Bread
17		17	Provisions on Demand
18		18	Shake Smart
19		19	Starbucks at 1851
20		20	Starbucks Strozier



DEMOGRAPHICS  
YOUR INSTITUTION

		Florida State University (#410)
# Responses		565
Respondent Type	Student	89%
	Faculty	2%
	Administration/ Staff	9%
	Other	0%
	Total Resp	565
Student Class Status	First year	30%
	Sophomore	23%
	Junior	20%
	Senior	16%
	Graduate	11%
	Total Resp	503
Gender Identity	Did Not Answer	1%
	Woman	65%
	Man	30%
	Non-binary/Non-conforming	3%
	Prefer not to answer	1%
	Total Resp	565
Live...	On campus	36%
	Off campus	64%
	Total Resp	565

## "YOUR THOUGHTS" - QUESTION 1

		How important was the perceived campus dining experience in terms of your decision to attend this institution?							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University (#410)	27%	28%	18%	17%	10%	2.56	.06	486
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	20%	21%	23%	22%	14%	2.88	.01	54,759
Aggregated Retail Units	YOUR INSTITUTION	25%	28%	18%	17%	12%	2.63	.08	317
Aggregated Retail Units	ENTIRE SAMPLE	19%	19%	23%	23%	16%	2.98	.01	21,825
Aggregated Dining Halls	YOUR INSTITUTION	30%	28%	18%	17%	8%	2.44	.10	169
Aggregated Dining Halls	ENTIRE SAMPLE	20%	23%	24%	21%	12%	2.82	.01	32,934
Respondent Type - YOUR INSTITUTION	Student	27%	28%	18%	17%	10%	2.56	.06	486
Respondent Type - ENTIRE SAMPLE	Student	20%	21%	23%	22%	14%	2.88	.01	54,759
Student Class Status - YOUR INSTITUTION	First year	28%	32%	18%	16%	7%	2.43	.10	148
	Sophomore	21%	27%	22%	20%	11%	2.74	.12	116
	Junior	18%	26%	22%	19%	15%	2.87	.13	100
	Senior	32%	28%	12%	15%	13%	2.49	.16	75
	Graduate	49%	23%	11%	13%	4%	2.00	.18	47
Student Class Status - ENTIRE SAMPLE	First year	17%	23%	25%	23%	12%	2.89	.01	23,571
	Sophomore	19%	22%	24%	21%	13%	2.88	.01	11,700
	Junior	20%	21%	23%	23%	13%	2.87	.01	8,275
	Senior	21%	20%	23%	22%	15%	2.89	.02	7,081
	Graduate	32%	13%	15%	16%	23%	2.84	.03	3,685
Gender - YOUR INSTITUTION	Other	33%	16%	17%	15%	18%	2.70	.07	447
	Did Not Answer	33%	17%	17%	33%		2.50	.56	6
	Woman	26%	30%	16%	17%	12%	2.59	.08	314
	Man	29%	22%	22%	18%	9%	2.54	.11	147
	Non-binary/Non-conforming	15%	54%	23%	8%		2.23	.23	13
Gender - ENTIRE SAMPLE	Prefer not to answer	17%	33%	33%	17%		2.50	.43	6
	Did Not Answer	25%	21%	23%	20%	10%	2.67	.04	982
	Woman	19%	21%	25%	22%	13%	2.89	.01	31,665
	Man	20%	21%	22%	23%	15%	2.92	.01	19,367
	Non-binary/Non-conforming	25%	26%	22%	18%	9%	2.61	.03	1,626
Live... - YOUR INSTITUTION	Prefer to self-describe	25%	25%	23%	13%	14%	2.66	.10	198
	Prefer not to answer	28%	20%	23%	19%	10%	2.64	.04	921
	On campus	24%	33%	19%	18%	7%	2.51	.09	196
	Off campus	29%	25%	17%	17%	13%	2.60	.08	290
	Live... - ENTIRE SAMPLE	18%	22%	25%	23%	13%	2.90	.01	40,267
NACUFS Region - YOUR INSTITUTION	Off campus	25%	20%	20%	19%	16%	2.84	.01	14,492
	Southern	27%	28%	18%	17%	10%	2.56	.06	486
	Continental	25%	22%	23%	21%	10%	2.68	.02	5,398
	Mid-Atlantic	19%	22%	24%	23%	12%	2.86	.01	9,150
	Midwest	20%	23%	24%	21%	13%	2.84	.01	16,894
NACUFS Region - ENTIRE SAMPLE	Northeast	16%	20%	25%	26%	14%	3.01	.02	7,198
	Pacific	25%	22%	21%	19%	13%	2.74	.02	5,572
	Southern	17%	19%	23%	22%	19%	3.06	.01	10,547
Institution Type - YOUR INSTITUTION	Public	27%	28%	18%	17%	10%	2.56	.06	486
Institution Type - ENTIRE SAMPLE	Public	20%	22%	23%	21%	14%	2.88	.01	44,166
	Private	19%	21%	24%	24%	12%	2.89	.01	10,593
Institution Type - YOUR INSTITUTION	Primarily 4-year	27%	28%	18%	17%	10%	2.56	.06	486
Institution Type - ENTIRE SAMPLE	Primarily 2-year	17%	18%	25%	24%	16%	3.05	.05	763
	Primarily 4-year	20%	21%	23%	22%	14%	2.88	.01	53,996
Operation Type - YOUR INSTITUTION	Mainly Contracted	27%	28%	18%	17%	10%	2.56	.06	486
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	18%	21%	24%	23%	15%	2.94	.01	45,766
	Mainly Contracted	27%	25%	22%	17%	9%	2.56	.01	7,789
Total Current Enrollment - YOUR INSTITUT	Over 20,000	27%	28%	18%	17%	10%	2.56	.06	486
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	13%	18%	27%	29%	13%	3.11	.02	5,446
	2,500 to 10,000	16%	19%	25%	24%	15%	3.04	.02	4,140
	10,001 to 20,000	22%	22%	23%	21%	12%	2.79	.01	8,319
	Over 20,000	21%	22%	23%	21%	14%	2.85	.01	36,854
Type of Retail Unit - YOUR INSTITUTION	Food Court	23%	23%	22%	18%	13%	2.74	.12	128
	Marketplace	22%	34%	13%	19%	12%	2.64	.13	107
	Specialty Coffee Shop/ Juice Bar	28%	28%	21%	16%	7%	2.47	.15	68
	Sit-down Restaurant	45%	27%	9%	9%	9%	2.09	.41	11
	Convenience Store	33%	33%			33%	2.67	1.20	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	19%	20%	24%	23%	14%	2.95	.02	5,480
	Marketplace	17%	19%	23%	24%	16%	3.04	.02	3,539
	Express Unit	20%	19%	21%	23%	18%	3.00	.02	5,656
	Specialty Coffee Shop/JuiceBar	21%	18%	22%	21%	18%	2.97	.02	3,473
	Sit-down Restaurant	20%	19%	25%	23%	13%	2.89	.05	667
Type of Retail Unit - ENTIRE SAMPLE	Convenience Store	19%	21%	23%	22%	15%	2.92	.02	3,010

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

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



## "YOUR THOUGHTS" - QUESTION 2

		How important is the actual campus dining experience in terms of your decision to remain at this institution?							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University (#410)	22%	28%	25%	14%	11%	2.63	.06	485
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	19%	24%	24%	19%	13%	2.82	.01	54,771
Aggregated Retail Units	YOUR INSTITUTION	21%	28%	27%	12%	11%	2.64	.07	316
Aggregated Retail Units	ENTIRE SAMPLE	20%	22%	23%	19%	15%	2.87	.01	21,779
Aggregated Dining Halls	YOUR INSTITUTION	24%	27%	22%	17%	10%	2.62	.10	169
Aggregated Dining Halls	ENTIRE SAMPLE	19%	25%	24%	20%	11%	2.79	.01	32,992
Respondent Type - YOUR INSTITUTION	Student	22%	28%	25%	14%	11%	2.63	.06	485
Respondent Type - ENTIRE SAMPLE	Student	19%	24%	24%	19%	13%	2.82	.01	54,771
Student Class Status - YOUR INSTITUTION	First year	26%	22%	25%	15%	12%	2.64	.11	146
	Sophomore	17%	27%	36%	11%	9%	2.68	.11	114
	Junior	15%	30%	24%	14%	16%	2.86	.13	99
	Senior	23%	36%	19%	13%	8%	2.45	.14	77
	Graduate	35%	31%	12%	14%	8%	2.31	.19	49
Student Class Status - ENTIRE SAMPLE	First year	16%	25%	25%	21%	12%	2.89	.01	23,608
	Sophomore	18%	25%	25%	19%	13%	2.83	.01	11,693
	Junior	22%	25%	24%	18%	11%	2.73	.01	8,266
	Senior	24%	24%	24%	16%	12%	2.67	.02	7,053
	Graduate	28%	16%	17%	17%	22%	2.88	.03	3,689
	Other	28%	20%	17%	19%	16%	2.76	.07	462
Gender - YOUR INSTITUTION	Did Not Answer	40%		60%			2.20	.49	5
	Woman	22%	30%	24%	13%	11%	2.62	.07	315
	Man	22%	22%	29%	16%	11%	2.73	.11	147
	Non-binary/Non-conforming	25%	58%	8%	8%		2.00	.25	12
	Prefer not to answer	33%	17%	17%	17%	17%	2.67	.67	6
Gender - ENTIRE SAMPLE	Did Not Answer	23%	25%	23%	17%	12%	2.71	.04	989
	Woman	20%	25%	24%	19%	12%	2.78	.01	31,619
	Man	18%	22%	24%	20%	15%	2.92	.01	19,408
	Non-binary/Non-conforming	22%	29%	24%	16%	9%	2.60	.03	1,631
	Prefer to self-describe	17%	33%	22%	13%	15%	2.75	.09	199
	Prefer not to answer	24%	22%	22%	20%	12%	2.74	.04	925
Live... - YOUR INSTITUTION	On campus	23%	24%	29%	15%	9%	2.64	.09	195
	Off campus	22%	31%	23%	13%	12%	2.63	.08	290
Live... - ENTIRE SAMPLE	On campus	17%	25%	25%	21%	12%	2.86	.01	40,337
	Off campus	25%	23%	21%	16%	15%	2.72	.01	14,434
NACUFS Region - YOUR INSTITUTION	Southern	22%	28%	25%	14%	11%	2.63	.06	485
NACUFS Region - ENTIRE SAMPLE	Continental	23%	26%	23%	18%	9%	2.64	.02	5,428
	Mid-Atlantic	19%	27%	25%	19%	10%	2.75	.01	9,158
	Midwest	20%	25%	24%	19%	13%	2.79	.01	16,875
	Northeast	16%	23%	26%	23%	13%	2.94	.01	7,200
	Pacific	22%	23%	24%	18%	12%	2.75	.02	5,606
	Southern	18%	21%	23%	20%	18%	2.99	.01	10,504
Institution Type - YOUR INSTITUTION	Public	22%	28%	25%	14%	11%	2.63	.06	485
Institution Type - ENTIRE SAMPLE	Public	19%	24%	24%	19%	14%	2.84	.01	44,157
	Private	21%	25%	24%	19%	10%	2.73	.01	10,614
Institution Type - YOUR INSTITUTION	Primarily 4-year	22%	28%	25%	14%	11%	2.63	.06	485
Institution Type - ENTIRE SAMPLE	Primarily 2-year	20%	19%	25%	21%	15%	2.92	.05	771
	Primarily 4-year	19%	24%	24%	19%	13%	2.82	.01	54,000
Operation Type - YOUR INSTITUTION	Mainly Contracted	22%	28%	25%	14%	11%	2.63	.06	485
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	18%	24%	24%	20%	14%	2.87	.01	45,766
	Mainly Contracted	26%	27%	22%	16%	9%	2.55	.01	7,804
Total Current Enrollment - YOUR INSTITUT	Over 20,000	22%	28%	25%	14%	11%	2.63	.06	485
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	16%	25%	27%	22%	11%	2.88	.02	5,457
	2,500 to 10,000	16%	22%	26%	22%	14%	2.95	.02	4,143
	10,001 to 20,000	20%	26%	24%	19%	11%	2.77	.01	8,362
	Over 20,000	20%	24%	23%	19%	14%	2.81	.01	36,809
Type of Retail Unit - YOUR INSTITUTION	Food Court	16%	25%	26%	18%	14%	2.90	.11	126
	Marketplace	26%	27%	29%	5%	13%	2.50	.12	110
	Specialty Coffee Shop/ Juice Bar	23%	33%	26%	14%	5%	2.44	.14	66
	Sit-down Restaurant	18%	45%	27%	9%		2.27	.27	11
	Convenience Store	33%	33%			33%	2.67	1.20	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	19%	23%	24%	20%	13%	2.85	.02	5,476
	Marketplace	19%	22%	24%	20%	15%	2.91	.02	3,542
	Express Unit	20%	22%	21%	19%	17%	2.90	.02	5,637
	Specialty Coffee Shop/JuiceBar	22%	22%	22%	17%	17%	2.84	.02	3,457
	Sit-down Restaurant	23%	23%	25%	16%	12%	2.71	.05	665
	Convenience Store	19%	22%	25%	20%	14%	2.87	.02	3,002

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

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

## "YOUR THOUGHTS" - QUESTION 3

		How important is the campus dining experience (i.e., wi-fi, social interaction, comfort, etc.) in terms of your academic success at this institution?							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University (#410)	9%	12%	24%	30%	25%	3.50	.06	497
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	15%	25%	29%	24%	3.45	.01	55,232
Aggregated Retail Units	YOUR INSTITUTION	9%	11%	24%	30%	27%	3.55	.07	323
Aggregated Retail Units	ENTIRE SAMPLE	9%	14%	24%	27%	27%	3.49	.01	21,965
Aggregated Dining Halls	YOUR INSTITUTION	10%	13%	24%	30%	22%	3.40	.10	174
Aggregated Dining Halls	ENTIRE SAMPLE	8%	15%	25%	30%	22%	3.42	.01	33,267
Respondent Type - YOUR INSTITUTION	Student	9%	12%	24%	30%	25%	3.50	.06	497
Respondent Type - ENTIRE SAMPLE	Student	8%	15%	25%	29%	24%	3.45	.01	55,232
Student Class Status - YOUR INSTITUTION	First year	13%	9%	25%	30%	22%	3.40	.11	148
	Sophomore	8%	13%	19%	34%	26%	3.59	.11	117
	Junior	7%	11%	22%	32%	29%	3.64	.12	101
	Senior	7%	11%	33%	20%	28%	3.51	.14	81
	Graduate	12%	18%	20%	32%	18%	3.26	.18	50
Student Class Status - ENTIRE SAMPLE	First year	7%	16%	26%	30%	21%	3.42	.01	23,727
	Sophomore	8%	14%	25%	29%	24%	3.48	.01	11,816
	Junior	9%	14%	24%	29%	23%	3.44	.01	8,347
	Senior	9%	14%	25%	27%	25%	3.46	.01	7,114
	Graduate	14%	12%	18%	22%	34%	3.51	.02	3,742
	Other	13%	12%	18%	27%	29%	3.48	.06	486
Gender - YOUR INSTITUTION	Did Not Answer	33%		33%	17%	17%	2.83	.65	6
	Woman	7%	13%	24%	30%	26%	3.55	.07	321
	Man	15%	9%	23%	29%	25%	3.41	.11	150
	Non-binary/Non-conforming		14%	21%	36%	29%	3.79	.28	14
	Prefer not to answer		17%	50%	33%		3.17	.31	6
Gender - ENTIRE SAMPLE	Did Not Answer	8%	17%	27%	27%	21%	3.37	.04	1,003
	Woman	8%	15%	26%	28%	23%	3.44	.01	31,906
	Man	9%	14%	23%	29%	25%	3.48	.01	19,537
	Non-binary/Non-conforming	10%	15%	24%	31%	20%	3.37	.03	1,649
	Prefer to self-describe	11%	12%	27%	24%	25%	3.39	.09	201
	Prefer not to answer	12%	17%	25%	25%	21%	3.28	.04	936
Live... - YOUR INSTITUTION	On campus	11%	12%	23%	31%	23%	3.44	.09	197
	Off campus	8%	12%	24%	29%	26%	3.54	.07	300
Live... - ENTIRE SAMPLE	On campus	7%	15%	25%	30%	22%	3.45	.01	40,635
	Off campus	11%	14%	24%	25%	27%	3.44	.01	14,597
NACUFS Region - YOUR INSTITUTION	Southern	9%	12%	24%	30%	25%	3.50	.06	497
NACUFS Region - ENTIRE SAMPLE	Continental	10%	17%	26%	27%	20%	3.30	.02	5,503
	Mid-Atlantic	7%	16%	25%	31%	20%	3.42	.01	9,224
	Midwest	9%	16%	26%	29%	21%	3.37	.01	17,013
	Northeast	7%	13%	24%	31%	25%	3.54	.01	7,261
	Pacific	8%	14%	25%	27%	26%	3.50	.02	5,656
	Southern	8%	12%	23%	26%	31%	3.60	.01	10,575
Institution Type - YOUR INSTITUTION	Public	9%	12%	24%	30%	25%	3.50	.06	497
Institution Type - ENTIRE SAMPLE	Public	8%	15%	25%	28%	24%	3.44	.01	44,525
	Private	7%	15%	25%	31%	23%	3.47	.01	10,707
Institution Type - YOUR INSTITUTION	Primarily 4-year	9%	12%	24%	30%	25%	3.50	.06	497
Institution Type - ENTIRE SAMPLE	Primarily 2-year	14%	13%	23%	25%	25%	3.36	.05	778
	Primarily 4-year	8%	15%	25%	29%	24%	3.45	.01	54,454
Operation Type - YOUR INSTITUTION	Mainly Contracted	9%	12%	24%	30%	25%	3.50	.06	497
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	14%	24%	29%	24%	3.47	.01	46,151
	Mainly Contracted	10%	16%	26%	27%	20%	3.31	.01	7,868
Total Current Enrollment - YOUR INSTITUT	Over 20,000	9%	12%	24%	30%	25%	3.50	.06	497
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	14%	25%	31%	23%	3.50	.02	5,486
	2,500 to 10,000	9%	14%	24%	30%	23%	3.45	.02	4,178
	10,001 to 20,000	9%	15%	26%	27%	23%	3.38	.01	8,440
	Over 20,000	8%	15%	25%	28%	24%	3.46	.01	37,128
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	7%	28%	29%	31%	3.75	.10	130
	Marketplace	13%	15%	17%	35%	21%	3.36	.13	110
	Specialty Coffee Shop/ Juice Bar	10%	15%	22%	24%	29%	3.47	.16	68
	Sit-down Restaurant	8%		42%	25%	25%	3.58	.34	12
	Convenience Store	33%			33%	33%	3.33	1.20	3
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	15%	25%	28%	25%	3.48	.02	5,512
	Marketplace	9%	13%	24%	28%	25%	3.47	.02	3,573
	Express Unit	9%	13%	23%	26%	29%	3.55	.02	5,697
	Specialty Coffee Shop/JuiceBar	10%	13%	23%	25%	29%	3.51	.02	3,491
	Sit-down Restaurant	11%	17%	24%	24%	25%	3.34	.05	672
	Convenience Store	8%	15%	24%	28%	25%	3.47	.02	3,020

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

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

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

TABLE 1a

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?							
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	8%	28%	31%	30%	3.76	.04	559
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	10%	16%	23%	29%	21%	3.34	.00	64,793
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	26%	32%	34%	3.90	.05	369
Aggregated Retail Units	ENTIRE SAMPLE	8%	13%	23%	31%	26%	3.55	.01	27,789
Aggregated Dining Halls	YOUR INSTITUTION	5%	14%	31%	30%	21%	3.49	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	13%	19%	23%	28%	17%	3.19	.01	37,004
Respondent Type - YOUR INSTITUTION	Student	3%	9%	25%	33%	29%	3.77	.05	497
	Faculty	11%		44%	22%	22%	3.44	.41	9
	Administration/ Staff	6%		48%	15%	31%	3.65	.15	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	12%	18%	24%	29%	18%	3.24	.01	55,483
	Faculty	8%	8%	18%	34%	31%	3.73	.03	2,152
	Administration/Staff	3%	6%	17%	34%	41%	4.03	.01	6,790
	Other	4%	8%	17%	31%	41%	3.99	.06	368
Student Class Status - YOUR INSTITUTION	First year	6%	10%	36%	33%	16%	3.42	.09	147
	Sophomore	1%	13%	23%	38%	25%	3.75	.09	118
	Junior	2%	6%	19%	29%	45%	4.08	.10	101
	Senior	1%	7%	19%	31%	42%	4.05	.11	81
Student Class Status - ENTIRE SAMPLE	Graduate		12%	22%	38%	28%	3.82	.14	50
	First year	10%	18%	24%	30%	18%	3.27	.01	23,824
	Sophomore	16%	21%	23%	25%	15%	3.03	.01	11,869
	Junior	12%	19%	25%	28%	17%	3.20	.01	8,397
	Senior	12%	17%	24%	28%	19%	3.26	.02	7,145
	Graduate	6%	9%	23%	31%	31%	3.73	.02	3,747
Gender - YOUR INSTITUTION	Other	9%	12%	24%	29%	26%	3.50	.05	518
	Did Not Answer		20%	40%	20%	20%	3.40	.51	5
	Woman	2%	7%	30%	30%	31%	3.81	.05	365
	Man	4%	11%	23%	36%	27%	3.72	.08	168
	Non-binary/Non-conforming	7%	7%	40%	13%	33%	3.60	.32	15
Gender - ENTIRE SAMPLE	Prefer not to answer	17%	33%		50%		2.83	.54	6
	Did Not Answer	13%	21%	24%	30%	12%	3.08	.04	1,093
	Woman	10%	17%	24%	29%	21%	3.34	.01	37,745
	Man	11%	15%	22%	30%	23%	3.39	.01	22,655
	Non-binary/Non-conforming	12%	20%	25%	27%	16%	3.15	.03	1,799
	Prefer to self-describe	17%	14%	23%	21%	25%	3.23	.09	250
	Prefer not to answer	16%	21%	23%	26%	14%	3.01	.04	1,251
Live... - YOUR INSTITUTION	On campus	5%	11%	33%	33%	17%	3.45	.08	201
	Off campus	2%	7%	25%	31%	36%	3.93	.05	358
Live... - ENTIRE SAMPLE	On campus	13%	20%	24%	28%	15%	3.12	.01	41,231
	Off campus	6%	10%	21%	32%	31%	3.73	.01	23,562
NACUFS Region - YOUR INSTITUTION	Southern	3%	8%	28%	31%	30%	3.76	.04	559
NACUFS Region - ENTIRE SAMPLE	Continental	8%	16%	25%	33%	18%	3.37	.01	6,821
	Mid-Atlantic	11%	16%	23%	31%	19%	3.30	.01	10,400
	Midwest	12%	17%	22%	27%	21%	3.29	.01	20,102
	Northeast	14%	19%	24%	28%	15%	3.12	.01	8,761
	Pacific	15%	21%	27%	24%	13%	2.99	.02	6,713
	Southern	4%	10%	21%	32%	33%	3.79	.01	11,996
Institution Type - YOUR INSTITUTION	Public	3%	8%	28%	31%	30%	3.76	.04	559
Institution Type - ENTIRE SAMPLE	Public	10%	16%	23%	29%	21%	3.35	.01	51,224
	Private	12%	17%	21%	29%	21%	3.31	.01	13,569
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	8%	28%	31%	30%	3.76	.04	559
Institution Type - ENTIRE SAMPLE	Primarily 2-year	16%	16%	23%	25%	20%	3.18	.04	1,380
	Primarily 4-year	10%	16%	23%	29%	21%	3.34	.01	63,413
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	8%	28%	31%	30%	3.76	.04	559
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	10%	16%	22%	30%	22%	3.39	.01	54,355
	Mainly Contracted	12%	19%	27%	27%	14%	3.12	.01	8,994
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	8%	28%	31%	30%	3.76	.04	559
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	15%	18%	20%	25%	22%	3.20	.02	7,066
	2,500 to 10,000	15%	19%	22%	26%	19%	3.15	.02	5,801
	10,001 to 20,000	15%	21%	26%	26%	12%	2.99	.01	9,342
	Over 20,000	8%	14%	23%	31%	23%	3.47	.01	42,584
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	22%	35%	36%	3.98	.08	148
	Marketplace	2%	6%	28%	31%	33%	3.86	.09	124
	Specialty Coffee Shop/ Juice Bar	1%	4%	29%	31%	35%	3.95	.11	77
	Sit-down Restaurant	8%	23%	23%	31%	15%	3.23	.34	13
	Convenience Store		14%	43%	14%	29%	3.57	.43	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	15%	24%	31%	23%	3.45	.01	6,658
	Marketplace	11%	15%	21%	29%	23%	3.38	.02	4,729
	Express Unit	8%	12%	22%	31%	28%	3.60	.01	6,915
	Specialty Coffee Shop/JuiceBar	6%	10%	23%	31%	29%	3.67	.02	4,958
	Sit-down Restaurant	4%	8%	22%	34%	32%	3.81	.03	1,115
	Convenience Store	6%	13%	23%	32%	25%	3.58	.02	3,414

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

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

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

**TABLE 1b**  
**Mean\* Importance of Various Items and Satisfaction with Each Item**  
**(as They Apply to the Surveyed Facility in General**  
**without regard to any specific meal)**  
**Aggregated Dining Halls & Retail Units**

	<b>Florida State University (#410)</b>
Food: Overall - IMPORTANCE	4.27
Food: Overall - SATISFACTION	4.00
Taste - IMPORTANCE	4.46
Taste - SATISFACTION	4.02
Eye appeal - IMPORTANCE	3.57
Eye appeal - SATISFACTION	3.88
Freshness - IMPORTANCE	4.42
Freshness - SATISFACTION	3.98
Nutritional content - IMPORTANCE	3.95
Nutritional content - SATISFACTION	3.67
Value - IMPORTANCE	4.25
Value - SATISFACTION	3.73
Availability of posted menu items - IMPORTANCE	4.23
Availability of posted menu items - SATISFACTION	3.83
Variety of menu choices - IMPORTANCE	4.07
Variety of menu choices - SATISFACTION	3.89
Variety of healthy menu choices - IMPORTANCE	3.97
Variety of healthy menu choices - SATISFACTION	3.74
Variety of menu choices to accommodate special dietary needs - IMPORTANCE	3.87
Variety of menu choices to accommodate special dietary needs - SATISFACTION	3.68
Service: Overall - IMPORTANCE	4.33
Service: Overall - SATISFACTION	4.02
Speed of service - IMPORTANCE	4.31
Speed of service - SATISFACTION	3.84
Hours of operation - IMPORTANCE	4.22
Hours of operation - SATISFACTION	4.04
Mobile ordering options - IMPORTANCE	3.69
Mobile ordering options - SATISFACTION	3.48
Helpfulness of staff - IMPORTANCE	4.17
Helpfulness of staff - SATISFACTION	3.95
Friendliness of staff - IMPORTANCE	4.20
Friendliness of staff - SATISFACTION	4.04
Cleanliness: Overall - IMPORTANCE	4.42
Cleanliness: Overall - SATISFACTION	4.18
Cleanliness: Serving areas - IMPORTANCE	4.48
Cleanliness: Serving areas - SATISFACTION	4.29
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.41
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	4.00
Location - IMPORTANCE	4.22
Location - SATISFACTION	4.31
Layout of facility - IMPORTANCE	3.77
Layout of facility - SATISFACTION	4.18
Appearance - IMPORTANCE	3.74
Appearance - SATISFACTION	4.31
Availability of seating - IMPORTANCE	4.12
Availability of seating - SATISFACTION	3.83
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	3.97
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.04
Environmentally friendly practices related to food - IMPORTANCE	4.02
Environmentally friendly practices related to food - SATISFACTION	3.82
Social/ ethical practices related to food - IMPORTANCE	4.04
Social/ ethical practices related to food - SATISFACTION	3.86

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

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

		Food: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	6%	12%	25%	56%	4.27	.04	558
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	14%	29%	51%	4.23	.00	64,170
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	12%	23%	59%	4.33	.05	370
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	28%	54%	4.28	.01	27,512
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	13%	28%	49%	4.13	.08	188
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	31%	49%	4.20	.01	36,658
Respondent Type - YOUR INSTITUTION	Student	2%	6%	13%	26%	53%	4.21	.05	499
	Faculty					100%	5.00	.00	8
	Administration/ Staff		2%	10%	8%	80%	4.66	.11	50
	Other				100%		4.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	30%	48%	4.18	.00	54,991
	Faculty	1%	2%	8%	25%	64%	4.48	.02	2,115
	Administration/Staff	1%	1%	7%	24%	67%	4.55	.01	6,689
	Other	1%	2%	10%	23%	63%	4.46	.04	375
Student Class Status - YOUR INSTITUTION	First year	3%	5%	13%	26%	54%	4.22	.09	149
	Sophomore	3%	8%	17%	30%	42%	4.00	.10	118
	Junior		6%	9%	27%	58%	4.38	.09	101
	Senior	3%	6%	9%	23%	60%	4.31	.12	80
	Graduate	2%	4%	16%	27%	51%	4.22	.14	51
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	16%	32%	46%	4.14	.01	23,551
	Sophomore	2%	4%	14%	30%	50%	4.22	.01	11,753
	Junior	2%	4%	14%	30%	50%	4.20	.01	8,354
	Senior	2%	4%	13%	28%	52%	4.23	.01	7,095
	Graduate	3%	4%	13%	28%	52%	4.24	.02	3,745
	Other	4%	5%	17%	29%	46%	4.07	.05	515
Gender - YOUR INSTITUTION	Did Not Answer			17%	17%	67%	4.50	.34	6
	Woman	2%	5%	12%	26%	55%	4.26	.05	364
	Man	2%	6%	12%	23%	57%	4.28	.08	167
	Non-binary/Non-conforming		13%	7%	20%	60%	4.27	.28	15
	Prefer not to answer			33%	17%	50%	4.17	.40	6
Gender - ENTIRE SAMPLE	Did Not Answer	2%	5%	15%	28%	50%	4.19	.03	1,083
	Woman	2%	4%	14%	29%	51%	4.24	.00	37,342
	Man	2%	4%	14%	30%	50%	4.23	.01	22,501
	Non-binary/Non-conforming	2%	5%	15%	30%	48%	4.17	.02	1,771
	Prefer to self-describe	5%	5%	10%	27%	54%	4.20	.07	241
	Prefer not to answer	3%	4%	13%	29%	51%	4.21	.03	1,232
Live... - YOUR INSTITUTION	On campus	2%	6%	15%	25%	52%	4.18	.07	201
	Off campus	2%	5%	10%	24%	58%	4.31	.05	357
Live... - ENTIRE SAMPLE	On campus	2%	4%	15%	31%	48%	4.19	.00	40,799
	Off campus	2%	4%	12%	27%	56%	4.30	.01	23,371
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	12%	25%	56%	4.27	.04	558
NACUFS Region - ENTIRE SAMPLE	Continental	3%	6%	17%	32%	43%	4.07	.01	6,729
	Mid-Atlantic	1%	4%	13%	30%	51%	4.26	.01	10,285
	Midwest	2%	4%	14%	30%	50%	4.23	.01	19,946
	Northeast	2%	3%	12%	29%	53%	4.28	.01	8,672
	Pacific	2%	5%	14%	29%	50%	4.19	.01	6,649
	Southern	2%	4%	13%	27%	55%	4.30	.01	11,889
Institution Type - YOUR INSTITUTION	Public	2%	6%	12%	25%	56%	4.27	.04	558
Institution Type - ENTIRE SAMPLE	Public	2%	4%	14%	29%	50%	4.21	.00	50,741
	Private	2%	3%	11%	29%	55%	4.32	.01	13,429
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	6%	12%	25%	56%	4.27	.04	558
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	14%	28%	52%	4.23	.03	1,364
	Primarily 4-year	2%	4%	14%	29%	51%	4.23	.00	62,806
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	12%	25%	56%	4.27	.04	558
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	14%	29%	51%	4.24	.00	53,813
	Mainly Contracted	2%	4%	15%	30%	49%	4.19	.01	8,920
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	6%	12%	25%	56%	4.27	.04	558
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	11%	29%	55%	4.33	.01	7,000
	2,500 to 10,000	2%	4%	13%	29%	52%	4.26	.01	5,751
	10,001 to 20,000	3%	5%	15%	30%	48%	4.16	.01	9,280
	Over 20,000	2%	4%	14%	29%	51%	4.23	.00	42,139
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	6%	12%	28%	52%	4.23	.08	145
	Marketplace	1%	5%	12%	18%	65%	4.41	.08	125
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	24%	60%	4.39	.10	80
	Sit-down Restaurant	8%	8%	8%	15%	62%	4.15	.37	13
	Convenience Store				14%	86%	4.86	.14	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	30%	51%	4.26	.01	6,582
	Marketplace	2%	4%	13%	28%	52%	4.25	.01	4,694
	Express Unit	2%	3%	11%	26%	58%	4.35	.01	6,847
	Specialty Coffee Shop/JuiceBar	2%	4%	13%	26%	55%	4.28	.01	4,925
	Sit-down Restaurant	1%	4%	10%	25%	60%	4.38	.03	1,104
	Convenience Store	2%	4%	15%	29%	50%	4.22	.02	3,360

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

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

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

		Food: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	4%	7%	16%	31%	42%	4.00	.05	561
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	13%	22%	31%	25%	3.51	.00	65,028
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	8%	32%	54%	4.34	.05	371
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	17%	32%	38%	3.90	.01	27,895
Aggregated Dining Halls	YOUR INSTITUTION	7%	15%	31%	28%	18%	3.34	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	11%	17%	25%	30%	16%	3.22	.01	37,133
Respondent Type - YOUR INSTITUTION	Student	4%	8%	16%	30%	42%	3.98	.05	500
	Faculty	13%		13%	50%	25%	3.75	.45	8
	Administration/ Staff	2%	2%	12%	40%	44%	4.23	.12	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	9%	14%	22%	31%	23%	3.44	.01	55,650
	Faculty	7%	9%	18%	32%	34%	3.78	.03	2,158
	Administration/Staff	4%	6%	16%	33%	42%	4.03	.01	6,838
	Other	4%	8%	18%	24%	47%	4.03	.06	382
Student Class Status - YOUR INSTITUTION	First year	7%	11%	19%	32%	32%	3.71	.10	149
	Sophomore	5%	10%	14%	30%	41%	3.91	.11	118
	Junior	3%	5%	13%	20%	59%	4.27	.11	100
	Senior		5%	15%	34%	46%	4.21	.10	80
	Graduate		8%	21%	36%	36%	4.00	.13	53
Student Class Status - ENTIRE SAMPLE	First year	9%	15%	24%	31%	20%	3.38	.01	23,862
	Sophomore	12%	17%	23%	28%	20%	3.28	.01	11,894
	Junior	9%	13%	22%	31%	24%	3.49	.01	8,426
	Senior	9%	13%	20%	31%	28%	3.56	.01	7,167
	Graduate	5%	7%	17%	35%	36%	3.91	.02	3,797
	Other	8%	10%	24%	31%	26%	3.57	.05	526
Gender - YOUR INSTITUTION	Did Not Answer			17%	33%	50%	4.33	.33	6
	Woman	4%	7%	15%	32%	43%	4.04	.06	368
	Man	4%	9%	16%	30%	41%	3.94	.09	166
	Non-binary/Non-conforming		13%	20%	33%	33%	3.87	.27	15
	Prefer not to answer	17%	17%	17%	33%	17%	3.17	.60	6
Gender - ENTIRE SAMPLE	Did Not Answer	12%	16%	25%	30%	18%	3.26	.04	1,108
	Woman	8%	14%	22%	30%	26%	3.52	.01	37,872
	Man	9%	13%	21%	32%	26%	3.54	.01	22,732
	Non-binary/Non-conforming	8%	15%	23%	32%	22%	3.45	.03	1,805
	Prefer to self-describe	10%	13%	22%	31%	25%	3.49	.08	247
	Prefer not to answer	11%	17%	24%	28%	19%	3.28	.04	1,264
Live... - YOUR INSTITUTION	On campus	7%	12%	21%	30%	31%	3.65	.09	200
	Off campus	2%	5%	13%	32%	48%	4.20	.05	361
Live... - ENTIRE SAMPLE	On campus	11%	17%	24%	30%	19%	3.29	.01	41,307
	Off campus	5%	8%	17%	33%	37%	3.90	.01	23,721
NACUFS Region - YOUR INSTITUTION	Southern	4%	7%	16%	31%	42%	4.00	.05	561
NACUFS Region - ENTIRE SAMPLE	Continental	7%	13%	24%	33%	23%	3.51	.01	6,837
	Mid-Atlantic	9%	14%	23%	33%	21%	3.42	.01	10,419
	Midwest	10%	15%	21%	30%	25%	3.45	.01	20,201
	Northeast	10%	16%	24%	31%	20%	3.34	.01	8,777
	Pacific	11%	17%	25%	29%	19%	3.28	.02	6,743
	Southern	4%	7%	17%	32%	40%	3.97	.01	12,051
Institution Type - YOUR INSTITUTION	Public	4%	7%	16%	31%	42%	4.00	.05	561
Institution Type - ENTIRE SAMPLE	Public	8%	13%	21%	31%	26%	3.54	.01	51,441
	Private	10%	15%	22%	30%	23%	3.41	.01	13,587
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	16%	31%	42%	4.00	.05	561
Institution Type - ENTIRE SAMPLE	Primarily 2-year	12%	16%	23%	29%	20%	3.30	.03	1,387
	Primarily 4-year	8%	13%	22%	31%	26%	3.52	.00	63,641
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	16%	31%	42%	4.00	.05	561
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	13%	21%	31%	27%	3.56	.01	54,509
	Mainly Contracted	10%	15%	24%	30%	21%	3.36	.01	9,064
Total Current Enrollment - YOUR INSTITUT	Over 20,000	4%	7%	16%	31%	42%	4.00	.05	561
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	12%	15%	22%	27%	24%	3.36	.02	7,068
	2,500 to 10,000	11%	17%	23%	28%	22%	3.33	.02	5,818
	10,001 to 20,000	12%	18%	26%	29%	16%	3.19	.01	9,389
	Over 20,000	7%	12%	20%	33%	28%	3.64	.01	42,753
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	8%	36%	51%	4.33	.07	147
	Marketplace	2%	3%	6%	29%	60%	4.44	.08	124
	Specialty Coffee Shop/ Juice Bar	1%	3%	10%	31%	55%	4.36	.10	80
	Sit-down Restaurant	15%	8%	8%	31%	38%	3.69	.41	13
	Convenience Store	14%		14%	29%	43%	3.86	.55	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	9%	18%	34%	33%	3.81	.01	6,685
	Marketplace	8%	11%	19%	31%	31%	3.65	.02	4,748
	Express Unit	5%	6%	14%	30%	45%	4.03	.01	6,947
	Specialty Coffee Shop/JuiceBar	3%	6%	15%	32%	44%	4.07	.02	4,987
	Sit-down Restaurant	3%	5%	14%	34%	45%	4.13	.03	1,125
	Convenience Store	4%	8%	20%	35%	33%	3.83	.02	3,403

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

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



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

		Taste					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	2%	8%	24%	64%	4.46	.04	559
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	28%	56%	4.36	.00	64,105
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	21%	68%	4.53	.04	369
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	26%	61%	4.42	.01	27,486
Aggregated Dining Halls	YOUR INSTITUTION	3%	3%	9%	29%	56%	4.32	.07	190
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	30%	53%	4.31	.00	36,619
Respondent Type - YOUR INSTITUTION	Student	2%	2%	9%	25%	62%	4.43	.04	498
	Faculty					100%	5.00	.00	8
	Administration/ Staff		2%	8%	13%	77%	4.65	.10	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	12%	29%	54%	4.31	.00	54,925
	Faculty	1%	1%	6%	25%	67%	4.55	.02	2,115
	Administration/Staff	0%	1%	5%	22%	72%	4.65	.01	6,691
	Other	1%	2%	7%	23%	68%	4.56	.04	374
Student Class Status - YOUR INSTITUTION	First year	2%	1%	8%	30%	58%	4.41	.07	148
	Sophomore	2%	4%	10%	26%	57%	4.33	.09	117
	Junior		3%	8%	22%	67%	4.53	.08	101
	Senior	3%	1%	8%	22%	67%	4.49	.10	79
	Graduate	4%	2%	9%	21%	64%	4.40	.14	53
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	13%	31%	52%	4.28	.01	23,514
	Sophomore	2%	3%	11%	29%	55%	4.33	.01	11,749
	Junior	1%	3%	11%	30%	54%	4.32	.01	8,342
	Senior	2%	3%	11%	27%	58%	4.38	.01	7,084
	Graduate	2%	3%	10%	26%	59%	4.37	.02	3,745
	Other	2%	5%	13%	29%	51%	4.23	.04	513
Gender - YOUR INSTITUTION	Did Not Answer			33%		67%	4.33	.42	6
	Woman	2%	2%	8%	24%	65%	4.48	.04	366
	Man	2%	2%	9%	24%	63%	4.45	.07	166
	Non-binary/Non-conforming		13%	7%	20%	60%	4.27	.28	15
	Prefer not to answer			17%	50%	33%	4.17	.31	6
Gender - ENTIRE SAMPLE	Did Not Answer	2%	4%	12%	28%	53%	4.26	.03	1,081
	Woman	1%	3%	11%	28%	58%	4.38	.00	37,305
	Man	2%	3%	11%	30%	55%	4.33	.01	22,470
	Non-binary/Non-conforming	2%	3%	13%	29%	53%	4.29	.02	1,776
	Prefer to self-describe	4%	3%	11%	26%	55%	4.25	.07	242
	Prefer not to answer	3%	2%	12%	29%	55%	4.31	.03	1,231
Live... - YOUR INSTITUTION	On campus	2%	2%	9%	31%	56%	4.37	.06	200
	Off campus	1%	3%	8%	20%	68%	4.51	.05	359
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	30%	53%	4.30	.00	40,724
	Off campus	1%	2%	9%	25%	62%	4.45	.01	23,381
NACUFS Region - YOUR INSTITUTION	Southern	2%	2%	8%	24%	64%	4.46	.04	559
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	13%	30%	51%	4.25	.01	6,721
	Mid-Atlantic	1%	3%	11%	29%	56%	4.37	.01	10,266
	Midwest	1%	3%	11%	30%	55%	4.34	.01	19,939
	Northeast	2%	2%	10%	28%	57%	4.38	.01	8,665
	Pacific	2%	3%	11%	27%	57%	4.35	.01	6,640
	Southern	1%	3%	10%	25%	61%	4.42	.01	11,874
Institution Type - YOUR INSTITUTION	Public	2%	2%	8%	24%	64%	4.46	.04	559
Institution Type - ENTIRE SAMPLE	Public	2%	3%	11%	28%	56%	4.34	.00	50,720
	Private	1%	2%	10%	29%	58%	4.40	.01	13,385
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	8%	24%	64%	4.46	.04	559
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	10%	25%	61%	4.40	.02	1,365
	Primarily 4-year	1%	3%	11%	28%	56%	4.36	.00	62,740
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	8%	24%	64%	4.46	.04	559
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	28%	57%	4.37	.00	53,762
	Mainly Contracted	2%	3%	12%	30%	54%	4.31	.01	8,909
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	2%	8%	24%	64%	4.46	.04	559
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	10%	29%	58%	4.41	.01	6,988
	2,500 to 10,000	1%	2%	11%	28%	58%	4.38	.01	5,744
	10,001 to 20,000	2%	3%	12%	30%	53%	4.30	.01	9,254
	Over 20,000	1%	3%	11%	28%	57%	4.36	.00	42,119
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	5%	27%	66%	4.54	.06	145
	Marketplace		3%	10%	16%	70%	4.54	.07	125
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	19%	68%	4.52	.09	79
	Sit-down Restaurant	8%		8%	15%	69%	4.38	.33	13
	Convenience Store				29%	71%	4.71	.18	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	27%	59%	4.41	.01	6,580
	Marketplace	1%	3%	9%	26%	60%	4.40	.01	4,695
	Express Unit	1%	2%	8%	24%	64%	4.47	.01	6,833
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	24%	63%	4.44	.01	4,948
	Sit-down Restaurant	1%	2%	8%	24%	65%	4.50	.02	1,108
	Convenience Store	1%	3%	13%	28%	54%	4.31	.02	3,322

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

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

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

		Taste					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	4%	7%	16%	29%	44%	4.02	.05	562
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	14%	24%	29%	25%	3.51	.00	64,874
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	6%	31%	58%	4.41	.05	372
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	17%	32%	40%	3.96	.01	27,818
Aggregated Dining Halls	YOUR INSTITUTION	8%	16%	34%	24%	18%	3.28	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	10%	19%	29%	28%	14%	3.17	.01	37,056
Respondent Type - YOUR INSTITUTION	Student	4%	8%	16%	28%	44%	4.00	.05	501
	Faculty			25%	25%	50%	4.25	.31	8
	Administration/ Staff	2%	4%	12%	38%	44%	4.19	.13	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	8%	15%	25%	29%	23%	3.42	.01	55,520
	Faculty	5%	9%	18%	34%	34%	3.83	.02	2,146
	Administration/Staff	3%	6%	15%	32%	44%	4.08	.01	6,828
	Other	3%	9%	17%	26%	45%	4.00	.06	380
Student Class Status - YOUR INSTITUTION	First year	8%	10%	19%	28%	34%	3.70	.10	149
	Sophomore	3%	11%	10%	27%	48%	4.06	.11	118
	Junior	4%	5%	11%	29%	51%	4.19	.11	101
	Senior		3%	21%	28%	49%	4.22	.10	80
	Graduate	2%	8%	21%	26%	43%	4.02	.15	53
Student Class Status - ENTIRE SAMPLE	First year	8%	16%	27%	29%	20%	3.35	.01	23,812
	Sophomore	11%	17%	25%	26%	20%	3.28	.01	11,870
	Junior	8%	14%	23%	31%	24%	3.49	.01	8,399
	Senior	7%	12%	23%	29%	28%	3.59	.01	7,152
	Graduate	4%	8%	19%	33%	36%	3.88	.02	3,786
	Other	7%	12%	27%	28%	26%	3.53	.05	523
Gender - YOUR INSTITUTION	Did Not Answer			17%	17%	67%	4.50	.34	6
	Woman	4%	7%	13%	30%	46%	4.06	.06	368
	Man	4%	7%	22%	24%	43%	3.95	.09	167
	Non-binary/Non-conforming		7%	20%	47%	27%	3.93	.23	15
	Prefer not to answer		17%	17%	50%	17%	3.67	.42	6
Gender - ENTIRE SAMPLE	Did Not Answer	10%	18%	26%	29%	18%	3.28	.04	1,106
	Woman	8%	14%	23%	29%	26%	3.52	.01	37,794
	Man	8%	13%	24%	31%	25%	3.52	.01	22,668
	Non-binary/Non-conforming	8%	15%	24%	30%	24%	3.47	.03	1,801
	Prefer to self-describe	10%	11%	25%	25%	29%	3.51	.08	248
	Prefer not to answer	11%	16%	27%	27%	19%	3.28	.04	1,257
Live... - YOUR INSTITUTION	On campus	8%	11%	19%	26%	35%	3.67	.09	201
	Off campus	1%	5%	14%	30%	50%	4.22	.05	361
Live... - ENTIRE SAMPLE	On campus	10%	17%	27%	28%	18%	3.28	.01	41,195
	Off campus	4%	8%	18%	32%	38%	3.91	.01	23,679
NACUFS Region - YOUR INSTITUTION	Southern	4%	7%	16%	29%	44%	4.02	.05	562
NACUFS Region - ENTIRE SAMPLE	Continental	6%	14%	25%	32%	23%	3.51	.01	6,817
	Mid-Atlantic	8%	15%	26%	31%	20%	3.40	.01	10,392
	Midwest	8%	15%	23%	28%	25%	3.47	.01	20,165
	Northeast	9%	16%	26%	30%	19%	3.34	.01	8,745
	Pacific	11%	17%	26%	27%	19%	3.26	.02	6,729
	Southern	4%	8%	19%	30%	39%	3.93	.01	12,026
Institution Type - YOUR INSTITUTION	Public	4%	7%	16%	29%	44%	4.02	.05	562
Institution Type - ENTIRE SAMPLE	Public	7%	13%	23%	30%	26%	3.53	.01	51,332
	Private	9%	15%	25%	29%	23%	3.42	.01	13,542
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	16%	29%	44%	4.02	.05	562
Institution Type - ENTIRE SAMPLE	Primarily 2-year	11%	15%	24%	28%	22%	3.34	.03	1,386
	Primarily 4-year	8%	14%	24%	29%	25%	3.51	.00	63,488
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	16%	29%	44%	4.02	.05	562
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	23%	30%	27%	3.56	.01	54,386
	Mainly Contracted	10%	16%	26%	27%	21%	3.32	.01	9,037
Total Current Enrollment - YOUR INSTITUT	Over 20,000	4%	7%	16%	29%	44%	4.02	.05	562
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	9%	16%	24%	28%	24%	3.41	.02	7,052
	2,500 to 10,000	10%	16%	24%	27%	22%	3.37	.02	5,807
	10,001 to 20,000	11%	19%	28%	26%	16%	3.17	.01	9,353
	Over 20,000	6%	12%	23%	31%	28%	3.62	.01	42,662
Type of Retail Unit - YOUR INSTITUTION	Food Court		4%	6%	33%	57%	4.43	.06	147
	Marketplace	4%	2%	6%	27%	61%	4.39	.09	125
	Specialty Coffee Shop/ Juice Bar	1%		6%	31%	61%	4.51	.08	80
	Sit-down Restaurant	8%		15%	38%	38%	4.00	.32	13
	Convenience Store		29%		43%	29%	3.71	.47	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	19%	34%	34%	3.86	.01	6,667
	Marketplace	6%	11%	20%	31%	32%	3.73	.02	4,734
	Express Unit	4%	6%	14%	29%	47%	4.09	.01	6,927
	Specialty Coffee Shop/JuiceBar	3%	5%	15%	31%	47%	4.14	.01	5,006
	Sit-down Restaurant	2%	4%	14%	32%	47%	4.18	.03	1,121
	Convenience Store	4%	7%	20%	34%	35%	3.89	.02	3,363

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

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



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

		Eye appeal					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	7%	17%	21%	21%	34%	3.57	.06	555
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	10%	18%	25%	23%	24%	3.34	.01	63,512
Aggregated Retail Units	YOUR INSTITUTION	8%	13%	17%	20%	41%	3.73	.07	366
Aggregated Retail Units	ENTIRE SAMPLE	9%	15%	22%	24%	31%	3.54	.01	27,255
Aggregated Dining Halls	YOUR INSTITUTION	6%	23%	28%	24%	19%	3.25	.09	189
Aggregated Dining Halls	ENTIRE SAMPLE	11%	20%	26%	23%	19%	3.18	.01	36,257
Respondent Type - YOUR INSTITUTION	Student	8%	18%	22%	22%	30%	3.50	.06	494
	Faculty			13%	38%	50%	4.38	.26	8
	Administration/ Staff	6%	8%	13%	12%	62%	4.15	.17	52
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	11%	19%	25%	22%	22%	3.25	.01	54,402
	Faculty	7%	11%	22%	30%	30%	3.65	.03	2,092
	Administration/Staff	4%	8%	19%	32%	38%	3.93	.01	6,644
	Other	5%	8%	22%	21%	45%	3.94	.06	374
Student Class Status - YOUR INSTITUTION	First year	9%	26%	22%	22%	21%	3.22	.11	149
	Sophomore	7%	19%	25%	18%	32%	3.49	.12	117
	Junior	8%	9%	23%	20%	40%	3.73	.13	96
	Senior	6%	20%	16%	24%	34%	3.59	.15	80
	Graduate	8%	8%	19%	35%	31%	3.73	.17	52
Student Class Status - ENTIRE SAMPLE	First year	12%	21%	26%	21%	20%	3.16	.01	23,294
	Sophomore	11%	19%	26%	22%	22%	3.24	.01	11,637
	Junior	11%	19%	25%	23%	22%	3.26	.01	8,262
	Senior	10%	18%	24%	22%	25%	3.33	.02	7,015
	Graduate	9%	13%	20%	24%	34%	3.63	.02	3,708
	Other	12%	15%	28%	22%	22%	3.27	.06	508
Gender - YOUR INSTITUTION	Did Not Answer	17%		33%		50%	3.67	.67	6
	Woman	8%	15%	21%	22%	35%	3.60	.07	365
	Man	6%	17%	23%	21%	34%	3.59	.10	164
	Non-binary/Non-conforming	7%	64%	7%	14%	7%	2.50	.29	14
	Prefer not to answer	17%			67%	17%	3.67	.56	6
Gender - ENTIRE SAMPLE	Did Not Answer	13%	20%	27%	21%	19%	3.14	.04	1,057
	Woman	9%	17%	24%	24%	26%	3.40	.01	36,976
	Man	11%	19%	25%	23%	23%	3.28	.01	22,287
	Non-binary/Non-conforming	16%	25%	26%	17%	16%	2.93	.03	1,742
	Prefer to self-describe	15%	18%	26%	20%	22%	3.16	.09	238
	Prefer not to answer	14%	20%	24%	21%	22%	3.17	.04	1,212
Live... - YOUR INSTITUTION	On campus	8%	25%	25%	22%	21%	3.23	.09	200
	Off campus	7%	12%	19%	21%	41%	3.76	.07	355
Live... - ENTIRE SAMPLE	On campus	12%	21%	26%	22%	20%	3.18	.01	40,321
	Off campus	8%	13%	22%	26%	32%	3.61	.01	23,191
NACUFS Region - YOUR INSTITUTION	Southern	7%	17%	21%	21%	34%	3.57	.06	555
NACUFS Region - ENTIRE SAMPLE	Continental	12%	18%	26%	24%	20%	3.23	.02	6,670
	Mid-Atlantic	11%	20%	27%	23%	19%	3.20	.01	10,173
	Midwest	11%	19%	25%	23%	23%	3.30	.01	19,737
	Northeast	11%	18%	25%	24%	22%	3.28	.01	8,563
	Pacific	10%	17%	24%	24%	24%	3.37	.02	6,570
	Southern	8%	14%	22%	22%	34%	3.58	.01	11,799
Institution Type - YOUR INSTITUTION	Public	7%	17%	21%	21%	34%	3.57	.06	555
Institution Type - ENTIRE SAMPLE	Public	10%	17%	24%	23%	25%	3.36	.01	50,256
	Private	11%	19%	25%	24%	21%	3.26	.01	13,256
Institution Type - YOUR INSTITUTION	Primarily 4-year	7%	17%	21%	21%	34%	3.57	.06	555
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	12%	23%	29%	29%	3.62	.03	1,351
	Primarily 4-year	10%	18%	25%	23%	24%	3.33	.01	62,161
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	17%	21%	21%	34%	3.57	.06	555
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	10%	17%	24%	23%	25%	3.36	.01	53,277
	Mainly Contracted	12%	19%	26%	22%	21%	3.22	.01	8,829
Total Current Enrollment - YOUR INSTITUT	Over 20,000	7%	17%	21%	21%	34%	3.57	.06	555
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	18%	25%	25%	23%	3.32	.02	6,929
	2,500 to 10,000	8%	15%	24%	26%	26%	3.47	.02	5,690
	10,001 to 20,000	11%	20%	27%	23%	19%	3.20	.01	9,149
	Over 20,000	10%	18%	24%	23%	25%	3.35	.01	41,744
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	12%	20%	21%	37%	3.64	.11	146
	Marketplace	9%	12%	18%	18%	43%	3.74	.12	121
	Specialty Coffee Shop/ Juice Bar	3%	19%	13%	20%	46%	3.87	.14	79
	Sit-down Restaurant	8%	15%	15%	31%	31%	3.62	.37	13
	Convenience Store	14%			14%	71%	4.29	.57	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	16%	24%	24%	26%	3.43	.02	6,517
	Marketplace	10%	17%	25%	22%	26%	3.36	.02	4,647
	Express Unit	8%	14%	20%	23%	35%	3.62	.02	6,782
	Specialty Coffee Shop/JuiceBar	7%	12%	20%	24%	38%	3.74	.02	4,904
	Sit-down Restaurant	7%	13%	22%	26%	32%	3.64	.04	1,102
	Convenience Store	9%	16%	22%	24%	30%	3.49	.02	3,303

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

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

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

		Eye appeal					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	9%	22%	29%	37%	3.88	.05	559
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	12%	27%	29%	25%	3.53	.00	64,426
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	19%	28%	46%	4.10	.05	369
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	22%	30%	35%	3.85	.01	27,632
Aggregated Dining Halls	YOUR INSTITUTION	6%	15%	27%	32%	20%	3.45	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	9%	16%	31%	27%	17%	3.29	.01	36,794
Respondent Type - YOUR INSTITUTION	Student	4%	9%	22%	28%	38%	3.87	.05	498
	Faculty		13%	25%	38%	25%	3.75	.37	8
	Administration/ Staff	2%	6%	13%	44%	35%	4.04	.13	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	8%	14%	29%	28%	23%	3.44	.01	55,147
	Faculty	4%	7%	22%	34%	33%	3.84	.02	2,131
	Administration/Staff	2%	6%	17%	33%	42%	4.07	.01	6,770
	Other	3%	8%	17%	26%	46%	4.06	.06	378
Student Class Status - YOUR INSTITUTION	First year	7%	13%	28%	26%	27%	3.53	.10	149
	Sophomore	2%	10%	18%	34%	36%	3.93	.10	118
	Junior	6%	6%	19%	21%	47%	3.97	.12	98
	Senior		5%	18%	29%	49%	4.21	.10	80
	Graduate		6%	30%	28%	36%	3.94	.13	53
Student Class Status - ENTIRE SAMPLE	First year	7%	14%	29%	28%	21%	3.41	.01	23,676
	Sophomore	10%	16%	29%	25%	20%	3.31	.01	11,787
	Junior	7%	13%	29%	28%	22%	3.46	.01	8,344
	Senior	7%	12%	28%	28%	25%	3.53	.01	7,082
	Graduate	4%	7%	22%	31%	36%	3.89	.02	3,760
	Other	6%	12%	30%	27%	26%	3.54	.05	520
Gender - YOUR INSTITUTION	Did Not Answer		17%	17%	33%	33%	3.83	.48	6
	Woman	4%	8%	20%	29%	39%	3.91	.06	366
	Man	4%	9%	22%	31%	34%	3.83	.09	166
	Non-binary/Non-conforming			47%	7%	47%	4.00	.26	15
	Prefer not to answer		17%	50%	17%	17%	3.33	.42	6
Gender - ENTIRE SAMPLE	Did Not Answer	9%	15%	29%	28%	19%	3.34	.04	1,086
	Woman	7%	12%	27%	28%	26%	3.54	.01	37,549
	Man	7%	12%	27%	29%	24%	3.52	.01	22,538
	Non-binary/Non-conforming	7%	16%	29%	25%	23%	3.42	.03	1,777
	Prefer to self-describe	9%	11%	32%	25%	23%	3.42	.08	245
	Prefer not to answer	10%	14%	29%	28%	19%	3.33	.03	1,231
Live... - YOUR INSTITUTION	On campus	5%	14%	26%	26%	28%	3.58	.08	201
	Off campus	2%	6%	19%	31%	42%	4.05	.05	358
Live... - ENTIRE SAMPLE	On campus	9%	15%	30%	27%	19%	3.34	.01	40,931
	Off campus	4%	8%	22%	31%	35%	3.86	.01	23,495
NACUFS Region - YOUR INSTITUTION	Southern	3%	9%	22%	29%	37%	3.88	.05	559
NACUFS Region - ENTIRE SAMPLE	Continental	5%	12%	30%	31%	22%	3.53	.01	6,784
	Mid-Atlantic	8%	12%	28%	30%	22%	3.47	.01	10,313
	Midwest	7%	13%	27%	28%	25%	3.49	.01	19,999
	Northeast	9%	15%	28%	28%	20%	3.36	.01	8,684
	Pacific	9%	14%	29%	28%	20%	3.37	.01	6,676
	Southern	4%	9%	23%	28%	36%	3.83	.01	11,970
Institution Type - YOUR INSTITUTION	Public	3%	9%	22%	29%	37%	3.88	.05	559
Institution Type - ENTIRE SAMPLE	Public	7%	12%	27%	29%	26%	3.54	.01	50,991
	Private	7%	13%	28%	29%	23%	3.47	.01	13,435
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	9%	22%	29%	37%	3.88	.05	559
Institution Type - ENTIRE SAMPLE	Primarily 2-year	10%	14%	27%	28%	21%	3.36	.03	1,376
	Primarily 4-year	7%	12%	27%	29%	25%	3.53	.00	63,050
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	9%	22%	29%	37%	3.88	.05	559
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	12%	27%	29%	26%	3.56	.01	54,030
	Mainly Contracted	9%	15%	29%	27%	21%	3.38	.01	8,971
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	9%	22%	29%	37%	3.88	.05	559
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	14%	27%	28%	23%	3.44	.01	7,001
	2,500 to 10,000	9%	14%	26%	27%	24%	3.43	.02	5,769
	10,001 to 20,000	9%	16%	31%	27%	17%	3.25	.01	9,275
	Over 20,000	6%	11%	26%	29%	27%	3.61	.01	42,381
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	16%	33%	46%	4.18	.08	147
	Marketplace	4%	5%	17%	21%	52%	4.13	.10	122
	Specialty Coffee Shop/ Juice Bar		3%	26%	29%	43%	4.11	.10	80
	Sit-down Restaurant	15%	15%	31%	15%	23%	3.15	.39	13
	Convenience Store	14%		14%	43%	29%	3.71	.52	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	26%	31%	29%	3.69	.01	6,606
	Marketplace	5%	11%	26%	28%	30%	3.67	.02	4,701
	Express Unit	4%	8%	20%	30%	38%	3.91	.01	6,880
	Specialty Coffee Shop/JuiceBar	2%	5%	17%	30%	46%	4.13	.01	4,974
	Sit-down Restaurant	2%	6%	18%	32%	42%	4.06	.03	1,119
	Convenience Store	4%	9%	25%	30%	33%	3.78	.02	3,352

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

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

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

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	3%	11%	22%	63%	4.42	.04	555
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	26%	59%	4.39	.00	63,877
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	10%	20%	66%	4.46	.05	368
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	24%	62%	4.42	.01	27,348
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	13%	26%	57%	4.34	.07	187
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	27%	58%	4.37	.00	36,529
Respondent Type - YOUR INSTITUTION	Student	1%	3%	11%	23%	61%	4.39	.04	494
	Faculty				38%	63%	4.63	.18	8
	Administration/ Staff		4%	8%	6%	83%	4.67	.11	52
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	3%	11%	27%	58%	4.36	.00	54,732
	Faculty	1%	2%	7%	24%	67%	4.53	.02	2,097
	Administration/Staff	0%	1%	5%	21%	72%	4.64	.01	6,674
	Other	1%	2%	9%	22%	66%	4.50	.04	374
Student Class Status - YOUR INSTITUTION	First year	1%	5%	10%	29%	56%	4.33	.07	147
	Sophomore	2%	2%	15%	26%	56%	4.33	.08	116
	Junior		1%	13%	23%	63%	4.47	.08	99
	Senior	3%	4%	9%	18%	68%	4.44	.11	80
	Graduate	4%	2%	10%	12%	73%	4.48	.14	52
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	28%	56%	4.34	.01	23,447
	Sophomore	2%	3%	11%	26%	59%	4.37	.01	11,701
	Junior	2%	3%	12%	27%	57%	4.33	.01	8,310
	Senior	2%	3%	10%	26%	59%	4.38	.01	7,056
	Graduate	1%	2%	9%	22%	65%	4.47	.01	3,725
	Other	2%	5%	13%	30%	50%	4.22	.04	515
Gender - YOUR INSTITUTION	Did Not Answer			20%	20%	60%	4.40	.40	5
	Woman	1%	2%	10%	22%	64%	4.45	.04	366
	Man	2%	4%	12%	22%	61%	4.37	.07	165
	Non-binary/Non-conforming		15%	15%	8%	62%	4.15	.34	13
	Prefer not to answer			17%	33%	50%	4.33	.33	6
Gender - ENTIRE SAMPLE	Did Not Answer	2%	4%	12%	25%	57%	4.32	.03	1,067
	Woman	1%	2%	9%	24%	63%	4.45	.00	37,195
	Man	2%	3%	12%	28%	55%	4.31	.01	22,385
	Non-binary/Non-conforming	1%	4%	14%	30%	51%	4.25	.02	1,767
	Prefer to self-describe	3%	4%	14%	24%	55%	4.24	.07	241
	Prefer not to answer	2%	3%	12%	28%	55%	4.30	.03	1,222
Live... - YOUR INSTITUTION	On campus	1%	4%	11%	29%	56%	4.35	.06	198
	Off campus	2%	3%	11%	18%	67%	4.46	.05	357
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	27%	57%	4.35	.00	40,590
	Off campus	1%	2%	9%	23%	64%	4.47	.01	23,287
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	11%	22%	63%	4.42	.04	555
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	27%	57%	4.34	.01	6,721
	Mid-Atlantic	1%	3%	11%	27%	58%	4.38	.01	10,224
	Midwest	2%	3%	10%	27%	58%	4.38	.01	19,872
	Northeast	1%	3%	10%	26%	60%	4.41	.01	8,619
	Pacific	1%	3%	11%	25%	61%	4.40	.01	6,603
	Southern	1%	3%	10%	23%	63%	4.44	.01	11,838
Institution Type - YOUR INSTITUTION	Public	1%	3%	11%	22%	63%	4.42	.04	555
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	26%	60%	4.39	.00	50,527
	Private	1%	3%	10%	27%	59%	4.39	.01	13,350
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	11%	22%	63%	4.42	.04	555
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	10%	21%	65%	4.47	.02	1,361
	Primarily 4-year	1%	3%	10%	26%	59%	4.39	.00	62,516
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	11%	22%	63%	4.42	.04	555
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	26%	60%	4.40	.00	53,576
	Mainly Contracted	2%	3%	12%	27%	56%	4.33	.01	8,876
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	3%	11%	22%	63%	4.42	.04	555
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	9%	25%	62%	4.44	.01	6,970
	2,500 to 10,000	1%	2%	10%	25%	61%	4.44	.01	5,725
	10,001 to 20,000	2%	3%	11%	26%	58%	4.36	.01	9,217
	Over 20,000	1%	3%	11%	26%	59%	4.39	.00	41,965
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	12%	22%	62%	4.40	.07	147
	Marketplace	1%	4%	10%	18%	67%	4.47	.08	122
	Specialty Coffee Shop/ Juice Bar	1%	3%	6%	19%	71%	4.56	.09	79
	Sit-down Restaurant			23%	15%	62%	4.38	.24	13
	Convenience Store				29%	71%	4.71	.18	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	25%	61%	4.42	.01	6,559
	Marketplace	1%	3%	10%	25%	62%	4.44	.01	4,652
	Express Unit	1%	3%	9%	24%	63%	4.43	.01	6,801
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	23%	64%	4.46	.01	4,904
	Sit-down Restaurant	1%	3%	10%	23%	63%	4.43	.03	1,104
	Convenience Store	1%	4%	11%	25%	58%	4.35	.02	3,328

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

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

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

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	5%	22%	31%	40%	3.98	.04	558
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	13%	24%	28%	27%	3.53	.00	64,550
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	17%	28%	51%	4.24	.05	370
Aggregated Retail Units	ENTIRE SAMPLE	5%	9%	20%	29%	38%	3.86	.01	27,637
Aggregated Dining Halls	YOUR INSTITUTION	6%	10%	31%	35%	18%	3.47	.08	188
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	27%	27%	19%	3.27	.01	36,913
Respondent Type - YOUR INSTITUTION	Student	4%	4%	24%	30%	38%	3.95	.05	497
	Faculty		13%	13%	38%	38%	4.00	.38	8
	Administration/ Staff	2%	10%	4%	33%	52%	4.23	.14	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	9%	15%	25%	28%	23%	3.42	.01	55,257
	Faculty	4%	7%	15%	32%	42%	4.00	.02	2,130
	Administration/Staff	2%	5%	13%	31%	48%	4.18	.01	6,786
	Other	4%	8%	17%	24%	47%	4.03	.06	377
Student Class Status - YOUR INSTITUTION	First year	5%	5%	24%	40%	25%	3.74	.09	147
	Sophomore	4%	9%	19%	29%	38%	3.88	.11	117
	Junior	3%		22%	26%	49%	4.18	.10	100
	Senior	1%	3%	31%	16%	49%	4.09	.11	80
	Graduate	2%		25%	36%	38%	4.08	.12	53
Student Class Status - ENTIRE SAMPLE	First year	9%	16%	26%	28%	21%	3.35	.01	23,716
	Sophomore	11%	16%	26%	26%	20%	3.28	.01	11,798
	Junior	8%	14%	26%	28%	24%	3.45	.01	8,362
	Senior	8%	12%	25%	29%	27%	3.54	.01	7,113
	Graduate	3%	7%	18%	31%	41%	3.99	.02	3,767
	Other	7%	13%	25%	28%	28%	3.58	.05	523
Gender - YOUR INSTITUTION	Did Not Answer			33%	17%	50%	4.17	.40	6
	Woman	3%	4%	21%	32%	40%	4.02	.05	367
	Man	5%	7%	20%	30%	38%	3.90	.09	165
	Non-binary/Non-conforming		7%	29%	7%	57%	4.14	.29	14
	Prefer not to answer	17%		67%		17%	3.00	.52	6
Gender - ENTIRE SAMPLE	Did Not Answer	11%	15%	26%	29%	19%	3.31	.04	1,093
	Woman	8%	14%	24%	27%	27%	3.51	.01	37,609
	Man	7%	12%	24%	30%	27%	3.57	.01	22,570
	Non-binary/Non-conforming	8%	16%	24%	28%	24%	3.43	.03	1,784
	Prefer to self-describe	11%	12%	25%	29%	23%	3.42	.08	248
	Prefer not to answer	11%	15%	27%	25%	22%	3.34	.04	1,246
Live... - YOUR INSTITUTION	On campus	6%	8%	24%	36%	26%	3.70	.08	198
	Off campus	2%	3%	20%	28%	47%	4.14	.05	360
Live... - ENTIRE SAMPLE	On campus	10%	17%	27%	27%	19%	3.29	.01	41,004
	Off campus	4%	8%	19%	30%	39%	3.94	.01	23,546
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	22%	31%	40%	3.98	.04	558
NACUFS Region - ENTIRE SAMPLE	Continental	7%	13%	26%	29%	24%	3.50	.01	6,803
	Mid-Atlantic	8%	14%	25%	30%	23%	3.44	.01	10,316
	Midwest	9%	14%	23%	27%	26%	3.47	.01	20,068
	Northeast	11%	15%	25%	27%	22%	3.34	.01	8,703
	Pacific	9%	15%	26%	28%	22%	3.40	.02	6,679
	Southern	4%	8%	20%	29%	39%	3.90	.01	11,981
Institution Type - YOUR INSTITUTION	Public	3%	5%	22%	31%	40%	3.98	.04	558
Institution Type - ENTIRE SAMPLE	Public	8%	13%	24%	28%	27%	3.54	.01	51,072
	Private	8%	14%	24%	28%	25%	3.48	.01	13,478
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	22%	31%	40%	3.98	.04	558
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	11%	24%	26%	26%	3.42	.04	1,374
	Primarily 4-year	8%	13%	24%	28%	27%	3.53	.00	63,176
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	22%	31%	40%	3.98	.04	558
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	13%	23%	28%	28%	3.56	.01	54,108
	Mainly Contracted	9%	15%	26%	28%	22%	3.39	.01	8,990
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	5%	22%	31%	40%	3.98	.04	558
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	16%	23%	25%	26%	3.41	.02	7,018
	2,500 to 10,000	11%	14%	24%	27%	25%	3.40	.02	5,766
	10,001 to 20,000	11%	16%	27%	27%	18%	3.27	.01	9,303
	Over 20,000	7%	12%	23%	29%	29%	3.62	.01	42,463
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	16%	31%	49%	4.24	.07	147
	Marketplace	2%		19%	23%	54%	4.25	.09	123
	Specialty Coffee Shop/ Juice Bar		1%	13%	35%	51%	4.36	.08	80
	Sit-down Restaurant	8%	15%	31%	8%	38%	3.54	.39	13
	Convenience Store	14%		14%	29%	43%	3.86	.55	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	22%	31%	32%	3.74	.01	6,631
	Marketplace	7%	11%	21%	29%	32%	3.67	.02	4,693
	Express Unit	5%	7%	18%	29%	41%	3.95	.01	6,872
	Specialty Coffee Shop/JuiceBar	3%	6%	17%	28%	47%	4.10	.01	4,960
	Sit-down Restaurant	2%	6%	18%	29%	44%	4.07	.03	1,121
	Convenience Store	5%	10%	23%	29%	34%	3.77	.02	3,360

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

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

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

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	10%	20%	18%	48%	3.95	.05	545
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	6%	16%	25%	49%	4.10	.00	62,890
Aggregated Retail Units	YOUR INSTITUTION	4%	11%	22%	18%	44%	3.86	.06	359
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	18%	25%	46%	4.01	.01	26,789
Aggregated Dining Halls	YOUR INSTITUTION	5%	6%	17%	17%	55%	4.12	.09	186
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	15%	26%	51%	4.17	.01	36,101
Respondent Type - YOUR INSTITUTION	Student	5%	10%	21%	19%	45%	3.90	.06	485
	Faculty	13%				88%	4.50	.50	8
	Administration/ Staff	2%	8%	12%	8%	71%	4.37	.15	51
	Other		100%				2.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	4%	6%	16%	25%	49%	4.09	.00	53,953
	Faculty	2%	4%	14%	29%	50%	4.21	.02	2,063
	Administration/Staff	2%	4%	16%	29%	49%	4.17	.01	6,503
	Other	2%	4%	15%	24%	55%	4.26	.05	371
Student Class Status - YOUR INSTITUTION	First year	4%	8%	21%	18%	49%	3.99	.10	144
	Sophomore	5%	12%	21%	17%	44%	3.82	.12	113
	Junior	3%	9%	20%	24%	44%	3.97	.12	97
	Senior	6%	13%	19%	20%	43%	3.80	.14	80
	Graduate	6%	4%	29%	18%	43%	3.88	.17	51
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	16%	25%	49%	4.10	.01	23,090
	Sophomore	3%	6%	17%	24%	49%	4.10	.01	11,550
	Junior	4%	6%	18%	26%	46%	4.03	.01	8,190
	Senior	4%	7%	17%	24%	48%	4.03	.01	6,950
	Graduate	3%	4%	14%	24%	55%	4.23	.02	3,686
Gender - YOUR INSTITUTION	Other	4%	4%	15%	27%	50%	4.13	.05	508
	Did Not Answer			40%	20%	40%	4.00	.45	5
	Woman	5%	10%	19%	17%	48%	3.93	.07	359
	Man	3%	8%	22%	17%	49%	4.02	.09	162
	Non-binary/Non-conforming	8%	15%	8%	46%	23%	3.62	.35	13
Gender - ENTIRE SAMPLE	Prefer not to answer		17%	17%	17%	50%	4.00	.52	6
	Did Not Answer	3%	7%	14%	25%	51%	4.13	.03	1,059
	Woman	3%	6%	16%	25%	51%	4.15	.01	36,638
	Man	4%	6%	17%	26%	46%	4.04	.01	22,047
	Non-binary/Non-conforming	5%	9%	18%	26%	42%	3.91	.03	1,712
Live... - YOUR INSTITUTION	Prefer to self-describe	7%	5%	16%	26%	46%	3.99	.08	240
	Prefer not to answer	4%	5%	17%	25%	49%	4.09	.03	1,194
	On campus	5%	9%	19%	18%	49%	3.99	.09	195
	Off campus	5%	10%	21%	17%	47%	3.93	.07	350
	Off campus	4%	6%	17%	26%	48%	4.09	.01	22,864
Live... - ENTIRE SAMPLE	On campus	3%	6%	16%	25%	49%	4.11	.01	40,026
	Off campus	4%	6%	17%	26%	48%	4.09	.01	22,864
NACUFS Region - YOUR INSTITUTION	Southern	5%	10%	20%	18%	48%	3.95	.05	545
NACUFS Region - ENTIRE SAMPLE	Continental	4%	6%	17%	27%	46%	4.06	.01	6,623
	Mid-Atlantic	3%	5%	15%	26%	51%	4.17	.01	10,092
	Midwest	4%	6%	17%	26%	48%	4.07	.01	19,535
	Northeast	3%	5%	15%	25%	51%	4.14	.01	8,478
	Pacific	4%	6%	16%	26%	48%	4.09	.01	6,505
Institution Type - YOUR INSTITUTION	Southern	4%	6%	17%	23%	50%	4.10	.01	11,657
	Public	5%	10%	20%	18%	48%	3.95	.05	545
	Public	4%	6%	17%	25%	48%	4.08	.00	49,704
	Private	3%	5%	14%	26%	51%	4.17	.01	13,186
	Primarily 4-year	5%	10%	20%	18%	48%	3.95	.05	545
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	5%	17%	28%	47%	4.09	.03	1,327
	Primarily 4-year	4%	6%	16%	25%	49%	4.10	.00	61,563
	Primarily 4-year	4%	6%	16%	25%	49%	4.10	.00	61,563
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	10%	20%	18%	48%	3.95	.05	545
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	6%	16%	25%	49%	4.11	.00	52,739
	Mainly Contracted	4%	6%	17%	26%	47%	4.06	.01	8,757
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	10%	20%	18%	48%	3.95	.05	545
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	14%	26%	52%	4.18	.01	6,884
	2,500 to 10,000	3%	5%	16%	26%	50%	4.14	.01	5,604
	10,001 to 20,000	4%	7%	18%	26%	46%	4.04	.01	9,044
	Over 20,000	4%	6%	16%	25%	49%	4.09	.01	41,358
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	22%	23%	43%	3.95	.09	144
	Marketplace	6%	11%	24%	14%	45%	3.81	.12	119
	Specialty Coffee Shop/ Juice Bar	8%	15%	18%	18%	41%	3.69	.15	78
	Sit-down Restaurant		18%	18%		64%	4.09	.39	11
	Convenience Store			14%	14%	71%	4.57	.30	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	18%	25%	46%	4.03	.01	6,452
	Marketplace	3%	6%	16%	26%	48%	4.10	.02	4,575
	Express Unit	5%	7%	17%	25%	46%	3.99	.01	6,676
	Specialty Coffee Shop/JuiceBar	5%	7%	19%	25%	44%	3.96	.02	4,729
	Sit-down Restaurant	5%	8%	19%	26%	42%	3.91	.04	1,076
	Convenience Store	4%	7%	19%	25%	45%	4.01	.02	3,281

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

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



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

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	9%	31%	26%	30%	3.67	.05	550
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	14%	29%	26%	21%	3.36	.00	63,289
Aggregated Retail Units	YOUR INSTITUTION	3%	8%	31%	24%	34%	3.76	.06	363
Aggregated Retail Units	ENTIRE SAMPLE	7%	11%	28%	26%	27%	3.54	.01	26,987
Aggregated Dining Halls	YOUR INSTITUTION	7%	9%	31%	30%	22%	3.51	.08	187
Aggregated Dining Halls	ENTIRE SAMPLE	11%	16%	29%	26%	17%	3.23	.01	36,302
Respondent Type - YOUR INSTITUTION	Student	5%	9%	33%	25%	28%	3.62	.05	490
	Faculty		13%		50%	38%	4.13	.35	8
	Administration/ Staff		8%	16%	31%	45%	4.14	.13	51
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	10%	15%	30%	25%	19%	3.27	.01	54,256
	Faculty	6%	8%	23%	32%	30%	3.73	.03	2,089
	Administration/Staff	3%	6%	21%	32%	38%	3.95	.01	6,570
	Other	4%	7%	25%	22%	41%	3.91	.06	374
Student Class Status - YOUR INSTITUTION	First year	8%	11%	31%	30%	20%	3.42	.10	144
	Sophomore	4%	9%	35%	25%	26%	3.61	.10	114
	Junior	5%	8%	28%	24%	34%	3.75	.12	99
	Senior	4%	8%	34%	16%	39%	3.79	.13	80
	Graduate	2%	4%	45%	25%	25%	3.66	.13	53
Student Class Status - ENTIRE SAMPLE	First year	11%	16%	30%	26%	17%	3.22	.01	23,239
	Sophomore	12%	16%	31%	24%	17%	3.16	.01	11,616
	Junior	9%	15%	31%	27%	18%	3.30	.01	8,208
	Senior	10%	14%	29%	25%	21%	3.34	.01	6,980
	Graduate	5%	9%	25%	28%	34%	3.76	.02	3,724
	Other	9%	13%	29%	25%	24%	3.42	.05	510
Gender - YOUR INSTITUTION	Did Not Answer			60%	20%	20%	3.60	.40	5
	Woman	5%	9%	30%	26%	30%	3.66	.06	360
	Man	4%	9%	31%	27%	30%	3.70	.09	165
	Non-binary/Non-conforming		7%	36%	14%	43%	3.93	.29	14
	Prefer not to answer	17%		50%	17%	17%	3.17	.54	6
Gender - ENTIRE SAMPLE	Did Not Answer	12%	18%	31%	24%	15%	3.12	.04	1,078
	Woman	10%	14%	29%	25%	21%	3.32	.01	36,911
	Man	8%	13%	28%	28%	23%	3.46	.01	22,136
	Non-binary/Non-conforming	11%	17%	30%	25%	18%	3.22	.03	1,717
	Prefer to self-describe	14%	14%	24%	23%	25%	3.30	.09	243
	Prefer not to answer	12%	17%	30%	22%	18%	3.18	.04	1,204
	Other								
Live... - YOUR INSTITUTION	On campus	8%	10%	31%	31%	21%	3.48	.08	195
	Off campus	3%	8%	31%	23%	35%	3.78	.06	355
Live... - ENTIRE SAMPLE	On campus	12%	17%	31%	25%	16%	3.16	.01	40,266
	Off campus	5%	9%	26%	29%	31%	3.71	.01	23,023
NACUFS Region - YOUR INSTITUTION	Southern	5%	9%	31%	26%	30%	3.67	.05	550
NACUFS Region - ENTIRE SAMPLE	Continental	8%	14%	31%	28%	19%	3.37	.01	6,679
	Mid-Atlantic	10%	15%	30%	27%	17%	3.26	.01	10,172
	Midwest	10%	15%	28%	25%	21%	3.32	.01	19,652
	Northeast	13%	15%	28%	26%	17%	3.20	.01	8,501
	Pacific	10%	15%	31%	26%	18%	3.27	.01	6,525
	Southern	5%	10%	27%	27%	31%	3.67	.01	11,760
Institution Type - YOUR INSTITUTION	Public	5%	9%	31%	26%	30%	3.67	.05	550
Institution Type - ENTIRE SAMPLE	Public	9%	14%	29%	26%	22%	3.38	.01	50,011
	Private	11%	15%	27%	27%	20%	3.31	.01	13,278
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	9%	31%	26%	30%	3.67	.05	550
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	13%	29%	27%	18%	3.25	.03	1,328
	Primarily 4-year	9%	14%	29%	26%	21%	3.36	.00	61,961
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	9%	31%	26%	30%	3.67	.05	550
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	9%	14%	29%	27%	22%	3.38	.01	53,070
	Mainly Contracted	10%	15%	31%	26%	18%	3.28	.01	8,813
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	9%	31%	26%	30%	3.67	.05	550
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	13%	16%	27%	24%	20%	3.21	.02	6,918
	2,500 to 10,000	13%	15%	29%	25%	19%	3.23	.02	5,606
	10,001 to 20,000	11%	16%	32%	27%	15%	3.19	.01	9,062
	Over 20,000	8%	13%	29%	27%	23%	3.44	.01	41,703
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	32%	28%	33%	3.87	.08	144
	Marketplace	5%	10%	30%	18%	37%	3.72	.11	120
	Specialty Coffee Shop/ Juice Bar	1%	6%	33%	24%	35%	3.86	.11	79
	Sit-down Restaurant	31%	23%	31%	15%		2.31	.31	13
	Convenience Store		14%	14%	43%	29%	3.86	.40	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	13%	30%	26%	22%	3.38	.02	6,493
	Marketplace	9%	13%	27%	27%	24%	3.43	.02	4,590
	Express Unit	6%	10%	27%	26%	30%	3.65	.01	6,720
	Specialty Coffee Shop/JuiceBar	4%	9%	27%	28%	32%	3.75	.02	4,794
	Sit-down Restaurant	6%	11%	27%	25%	30%	3.62	.04	1,087
	Convenience Store	7%	13%	31%	26%	24%	3.48	.02	3,303

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

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

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

		Value					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	5%	15%	21%	57%	4.25	.04	555
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	19%	27%	47%	4.10	.00	62,624
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	14%	18%	62%	4.34	.05	367
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	14%	27%	54%	4.28	.01	27,271
Aggregated Dining Halls	YOUR INSTITUTION	2%	8%	19%	26%	46%	4.06	.08	188
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	23%	27%	41%	3.96	.01	35,353
Respondent Type - YOUR INSTITUTION	Student	2%	6%	17%	22%	54%	4.20	.05	494
	Faculty				13%	88%	4.88	.13	8
	Administration/ Staff	2%	4%	8%	8%	79%	4.58	.13	52
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	21%	26%	45%	4.04	.00	53,486
	Faculty	2%	3%	11%	31%	53%	4.31	.02	2,102
	Administration/Staff	1%	2%	9%	28%	61%	4.45	.01	6,668
	Other	2%	4%	12%	23%	60%	4.35	.05	368
Student Class Status - YOUR INSTITUTION	First year	2%	8%	18%	28%	44%	4.03	.09	147
	Sophomore	2%	6%	13%	25%	54%	4.24	.09	116
	Junior	1%	5%	16%	17%	61%	4.32	.10	100
	Senior	3%	4%	15%	19%	59%	4.29	.12	79
	Graduate	2%	2%	23%	15%	58%	4.25	.14	52
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	24%	27%	39%	3.92	.01	22,752
	Sophomore	3%	5%	21%	27%	44%	4.04	.01	11,388
	Junior	2%	5%	18%	26%	48%	4.13	.01	8,156
	Senior	2%	4%	17%	26%	51%	4.18	.01	6,985
	Graduate	2%	3%	12%	22%	62%	4.39	.02	3,731
Gender - YOUR INSTITUTION	Other	3%	5%	24%	23%	44%	4.00	.05	495
	Did Not Answer			17%	33%	50%	4.33	.33	6
	Woman	2%	5%	15%	23%	55%	4.23	.05	364
	Man	1%	7%	15%	15%	63%	4.33	.08	165
	Non-binary/Non-conforming		7%	21%	29%	43%	4.07	.27	14
Gender - ENTIRE SAMPLE	Prefer not to answer			50%	17%	33%	3.83	.40	6
	Did Not Answer	3%	5%	20%	28%	43%	4.01	.03	1,029
	Woman	3%	5%	20%	27%	46%	4.09	.01	36,478
	Man	3%	5%	18%	26%	48%	4.13	.01	22,012
	Non-binary/Non-conforming	3%	7%	22%	25%	43%	3.98	.03	1,677
Live... - YOUR INSTITUTION	Prefer to self-describe	6%	5%	18%	23%	49%	4.04	.08	234
	Prefer not to answer	4%	4%	19%	25%	48%	4.10	.03	1,194
	On campus	2%	7%	18%	25%	48%	4.10	.08	198
	Off campus	2%	4%	14%	18%	61%	4.33	.05	357
	Off campus	2%	3%	12%	26%	57%	4.33	.01	23,219
Live... - ENTIRE SAMPLE	On campus	3%	6%	23%	27%	41%	3.96	.01	39,405
	Off campus	2%	3%	12%	26%	57%	4.33	.01	23,219
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	15%	21%	57%	4.25	.04	555
NACUFS Region - ENTIRE SAMPLE	Continental	3%	5%	21%	29%	43%	4.04	.01	6,602
	Mid-Atlantic	3%	6%	21%	28%	42%	4.01	.01	9,920
	Midwest	3%	5%	20%	27%	44%	4.04	.01	19,394
	Northeast	3%	5%	19%	27%	46%	4.08	.01	8,406
	Pacific	3%	4%	17%	26%	51%	4.19	.01	6,542
Institution Type - YOUR INSTITUTION	Southern	2%	4%	15%	23%	56%	4.28	.01	11,760
	Public	2%	5%	15%	21%	57%	4.25	.04	555
	Public	3%	5%	19%	26%	47%	4.11	.00	49,618
	Private	3%	5%	19%	28%	44%	4.06	.01	13,006
	Primarily 4-year	2%	5%	15%	21%	57%	4.25	.04	555
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	18%	28%	49%	4.18	.03	1,343
	Primarily 4-year	3%	5%	19%	27%	47%	4.10	.00	61,281
	Primarily 4-year	3%	5%	19%	27%	47%	4.10	.00	61,281
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	15%	21%	57%	4.25	.04	555
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	19%	27%	47%	4.12	.00	52,594
	Mainly Contracted	3%	6%	21%	26%	44%	4.01	.01	8,673
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	5%	15%	21%	57%	4.25	.04	555
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	19%	30%	44%	4.08	.01	6,844
	2,500 to 10,000	2%	4%	18%	27%	49%	4.17	.01	5,617
	10,001 to 20,000	3%	5%	22%	26%	43%	4.00	.01	8,975
	Over 20,000	3%	5%	18%	26%	48%	4.11	.01	41,188
	Over 20,000	3%	5%	18%	26%	48%	4.11	.01	41,188
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	14%	17%	65%	4.39	.08	144
	Marketplace	2%	6%	14%	16%	62%	4.29	.10	123
	Specialty Coffee Shop/ Juice Bar	1%	3%	16%	24%	56%	4.31	.10	80
	Sit-down Restaurant		15%	8%	8%	69%	4.31	.33	13
	Convenience Store				29%	71%	4.71	.18	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	15%	26%	54%	4.26	.01	6,537
	Marketplace	2%	4%	16%	26%	52%	4.24	.01	4,640
	Express Unit	2%	3%	13%	26%	56%	4.31	.01	6,779
	Specialty Coffee Shop/JuiceBar	2%	3%	13%	28%	54%	4.30	.01	4,891
	Sit-down Restaurant	2%	3%	12%	29%	55%	4.32	.03	1,104
	Convenience Store	2%	4%	15%	26%	54%	4.26	.02	3,320

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

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

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

		Value					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	6%	9%	25%	27%	33%	3.73	.05	556
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	11%	14%	27%	24%	23%	3.34	.01	63,267
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	24%	27%	36%	3.83	.06	368
Aggregated Retail Units	ENTIRE SAMPLE	10%	14%	25%	25%	27%	3.46	.01	27,554
Aggregated Dining Halls	YOUR INSTITUTION	10%	10%	27%	25%	29%	3.53	.09	188
Aggregated Dining Halls	ENTIRE SAMPLE	12%	15%	29%	24%	20%	3.25	.01	35,713
Respondent Type - YOUR INSTITUTION	Student	6%	10%	27%	25%	32%	3.68	.05	496
	Faculty		13%	13%	25%	50%	4.13	.40	8
	Administration/ Staff	2%	6%	10%	41%	41%	4.14	.13	51
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	12%	15%	28%	24%	21%	3.27	.01	53,995
	Faculty	9%	11%	21%	27%	31%	3.61	.03	2,133
	Administration/Staff	6%	10%	20%	28%	36%	3.77	.01	6,764
	Other	6%	9%	17%	23%	46%	3.94	.06	375
Student Class Status - YOUR INSTITUTION	First year	9%	9%	26%	35%	22%	3.52	.10	148
	Sophomore	7%	9%	26%	27%	31%	3.66	.11	116
	Junior	7%	11%	22%	17%	44%	3.79	.13	101
	Senior	3%	10%	29%	22%	37%	3.80	.13	79
	Graduate	2%	10%	37%	15%	37%	3.75	.16	52
Student Class Status - ENTIRE SAMPLE	First year	10%	14%	29%	25%	21%	3.32	.01	23,007
	Sophomore	15%	16%	29%	21%	19%	3.12	.01	11,489
	Junior	13%	16%	28%	23%	20%	3.21	.01	8,224
	Senior	13%	16%	26%	23%	22%	3.25	.02	7,035
	Graduate	8%	12%	23%	25%	32%	3.61	.02	3,759
	Other	8%	15%	30%	20%	26%	3.42	.06	502
Gender - YOUR INSTITUTION	Did Not Answer			67%	17%	17%	3.50	.34	6
	Woman	6%	10%	23%	29%	32%	3.71	.06	362
	Man	6%	7%	25%	23%	40%	3.83	.09	167
	Non-binary/Non-conforming	7%	7%	40%	27%	20%	3.47	.29	15
	Prefer not to answer	17%	50%	17%		17%	2.50	.56	6
Gender - ENTIRE SAMPLE	Did Not Answer	15%	17%	30%	21%	17%	3.08	.04	1,047
	Woman	11%	14%	28%	25%	22%	3.34	.01	36,906
	Man	12%	13%	25%	24%	26%	3.39	.01	22,165
	Non-binary/Non-conforming	13%	15%	27%	26%	18%	3.21	.03	1,697
	Prefer to self-describe	14%	14%	25%	20%	27%	3.33	.09	241
	Prefer not to answer	19%	18%	26%	19%	19%	3.01	.04	1,211
Live... - YOUR INSTITUTION	On campus	10%	9%	26%	30%	25%	3.53	.09	198
	Off campus	4%	9%	24%	25%	38%	3.84	.06	358
Live... - ENTIRE SAMPLE	On campus	13%	15%	29%	24%	19%	3.21	.01	39,826
	Off campus	9%	12%	23%	25%	31%	3.57	.01	23,441
NACUFS Region - YOUR INSTITUTION	Southern	6%	9%	25%	27%	33%	3.73	.05	556
NACUFS Region - ENTIRE SAMPLE	Continental	10%	15%	30%	26%	19%	3.30	.01	6,674
	Mid-Atlantic	12%	14%	28%	25%	20%	3.29	.01	10,028
	Midwest	12%	14%	26%	24%	24%	3.33	.01	19,586
	Northeast	15%	16%	28%	23%	18%	3.12	.01	8,474
	Pacific	14%	17%	28%	23%	18%	3.13	.02	6,618
	Southern	6%	11%	24%	25%	34%	3.71	.01	11,887
Institution Type - YOUR INSTITUTION	Public	6%	9%	25%	27%	33%	3.73	.05	556
Institution Type - ENTIRE SAMPLE	Public	11%	14%	27%	24%	24%	3.35	.01	50,144
	Private	12%	15%	27%	24%	22%	3.30	.01	13,123
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	9%	25%	27%	33%	3.73	.05	556
Institution Type - ENTIRE SAMPLE	Primarily 2-year	15%	13%	28%	24%	20%	3.21	.04	1,353
	Primarily 4-year	11%	14%	27%	24%	23%	3.34	.01	61,914
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	9%	25%	27%	33%	3.73	.05	556
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	11%	14%	27%	25%	24%	3.38	.01	53,118
	Mainly Contracted	13%	16%	29%	23%	19%	3.17	.01	8,777
Total Current Enrollment - YOUR INSTITUT	Over 20,000	6%	9%	25%	27%	33%	3.73	.05	556
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	13%	15%	26%	24%	23%	3.29	.02	6,889
	2,500 to 10,000	14%	15%	27%	23%	20%	3.20	.02	5,660
	10,001 to 20,000	15%	17%	30%	23%	16%	3.07	.01	9,060
	Over 20,000	10%	13%	26%	25%	25%	3.43	.01	41,658
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	12%	24%	23%	39%	3.83	.10	144
	Marketplace	5%	8%	24%	24%	39%	3.84	.11	124
	Specialty Coffee Shop/ Juice Bar		6%	24%	39%	31%	3.95	.10	80
	Sit-down Restaurant	8%	15%	38%	31%	8%	3.15	.30	13
	Convenience Store	29%			43%	29%	3.43	.65	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	14%	27%	25%	23%	3.35	.02	6,599
	Marketplace	13%	16%	26%	22%	23%	3.24	.02	4,679
	Express Unit	8%	11%	22%	26%	32%	3.65	.02	6,853
	Specialty Coffee Shop/JuiceBar	7%	14%	24%	24%	30%	3.56	.02	4,949
	Sit-down Restaurant	6%	12%	20%	29%	32%	3.71	.04	1,117
	Convenience Store	11%	14%	26%	24%	25%	3.36	.02	3,357

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

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



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

		Availability of posted menu items					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	3%	15%	26%	52%	4.23	.05	473
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	17%	30%	44%	4.06	.00	57,897
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	12%	23%	60%	4.34	.05	323
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	15%	29%	50%	4.21	.01	25,271
Aggregated Dining Halls	YOUR INSTITUTION	3%	4%	23%	33%	37%	3.97	.08	150
Aggregated Dining Halls	ENTIRE SAMPLE	4%	7%	19%	31%	39%	3.94	.01	32,626
Respondent Type - YOUR INSTITUTION	Student	3%	4%	15%	28%	50%	4.20	.05	415
	Faculty			33%	11%	56%	4.22	.32	9
	Administration/ Staff	2%	2%	10%	15%	71%	4.50	.13	48
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	18%	30%	43%	4.02	.00	49,405
	Faculty	2%	5%	16%	33%	44%	4.13	.02	1,910
	Administration/Staff	1%	3%	12%	31%	53%	4.33	.01	6,228
	Other	3%	3%	14%	26%	56%	4.29	.05	354
Student Class Status - YOUR INSTITUTION	First year	5%	5%	16%	31%	43%	4.02	.10	119
	Sophomore	2%	4%	19%	31%	44%	4.10	.10	96
	Junior	1%	2%	10%	29%	58%	4.40	.09	84
	Senior	1%	4%	14%	19%	61%	4.34	.12	70
	Graduate	2%		20%	26%	52%	4.26	.14	46
Student Class Status - ENTIRE SAMPLE	First year	4%	8%	19%	30%	39%	3.94	.01	20,804
	Sophomore	3%	7%	18%	30%	43%	4.02	.01	10,570
	Junior	3%	6%	17%	30%	44%	4.07	.01	7,625
	Senior	3%	5%	16%	28%	48%	4.14	.01	6,486
	Graduate	2%	5%	15%	28%	50%	4.19	.02	3,464
Gender - YOUR INSTITUTION	Other	3%	8%	23%	26%	40%	3.92	.05	475
	Did Not Answer					100%	5.00	.00	4
	Woman	3%	3%	15%	27%	52%	4.23	.06	317
	Man	2%	4%	15%	24%	55%	4.25	.09	132
	Non-binary/Non-conforming		14%	29%	21%	36%	3.79	.30	14
Gender - ENTIRE SAMPLE	Prefer not to answer			17%	67%	17%	4.00	.26	6
	Did Not Answer	3%	7%	20%	29%	40%	3.95	.04	944
	Woman	3%	6%	16%	30%	45%	4.09	.01	33,740
	Man	3%	7%	18%	30%	42%	4.01	.01	20,294
	Non-binary/Non-conforming	3%	7%	16%	32%	42%	4.02	.03	1,602
Live... - YOUR INSTITUTION	Prefer to self-describe	6%	5%	17%	30%	42%	3.95	.08	219
	Prefer not to answer	3%	7%	20%	28%	42%	3.98	.03	1,098
	On campus	3%	5%	20%	35%	37%	3.97	.08	153
	Off campus	2%	3%	13%	22%	60%	4.35	.05	320
	Off campus	2%	5%	15%	29%	49%	4.18	.01	21,470
Live... - ENTIRE SAMPLE	On campus	3%	7%	18%	30%	41%	3.98	.01	36,427
	Off campus	2%	5%	15%	29%	49%	4.18	.01	21,470
NACUFS Region - YOUR INSTITUTION	Southern	3%	3%	15%	26%	52%	4.23	.05	473
NACUFS Region - ENTIRE SAMPLE	Continental	4%	7%	19%	32%	39%	3.96	.01	6,106
	Mid-Atlantic	4%	7%	20%	31%	37%	3.91	.01	9,097
	Midwest	3%	7%	17%	30%	43%	4.04	.01	18,111
	Northeast	3%	6%	17%	30%	44%	4.06	.01	7,738
	Pacific	2%	5%	16%	30%	47%	4.15	.01	5,921
Institution Type - YOUR INSTITUTION	Southern	2%	5%	15%	27%	51%	4.21	.01	10,924
	Public	3%	3%	15%	26%	52%	4.23	.05	473
Institution Type - ENTIRE SAMPLE	Public	3%	6%	17%	30%	44%	4.06	.00	45,794
	Private	3%	6%	17%	31%	43%	4.06	.01	12,103
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	3%	15%	26%	52%	4.23	.05	473
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	18%	31%	46%	4.15	.03	1,228
	Primarily 4-year	3%	6%	17%	30%	44%	4.06	.00	56,669
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	3%	15%	26%	52%	4.23	.05	473
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	17%	30%	44%	4.06	.00	48,697
	Mainly Contracted	3%	7%	19%	30%	41%	4.00	.01	7,963
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	3%	15%	26%	52%	4.23	.05	473
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	17%	31%	44%	4.09	.01	6,418
	2,500 to 10,000	2%	5%	17%	31%	44%	4.10	.01	5,141
	10,001 to 20,000	3%	7%	17%	31%	41%	3.99	.01	8,155
	Over 20,000	3%	6%	17%	29%	44%	4.06	.01	38,183
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	13%	25%	56%	4.29	.08	134
	Marketplace	4%	3%	13%	23%	57%	4.27	.10	103
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	22%	65%	4.46	.11	69
	Sit-down Restaurant			9%	9%	82%	4.73	.19	11
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	16%	30%	48%	4.17	.01	5,994
	Marketplace	2%	5%	16%	30%	47%	4.16	.02	4,282
	Express Unit	2%	4%	14%	28%	53%	4.25	.01	6,362
	Specialty Coffee Shop/JuiceBar	1%	4%	13%	29%	53%	4.27	.01	4,653
	Sit-down Restaurant	2%	5%	12%	31%	50%	4.23	.03	1,022
	Convenience Store	2%	5%	16%	29%	48%	4.15	.02	2,958

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

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

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

		Availability of posted menu items					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	4%	13%	18%	25%	40%	3.83	.06	473
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	8%	12%	20%	27%	33%	3.65	.01	58,627
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	16%	25%	47%	4.01	.07	322
Aggregated Retail Units	ENTIRE SAMPLE	6%	9%	17%	27%	42%	3.91	.01	25,602
Aggregated Dining Halls	YOUR INSTITUTION	5%	21%	25%	24%	26%	3.45	.10	151
Aggregated Dining Halls	ENTIRE SAMPLE	10%	15%	22%	27%	26%	3.45	.01	33,025
Respondent Type - YOUR INSTITUTION	Student	5%	13%	20%	23%	40%	3.79	.06	415
	Faculty		11%	33%	22%	33%	3.78	.36	9
	Administration/ Staff	2%	6%	6%	42%	44%	4.19	.14	48
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	9%	13%	21%	27%	30%	3.57	.01	50,016
	Faculty	5%	7%	15%	30%	43%	3.99	.03	1,935
	Administration/Staff	3%	5%	13%	28%	50%	4.18	.01	6,319
	Other	4%	5%	16%	26%	50%	4.13	.06	357
Student Class Status - YOUR INSTITUTION	First year	6%	14%	25%	22%	33%	3.62	.11	118
	Sophomore	5%	14%	17%	22%	43%	3.83	.13	96
	Junior	5%	11%	17%	17%	51%	3.98	.14	83
	Senior	3%	15%	18%	23%	41%	3.83	.14	71
	Graduate	4%	13%	19%	36%	28%	3.70	.17	47
Student Class Status - ENTIRE SAMPLE	First year	9%	14%	22%	27%	29%	3.53	.01	21,115
	Sophomore	10%	14%	21%	26%	28%	3.48	.01	10,683
	Junior	9%	13%	20%	27%	31%	3.57	.01	7,687
	Senior	9%	13%	20%	27%	32%	3.61	.02	6,566
	Graduate	4%	7%	18%	29%	42%	3.96	.02	3,501
	Other	6%	10%	21%	26%	36%	3.77	.06	483
Gender - YOUR INSTITUTION	Did Not Answer	25%	25%	25%		25%	2.75	.85	4
	Woman	4%	10%	20%	27%	39%	3.87	.07	316
	Man	4%	16%	14%	23%	44%	3.88	.11	133
	Non-binary/Non-conforming		36%	21%	7%	36%	3.43	.36	14
	Prefer not to answer	33%	33%	33%			2.00	.37	6
Gender - ENTIRE SAMPLE	Did Not Answer	10%	15%	22%	28%	25%	3.45	.04	974
	Woman	8%	12%	19%	27%	34%	3.66	.01	34,187
	Man	8%	11%	20%	28%	33%	3.67	.01	20,479
	Non-binary/Non-conforming	9%	16%	20%	27%	28%	3.49	.03	1,629
	Prefer to self-describe	11%	13%	21%	20%	34%	3.54	.09	228
	Prefer not to answer	12%	14%	21%	26%	27%	3.43	.04	1,130
Live... - YOUR INSTITUTION	On campus	7%	20%	20%	22%	30%	3.49	.10	152
	Off campus	3%	9%	17%	26%	45%	3.99	.06	321
Live... - ENTIRE SAMPLE	On campus	10%	14%	21%	27%	27%	3.47	.01	36,919
	Off campus	5%	8%	17%	28%	43%	3.95	.01	21,708
NACUFS Region - YOUR INSTITUTION	Southern	4%	13%	18%	25%	40%	3.83	.06	473
NACUFS Region - ENTIRE SAMPLE	Continental	8%	12%	21%	29%	30%	3.61	.02	6,189
	Mid-Atlantic	9%	13%	22%	28%	27%	3.51	.01	9,170
	Midwest	10%	13%	19%	26%	32%	3.59	.01	18,354
	Northeast	8%	13%	20%	28%	31%	3.63	.01	7,843
	Pacific	11%	14%	22%	26%	27%	3.44	.02	5,995
	Southern	4%	7%	16%	27%	46%	4.03	.01	11,076
Institution Type - YOUR INSTITUTION	Public	4%	13%	18%	25%	40%	3.83	.06	473
Institution Type - ENTIRE SAMPLE	Public	8%	12%	20%	27%	33%	3.64	.01	46,343
	Private	7%	19%	19%	28%	34%	3.71	.01	12,284
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	13%	18%	25%	40%	3.83	.06	473
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	9%	20%	29%	34%	3.71	.04	1,245
	Primarily 4-year	8%	12%	20%	27%	33%	3.65	.01	57,382
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	13%	18%	25%	40%	3.83	.06	473
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	12%	19%	27%	34%	3.68	.01	49,279
	Mainly Contracted	10%	14%	22%	26%	29%	3.50	.01	8,083
Total Current Enrollment - YOUR INSTITUT	Over 20,000	4%	13%	18%	25%	40%	3.83	.06	473
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	11%	17%	27%	38%	3.76	.02	6,494
	2,500 to 10,000	8%	12%	20%	28%	32%	3.63	.02	5,199
	10,001 to 20,000	11%	15%	22%	27%	25%	3.39	.01	8,261
	Over 20,000	7%	11%	20%	27%	34%	3.69	.01	38,673
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	11%	16%	22%	48%	4.01	.10	133
	Marketplace	3%	5%	13%	26%	53%	4.22	.10	103
	Specialty Coffee Shop/ Juice Bar	7%	7%	20%	28%	38%	3.81	.15	69
	Sit-down Restaurant	18%	27%	9%	27%	18%	3.00	.45	11
	Convenience Store			17%	33%	50%	4.33	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	9%	18%	28%	39%	3.85	.02	6,079
	Marketplace	9%	11%	18%	26%	37%	3.71	.02	4,329
	Express Unit	5%	7%	15%	27%	47%	4.04	.01	6,454
	Specialty Coffee Shop/JuiceBar	4%	8%	16%	28%	44%	4.01	.02	4,704
	Sit-down Restaurant	3%	5%	14%	28%	49%	4.15	.03	1,040
	Convenience Store	7%	11%	19%	26%	37%	3.76	.02	2,996

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

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

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

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	4%	8%	14%	28%	47%	4.07	.05	473
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	14%	32%	48%	4.20	.00	58,969
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	14%	24%	49%	4.05	.07	321
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	30%	48%	4.17	.01	25,589
Aggregated Dining Halls	YOUR INSTITUTION	2%	7%	13%	37%	42%	4.11	.08	152
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	33%	48%	4.21	.01	33,380
Respondent Type - YOUR INSTITUTION	Student	4%	8%	13%	30%	45%	4.04	.05	416
	Faculty			11%	33%	56%	4.44	.24	9
	Administration/ Staff	2%	4%	17%	11%	66%	4.34	.15	47
	Other		100%				2.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	31%	47%	4.17	.00	50,195
	Faculty	1%	3%	12%	35%	48%	4.27	.02	2,007
	Administration/Staff	1%	2%	11%	35%	51%	4.33	.01	6,413
	Other	2%	3%	13%	28%	54%	4.29	.05	354
Student Class Status - YOUR INSTITUTION	First year	3%	10%	14%	33%	40%	3.98	.10	120
	Sophomore	5%	10%	13%	32%	40%	3.91	.12	96
	Junior	4%	10%	12%	24%	51%	4.08	.13	83
	Senior	6%	6%	17%	21%	51%	4.06	.14	71
	Graduate	2%		9%	41%	48%	4.33	.12	46
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	15%	32%	46%	4.16	.01	21,169
	Sophomore	2%	5%	14%	31%	48%	4.19	.01	10,732
	Junior	2%	5%	16%	31%	46%	4.15	.01	7,730
	Senior	2%	5%	15%	30%	49%	4.19	.01	6,578
	Graduate	2%	4%	13%	30%	52%	4.25	.02	3,523
Gender - YOUR INSTITUTION	Other	2%	6%	20%	27%	45%	4.06	.05	483
	Did Not Answer				50%	50%	4.50	.29	4
	Woman	3%	9%	15%	28%	45%	4.03	.06	316
	Man	5%	5%	10%	26%	53%	4.16	.10	134
	Non-binary/Non-conforming		23%	15%	38%	23%	3.62	.31	13
Gender - ENTIRE SAMPLE	Prefer not to answer				50%	50%	4.50	.22	6
	Did Not Answer	3%	5%	18%	32%	42%	4.07	.03	971
	Woman	1%	4%	13%	31%	50%	4.25	.00	34,391
	Man	2%	5%	16%	33%	44%	4.12	.01	20,612
	Non-binary/Non-conforming	2%	5%	16%	32%	44%	4.11	.02	1,638
Live... - YOUR INSTITUTION	Prefer to self-describe	5%	4%	14%	26%	50%	4.12	.08	224
	Prefer not to answer	2%	5%	17%	32%	45%	4.11	.03	1,133
	On campus	3%	10%	15%	37%	35%	3.94	.09	155
	Off campus	4%	7%	13%	24%	53%	4.14	.06	318
	Off campus	2%	4%	14%	31%	49%	4.21	.01	21,903
Live... - ENTIRE SAMPLE	On campus	2%	4%	15%	32%	47%	4.19	.00	37,066
	Off campus	2%	4%	14%	31%	49%	4.21	.01	21,903
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	14%	28%	47%	4.07	.05	473
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	17%	34%	42%	4.08	.01	6,212
	Mid-Atlantic	2%	4%	14%	34%	47%	4.21	.01	9,439
	Midwest	2%	4%	14%	33%	48%	4.21	.01	18,396
	Northeast	2%	4%	14%	32%	48%	4.21	.01	7,878
	Pacific	2%	5%	15%	31%	48%	4.18	.01	6,035
Institution Type - YOUR INSTITUTION	Southern	2%	4%	14%	28%	52%	4.24	.01	11,009
	Public	4%	8%	14%	28%	47%	4.07	.05	473
Institution Type - ENTIRE SAMPLE	Public	2%	4%	14%	31%	48%	4.19	.00	46,623
	Private	1%	4%	14%	34%	47%	4.21	.01	12,346
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	14%	28%	47%	4.07	.05	473
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	4%	15%	34%	46%	4.19	.03	1,255
	Primarily 4-year	2%	4%	14%	32%	48%	4.20	.00	57,714
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	14%	28%	47%	4.07	.05	473
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	14%	32%	48%	4.20	.00	49,609
	Mainly Contracted	2%	5%	16%	33%	44%	4.12	.01	8,097
Total Current Enrollment - YOUR INSTITUT	Over 20,000	4%	8%	14%	28%	47%	4.07	.05	473
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	13%	34%	48%	4.24	.01	6,546
	2,500 to 10,000	1%	4%	14%	33%	48%	4.23	.01	5,268
	10,001 to 20,000	2%	5%	15%	32%	46%	4.16	.01	8,306
	Over 20,000	2%	4%	14%	31%	48%	4.19	.00	38,849
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	8%	15%	26%	45%	3.98	.10	133
	Marketplace	5%	12%	20%	20%	44%	3.86	.12	102
	Specialty Coffee Shop/ Juice Bar	3%	6%	6%	30%	55%	4.29	.12	69
	Sit-down Restaurant			9%	9%	82%	4.73	.19	11
	Convenience Store					100%	5.00	.00	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	15%	31%	48%	4.19	.01	6,065
	Marketplace	1%	4%	14%	31%	50%	4.23	.01	4,331
	Express Unit	3%	6%	15%	29%	47%	4.13	.01	6,415
	Specialty Coffee Shop/JuiceBar	2%	5%	15%	30%	48%	4.16	.01	4,687
	Sit-down Restaurant	2%	5%	16%	32%	45%	4.13	.03	1,036
	Convenience Store	2%	4%	16%	30%	49%	4.20	.02	3,055

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

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

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

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	9%	19%	33%	36%	3.89	.05	475
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	12%	16%	23%	24%	25%	3.34	.01	59,812
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	14%	36%	41%	4.09	.05	321
Aggregated Retail Units	ENTIRE SAMPLE	8%	11%	21%	26%	33%	3.64	.01	25,949
Aggregated Dining Halls	YOUR INSTITUTION	6%	14%	29%	26%	25%	3.48	.10	154
Aggregated Dining Halls	ENTIRE SAMPLE	15%	19%	24%	23%	19%	3.11	.01	33,863
Respondent Type - YOUR INSTITUTION	Student	4%	10%	19%	32%	36%	3.86	.05	417
	Faculty		11%	33%	33%	22%	3.67	.33	9
	Administration/ Staff		4%	13%	44%	40%	4.19	.12	48
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	13%	17%	23%	24%	23%	3.27	.01	50,868
	Faculty	10%	11%	22%	27%	30%	3.55	.03	2,041
	Administration/Staff	6%	9%	18%	28%	39%	3.85	.01	6,542
	Other	6%	8%	17%	28%	42%	3.92	.06	361
Student Class Status - YOUR INSTITUTION	First year	4%	12%	24%	33%	28%	3.68	.10	120
	Sophomore	3%	8%	15%	38%	36%	3.96	.11	96
	Junior	4%	12%	16%	30%	39%	3.88	.13	83
	Senior		10%	17%	30%	44%	4.07	.12	71
	Graduate	9%	2%	28%	23%	38%	3.81	.18	47
Student Class Status - ENTIRE SAMPLE	First year	13%	18%	24%	24%	21%	3.21	.01	21,505
	Sophomore	16%	19%	23%	22%	21%	3.12	.01	10,875
	Junior	12%	16%	23%	25%	23%	3.30	.01	7,800
	Senior	12%	15%	23%	24%	26%	3.38	.02	6,656
	Graduate	7%	11%	20%	28%	34%	3.72	.02	3,559
	Other	9%	14%	22%	24%	31%	3.54	.06	493
Gender - YOUR INSTITUTION	Did Not Answer				75%	25%	4.25	.25	4
	Woman	2%	10%	19%	35%	34%	3.88	.06	318
	Man	5%	5%	19%	30%	40%	3.95	.10	134
	Non-binary/Non-conforming		15%	15%	15%	54%	4.08	.33	13
	Prefer not to answer	17%	33%	17%	17%	17%	2.83	.60	6
Gender - ENTIRE SAMPLE	Did Not Answer	15%	20%	25%	23%	17%	3.06	.04	1,004
	Woman	13%	16%	22%	24%	25%	3.33	.01	34,935
	Man	11%	15%	23%	26%	26%	3.41	.01	20,809
	Non-binary/Non-conforming	14%	19%	22%	22%	23%	3.21	.03	1,667
	Prefer to self-describe	16%	13%	22%	23%	25%	3.29	.09	232
	Prefer not to answer	16%	18%	25%	21%	19%	3.09	.04	1,165
	Other								
Live... - YOUR INSTITUTION	On campus	3%	15%	23%	35%	23%	3.59	.09	155
	Off campus	3%	6%	17%	32%	42%	4.04	.06	320
Live... - ENTIRE SAMPLE	On campus	15%	19%	24%	23%	19%	3.12	.01	37,614
	Off campus	7%	11%	21%	27%	35%	3.72	.01	22,198
NACUFS Region - YOUR INSTITUTION	Southern	3%	9%	19%	33%	36%	3.89	.05	475
NACUFS Region - ENTIRE SAMPLE	Continental	10%	17%	25%	26%	22%	3.33	.02	6,305
	Mid-Atlantic	14%	18%	24%	24%	19%	3.16	.01	9,574
	Midwest	15%	16%	22%	23%	25%	3.26	.01	18,668
	Northeast	14%	19%	24%	25%	19%	3.16	.01	7,986
	Pacific	13%	18%	25%	24%	20%	3.21	.02	6,112
	Southern	5%	9%	20%	27%	39%	3.85	.01	11,167
Institution Type - YOUR INSTITUTION	Public	3%	9%	19%	33%	36%	3.89	.05	475
Institution Type - ENTIRE SAMPLE	Public	12%	15%	22%	24%	26%	3.37	.01	47,279
	Private	13%	17%	23%	25%	21%	3.25	.01	12,533
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	9%	19%	33%	36%	3.89	.05	475
Institution Type - ENTIRE SAMPLE	Primarily 2-year	11%	16%	23%	26%	23%	3.33	.04	1,275
	Primarily 4-year	12%	16%	23%	24%	25%	3.34	.01	58,537
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	9%	19%	33%	36%	3.89	.05	475
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	12%	15%	22%	25%	26%	3.37	.01	50,294
	Mainly Contracted	12%	17%	25%	25%	22%	3.28	.01	8,238
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	9%	19%	33%	36%	3.89	.05	475
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	15%	17%	21%	24%	22%	3.21	.02	6,620
	2,500 to 10,000	13%	16%	23%	24%	23%	3.27	.02	5,337
	10,001 to 20,000	15%	20%	25%	23%	17%	3.09	.01	8,425
	Over 20,000	11%	15%	22%	25%	27%	3.43	.01	39,430
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	8%	15%	36%	40%	4.06	.08	133
	Marketplace	1%	5%	19%	33%	42%	4.11	.09	102
	Specialty Coffee Shop/ Juice Bar	1%	6%	9%	41%	43%	4.19	.11	69
	Sit-down Restaurant	9%	9%	9%	27%	45%	3.91	.41	11
	Convenience Store	17%			50%	33%	3.83	.60	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	12%	22%	27%	31%	3.59	.02	6,144
	Marketplace	15%	14%	20%	23%	28%	3.35	.02	4,381
	Express Unit	7%	9%	22%	26%	35%	3.73	.02	6,525
	Specialty Coffee Shop/JuiceBar	6%	10%	19%	27%	39%	3.84	.02	4,746
	Sit-down Restaurant	5%	9%	21%	29%	36%	3.80	.04	1,056
	Convenience Store	8%	13%	21%	27%	31%	3.60	.02	3,097

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

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

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

		Variety of healthy menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	8%	18%	21%	48%	3.97	.06	463
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	17%	27%	47%	4.08	.00	58,031
Aggregated Retail Units	YOUR INSTITUTION	7%	9%	20%	18%	47%	3.89	.07	311
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	17%	26%	45%	4.01	.01	25,026
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	15%	27%	49%	4.13	.09	152
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	16%	27%	48%	4.13	.01	33,005
Respondent Type - YOUR INSTITUTION	Student	6%	8%	19%	22%	45%	3.92	.06	407
	Faculty			22%		78%	4.56	.29	9
	Administration/ Staff	4%	7%	11%	13%	65%	4.28	.17	46
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	4%	6%	17%	26%	46%	4.06	.00	49,441
	Faculty	2%	4%	14%	28%	51%	4.22	.02	1,972
	Administration/Staff	2%	4%	15%	29%	50%	4.21	.01	6,269
	Other	4%	5%	12%	26%	52%	4.17	.06	349
Student Class Status - YOUR INSTITUTION	First year	6%	13%	17%	19%	46%	3.87	.12	120
	Sophomore	5%	9%	16%	26%	43%	3.92	.13	91
	Junior	6%	5%	26%	22%	41%	3.88	.13	82
	Senior	4%	10%	19%	23%	44%	3.93	.14	70
	Graduate	7%		18%	20%	55%	4.16	.17	44
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	17%	27%	46%	4.06	.01	20,865
	Sophomore	4%	6%	17%	26%	47%	4.06	.01	10,572
	Junior	4%	6%	18%	26%	45%	4.02	.01	7,598
	Senior	4%	7%	18%	26%	46%	4.03	.01	6,471
	Graduate	4%	5%	14%	24%	53%	4.17	.02	3,475
	Other	4%	7%	19%	25%	45%	4.00	.05	479
Gender - YOUR INSTITUTION	Did Not Answer			33%		67%	4.33	.67	3
	Woman	5%	8%	19%	21%	46%	3.96	.07	310
	Man	6%	8%	15%	19%	52%	4.04	.11	132
	Non-binary/Non-conforming	8%	25%	17%	25%	25%	3.33	.40	12
	Prefer not to answer			33%	33%	33%	4.00	.37	6
Gender - ENTIRE SAMPLE	Did Not Answer	4%	6%	17%	27%	46%	4.05	.04	949
	Woman	3%	5%	15%	26%	51%	4.17	.01	33,936
	Man	5%	7%	19%	28%	41%	3.94	.01	20,225
	Non-binary/Non-conforming	5%	8%	19%	26%	42%	3.91	.03	1,597
	Prefer to self-describe	5%	6%	17%	25%	46%	4.00	.08	220
	Prefer not to answer	3%	6%	18%	25%	47%	4.07	.03	1,104
Live... - YOUR INSTITUTION	On campus	5%	10%	17%	22%	45%	3.92	.10	155
	Off campus	6%	7%	19%	20%	49%	4.00	.07	308
Live... - ENTIRE SAMPLE	On campus	3%	6%	17%	27%	47%	4.08	.01	36,545
	Off campus	4%	6%	16%	27%	48%	4.09	.01	21,486
NACUFS Region - YOUR INSTITUTION	Southern	5%	8%	18%	21%	48%	3.97	.06	463
NACUFS Region - ENTIRE SAMPLE	Continental	3%	6%	18%	28%	44%	4.03	.01	6,118
	Mid-Atlantic	3%	5%	16%	28%	48%	4.13	.01	9,333
	Midwest	4%	6%	17%	27%	46%	4.07	.01	18,094
	Northeast	3%	6%	16%	27%	48%	4.10	.01	7,769
	Pacific	4%	7%	18%	26%	46%	4.04	.01	5,895
	Southern	4%	6%	17%	24%	50%	4.10	.01	10,822
Institution Type - YOUR INSTITUTION	Public	5%	8%	18%	21%	48%	3.97	.06	463
Institution Type - ENTIRE SAMPLE	Public	4%	6%	17%	27%	47%	4.06	.01	45,841
	Private	3%	5%	16%	27%	49%	4.14	.01	12,190
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	8%	18%	21%	48%	3.97	.06	463
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	16%	28%	47%	4.07	.03	1,235
	Primarily 4-year	3%	6%	17%	27%	47%	4.08	.00	56,796
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	8%	18%	21%	48%	3.97	.06	463
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	17%	27%	47%	4.09	.00	48,816
	Mainly Contracted	4%	6%	18%	27%	45%	4.02	.01	7,980
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	8%	18%	21%	48%	3.97	.06	463
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	5%	15%	27%	51%	4.19	.01	6,460
	2,500 to 10,000	3%	5%	17%	26%	49%	4.12	.01	5,180
	10,001 to 20,000	3%	7%	18%	28%	44%	4.03	.01	8,132
	Over 20,000	4%	6%	17%	27%	47%	4.07	.01	38,259
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	9%	22%	15%	47%	3.87	.11	127
	Marketplace	10%	8%	23%	18%	42%	3.73	.13	101
	Specialty Coffee Shop/ Juice Bar	4%	9%	12%	25%	49%	4.06	.14	67
	Sit-down Restaurant		10%	30%		60%	4.10	.38	10
	Convenience Store				17%	83%	4.83	.17	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	6%	17%	27%	46%	4.04	.01	5,953
	Marketplace	4%	6%	16%	26%	49%	4.11	.02	4,261
	Express Unit	5%	7%	18%	25%	45%	3.96	.01	6,258
	Specialty Coffee Shop/JuiceBar	4%	7%	18%	26%	44%	3.99	.02	4,518
	Sit-down Restaurant	5%	10%	18%	25%	41%	3.87	.04	1,013
	Convenience Store	4%	7%	18%	26%	46%	4.03	.02	3,023

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

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



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

		Variety of healthy menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	10%	24%	27%	33%	3.74	.05	463
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	11%	16%	27%	24%	22%	3.30	.01	58,694
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	24%	25%	40%	3.87	.07	310
Aggregated Retail Units	ENTIRE SAMPLE	9%	14%	26%	24%	27%	3.46	.01	25,297
Aggregated Dining Halls	YOUR INSTITUTION	7%	14%	26%	32%	21%	3.46	.10	153
Aggregated Dining Halls	ENTIRE SAMPLE	12%	18%	27%	25%	18%	3.18	.01	33,397
Respondent Type - YOUR INSTITUTION	Student	6%	10%	26%	26%	33%	3.70	.06	407
	Faculty		11%	33%	33%	22%	3.67	.33	9
	Administration/ Staff	2%	9%	11%	39%	39%	4.04	.15	46
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	12%	17%	28%	24%	19%	3.22	.01	49,968
	Faculty	8%	11%	24%	27%	30%	3.59	.03	2,000
	Administration/Staff	5%	8%	22%	29%	37%	3.86	.01	6,373
	Other	6%	7%	21%	26%	41%	3.89	.06	353
Student Class Status - YOUR INSTITUTION	First year	9%	13%	21%	30%	28%	3.54	.12	120
	Sophomore	4%	13%	26%	26%	30%	3.65	.12	92
	Junior	6%	5%	26%	21%	41%	3.86	.13	80
	Senior	1%	9%	27%	23%	40%	3.91	.13	70
	Graduate	4%	9%	36%	24%	27%	3.60	.17	45
Student Class Status - ENTIRE SAMPLE	First year	12%	18%	28%	24%	18%	3.18	.01	21,136
	Sophomore	14%	19%	28%	22%	17%	3.09	.01	10,686
	Junior	11%	16%	28%	25%	19%	3.24	.01	7,652
	Senior	12%	16%	27%	23%	22%	3.26	.02	6,509
	Graduate	6%	11%	27%	27%	31%	3.66	.02	3,516
	Other	11%	16%	24%	22%	27%	3.38	.06	488
Gender - YOUR INSTITUTION	Did Not Answer		33%	33%		33%	3.33	.88	3
	Woman	4%	9%	26%	30%	30%	3.74	.06	310
	Man	7%	10%	23%	20%	41%	3.78	.11	132
	Non-binary/Non-conforming		25%	8%	17%	50%	3.92	.38	12
	Prefer not to answer	50%			50%		2.50	.67	6
Gender - ENTIRE SAMPLE	Did Not Answer	15%	19%	29%	23%	13%	3.00	.04	976
	Woman	12%	17%	27%	23%	22%	3.27	.01	34,386
	Man	9%	14%	27%	27%	23%	3.41	.01	20,364
	Non-binary/Non-conforming	13%	19%	28%	22%	17%	3.12	.03	1,612
	Prefer to self-describe	17%	17%	21%	21%	24%	3.18	.09	228
	Prefer not to answer	15%	19%	26%	22%	17%	3.07	.04	1,128
Live... - YOUR INSTITUTION	On campus	8%	15%	25%	26%	26%	3.48	.10	155
	Off campus	4%	7%	24%	27%	37%	3.87	.06	308
Live... - ENTIRE SAMPLE	On campus	14%	19%	28%	23%	17%	3.10	.01	36,968
	Off campus	6%	11%	25%	27%	31%	3.64	.01	21,726
NACUFS Region - YOUR INSTITUTION	Southern	5%	10%	24%	27%	33%	3.74	.05	463
NACUFS Region - ENTIRE SAMPLE	Continental	9%	17%	29%	26%	19%	3.29	.02	6,195
	Mid-Atlantic	12%	18%	28%	25%	18%	3.19	.01	9,426
	Midwest	12%	17%	26%	24%	22%	3.26	.01	18,326
	Northeast	14%	17%	27%	24%	18%	3.14	.01	7,843
	Pacific	11%	16%	29%	25%	19%	3.24	.02	5,951
	Southern	7%	12%	25%	25%	32%	3.63	.01	10,953
Institution Type - YOUR INSTITUTION	Public	5%	10%	24%	27%	33%	3.74	.05	463
Institution Type - ENTIRE SAMPLE	Public	11%	16%	27%	24%	22%	3.32	.01	46,368
	Private	12%	17%	26%	25%	21%	3.25	.01	12,326
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	10%	24%	27%	33%	3.74	.05	463
Institution Type - ENTIRE SAMPLE	Primarily 2-year	13%	16%	27%	24%	19%	3.20	.04	1,241
	Primarily 4-year	11%	16%	27%	24%	22%	3.31	.01	57,453
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	10%	24%	27%	33%	3.74	.05	463
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	11%	16%	26%	25%	23%	3.32	.01	49,351
	Mainly Contracted	11%	17%	29%	25%	19%	3.24	.01	8,085
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	10%	24%	27%	33%	3.74	.05	463
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	15%	18%	24%	22%	20%	3.14	.02	6,509
	2,500 to 10,000	14%	17%	27%	23%	19%	3.17	.02	5,213
	10,001 to 20,000	13%	17%	29%	25%	16%	3.13	.01	8,234
	Over 20,000	9%	15%	27%	25%	24%	3.38	.01	38,738
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	6%	21%	27%	41%	3.96	.10	128
	Marketplace	3%	10%	30%	20%	37%	3.78	.11	100
	Specialty Coffee Shop/ Juice Bar	1%	7%	21%	27%	43%	4.03	.13	67
	Sit-down Restaurant	33%	11%	22%	11%	22%	2.78	.55	9
	Convenience Store	17%	17%		33%	33%	3.50	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	12%	16%	27%	23%	22%	3.27	.02	6,012
	Marketplace	12%	15%	27%	23%	23%	3.32	.02	4,294
	Express Unit	8%	12%	25%	25%	31%	3.59	.02	6,318
	Specialty Coffee Shop/JuiceBar	5%	11%	26%	25%	33%	3.70	.02	4,592
	Sit-down Restaurant	9%	13%	24%	24%	29%	3.52	.04	1,025
	Convenience Store	9%	16%	27%	23%	25%	3.39	.02	3,056

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

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

TABLE 11a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
MENU: Variety of menu choices to accommodate special dietary needs

		Variety of menu choices to accommodate special dietary needs					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	8%	9%	17%	20%	46%	3.87	.07	402
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	8%	17%	19%	47%	3.88	.01	47,746
Aggregated Retail Units	YOUR INSTITUTION	9%	10%	15%	18%	47%	3.85	.08	271
Aggregated Retail Units	ENTIRE SAMPLE	8%	8%	17%	20%	47%	3.92	.01	20,872
Aggregated Dining Halls	YOUR INSTITUTION	5%	8%	19%	23%	44%	3.92	.11	131
Aggregated Dining Halls	ENTIRE SAMPLE	9%	8%	17%	18%	47%	3.85	.01	26,874
Respondent Type - YOUR INSTITUTION	Student	9%	10%	17%	21%	43%	3.78	.07	349
	Faculty				44%	56%	4.56	.18	9
	Administration/ Staff	2%	2%	16%	7%	73%	4.45	.15	44
Respondent Type - ENTIRE SAMPLE	Student	9%	9%	17%	19%	47%	3.85	.01	41,007
	Faculty	8%	6%	15%	23%	49%	3.98	.03	1,553
	Administration/Staff	5%	6%	15%	22%	51%	4.07	.02	4,879
	Other	5%	5%	15%	27%	49%	4.11	.06	307
Student Class Status - YOUR INSTITUTION	First year	10%	14%	16%	22%	37%	3.63	.13	107
	Sophomore	10%	9%	20%	21%	40%	3.73	.15	80
	Junior	10%	6%	11%	26%	47%	3.94	.16	70
	Senior	5%	15%	13%	15%	52%	3.93	.17	60
	Graduate	6%	3%	34%	16%	41%	3.81	.21	32
Student Class Status - ENTIRE SAMPLE	First year	10%	9%	18%	18%	45%	3.79	.01	17,114
	Sophomore	8%	8%	17%	19%	47%	3.88	.01	8,745
	Junior	9%	9%	17%	18%	47%	3.87	.02	6,358
	Senior	8%	8%	17%	19%	48%	3.90	.02	5,406
	Graduate	8%	6%	15%	20%	51%	4.01	.02	3,021
	Other	8%	7%	18%	19%	49%	3.93	.07	381
Gender - YOUR INSTITUTION	Did Not Answer			50%		50%	4.00	1.00	2
	Woman	7%	10%	17%	20%	46%	3.89	.08	269
	Man	11%	7%	17%	17%	47%	3.82	.13	115
	Non-binary/Non-conforming		20%		30%	50%	4.10	.38	10
	Prefer not to answer	17%		17%	33%	33%	3.67	.61	6
Gender - ENTIRE SAMPLE	Did Not Answer	11%	10%	16%	20%	43%	3.76	.05	717
	Woman	6%	7%	16%	20%	51%	4.03	.01	28,463
	Man	13%	10%	19%	19%	39%	3.59	.01	16,074
	Non-binary/Non-conforming	6%	6%	13%	18%	57%	4.13	.03	1,405
	Prefer to self-describe	10%	7%	19%	12%	52%	3.89	.10	189
	Prefer not to answer	10%	6%	15%	19%	50%	3.93	.04	898
Live... - YOUR INSTITUTION	On campus	10%	13%	14%	27%	37%	3.69	.11	136
	Off campus	7%	8%	18%	16%	51%	3.97	.08	266
Live... - ENTIRE SAMPLE	On campus	9%	9%	17%	19%	46%	3.84	.01	29,995
	Off campus	7%	7%	16%	20%	49%	3.96	.01	17,751
NACUFS Region - YOUR INSTITUTION	Southern	8%	9%	17%	20%	46%	3.87	.07	402
NACUFS Region - ENTIRE SAMPLE	Continental	9%	8%	18%	20%	44%	3.81	.02	5,013
	Mid-Atlantic	9%	8%	18%	19%	46%	3.85	.02	7,413
	Midwest	9%	8%	17%	19%	47%	3.86	.01	14,679
	Northeast	8%	9%	16%	19%	47%	3.88	.02	6,228
	Pacific	7%	9%	17%	19%	48%	3.92	.02	4,992
	Southern	7%	8%	16%	19%	50%	3.96	.01	9,421
Institution Type - YOUR INSTITUTION	Public	8%	9%	17%	20%	46%	3.87	.07	402
Institution Type - ENTIRE SAMPLE	Public	8%	8%	17%	19%	47%	3.88	.01	37,995
	Private	9%	9%	16%	20%	47%	3.87	.01	9,751
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	9%	17%	20%	46%	3.87	.07	402
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	7%	18%	21%	47%	3.94	.04	958
	Primarily 4-year	9%	8%	17%	19%	47%	3.88	.01	46,788
	Primarily 2-year	7%	7%	18%	21%	47%	3.94	.04	958
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	9%	17%	20%	46%	3.87	.07	402
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	8%	17%	19%	47%	3.90	.01	40,121
	Mainly Contracted	10%	9%	17%	19%	45%	3.79	.02	6,597
Total Current Enrollment - YOUR INSTITUT	Over 20,000	8%	9%	17%	20%	46%	3.87	.07	402
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	7%	16%	19%	50%	3.98	.02	5,290
	2,500 to 10,000	7%	7%	17%	20%	49%	3.97	.02	4,021
	10,001 to 20,000	9%	9%	18%	18%	46%	3.85	.02	6,727
	Over 20,000	9%	8%	17%	19%	46%	3.86	.01	31,708
	Over 20,000	9%	8%	17%	19%	46%	3.86	.01	31,708
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	8%	19%	21%	44%	3.84	.13	105
	Marketplace	13%	12%	15%	17%	43%	3.63	.16	89
	Specialty Coffee Shop/ Juice Bar	6%	11%	13%	19%	51%	3.97	.16	63
	Sit-down Restaurant				13%	88%	4.88	.13	8
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	8%	18%	19%	46%	3.87	.02	4,870
	Marketplace	7%	8%	16%	19%	49%	3.94	.02	3,471
	Express Unit	8%	8%	16%	21%	47%	3.90	.02	5,308
	Specialty Coffee Shop/JuiceBar	6%	7%	16%	21%	49%	4.01	.02	3,884
	Sit-down Restaurant	9%	10%	16%	21%	44%	3.81	.05	803
	Convenience Store	8%	8%	18%	20%	46%	3.89	.03	2,536

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

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

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

TABLE 11b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
MENU: Variety of menu choices to accommodate special dietary needs

		Variety of menu choices to accommodate special dietary needs					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	11%	28%	22%	34%	3.68	.06	404
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	13%	13%	25%	22%	27%	3.38	.01	47,524
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	27%	25%	36%	3.81	.07	272
Aggregated Retail Units	ENTIRE SAMPLE	10%	12%	25%	22%	31%	3.53	.01	20,732
Aggregated Dining Halls	YOUR INSTITUTION	8%	17%	29%	17%	29%	3.42	.11	132
Aggregated Dining Halls	ENTIRE SAMPLE	15%	14%	25%	23%	24%	3.27	.01	26,792
Respondent Type - YOUR INSTITUTION	Student	6%	11%	29%	19%	34%	3.64	.07	351
	Faculty		11%	33%	33%	22%	3.67	.33	9
	Administration/ Staff	2%	7%	14%	44%	33%	3.98	.15	43
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	14%	13%	26%	22%	25%	3.32	.01	40,905
	Faculty	11%	10%	19%	27%	32%	3.58	.03	1,517
	Administration/Staff	6%	8%	21%	24%	41%	3.86	.02	4,793
	Other	5%	9%	18%	23%	45%	3.93	.07	309
Student Class Status - YOUR INSTITUTION	First year	9%	12%	24%	26%	30%	3.55	.12	105
	Sophomore	9%	13%	30%	17%	30%	3.48	.14	82
	Junior	3%	13%	24%	18%	43%	3.86	.14	72
	Senior	2%	5%	32%	20%	41%	3.93	.14	59
	Graduate	6%	12%	52%	6%	24%	3.30	.20	33
Student Class Status - ENTIRE SAMPLE	First year	13%	13%	26%	22%	25%	3.35	.01	17,139
	Sophomore	17%	15%	26%	21%	22%	3.16	.01	8,719
	Junior	14%	14%	26%	22%	24%	3.27	.02	6,320
	Senior	14%	13%	26%	21%	26%	3.32	.02	5,366
	Graduate	8%	9%	24%	25%	34%	3.68	.02	2,996
	Other	10%	11%	26%	21%	32%	3.54	.07	384
Gender - YOUR INSTITUTION	Did Not Answer			50%		50%	4.00	1.00	2
	Woman	4%	11%	28%	26%	30%	3.67	.07	269
	Man	5%	9%	27%	17%	41%	3.79	.11	117
	Non-binary/Non-conforming	20%	10%	20%		50%	3.50	.54	10
	Prefer not to answer	33%	33%	33%			2.00	.37	6
Gender - ENTIRE SAMPLE	Did Not Answer	18%	18%	24%	23%	18%	3.05	.05	720
	Woman	14%	14%	25%	22%	26%	3.33	.01	28,412
	Man	9%	10%	26%	24%	30%	3.55	.01	15,887
	Non-binary/Non-conforming	23%	15%	23%	19%	20%	2.97	.04	1,417
	Prefer to self-describe	22%	10%	24%	18%	27%	3.18	.11	193
	Prefer not to answer	19%	14%	25%	19%	22%	3.11	.05	895
Live... - YOUR INSTITUTION	On campus	8%	15%	27%	23%	26%	3.45	.11	137
	Off campus	4%	9%	28%	22%	37%	3.80	.07	267
Live... - ENTIRE SAMPLE	On campus	15%	14%	26%	22%	23%	3.22	.01	29,965
	Off campus	8%	10%	24%	24%	34%	3.66	.01	17,559
NACUFS Region - YOUR INSTITUTION	Southern	5%	11%	28%	22%	34%	3.68	.06	404
NACUFS Region - ENTIRE SAMPLE	Continental	11%	12%	28%	24%	25%	3.39	.02	4,985
	Mid-Atlantic	16%	14%	26%	22%	22%	3.20	.02	7,325
	Midwest	13%	12%	23%	22%	29%	3.43	.01	14,668
	Northeast	17%	15%	24%	22%	21%	3.15	.02	6,200
	Pacific	14%	15%	28%	22%	22%	3.24	.02	4,914
	Southern	7%	10%	25%	23%	35%	3.68	.01	9,432
Institution Type - YOUR INSTITUTION	Public	5%	11%	28%	22%	34%	3.68	.06	404
Institution Type - ENTIRE SAMPLE	Public	12%	12%	25%	22%	28%	3.41	.01	37,849
	Private	15%	14%	24%	23%	25%	3.27	.01	9,675
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	11%	28%	22%	34%	3.68	.06	404
Institution Type - ENTIRE SAMPLE	Primarily 2-year	17%	13%	28%	21%	20%	3.14	.04	926
	Primarily 4-year	13%	13%	25%	23%	27%	3.39	.01	46,598
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	11%	28%	22%	34%	3.68	.06	404
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	12%	12%	25%	23%	28%	3.41	.01	39,890
	Mainly Contracted	14%	14%	26%	22%	24%	3.27	.02	6,596
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	11%	28%	22%	34%	3.68	.06	404
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	19%	15%	23%	20%	23%	3.13	.02	5,238
	2,500 to 10,000	16%	14%	27%	20%	23%	3.18	.02	3,948
	10,001 to 20,000	16%	14%	26%	22%	21%	3.18	.02	6,725
	Over 20,000	10%	12%	25%	23%	29%	3.50	.01	31,613
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	6%	35%	23%	31%	3.71	.11	108
	Marketplace	4%	10%	28%	21%	37%	3.76	.12	90
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	33%	43%	4.08	.13	61
	Sit-down Restaurant		43%	14%		43%	3.43	.57	7
	Convenience Store	17%			50%	33%	3.83	.60	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	12%	13%	29%	21%	25%	3.33	.02	4,790
	Marketplace	13%	14%	24%	21%	28%	3.37	.02	3,451
	Express Unit	9%	10%	24%	23%	34%	3.63	.02	5,302
	Specialty Coffee Shop/JuiceBar	7%	8%	23%	24%	38%	3.76	.02	3,877
	Sit-down Restaurant	8%	11%	23%	24%	34%	3.65	.05	799
	Convenience Store	9%	12%	27%	23%	29%	3.51	.03	2,513

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

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



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

		Service: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	4%	12%	24%	58%	4.33	.04	455
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	16%	29%	49%	4.19	.00	56,917
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	9%	22%	63%	4.41	.05	308
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	27%	56%	4.34	.01	25,018
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	18%	29%	48%	4.17	.08	147
Aggregated Dining Halls	ENTIRE SAMPLE	2%	6%	18%	31%	43%	4.07	.01	31,899
Respondent Type - YOUR INSTITUTION	Student	2%	5%	13%	26%	55%	4.28	.05	396
	Faculty					100%	5.00	.00	9
	Administration/ Staff	2%		6%	16%	76%	4.63	.11	49
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	17%	29%	46%	4.13	.00	48,269
	Faculty	1%	2%	10%	32%	56%	4.40	.02	1,965
	Administration/Staff	0%	1%	6%	27%	65%	4.55	.01	6,326
	Other	1%	2%	10%	20%	67%	4.49	.05	357
Student Class Status - YOUR INSTITUTION	First year	3%	7%	13%	30%	48%	4.13	.10	115
	Sophomore		4%	13%	24%	58%	4.36	.09	89
	Junior		8%	11%	22%	59%	4.33	.11	79
	Senior	3%	1%	16%	25%	54%	4.26	.12	68
	Graduate	2%		9%	29%	60%	4.44	.13	45
Student Class Status - ENTIRE SAMPLE	First year	2%	6%	18%	30%	44%	4.09	.01	20,138
	Sophomore	2%	6%	17%	30%	45%	4.11	.01	10,349
	Junior	2%	5%	17%	29%	47%	4.15	.01	7,483
	Senior	1%	5%	16%	28%	50%	4.20	.01	6,391
	Graduate	2%	3%	13%	26%	56%	4.31	.02	3,452
Gender - YOUR INSTITUTION	Other	2%	4%	20%	28%	46%	4.11	.05	477
	Did Not Answer					100%	5.00	.00	3
	Woman	2%	5%	11%	24%	58%	4.32	.06	306
	Man	1%	1%	13%	24%	62%	4.45	.07	128
	Non-binary/Non-conforming	8%	17%	33%	17%	25%	3.33	.38	12
Gender - ENTIRE SAMPLE	Prefer not to answer			17%	67%	17%	4.00	.26	6
	Did Not Answer	3%	5%	20%	31%	40%	3.99	.03	931
	Woman	1%	4%	15%	28%	51%	4.24	.01	33,210
	Man	2%	5%	16%	30%	46%	4.14	.01	19,878
	Non-binary/Non-conforming	3%	8%	20%	28%	42%	3.98	.03	1,576
Live... - YOUR INSTITUTION	Prefer to self-describe	6%	6%	18%	26%	45%	3.99	.08	217
	Prefer not to answer	2%	7%	18%	30%	43%	4.04	.03	1,105
	On campus	2%	6%	14%	31%	47%	4.15	.08	149
	Off campus	1%	3%	11%	21%	63%	4.42	.05	306
	Off campus	1%	3%	12%	27%	57%	4.35	.01	21,398
Live... - ENTIRE SAMPLE	On campus	2%	6%	18%	31%	44%	4.10	.01	35,519
	Off campus	1%	3%	12%	27%	57%	4.35	.01	21,398
NACUFS Region - YOUR INSTITUTION	Southern	2%	4%	12%	24%	58%	4.33	.04	455
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	17%	31%	46%	4.14	.01	5,997
	Mid-Atlantic	1%	5%	17%	32%	44%	4.12	.01	9,103
	Midwest	2%	5%	16%	29%	48%	4.16	.01	17,777
	Northeast	2%	5%	16%	30%	47%	4.16	.01	7,548
	Pacific	2%	4%	15%	28%	51%	4.23	.01	5,807
Institution Type - YOUR INSTITUTION	Southern	1%	4%	13%	25%	57%	4.32	.01	10,685
	Public	2%	4%	12%	24%	58%	4.33	.04	455
Institution Type - ENTIRE SAMPLE	Public	2%	5%	16%	29%	49%	4.18	.00	44,953
	Private	1%	5%	14%	30%	49%	4.22	.01	11,964
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	12%	24%	58%	4.33	.04	455
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	12%	26%	59%	4.40	.02	1,207
	Primarily 4-year	2%	5%	16%	29%	49%	4.19	.00	55,710
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	12%	24%	58%	4.33	.04	455
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	15%	29%	50%	4.21	.00	47,945
	Mainly Contracted	2%	5%	18%	30%	45%	4.10	.01	7,796
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	4%	12%	24%	58%	4.33	.04	455
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	13%	30%	52%	4.27	.01	6,400
	2,500 to 10,000	1%	4%	14%	30%	51%	4.25	.01	5,109
	10,001 to 20,000	2%	6%	17%	30%	46%	4.12	.01	7,939
	Over 20,000	2%	5%	16%	29%	49%	4.18	.01	37,469
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	11%	21%	62%	4.38	.09	127
	Marketplace		7%	6%	26%	61%	4.41	.09	98
	Specialty Coffee Shop/ Juice Bar	3%	2%	11%	20%	65%	4.42	.12	66
	Sit-down Restaurant		9%	9%	18%	64%	4.36	.31	11
	Convenience Store				17%	83%	4.83	.17	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	14%	29%	52%	4.27	.01	5,879
	Marketplace	1%	3%	14%	30%	52%	4.28	.01	4,182
	Express Unit	1%	3%	11%	25%	59%	4.38	.01	6,289
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	24%	63%	4.46	.01	4,615
	Sit-down Restaurant	1%	3%	9%	29%	58%	4.38	.03	1,013
	Convenience Store	1%	5%	14%	26%	54%	4.27	.02	3,040

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

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

TABLE 12b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
SERVICE: Overall

		Service: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	4%	7%	16%	28%	45%	4.02	.05	455
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	6%	15%	30%	44%	4.05	.00	57,803
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	13%	28%	50%	4.17	.06	307
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	28%	50%	4.15	.01	25,362
Aggregated Dining Halls	YOUR INSTITUTION	7%	9%	24%	27%	34%	3.72	.10	148
Aggregated Dining Halls	ENTIRE SAMPLE	4%	7%	17%	32%	40%	3.98	.01	32,441
Respondent Type - YOUR INSTITUTION	Student	4%	8%	18%	27%	44%	3.99	.06	397
	Faculty		22%		22%	56%	4.11	.42	9
	Administration/ Staff	4%		8%	40%	48%	4.27	.14	48
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	4%	7%	16%	31%	42%	4.01	.00	48,997
	Faculty	4%	5%	12%	26%	52%	4.19	.02	2,004
	Administration/Staff	2%	3%	10%	27%	58%	4.36	.01	6,444
	Other	3%	4%	11%	26%	56%	4.29	.05	358
Student Class Status - YOUR INSTITUTION	First year	5%	11%	25%	25%	33%	3.69	.11	114
	Sophomore	4%	6%	20%	25%	45%	4.00	.12	89
	Junior	4%	4%	13%	24%	56%	4.24	.12	79
	Senior		6%	12%	31%	51%	4.28	.11	68
	Graduate	4%	13%	13%	34%	36%	3.85	.17	47
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	16%	32%	42%	4.02	.01	20,489
	Sophomore	4%	8%	17%	31%	39%	3.93	.01	10,498
	Junior	4%	7%	16%	31%	42%	4.01	.01	7,560
	Senior	4%	7%	17%	29%	43%	3.99	.01	6,486
	Graduate	3%	5%	13%	30%	49%	4.18	.02	3,499
	Other	3%	5%	17%	29%	45%	4.08	.05	486
Gender - YOUR INSTITUTION	Did Not Answer			67%		33%	3.67	.67	3
	Woman	3%	7%	18%	31%	41%	4.00	.06	306
	Man	5%	7%	13%	23%	53%	4.13	.10	128
	Non-binary/Non-conforming		17%	17%	8%	58%	4.08	.36	12
	Prefer not to answer	17%	17%	17%	33%	17%	3.17	.60	6
Gender - ENTIRE SAMPLE	Did Not Answer	6%	7%	16%	30%	41%	3.94	.04	963
	Woman	3%	6%	15%	30%	45%	4.08	.01	33,767
	Man	4%	6%	16%	31%	43%	4.02	.01	20,105
	Non-binary/Non-conforming	3%	7%	15%	29%	46%	4.08	.03	1,608
	Prefer to self-describe	5%	5%	15%	28%	47%	4.08	.07	222
	Prefer not to answer	5%	10%	16%	30%	40%	3.90	.03	1,138
Live... - YOUR INSTITUTION	On campus	5%	9%	22%	24%	39%	3.81	.10	148
	Off campus	3%	6%	14%	30%	48%	4.13	.06	307
Live... - ENTIRE SAMPLE	On campus	4%	7%	17%	31%	40%	3.96	.01	36,117
	Off campus	3%	5%	13%	28%	51%	4.20	.01	21,686
NACUFS Region - YOUR INSTITUTION	Southern	4%	7%	16%	28%	45%	4.02	.05	455
NACUFS Region - ENTIRE SAMPLE	Continental	3%	5%	16%	32%	43%	4.08	.01	6,099
	Mid-Atlantic	3%	6%	16%	32%	43%	4.06	.01	9,235
	Midwest	4%	7%	15%	29%	45%	4.06	.01	18,068
	Northeast	4%	7%	17%	31%	41%	3.97	.01	7,672
	Pacific	5%	8%	19%	30%	38%	3.89	.01	5,901
	Southern	3%	5%	14%	28%	50%	4.17	.01	10,828
Institution Type - YOUR INSTITUTION	Public	4%	7%	16%	28%	45%	4.02	.05	455
Institution Type - ENTIRE SAMPLE	Public	4%	6%	16%	30%	44%	4.04	.01	45,643
	Private	3%	6%	14%	29%	48%	4.12	.01	12,160
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	16%	28%	45%	4.02	.05	455
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	7%	18%	27%	42%	3.90	.03	1,230
	Primarily 4-year	4%	6%	15%	30%	44%	4.06	.00	56,573
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	16%	28%	45%	4.02	.05	455
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	15%	30%	45%	4.08	.00	48,655
	Mainly Contracted	5%	8%	17%	30%	40%	3.92	.01	7,940
Total Current Enrollment - YOUR INSTITUT	Over 20,000	4%	7%	16%	28%	45%	4.02	.05	455
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	13%	28%	49%	4.13	.01	6,480
	2,500 to 10,000	4%	7%	17%	29%	42%	3.97	.02	5,191
	10,001 to 20,000	5%	7%	18%	32%	38%	3.90	.01	8,061
	Over 20,000	3%	6%	15%	30%	45%	4.08	.01	38,071
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	6%	9%	30%	53%	4.27	.09	128
	Marketplace	2%	4%	14%	21%	59%	4.31	.10	96
	Specialty Coffee Shop/ Juice Bar	3%	9%	17%	33%	38%	3.94	.13	66
	Sit-down Restaurant	9%	18%	36%	36%		3.00	.30	11
	Convenience Store				50%	50%	4.50	.22	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	15%	30%	45%	4.07	.01	5,978
	Marketplace	5%	7%	16%	29%	43%	3.97	.02	4,233
	Express Unit	4%	5%	13%	26%	52%	4.17	.01	6,373
	Specialty Coffee Shop/JuiceBar	2%	4%	11%	25%	57%	4.30	.01	4,657
	Sit-down Restaurant	3%	5%	11%	29%	52%	4.22	.03	1,034
	Convenience Store	3%	5%	14%	27%	52%	4.20	.02	3,087

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

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

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

		Speed of service					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	4%	14%	25%	56%	4.31	.04	457
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	16%	30%	46%	4.14	.00	56,499
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	11%	23%	61%	4.37	.05	310
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	29%	54%	4.32	.01	24,961
Aggregated Dining Halls	YOUR INSTITUTION		3%	21%	29%	47%	4.19	.07	147
Aggregated Dining Halls	ENTIRE SAMPLE	2%	7%	20%	32%	40%	4.00	.01	31,538
Respondent Type - YOUR INSTITUTION	Student	1%	4%	14%	27%	54%	4.27	.05	398
	Faculty			11%	11%	78%	4.67	.24	9
	Administration/ Staff		2%	10%	12%	76%	4.61	.11	49
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	6%	18%	30%	44%	4.09	.00	47,916
	Faculty	1%	2%	11%	35%	51%	4.33	.02	1,951
	Administration/Staff	1%	2%	8%	30%	59%	4.46	.01	6,278
	Other	1%	1%	8%	24%	66%	4.53	.04	354
Student Class Status - YOUR INSTITUTION	First year	1%	5%	17%	31%	46%	4.17	.09	115
	Sophomore	1%	3%	21%	24%	50%	4.19	.10	90
	Junior	1%	5%	13%	20%	61%	4.34	.11	79
	Senior	1%	6%	9%	26%	57%	4.32	.12	68
	Graduate	2%		7%	30%	61%	4.48	.12	46
Student Class Status - ENTIRE SAMPLE	First year	2%	7%	19%	31%	41%	4.01	.01	19,994
	Sophomore	2%	6%	18%	31%	43%	4.07	.01	10,245
	Junior	2%	5%	17%	30%	46%	4.13	.01	7,435
	Senior	1%	5%	15%	30%	49%	4.20	.01	6,355
	Graduate	2%	3%	12%	27%	56%	4.32	.02	3,434
	Other	3%	5%	21%	30%	41%	4.03	.05	473
Gender - YOUR INSTITUTION	Did Not Answer				25%	75%	4.75	.25	4
	Woman	1%	4%	12%	25%	57%	4.32	.05	307
	Man	1%	3%	16%	22%	59%	4.35	.08	129
	Non-binary/Non-conforming		9%	45%	27%	18%	3.55	.28	11
	Prefer not to answer			17%	50%	33%	4.17	.31	6
Gender - ENTIRE SAMPLE	Did Not Answer	3%	7%	18%	33%	39%	3.98	.04	914
	Woman	1%	5%	16%	30%	48%	4.18	.01	33,000
	Man	2%	5%	17%	31%	45%	4.12	.01	19,727
	Non-binary/Non-conforming	3%	10%	21%	29%	37%	3.89	.03	1,556
	Prefer to self-describe	4%	8%	18%	23%	47%	4.01	.08	213
	Prefer not to answer	2%	7%	20%	31%	41%	4.01	.03	1,089
Live... - YOUR INSTITUTION	On campus	1%	5%	20%	29%	46%	4.15	.08	148
	Off campus	1%	4%	11%	23%	61%	4.39	.05	309
Live... - ENTIRE SAMPLE	On campus	2%	6%	19%	31%	41%	4.03	.01	35,226
	Off campus	1%	3%	12%	29%	54%	4.32	.01	21,273
NACUFS Region - YOUR INSTITUTION	Southern	1%	4%	14%	25%	56%	4.31	.04	457
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	18%	32%	42%	4.08	.01	5,963
	Mid-Atlantic	2%	6%	18%	33%	42%	4.08	.01	8,993
	Midwest	2%	6%	17%	31%	44%	4.09	.01	17,643
	Northeast	2%	5%	17%	31%	45%	4.12	.01	7,458
	Pacific	2%	5%	15%	30%	49%	4.20	.01	5,792
	Southern	1%	4%	13%	26%	55%	4.30	.01	10,650
Institution Type - YOUR INSTITUTION	Public	1%	4%	14%	25%	56%	4.31	.04	457
Institution Type - ENTIRE SAMPLE	Public	2%	5%	17%	30%	46%	4.14	.00	44,639
	Private	2%	5%	15%	32%	46%	4.17	.01	11,860
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	4%	14%	25%	56%	4.31	.04	457
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	12%	31%	52%	4.31	.03	1,205
	Primarily 4-year	2%	5%	16%	30%	46%	4.14	.00	55,294
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	4%	14%	25%	56%	4.31	.04	457
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	16%	30%	47%	4.16	.00	47,600
	Mainly Contracted	2%	7%	19%	31%	42%	4.04	.01	7,729
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	4%	14%	25%	56%	4.31	.04	457
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	15%	33%	47%	4.19	.01	6,356
	2,500 to 10,000	1%	4%	16%	31%	47%	4.18	.01	5,079
	10,001 to 20,000	2%	7%	19%	31%	41%	4.02	.01	7,854
	Over 20,000	2%	5%	16%	30%	47%	4.16	.01	37,210
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	11%	22%	62%	4.39	.08	129
	Marketplace		7%	9%	23%	60%	4.37	.09	98
	Specialty Coffee Shop/ Juice Bar	2%	5%	14%	24%	56%	4.29	.12	66
	Sit-down Restaurant			9%	27%	64%	4.55	.21	11
	Convenience Store		17%			83%	4.50	.50	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	14%	31%	52%	4.29	.01	5,877
	Marketplace	1%	4%	15%	30%	50%	4.22	.01	4,181
	Express Unit	1%	3%	11%	27%	57%	4.36	.01	6,268
	Specialty Coffee Shop/JuiceBar	1%	3%	10%	28%	59%	4.41	.01	4,599
	Sit-down Restaurant	2%	3%	10%	32%	52%	4.31	.03	1,012
	Convenience Store	1%	4%	13%	27%	54%	4.29	.02	3,024

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

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

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

		Speed of service					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	6%	8%	23%	23%	40%	3.84	.06	457
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	7%	17%	30%	42%	3.97	.00	57,380
Aggregated Retail Units	YOUR INSTITUTION	6%	7%	22%	24%	40%	3.85	.07	309
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	17%	27%	43%	3.97	.01	25,306
Aggregated Dining Halls	YOUR INSTITUTION	5%	9%	24%	21%	41%	3.83	.10	148
Aggregated Dining Halls	ENTIRE SAMPLE	4%	7%	17%	31%	40%	3.97	.01	32,074
Respondent Type - YOUR INSTITUTION	Student	6%	9%	24%	21%	40%	3.81	.06	398
	Faculty	11%		11%	44%	33%	3.89	.42	9
	Administration/ Staff	6%	2%	12%	39%	41%	4.06	.16	49
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	5%	8%	18%	30%	40%	3.92	.01	48,645
	Faculty	4%	5%	13%	28%	49%	4.13	.02	1,984
	Administration/Staff	2%	4%	11%	27%	55%	4.29	.01	6,393
	Other	3%	4%	15%	20%	57%	4.22	.06	358
Student Class Status - YOUR INSTITUTION	First year	7%	6%	31%	19%	37%	3.73	.11	114
	Sophomore	4%	13%	23%	26%	33%	3.70	.13	90
	Junior	9%	8%	16%	16%	51%	3.92	.15	79
	Senior	4%	10%	18%	19%	49%	3.97	.15	68
	Graduate		9%	34%	26%	32%	3.81	.14	47
Student Class Status - ENTIRE SAMPLE	First year	4%	7%	18%	31%	40%	3.95	.01	20,350
	Sophomore	5%	9%	19%	29%	38%	3.86	.01	10,394
	Junior	5%	8%	18%	30%	38%	3.89	.01	7,503
	Senior	5%	9%	18%	29%	39%	3.87	.01	6,451
	Graduate	4%	5%	15%	28%	48%	4.11	.02	3,482
	Other	4%	7%	18%	31%	40%	3.98	.05	486
Gender - YOUR INSTITUTION	Did Not Answer	25%	25%	25%		25%	2.75	.85	4
	Woman	4%	8%	25%	26%	37%	3.83	.06	308
	Man	9%	8%	16%	21%	47%	3.90	.12	128
	Non-binary/Non-conforming		18%	27%		55%	3.91	.39	11
	Prefer not to answer	17%		33%		50%	3.67	.67	6
Gender - ENTIRE SAMPLE	Did Not Answer	7%	8%	17%	32%	36%	3.82	.04	947
	Woman	4%	7%	17%	29%	42%	3.99	.01	33,565
	Man	5%	7%	17%	30%	41%	3.95	.01	19,950
	Non-binary/Non-conforming	5%	8%	16%	26%	45%	3.98	.03	1,583
	Prefer to self-describe	5%	6%	12%	26%	51%	4.13	.08	218
	Prefer not to answer	6%	8%	18%	30%	38%	3.87	.04	1,117
Live... - YOUR INSTITUTION	On campus	7%	7%	27%	21%	38%	3.77	.10	147
	Off campus	5%	9%	21%	24%	41%	3.88	.07	310
Live... - ENTIRE SAMPLE	On campus	5%	8%	18%	31%	38%	3.89	.01	35,815
	Off campus	4%	6%	15%	28%	48%	4.10	.01	21,565
NACUFS Region - YOUR INSTITUTION	Southern	6%	8%	23%	23%	40%	3.84	.06	457
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	17%	33%	42%	4.06	.01	6,056
	Mid-Atlantic	5%	8%	18%	30%	40%	3.92	.01	9,116
	Midwest	4%	7%	16%	29%	44%	4.03	.01	17,940
	Northeast	5%	8%	18%	31%	37%	3.87	.01	7,589
	Pacific	7%	11%	22%	29%	31%	3.65	.02	5,890
	Southern	3%	6%	15%	27%	48%	4.11	.01	10,789
Institution Type - YOUR INSTITUTION	Public	6%	8%	23%	23%	40%	3.84	.06	457
Institution Type - ENTIRE SAMPLE	Public	4%	7%	17%	30%	42%	3.98	.01	45,322
	Private	5%	8%	17%	30%	41%	3.93	.01	12,058
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	8%	23%	23%	40%	3.84	.06	457
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	7%	15%	28%	41%	3.87	.04	1,226
	Primarily 4-year	4%	7%	17%	30%	42%	3.97	.00	56,154
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	8%	23%	23%	40%	3.84	.06	457
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	7%	17%	29%	42%	3.97	.01	48,302
	Mainly Contracted	5%	7%	18%	31%	39%	3.93	.01	7,876
Total Current Enrollment - YOUR INSTITUT	Over 20,000	6%	8%	23%	23%	40%	3.84	.06	457
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	8%	16%	28%	42%	3.94	.01	6,442
	2,500 to 10,000	5%	7%	17%	31%	41%	3.96	.02	5,153
	10,001 to 20,000	5%	8%	20%	32%	35%	3.84	.01	7,991
	Over 20,000	4%	7%	17%	29%	43%	4.00	.01	37,794
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	9%	25%	18%	42%	3.79	.11	129
	Marketplace	5%	5%	20%	24%	46%	4.01	.12	97
	Specialty Coffee Shop/ Juice Bar	3%	8%	23%	35%	32%	3.85	.13	66
	Sit-down Restaurant	27%	18%	18%	36%		2.64	.39	11
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	19%	29%	39%	3.90	.01	5,964
	Marketplace	7%	10%	20%	26%	36%	3.75	.02	4,234
	Express Unit	5%	7%	15%	26%	46%	4.00	.01	6,367
	Specialty Coffee Shop/JuiceBar	4%	6%	14%	27%	49%	4.12	.02	4,644
	Sit-down Restaurant	3%	8%	15%	28%	47%	4.07	.03	1,031
	Convenience Store	3%	7%	16%	27%	46%	4.06	.02	3,066

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

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

TABLE 14a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
SERVICE: Hours of operation

		Hours of operation					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	6%	13%	25%	53%	4.22	.05	447
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	14%	28%	52%	4.25	.00	56,400
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	13%	21%	56%	4.20	.06	303
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	28%	53%	4.26	.01	24,710
Aggregated Dining Halls	YOUR INSTITUTION		3%	15%	33%	48%	4.26	.07	144
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	29%	51%	4.24	.01	31,690
Respondent Type - YOUR INSTITUTION	Student	2%	6%	14%	27%	51%	4.18	.05	390
	Faculty			11%	22%	67%	4.56	.24	9
	Administration/ Staff	2%	6%	6%	13%	72%	4.47	.15	47
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	14%	28%	52%	4.24	.00	48,051
	Faculty	2%	3%	12%	33%	49%	4.25	.02	1,911
	Administration/Staff	1%	3%	12%	30%	54%	4.33	.01	6,096
	Other	1%	4%	15%	24%	56%	4.28	.05	342
Student Class Status - YOUR INSTITUTION	First year	3%	4%	15%	33%	45%	4.14	.09	115
	Sophomore	1%	3%	17%	27%	51%	4.24	.10	88
	Junior	3%	9%	12%	23%	53%	4.16	.13	77
	Senior	3%	11%	14%	23%	49%	4.05	.14	65
	Graduate	2%	2%	11%	20%	64%	4.42	.14	45
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	14%	29%	51%	4.23	.01	20,116
	Sophomore	2%	4%	14%	28%	53%	4.25	.01	10,316
	Junior	2%	5%	14%	28%	51%	4.22	.01	7,431
	Senior	2%	4%	13%	27%	53%	4.26	.01	6,349
	Graduate	2%	4%	12%	25%	58%	4.33	.02	3,402
Gender - YOUR INSTITUTION	Other	3%	5%	16%	29%	46%	4.10	.05	457
	Did Not Answer				33%	67%	4.67	.33	3
	Woman	3%	7%	11%	27%	52%	4.18	.06	298
	Man	2%	2%	17%	19%	60%	4.34	.08	128
	Non-binary/Non-conforming		17%	8%	33%	42%	4.00	.33	12
Gender - ENTIRE SAMPLE	Prefer not to answer			50%	33%	17%	3.67	.33	6
	Did Not Answer	3%	5%	16%	28%	48%	4.14	.03	912
	Woman	2%	4%	13%	28%	53%	4.28	.01	32,940
	Man	2%	4%	14%	29%	51%	4.23	.01	19,696
	Non-binary/Non-conforming	2%	6%	15%	29%	48%	4.15	.03	1,558
	Prefer to self-describe	3%	4%	13%	25%	55%	4.24	.07	210
Live... - YOUR INSTITUTION	Prefer not to answer	3%	4%	17%	29%	49%	4.17	.03	1,084
	On campus	1%	4%	16%	32%	47%	4.19	.08	147
	Off campus	3%	7%	12%	22%	57%	4.23	.06	300
Live... - ENTIRE SAMPLE	On campus	2%	4%	14%	29%	52%	4.25	.01	35,453
	Off campus	2%	4%	13%	28%	53%	4.26	.01	20,947
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	13%	25%	53%	4.22	.05	447
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	15%	31%	48%	4.18	.01	5,919
	Mid-Atlantic	2%	4%	13%	30%	51%	4.25	.01	9,066
	Midwest	2%	4%	14%	29%	51%	4.23	.01	17,639
	Northeast	2%	4%	13%	28%	52%	4.26	.01	7,467
	Pacific	2%	4%	14%	27%	54%	4.27	.01	5,723
	Southern	1%	4%	13%	25%	57%	4.32	.01	10,586
Institution Type - YOUR INSTITUTION	Public	2%	6%	13%	25%	53%	4.22	.05	447
Institution Type - ENTIRE SAMPLE	Public	2%	4%	13%	28%	53%	4.26	.00	44,579
	Private	2%	4%	14%	30%	51%	4.24	.01	11,821
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	6%	13%	25%	53%	4.22	.05	447
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	15%	31%	49%	4.23	.03	1,162
	Primarily 4-year	2%	4%	14%	28%	52%	4.25	.00	55,238
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	13%	25%	53%	4.22	.05	447
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	13%	28%	52%	4.26	.00	47,546
	Mainly Contracted	2%	4%	14%	29%	50%	4.21	.01	7,676
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	6%	13%	25%	53%	4.22	.05	447
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	14%	31%	49%	4.22	.01	6,314
	2,500 to 10,000	2%	3%	13%	29%	53%	4.30	.01	5,053
	10,001 to 20,000	2%	4%	14%	28%	52%	4.24	.01	7,868
	Over 20,000	2%	4%	13%	28%	53%	4.26	.00	37,165
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	10%	13%	20%	54%	4.10	.11	125
	Marketplace	3%	5%	21%	21%	50%	4.09	.11	96
	Specialty Coffee Shop/ Juice Bar	2%	6%	3%	26%	63%	4.43	.12	65
	Sit-down Restaurant				18%	82%	4.82	.12	11
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	14%	28%	52%	4.24	.01	5,808
	Marketplace	2%	5%	15%	30%	49%	4.20	.02	4,118
	Express Unit	2%	4%	13%	27%	54%	4.27	.01	6,211
	Specialty Coffee Shop/JuiceBar	2%	4%	13%	27%	55%	4.29	.01	4,547
	Sit-down Restaurant	1%	4%	12%	31%	52%	4.28	.03	995
	Convenience Store	1%	3%	13%	25%	57%	4.34	.02	3,031

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

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



TABLE 14b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
SERVICE: Hours of operation

		Hours of operation					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	8%	16%	27%	46%	4.04	.05	449
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	14%	19%	25%	33%	3.59	.01	57,220
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	15%	29%	48%	4.14	.06	303
Aggregated Retail Units	ENTIRE SAMPLE	7%	11%	18%	25%	39%	3.80	.01	25,034
Aggregated Dining Halls	YOUR INSTITUTION	5%	12%	17%	23%	42%	3.84	.10	146
Aggregated Dining Halls	ENTIRE SAMPLE	11%	16%	20%	25%	28%	3.43	.01	32,186
Respondent Type - YOUR INSTITUTION	Student	4%	9%	16%	27%	44%	3.99	.06	393
	Faculty			22%	11%	67%	4.44	.29	9
	Administration/ Staff		2%	11%	33%	54%	4.39	.11	46
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	10%	15%	20%	25%	30%	3.49	.01	48,728
	Faculty	6%	8%	15%	26%	45%	3.96	.03	1,945
	Administration/Staff	3%	5%	12%	26%	53%	4.21	.01	6,201
	Other	5%	4%	15%	21%	55%	4.16	.06	346
Student Class Status - YOUR INSTITUTION	First year	4%	9%	18%	27%	42%	3.94	.11	114
	Sophomore	3%	10%	23%	25%	39%	3.85	.12	88
	Junior	4%	10%	14%	28%	44%	3.97	.13	78
	Senior	3%	5%	11%	30%	52%	4.23	.13	66
	Graduate	2%	13%	13%	21%	51%	4.06	.17	47
Student Class Status - ENTIRE SAMPLE	First year	10%	17%	21%	25%	27%	3.42	.01	20,430
	Sophomore	11%	16%	19%	25%	29%	3.44	.01	10,461
	Junior	10%	14%	20%	26%	30%	3.54	.02	7,507
	Senior	10%	14%	20%	25%	32%	3.55	.02	6,439
	Graduate	6%	10%	18%	25%	40%	3.84	.02	3,438
	Other	8%	11%	18%	24%	39%	3.76	.06	473
Gender - YOUR INSTITUTION	Did Not Answer			33%	33%	33%	4.00	.58	3
	Woman	2%	10%	16%	30%	43%	4.01	.06	301
	Man	4%	5%	15%	22%	54%	4.18	.10	127
	Non-binary/Non-conforming	17%	8%	17%	8%	50%	3.67	.47	12
	Prefer not to answer		17%	33%	33%	17%	3.50	.43	6
Gender - ENTIRE SAMPLE	Did Not Answer	12%	16%	21%	26%	24%	3.34	.04	951
	Woman	9%	14%	19%	25%	33%	3.60	.01	33,444
	Man	9%	13%	19%	25%	33%	3.59	.01	19,904
	Non-binary/Non-conforming	9%	16%	20%	23%	32%	3.52	.03	1,588
	Prefer to self-describe	13%	19%	16%	20%	32%	3.38	.10	216
	Prefer not to answer	12%	17%	17%	24%	30%	3.44	.04	1,117
Live... - YOUR INSTITUTION	On campus	5%	12%	14%	27%	42%	3.90	.10	147
	Off campus	2%	7%	17%	27%	48%	4.11	.06	302
Live... - ENTIRE SAMPLE	On campus	11%	17%	20%	25%	27%	3.40	.01	36,011
	Off campus	6%	9%	17%	25%	43%	3.91	.01	21,209
NACUFS Region - YOUR INSTITUTION	Southern	3%	8%	16%	27%	46%	4.04	.05	449
NACUFS Region - ENTIRE SAMPLE	Continental	9%	15%	21%	27%	28%	3.49	.02	6,024
	Mid-Atlantic	13%	19%	20%	23%	25%	3.29	.01	9,183
	Midwest	8%	13%	18%	26%	35%	3.67	.01	17,921
	Northeast	11%	14%	18%	25%	31%	3.52	.02	7,572
	Pacific	10%	14%	20%	25%	31%	3.53	.02	5,809
	Southern	5%	11%	18%	25%	41%	3.85	.01	10,711
Institution Type - YOUR INSTITUTION	Public	3%	8%	16%	27%	46%	4.04	.05	449
Institution Type - ENTIRE SAMPLE	Public	9%	14%	19%	25%	33%	3.57	.01	45,209
	Private	8%	13%	18%	26%	34%	3.65	.01	12,011
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	8%	16%	27%	46%	4.04	.05	449
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	10%	19%	27%	35%	3.70	.04	1,182
	Primarily 4-year	9%	14%	19%	25%	33%	3.59	.01	56,038
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	8%	16%	27%	46%	4.04	.05	449
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	9%	14%	19%	25%	33%	3.59	.01	48,210
	Mainly Contracted	8%	14%	19%	25%	34%	3.64	.01	7,810
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	8%	16%	27%	46%	4.04	.05	449
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	9%	14%	18%	25%	34%	3.63	.02	6,401
	2,500 to 10,000	11%	14%	19%	25%	31%	3.51	.02	5,113
	10,001 to 20,000	11%	16%	20%	25%	28%	3.43	.01	7,989
	Over 20,000	8%	14%	19%	25%	34%	3.63	.01	37,717
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	13%	29%	52%	4.27	.08	126
	Marketplace	3%	5%	21%	29%	41%	4.00	.11	95
	Specialty Coffee Shop/ Juice Bar	2%	12%		28%	46%	4.05	.14	65
	Sit-down Restaurant			18%	18%	64%	4.45	.25	11
	Convenience Store		17%		33%	50%	4.17	.48	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	13%	20%	27%	33%	3.65	.02	5,887
	Marketplace	8%	12%	19%	26%	36%	3.71	.02	4,171
	Express Unit	6%	10%	17%	25%	42%	3.88	.02	6,294
	Specialty Coffee Shop/JuiceBar	7%	11%	16%	25%	42%	3.84	.02	4,591
	Sit-down Restaurant	3%	8%	16%	27%	46%	4.06	.03	1,015
	Convenience Store	5%	10%	18%	24%	43%	3.89	.02	3,076

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

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

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

		Mobile ordering options					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	14%	8%	20%	12%	46%	3.69	.08	301
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	13%	11%	22%	19%	35%	3.52	.01	34,009
Aggregated Retail Units	YOUR INSTITUTION	9%	6%	19%	13%	53%	3.95	.09	232
Aggregated Retail Units	ENTIRE SAMPLE	9%	8%	18%	21%	44%	3.83	.01	17,509
Aggregated Dining Halls	YOUR INSTITUTION	29%	14%	26%	7%	23%	2.81	.18	69
Aggregated Dining Halls	ENTIRE SAMPLE	18%	14%	25%	17%	26%	3.20	.01	16,500
Respondent Type - YOUR INSTITUTION	Student	15%	9%	21%	13%	41%	3.56	.09	257
	Faculty		25%		25%	50%	4.00	.71	4
	Administration/ Staff	5%		13%	3%	79%	4.51	.17	39
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	13%	11%	22%	19%	34%	3.49	.01	29,823
	Faculty	16%	8%	19%	19%	37%	3.53	.05	926
	Administration/Staff	11%	7%	19%	19%	44%	3.78	.02	3,032
	Other	6%	5%	14%	22%	52%	4.08	.08	228
Student Class Status - YOUR INSTITUTION	First year	16%	10%	16%	13%	46%	3.63	.19	63
	Sophomore	11%	19%	22%	17%	31%	3.39	.17	64
	Junior	19%	3%	28%	9%	41%	3.50	.20	58
	Senior	12%	4%	20%	18%	47%	3.84	.19	51
	Graduate	24%	5%	24%	5%	43%	3.38	.36	21
Student Class Status - ENTIRE SAMPLE	First year	15%	13%	24%	18%	31%	3.35	.01	11,951
	Sophomore	13%	11%	21%	20%	34%	3.51	.02	6,349
	Junior	12%	10%	22%	21%	36%	3.59	.02	4,768
	Senior	12%	10%	20%	19%	39%	3.63	.02	4,166
	Graduate	11%	8%	20%	19%	43%	3.74	.03	2,349
Gender - YOUR INSTITUTION	Did Not Answer					100%	5.00	.00	2
	Woman	10%	8%	20%	14%	48%	3.80	.09	213
	Man	21%	8%	21%	8%	42%	3.42	.18	76
	Non-binary/Non-conforming	17%		33%		50%	3.67	.67	6
	Prefer not to answer	50%		25%	25%		2.25	.75	4
Gender - ENTIRE SAMPLE	Did Not Answer	18%	12%	22%	16%	32%	3.32	.07	462
	Woman	11%	10%	22%	20%	37%	3.61	.01	19,780
	Man	16%	11%	22%	18%	33%	3.41	.01	12,293
	Non-binary/Non-conforming	16%	13%	22%	18%	31%	3.36	.05	799
	Prefer to self-describe	20%	7%	22%	15%	37%	3.42	.14	116
Live... - YOUR INSTITUTION	Prefer not to answer	19%	11%	21%	16%	34%	3.34	.06	559
	On campus	14%	16%	27%	8%	35%	3.34	.16	83
	Off campus	13%	5%	18%	13%	50%	3.83	.10	218
Live... - ENTIRE SAMPLE	On campus	14%	12%	23%	19%	32%	3.43	.01	21,105
	Off campus	12%	9%	20%	19%	41%	3.68	.01	12,904
NACUFS Region - YOUR INSTITUTION	Southern	14%	8%	20%	12%	46%	3.69	.08	301
NACUFS Region - ENTIRE SAMPLE	Continental	14%	12%	25%	20%	29%	3.38	.02	3,716
	Mid-Atlantic	14%	10%	23%	20%	32%	3.46	.02	5,156
	Midwest	14%	11%	20%	19%	37%	3.55	.01	10,709
	Northeast	14%	11%	22%	21%	32%	3.46	.02	4,161
	Pacific	10%	11%	23%	19%	36%	3.61	.02	3,498
	Southern	13%	10%	21%	16%	40%	3.60	.02	6,769
Institution Type - YOUR INSTITUTION	Public	14%	8%	20%	12%	46%	3.69	.08	301
Institution Type - ENTIRE SAMPLE	Public	13%	11%	22%	19%	35%	3.52	.01	27,820
	Private	13%	11%	21%	20%	35%	3.53	.02	6,189
Institution Type - YOUR INSTITUTION	Primarily 4-year	14%	8%	20%	12%	46%	3.69	.08	301
Institution Type - ENTIRE SAMPLE	Primarily 2-year	12%	8%	23%	19%	38%	3.62	.05	660
	Primarily 4-year	13%	11%	22%	19%	35%	3.52	.01	33,349
Operation Type - YOUR INSTITUTION	Mainly Contracted	14%	8%	20%	12%	46%	3.69	.08	301
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	12%	10%	21%	19%	37%	3.58	.01	29,425
	Mainly Contracted	20%	13%	23%	16%	27%	3.16	.02	4,057
Total Current Enrollment - YOUR INSTITUT	Over 20,000	14%	8%	20%	12%	46%	3.69	.08	301
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	12%	10%	21%	22%	35%	3.59	.02	3,565
	2,500 to 10,000	12%	10%	22%	20%	36%	3.58	.03	2,854
	10,001 to 20,000	15%	12%	25%	18%	30%	3.37	.02	4,587
	Over 20,000	13%	11%	21%	19%	36%	3.54	.01	23,003
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	5%	20%	15%	51%	3.95	.13	101
	Marketplace	11%	10%	24%	7%	47%	3.69	.17	70
	Specialty Coffee Shop/ Juice Bar	4%	4%	12%	19%	62%	4.31	.15	52
	Sit-down Restaurant	40%			20%	40%	3.20	.92	5
	Convenience Store					100%	5.00	.00	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	9%	21%	22%	39%	3.72	.02	4,263
	Marketplace	9%	8%	19%	20%	43%	3.80	.02	3,017
	Express Unit	9%	7%	17%	21%	47%	3.90	.02	4,436
	Specialty Coffee Shop/JuiceBar	7%	8%	18%	19%	49%	3.96	.02	3,119
	Sit-down Restaurant	10%	8%	16%	21%	45%	3.83	.06	591
	Convenience Store	9%	10%	19%	20%	42%	3.78	.03	2,083

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

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

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

		Mobile ordering options					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	16%	9%	22%	17%	36%	3.48	.09	283
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	19%	11%	23%	17%	30%	3.28	.01	31,986
Aggregated Retail Units	YOUR INSTITUTION	13%	7%	20%	19%	41%	3.69	.09	225
Aggregated Retail Units	ENTIRE SAMPLE	13%	9%	19%	19%	40%	3.64	.01	16,736
Aggregated Dining Halls	YOUR INSTITUTION	26%	19%	29%	12%	14%	2.69	.18	58
Aggregated Dining Halls	ENTIRE SAMPLE	26%	13%	27%	16%	19%	2.89	.01	15,250
Respondent Type - YOUR INSTITUTION	Student	17%	10%	23%	14%	35%	3.39	.10	241
	Faculty	25%		25%	25%	25%	3.25	.85	4
	Administration/ Staff	3%	3%	16%	39%	39%	4.11	.15	38
Respondent Type - ENTIRE SAMPLE	Student	20%	11%	23%	17%	28%	3.20	.01	28,218
	Faculty	12%	6%	21%	20%	41%	3.72	.05	797
	Administration/Staff	9%	6%	19%	18%	48%	3.90	.02	2,749
	Other	6%	3%	15%	21%	55%	4.16	.08	222
Student Class Status - YOUR INSTITUTION	First year	21%	19%	14%	12%	34%	3.21	.21	58
	Sophomore	22%	12%	25%	15%	27%	3.13	.19	60
	Junior	15%	7%	25%	20%	33%	3.49	.19	55
	Senior	10%	4%	27%	10%	49%	3.84	.19	51
	Graduate	24%	6%	29%	6%	35%	3.24	.39	17
Student Class Status - ENTIRE SAMPLE	First year	20%	11%	25%	17%	27%	3.20	.01	11,344
	Sophomore	25%	11%	22%	16%	26%	3.06	.02	6,027
	Junior	21%	12%	22%	18%	27%	3.19	.02	4,513
	Senior	20%	12%	22%	16%	30%	3.23	.02	3,914
	Graduate	11%	9%	23%	21%	35%	3.60	.03	2,195
	Other	16%	10%	23%	13%	38%	3.49	.10	238
Gender - YOUR INSTITUTION	Did Not Answer	33%				67%	3.67	1.33	3
	Woman	15%	9%	21%	19%	36%	3.51	.10	202
	Man	17%	7%	26%	14%	35%	3.42	.18	69
	Non-binary/Non-conforming		20%	40%		40%	3.60	.60	5
	Prefer not to answer	25%	25%	25%		25%	2.75	.85	4
Gender - ENTIRE SAMPLE	Did Not Answer	26%	11%	22%	16%	24%	3.02	.07	437
	Woman	19%	11%	22%	17%	31%	3.28	.01	18,623
	Man	18%	9%	24%	19%	30%	3.32	.01	11,580
	Non-binary/Non-conforming	25%	11%	24%	15%	25%	3.03	.06	726
	Prefer to self-describe	26%	9%	23%	12%	31%	3.13	.15	113
	Prefer not to answer	23%	11%	21%	16%	29%	3.15	.07	507
Live... - YOUR INSTITUTION	On campus	21%	19%	21%	15%	24%	3.01	.17	75
	Off campus	13%	6%	23%	18%	40%	3.65	.10	208
Live... - ENTIRE SAMPLE	On campus	23%	12%	24%	16%	25%	3.10	.01	19,995
	Off campus	13%	9%	21%	18%	38%	3.59	.01	11,991
NACUFS Region - YOUR INSTITUTION	Southern	16%	9%	22%	17%	36%	3.48	.09	283
NACUFS Region - ENTIRE SAMPLE	Continental	15%	11%	26%	19%	28%	3.34	.02	3,513
	Mid-Atlantic	33%	12%	21%	14%	20%	2.77	.02	4,785
	Midwest	15%	9%	21%	18%	38%	3.55	.01	10,190
	Northeast	22%	14%	25%	18%	21%	3.04	.02	3,899
	Pacific	22%	12%	26%	17%	23%	3.06	.03	3,254
	Southern	15%	10%	24%	16%	35%	3.47	.02	6,345
Institution Type - YOUR INSTITUTION	Public	16%	9%	22%	17%	36%	3.48	.09	283
Institution Type - ENTIRE SAMPLE	Public	18%	11%	23%	17%	31%	3.33	.01	26,254
	Private	26%	11%	21%	16%	26%	3.06	.02	5,732
Institution Type - YOUR INSTITUTION	Primarily 4-year	16%	9%	22%	17%	36%	3.48	.09	283
Institution Type - ENTIRE SAMPLE	Primarily 2-year	25%	13%	25%	16%	22%	2.96	.06	598
	Primarily 4-year	19%	11%	23%	17%	30%	3.29	.01	31,388
Operation Type - YOUR INSTITUTION	Mainly Contracted	16%	9%	22%	17%	36%	3.48	.09	283
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	18%	10%	22%	18%	31%	3.33	.01	27,816
	Mainly Contracted	24%	13%	27%	15%	22%	2.98	.02	3,691
Total Current Enrollment - YOUR INSTITUT	Over 20,000	16%	9%	22%	17%	36%	3.48	.09	283
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	29%	11%	21%	16%	23%	2.94	.03	3,317
	2,500 to 10,000	20%	9%	23%	17%	31%	3.28	.03	2,640
	10,001 to 20,000	22%	12%	26%	16%	23%	3.06	.02	4,314
	Over 20,000	17%	11%	23%	18%	32%	3.38	.01	21,715
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	7%	21%	17%	44%	3.79	.14	99
	Marketplace	19%	6%	26%	16%	32%	3.37	.18	68
	Specialty Coffee Shop/ Juice Bar	8%	8%	14%	22%	49%	3.96	.18	51
	Sit-down Restaurant	67%			33%		2.00	1.00	3
	Convenience Store				50%	50%	4.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	14%	11%	23%	20%	32%	3.45	.02	4,093
	Marketplace	15%	10%	20%	18%	37%	3.53	.03	2,895
	Express Unit	14%	7%	18%	18%	43%	3.68	.02	4,221
	Specialty Coffee Shop/JuiceBar	10%	6%	15%	18%	50%	3.92	.02	2,970
	Sit-down Restaurant	11%	8%	19%	19%	43%	3.75	.06	561
	Convenience Store	11%	11%	21%	19%	39%	3.65	.03	1,996

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

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



TABLE 16a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
SERVICE: Helpfulness of staff

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	7%	17%	22%	53%	4.17	.05	434
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	18%	26%	46%	4.06	.00	53,995
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	15%	20%	57%	4.23	.06	293
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	25%	53%	4.22	.01	24,152
Aggregated Dining Halls	YOUR INSTITUTION	1%	8%	21%	26%	44%	4.04	.09	141
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	21%	26%	41%	3.94	.01	29,843
Respondent Type - YOUR INSTITUTION	Student	2%	8%	18%	24%	48%	4.08	.06	378
	Faculty				44%	56%	4.56	.18	9
	Administration/ Staff			7%	7%	87%	4.80	.08	46
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	20%	26%	43%	3.99	.01	45,660
	Faculty	1%	3%	11%	29%	57%	4.37	.02	1,876
	Administration/Staff	1%	1%	8%	25%	65%	4.52	.01	6,124
	Other	1%	2%	9%	21%	67%	4.51	.04	335
Student Class Status - YOUR INSTITUTION	First year	1%	11%	20%	25%	43%	3.98	.10	109
	Sophomore	4%	7%	17%	22%	51%	4.08	.13	83
	Junior	3%	6%	13%	23%	55%	4.22	.12	78
	Senior	2%	9%	20%	23%	46%	4.03	.14	65
	Graduate	2%	2%	21%	26%	49%	4.16	.15	43
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	22%	26%	40%	3.91	.01	18,946
	Sophomore	3%	8%	21%	26%	43%	3.97	.01	9,786
	Junior	3%	7%	19%	27%	44%	4.04	.01	7,134
	Senior	3%	7%	18%	26%	47%	4.07	.01	6,066
	Graduate	3%	4%	13%	24%	55%	4.26	.02	3,300
	Other	4%	5%	20%	29%	42%	4.00	.05	446
Gender - YOUR INSTITUTION	Did Not Answer			50%		50%	4.00	1.00	2
	Woman	2%	6%	16%	22%	53%	4.18	.06	292
	Man	1%	7%	16%	22%	54%	4.22	.09	122
	Non-binary/Non-conforming		17%	8%	33%	42%	4.00	.33	12
	Prefer not to answer		50%	33%	17%		2.67	.33	6
Gender - ENTIRE SAMPLE	Did Not Answer	4%	9%	22%	26%	39%	3.88	.04	846
	Woman	2%	6%	17%	26%	49%	4.13	.01	31,658
	Man	3%	8%	19%	27%	43%	3.99	.01	18,781
	Non-binary/Non-conforming	4%	9%	22%	27%	37%	3.84	.03	1,484
	Prefer to self-describe	5%	10%	19%	20%	47%	3.95	.09	200
	Prefer not to answer	3%	7%	22%	24%	44%	3.99	.03	1,026
Live... - YOUR INSTITUTION	On campus	1%	10%	23%	24%	41%	3.94	.09	141
	Off campus	2%	5%	13%	21%	58%	4.28	.06	293
Live... - ENTIRE SAMPLE	On campus	3%	8%	21%	26%	41%	3.94	.01	33,499
	Off campus	2%	4%	14%	25%	55%	4.27	.01	20,496
NACUFS Region - YOUR INSTITUTION	Southern	2%	7%	17%	22%	53%	4.17	.05	434
NACUFS Region - ENTIRE SAMPLE	Continental	3%	6%	19%	28%	44%	4.04	.01	5,705
	Mid-Atlantic	3%	8%	21%	27%	41%	3.95	.01	8,482
	Midwest	3%	7%	19%	26%	45%	4.03	.01	16,843
	Northeast	3%	7%	18%	26%	46%	4.06	.01	7,095
	Pacific	2%	6%	17%	25%	50%	4.14	.01	5,514
	Southern	2%	5%	16%	24%	52%	4.19	.01	10,356
Institution Type - YOUR INSTITUTION	Public	2%	7%	17%	22%	53%	4.17	.05	434
Institution Type - ENTIRE SAMPLE	Public	3%	7%	19%	26%	46%	4.05	.01	42,598
	Private	2%	6%	17%	26%	48%	4.12	.01	11,397
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	7%	17%	22%	53%	4.17	.05	434
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	12%	26%	58%	4.34	.03	1,164
	Primarily 4-year	3%	7%	18%	26%	46%	4.06	.00	52,831
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	7%	17%	22%	53%	4.17	.05	434
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	18%	26%	47%	4.09	.01	45,530
	Mainly Contracted	3%	8%	21%	28%	40%	3.95	.01	7,376
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	7%	17%	22%	53%	4.17	.05	434
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	15%	27%	51%	4.20	.01	6,217
	2,500 to 10,000	2%	5%	16%	26%	50%	4.17	.01	4,862
	10,001 to 20,000	3%	8%	19%	28%	43%	4.00	.01	7,485
	Over 20,000	3%	7%	19%	25%	46%	4.04	.01	35,431
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	23%	19%	53%	4.17	.09	120
	Marketplace	4%	9%	11%	19%	57%	4.17	.12	94
	Specialty Coffee Shop/ Juice Bar		6%	9%	20%	65%	4.43	.11	65
	Sit-down Restaurant		11%		56%	33%	4.11	.31	9
	Convenience Store		20%			80%	4.40	.60	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	17%	28%	48%	4.13	.01	5,660
	Marketplace	3%	6%	17%	25%	49%	4.11	.02	4,017
	Express Unit	2%	4%	13%	24%	56%	4.28	.01	6,106
	Specialty Coffee Shop/JuiceBar	1%	3%	11%	24%	60%	4.38	.01	4,450
	Sit-down Restaurant	2%	4%	12%	27%	56%	4.31	.03	980
	Convenience Store	2%	6%	16%	25%	50%	4.15	.02	2,939

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

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

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

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	4%	8%	19%	26%	43%	3.95	.05	437
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	17%	26%	49%	4.11	.00	54,724
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	17%	26%	47%	4.06	.06	296
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	15%	24%	53%	4.19	.01	24,460
Aggregated Dining Halls	YOUR INSTITUTION	7%	9%	24%	26%	34%	3.72	.10	141
Aggregated Dining Halls	ENTIRE SAMPLE	4%	6%	18%	27%	45%	4.04	.01	30,264
Respondent Type - YOUR INSTITUTION	Student	4%	8%	21%	25%	41%	3.91	.06	382
	Faculty		11%	11%	11%	67%	4.33	.37	9
	Administration/ Staff	4%	2%	7%	38%	49%	4.24	.15	45
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	4%	6%	18%	26%	46%	4.05	.01	46,255
	Faculty	3%	3%	11%	25%	59%	4.35	.02	1,903
	Administration/Staff	2%	3%	10%	22%	63%	4.42	.01	6,226
	Other	3%	4%	11%	17%	65%	4.39	.05	340
Student Class Status - YOUR INSTITUTION	First year	5%	12%	27%	25%	31%	3.67	.11	108
	Sophomore	6%	12%	17%	27%	38%	3.80	.13	86
	Junior	5%	3%	19%	23%	49%	4.09	.13	77
	Senior		5%	20%	28%	48%	4.18	.11	65
	Graduate	7%	9%	15%	22%	48%	3.96	.19	46
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	19%	27%	44%	4.02	.01	19,230
	Sophomore	4%	6%	18%	26%	46%	4.03	.01	9,904
	Junior	3%	6%	17%	26%	47%	4.08	.01	7,204
	Senior	4%	6%	17%	26%	48%	4.07	.01	6,146
	Graduate	3%	4%	12%	26%	54%	4.25	.02	3,335
	Other	3%	6%	17%	25%	49%	4.10	.05	454
Gender - YOUR INSTITUTION	Did Not Answer			67%		33%	3.67	.67	3
	Woman	4%	9%	19%	28%	39%	3.89	.07	294
	Man	5%	5%	16%	23%	51%	4.10	.10	122
	Non-binary/Non-conforming			25%	17%	58%	4.33	.26	12
	Prefer not to answer		17%	33%	33%	17%	3.50	.43	6
Gender - ENTIRE SAMPLE	Did Not Answer	5%	6%	18%	27%	45%	4.02	.04	873
	Woman	3%	6%	17%	25%	49%	4.12	.01	32,121
	Man	3%	5%	17%	27%	48%	4.10	.01	18,973
	Non-binary/Non-conforming	3%	6%	15%	24%	52%	4.16	.03	1,508
	Prefer to self-describe	4%	4%	18%	22%	52%	4.14	.08	203
	Prefer not to answer	4%	6%	18%	24%	48%	4.04	.04	1,046
Live... - YOUR INSTITUTION	On campus	5%	12%	23%	30%	29%	3.67	.10	139
	Off campus	4%	6%	17%	24%	49%	4.08	.06	298
Live... - ENTIRE SAMPLE	On campus	4%	6%	19%	27%	45%	4.02	.01	33,977
	Off campus	3%	4%	14%	24%	55%	4.25	.01	20,747
NACUFS Region - YOUR INSTITUTION	Southern	4%	8%	19%	26%	43%	3.95	.05	437
NACUFS Region - ENTIRE SAMPLE	Continental	3%	5%	18%	28%	47%	4.11	.01	5,786
	Mid-Atlantic	3%	5%	17%	27%	48%	4.12	.01	8,567
	Midwest	4%	5%	16%	25%	50%	4.13	.01	17,101
	Northeast	4%	6%	17%	25%	49%	4.09	.01	7,201
	Pacific	4%	6%	19%	27%	43%	3.99	.02	5,597
	Southern	3%	6%	16%	25%	50%	4.14	.01	10,472
Institution Type - YOUR INSTITUTION	Public	4%	8%	19%	26%	43%	3.95	.05	437
Institution Type - ENTIRE SAMPLE	Public	4%	6%	17%	26%	47%	4.07	.01	43,176
	Private	2%	5%	14%	25%	54%	4.24	.01	11,548
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	8%	19%	26%	43%	3.95	.05	437
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	6%	14%	27%	47%	4.04	.03	1,187
	Primarily 4-year	3%	6%	17%	26%	49%	4.11	.00	53,537
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	8%	19%	26%	43%	3.95	.05	437
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	16%	26%	50%	4.14	.00	46,120
	Mainly Contracted	5%	8%	19%	26%	42%	3.94	.01	7,489
Total Current Enrollment - YOUR INSTITUT	Over 20,000	4%	8%	19%	26%	43%	3.95	.05	437
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	12%	24%	57%	4.31	.01	6,287
	2,500 to 10,000	4%	5%	17%	26%	48%	4.09	.02	4,935
	10,001 to 20,000	4%	6%	18%	27%	44%	4.01	.01	7,607
	Over 20,000	3%	6%	17%	26%	48%	4.10	.01	35,895
Type of Retail Unit - YOUR INSTITUTION	Food Court		7%	16%	24%	53%	4.24	.09	122
	Marketplace	5%	6%	17%	28%	43%	3.98	.12	95
	Specialty Coffee Shop/ Juice Bar	6%	6%	17%	25%	46%	3.98	.15	65
	Sit-down Restaurant		44%	22%	22%	11%	3.00	.37	9
	Convenience Store				60%	40%	4.40	.24	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	17%	26%	48%	4.09	.01	5,731
	Marketplace	4%	6%	17%	24%	49%	4.08	.02	4,058
	Express Unit	3%	5%	14%	23%	55%	4.21	.01	6,177
	Specialty Coffee Shop/JuiceBar	2%	3%	12%	23%	60%	4.35	.01	4,522
	Sit-down Restaurant	2%	5%	12%	24%	57%	4.30	.03	994
	Convenience Store	2%	5%	15%	24%	54%	4.22	.02	2,978

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

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

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

		Friendliness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	5%	16%	24%	53%	4.20	.05	440
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	17%	25%	50%	4.12	.00	55,466
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	13%	21%	59%	4.29	.06	294
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	14%	24%	56%	4.26	.01	24,566
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	23%	29%	41%	4.03	.08	146
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	19%	25%	45%	4.00	.01	30,900
Respondent Type - YOUR INSTITUTION	Student	2%	5%	18%	25%	49%	4.14	.05	383
	Faculty				33%	67%	4.67	.17	9
	Administration/ Staff			9%	11%	81%	4.72	.09	47
	Other		100%				2.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	18%	25%	47%	4.05	.01	46,955
	Faculty	1%	3%	10%	27%	58%	4.38	.02	1,926
	Administration/Staff	1%	1%	7%	24%	66%	4.54	.01	6,241
	Other	2%	3%	8%	20%	67%	4.47	.05	344
Student Class Status - YOUR INSTITUTION	First year	3%	6%	14%	34%	43%	4.09	.10	111
	Sophomore	4%	5%	24%	19%	48%	4.04	.12	83
	Junior	1%	3%	16%	22%	58%	4.33	.10	79
	Senior	2%	9%	20%	18%	52%	4.09	.14	66
	Graduate	2%	5%	16%	30%	48%	4.16	.15	44
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	19%	25%	44%	3.99	.01	19,557
	Sophomore	3%	8%	18%	25%	46%	4.03	.01	10,031
	Junior	3%	7%	18%	25%	47%	4.07	.01	7,315
	Senior	3%	7%	17%	24%	50%	4.12	.01	6,237
	Graduate	2%	5%	13%	23%	58%	4.29	.02	3,373
	Other	3%	6%	19%	22%	50%	4.09	.05	462
Gender - YOUR INSTITUTION	Did Not Answer				50%	50%	4.50	.50	2
	Woman	2%	5%	16%	24%	53%	4.21	.06	293
	Man	2%	4%	18%	20%	55%	4.22	.09	127
	Non-binary/Non-conforming		17%	8%	33%	42%	4.00	.33	12
	Prefer not to answer			33%	50%	17%	3.83	.31	6
Gender - ENTIRE SAMPLE	Did Not Answer	4%	9%	21%	26%	40%	3.87	.04	882
	Woman	2%	6%	15%	25%	52%	4.19	.01	32,483
	Man	3%	7%	18%	25%	46%	4.03	.01	19,316
	Non-binary/Non-conforming	5%	10%	20%	25%	40%	3.84	.03	1,528
	Prefer to self-describe	5%	10%	14%	20%	51%	4.00	.09	205
	Prefer not to answer	4%	7%	22%	23%	44%	3.97	.04	1,052
Live... - YOUR INSTITUTION	On campus	3%	6%	19%	32%	40%	4.00	.09	144
	Off campus	1%	5%	15%	20%	59%	4.30	.06	296
Live... - ENTIRE SAMPLE	On campus	3%	8%	19%	25%	45%	4.00	.01	34,528
	Off campus	2%	4%	13%	23%	58%	4.30	.01	20,938
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	16%	24%	53%	4.20	.05	440
NACUFS Region - ENTIRE SAMPLE	Continental	3%	6%	17%	26%	48%	4.10	.01	5,859
	Mid-Atlantic	3%	8%	19%	26%	44%	4.00	.01	8,780
	Midwest	3%	7%	17%	24%	49%	4.09	.01	17,281
	Northeast	3%	6%	17%	25%	49%	4.11	.01	7,346
	Pacific	3%	6%	16%	23%	52%	4.16	.01	5,655
	Southern	2%	5%	14%	23%	55%	4.25	.01	10,545
Institution Type - YOUR INSTITUTION	Public	2%	5%	16%	24%	53%	4.20	.05	440
Institution Type - ENTIRE SAMPLE	Public	3%	7%	17%	25%	49%	4.10	.01	43,741
	Private	2%	6%	15%	25%	52%	4.18	.01	11,725
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	5%	16%	24%	53%	4.20	.05	440
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	12%	22%	61%	4.36	.03	1,190
	Primarily 4-year	3%	7%	17%	25%	49%	4.11	.00	54,276
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	16%	24%	53%	4.20	.05	440
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	24%	50%	4.13	.00	46,713
	Mainly Contracted	3%	7%	19%	27%	44%	4.02	.01	7,616
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	5%	16%	24%	53%	4.20	.05	440
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	5%	13%	25%	55%	4.27	.01	6,329
	2,500 to 10,000	3%	5%	14%	25%	53%	4.22	.01	5,001
	10,001 to 20,000	3%	7%	18%	26%	46%	4.06	.01	7,705
	Over 20,000	3%	7%	17%	24%	49%	4.09	.01	36,431
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	13%	18%	57%	4.19	.10	120
	Marketplace	2%	3%	14%	22%	59%	4.33	.10	95
	Specialty Coffee Shop/ Juice Bar		3%	13%	22%	63%	4.44	.10	64
	Sit-down Restaurant			11%	44%	44%	4.33	.24	9
	Convenience Store		17%	17%		67%	4.17	.54	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	15%	26%	51%	4.19	.01	5,771
	Marketplace	3%	6%	16%	23%	52%	4.16	.02	4,088
	Express Unit	2%	5%	13%	23%	58%	4.29	.01	6,188
	Specialty Coffee Shop/JuiceBar	1%	3%	11%	23%	62%	4.41	.01	4,527
	Sit-down Restaurant	2%	3%	10%	28%	57%	4.36	.03	996
	Convenience Store	3%	5%	15%	23%	54%	4.20	.02	2,996

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

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

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

		Friendliness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	6%	15%	28%	46%	4.04	.05	445
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	5%	14%	24%	54%	4.21	.00	56,389
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	13%	29%	50%	4.18	.06	298
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	13%	23%	57%	4.28	.01	24,921
Aggregated Dining Halls	YOUR INSTITUTION	10%	8%	18%	26%	38%	3.75	.11	147
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	15%	25%	51%	4.15	.01	31,468
Respondent Type - YOUR INSTITUTION	Student	6%	6%	16%	27%	45%	4.01	.06	388
	Faculty		11%	11%		78%	4.44	.38	9
	Administration/ Staff	4%	2%	6%	40%	47%	4.23	.14	47
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	15%	25%	52%	4.17	.00	47,741
	Faculty	2%	3%	9%	23%	63%	4.42	.02	1,960
	Administration/Staff	2%	2%	9%	22%	65%	4.46	.01	6,340
	Other	2%	3%	9%	20%	66%	4.43	.05	348
Student Class Status - YOUR INSTITUTION	First year	8%	8%	21%	25%	38%	3.78	.12	112
	Sophomore	5%	8%	12%	28%	47%	4.05	.13	85
	Junior	4%	3%	15%	25%	53%	4.22	.12	79
	Senior	2%	5%	17%	27%	50%	4.20	.12	66
	Graduate	11%	4%	13%	33%	39%	3.85	.19	46
Student Class Status - ENTIRE SAMPLE	First year	3%	5%	16%	25%	50%	4.14	.01	19,950
	Sophomore	3%	5%	15%	25%	51%	4.16	.01	10,193
	Junior	3%	5%	16%	24%	53%	4.18	.01	7,396
	Senior	3%	5%	15%	24%	52%	4.17	.01	6,335
	Graduate	3%	4%	12%	24%	57%	4.29	.02	3,417
	Other	3%	5%	13%	24%	54%	4.23	.05	470
Gender - YOUR INSTITUTION	Did Not Answer				67%	33%	4.33	.33	3
	Woman	5%	6%	14%	29%	46%	4.03	.07	297
	Man	6%	5%	19%	23%	48%	4.03	.10	127
	Non-binary/Non-conforming	8%			33%	58%	4.33	.33	12
	Prefer not to answer		17%		67%	17%	3.83	.40	6
Gender - ENTIRE SAMPLE	Did Not Answer	4%	5%	18%	23%	50%	4.11	.04	915
	Woman	3%	5%	14%	24%	54%	4.21	.01	33,078
	Man	3%	5%	14%	25%	53%	4.22	.01	19,545
	Non-binary/Non-conforming	3%	5%	13%	21%	59%	4.29	.03	1,561
	Prefer to self-describe	4%	4%	16%	20%	56%	4.20	.08	210
	Prefer not to answer	3%	6%	16%	25%	51%	4.13	.03	1,080
Live... - YOUR INSTITUTION	On campus	8%	8%	18%	27%	40%	3.84	.10	145
	Off campus	4%	5%	13%	28%	49%	4.14	.06	300
Live... - ENTIRE SAMPLE	On campus	3%	5%	16%	25%	51%	4.14	.01	35,184
	Off campus	2%	4%	12%	23%	59%	4.32	.01	21,205
NACUFS Region - YOUR INSTITUTION	Southern	5%	6%	15%	28%	46%	4.04	.05	445
NACUFS Region - ENTIRE SAMPLE	Continental	3%	4%	14%	26%	52%	4.22	.01	5,981
	Mid-Atlantic	2%	4%	15%	26%	53%	4.22	.01	8,914
	Midwest	3%	5%	13%	24%	55%	4.23	.01	17,577
	Northeast	3%	5%	14%	23%	54%	4.20	.01	7,467
	Pacific	4%	5%	17%	25%	49%	4.11	.01	5,748
	Southern	3%	5%	14%	23%	55%	4.22	.01	10,702
Institution Type - YOUR INSTITUTION	Public	5%	6%	15%	28%	46%	4.04	.05	445
Institution Type - ENTIRE SAMPLE	Public	3%	5%	15%	25%	52%	4.18	.01	44,460
	Private	2%	4%	12%	23%	59%	4.33	.01	11,929
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	6%	15%	28%	46%	4.04	.05	445
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	5%	15%	24%	52%	4.13	.03	1,211
	Primarily 4-year	3%	5%	14%	24%	54%	4.21	.00	55,178
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	6%	15%	28%	46%	4.04	.05	445
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	14%	24%	55%	4.24	.00	47,451
	Mainly Contracted	5%	6%	17%	25%	47%	4.03	.01	7,768
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	6%	15%	28%	46%	4.04	.05	445
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	10%	22%	63%	4.41	.01	6,420
	2,500 to 10,000	3%	5%	15%	25%	52%	4.17	.01	5,076
	10,001 to 20,000	4%	5%	15%	25%	50%	4.13	.01	7,861
	Over 20,000	3%	5%	15%	24%	53%	4.20	.01	37,032
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	28%	56%	4.36	.08	124
	Marketplace	5%	5%	11%	29%	49%	4.11	.12	96
	Specialty Coffee Shop/ Juice Bar	6%	3%	16%	30%	44%	4.03	.14	63
	Sit-down Restaurant		22%	44%	22%	11%	3.22	.32	9
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	15%	25%	52%	4.20	.01	5,864
	Marketplace	3%	5%	14%	25%	53%	4.20	.02	4,140
	Express Unit	3%	5%	13%	21%	59%	4.29	.01	6,278
	Specialty Coffee Shop/JuiceBar	2%	3%	9%	23%	63%	4.41	.01	4,581
	Sit-down Restaurant	1%	4%	11%	23%	61%	4.39	.03	1,012
	Convenience Store	2%	4%	13%	22%	59%	4.33	.02	3,046

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	5%	10%	20%	64%	4.42	.04	439
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	23%	64%	4.47	.00	55,935
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	8%	20%	65%	4.41	.06	298
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	21%	67%	4.50	.01	24,556
Aggregated Dining Halls	YOUR INSTITUTION		4%	13%	19%	64%	4.43	.07	141
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	25%	62%	4.45	.00	31,379
Respondent Type - YOUR INSTITUTION	Student	1%	5%	10%	21%	62%	4.38	.05	384
	Faculty			11%		89%	4.78	.22	9
	Administration/ Staff		2%	4%	11%	82%	4.73	.10	45
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	10%	25%	62%	4.43	.00	47,373
	Faculty	1%	1%	6%	22%	70%	4.60	.02	1,958
	Administration/Staff	0%	1%	4%	16%	79%	4.74	.01	6,251
	Other	0%	2%	7%	18%	73%	4.61	.04	353
Student Class Status - YOUR INSTITUTION	First year	2%	7%	11%	23%	58%	4.27	.10	113
	Sophomore	1%	7%	13%	20%	58%	4.27	.11	83
	Junior		4%	11%	24%	61%	4.42	.09	79
	Senior	2%	3%	8%	12%	76%	4.58	.11	66
	Graduate	2%			28%	63%	4.49	.13	43
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	25%	60%	4.42	.01	19,730
	Sophomore	1%	3%	10%	25%	60%	4.41	.01	10,135
	Junior	1%	3%	11%	25%	61%	4.42	.01	7,367
	Senior	1%	2%	10%	22%	64%	4.46	.01	6,297
	Graduate	1%	2%	7%	21%	69%	4.56	.01	3,400
	Other	1%	2%	13%	22%	63%	4.44	.04	464
Gender - YOUR INSTITUTION	Did Not Answer				50%	50%	4.50	.50	2
	Woman	1%	5%	7%	21%	66%	4.45	.05	296
	Man	1%	4%	16%	19%	61%	4.34	.09	122
	Non-binary/Non-conforming		8%	15%	8%	69%	4.38	.29	13
	Prefer not to answer			17%	17%	67%	4.50	.34	6
Gender - ENTIRE SAMPLE	Did Not Answer	2%	3%	11%	25%	59%	4.36	.03	905
	Woman	1%	2%	8%	22%	68%	4.54	.00	32,652
	Man	1%	3%	11%	26%	58%	4.38	.01	19,554
	Non-binary/Non-conforming	1%	4%	12%	26%	58%	4.36	.02	1,542
	Prefer to self-describe	2%	2%	9%	25%	62%	4.42	.06	211
	Prefer not to answer	1%	2%	11%	24%	61%	4.42	.03	1,071
Live... - YOUR INSTITUTION	On campus	1%	7%	11%	25%	56%	4.27	.08	146
	Off campus	1%	3%	10%	17%	69%	4.49	.05	293
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	26%	60%	4.42	.00	34,859
	Off campus	1%	2%	8%	20%	70%	4.57	.01	21,076
NACUFS Region - YOUR INSTITUTION	Southern	1%	5%	10%	20%	64%	4.42	.04	439
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	23%	63%	4.45	.01	5,891
	Mid-Atlantic	1%	2%	10%	24%	63%	4.46	.01	8,963
	Midwest	1%	2%	10%	25%	62%	4.45	.01	17,456
	Northeast	1%	2%	10%	25%	62%	4.44	.01	7,404
	Pacific	1%	2%	8%	22%	66%	4.52	.01	5,687
	Southern	1%	2%	8%	20%	68%	4.54	.01	10,534
Institution Type - YOUR INSTITUTION	Public	1%	5%	10%	20%	64%	4.42	.04	439
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	23%	64%	4.47	.00	44,163
	Private	1%	2%	9%	24%	64%	4.48	.01	11,772
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	5%	10%	20%	64%	4.42	.04	439
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	19%	71%	4.59	.02	1,183
	Primarily 4-year	1%	2%	10%	24%	64%	4.47	.00	54,752
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	5%	10%	20%	64%	4.42	.04	439
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	23%	64%	4.48	.00	47,195
	Mainly Contracted	1%	3%	11%	25%	61%	4.43	.01	7,595
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	5%	10%	20%	64%	4.42	.04	439
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	24%	65%	4.50	.01	6,317
	2,500 to 10,000	1%	2%	9%	23%	66%	4.51	.01	5,022
	10,001 to 20,000	1%	2%	10%	25%	62%	4.45	.01	7,758
	Over 20,000	1%	2%	10%	23%	64%	4.47	.00	36,838
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	8%	19%	66%	4.39	.09	122
	Marketplace	1%	6%	9%	23%	61%	4.36	.10	94
	Specialty Coffee Shop/ Juice Bar		5%	6%	22%	68%	4.52	.10	65
	Sit-down Restaurant		9%	18%	9%	64%	4.27	.33	11
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	22%	66%	4.50	.01	5,751
	Marketplace	1%	3%	9%	22%	66%	4.49	.01	4,104
	Express Unit	1%	2%	9%	21%	67%	4.50	.01	6,159
	Specialty Coffee Shop/JuiceBar	1%	2%	8%	21%	69%	4.56	.01	4,535
	Sit-down Restaurant	1%	1%	9%	20%	68%	4.53	.03	999
	Convenience Store	1%	3%	11%	21%	64%	4.44	.02	3,008

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

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



TABLE 18b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
CLEANLINESS: Overall

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	5%	15%	32%	47%	4.18	.05	448
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	17%	32%	41%	4.02	.00	56,843
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	12%	30%	55%	4.34	.05	304
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	29%	53%	4.28	.01	24,915
Aggregated Dining Halls	YOUR INSTITUTION	2%	10%	21%	36%	31%	3.85	.09	144
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	20%	35%	32%	3.82	.01	31,928
Respondent Type - YOUR INSTITUTION	Student	1%	5%	16%	31%	47%	4.17	.05	394
	Faculty	22%			22%	56%	3.89	.56	9
	Administration/ Staff		5%	5%	41%	50%	4.36	.12	44
	Other				100%		4.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	18%	33%	38%	3.94	.00	48,133
	Faculty	2%	3%	8%	33%	55%	4.36	.02	1,991
	Administration/Staff	1%	2%	8%	26%	63%	4.49	.01	6,365
	Other	2%	3%	14%	25%	56%	4.30	.05	354
Student Class Status - YOUR INSTITUTION	First year	2%	10%	19%	32%	37%	3.93	.10	113
	Sophomore	1%	7%	21%	31%	39%	4.01	.11	89
	Junior	3%	3%	9%	29%	57%	4.36	.10	80
	Senior		2%	12%	32%	55%	4.39	.09	66
	Graduate			15%	30%	54%	4.39	.11	46
Student Class Status - ENTIRE SAMPLE	First year	4%	8%	19%	34%	35%	3.88	.01	20,089
	Sophomore	4%	8%	19%	33%	35%	3.86	.01	10,300
	Junior	3%	7%	17%	34%	39%	3.99	.01	7,442
	Senior	3%	6%	17%	32%	42%	4.05	.01	6,398
	Graduate	2%	3%	13%	30%	52%	4.27	.02	3,449
	Other	3%	6%	19%	31%	41%	4.00	.05	475
Gender - YOUR INSTITUTION	Did Not Answer				75%	25%	4.25	.25	4
	Woman	1%	4%	16%	34%	44%	4.16	.05	302
	Man	1%	7%	11%	25%	57%	4.31	.09	123
	Non-binary/Non-conforming		8%	23%	23%	46%	4.08	.29	13
	Prefer not to answer	33%	17%		50%		2.67	.61	6
Gender - ENTIRE SAMPLE	Did Not Answer	5%	8%	19%	33%	35%	3.85	.04	943
	Woman	3%	7%	17%	32%	42%	4.03	.01	33,223
	Man	3%	6%	17%	34%	41%	4.03	.01	19,777
	Non-binary/Non-conforming	4%	7%	17%	33%	38%	3.95	.03	1,574
	Prefer to self-describe	6%	8%	15%	24%	47%	3.95	.08	217
	Prefer not to answer	5%	8%	20%	32%	36%	3.86	.03	1,109
Live... - YOUR INSTITUTION	On campus	1%	10%	19%	32%	38%	3.96	.09	147
	Off campus	2%	3%	12%	32%	51%	4.29	.05	301
Live... - ENTIRE SAMPLE	On campus	4%	8%	20%	34%	34%	3.85	.01	35,466
	Off campus	2%	3%	12%	29%	54%	4.30	.01	21,377
NACUFS Region - YOUR INSTITUTION	Southern	2%	5%	15%	32%	47%	4.18	.05	448
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	16%	35%	41%	4.09	.01	5,984
	Mid-Atlantic	3%	6%	18%	36%	37%	3.99	.01	9,115
	Midwest	4%	8%	17%	31%	41%	3.96	.01	17,752
	Northeast	4%	8%	20%	33%	35%	3.87	.01	7,514
	Pacific	3%	7%	17%	33%	39%	3.98	.01	5,786
	Southern	2%	4%	13%	29%	51%	4.23	.01	10,692
Institution Type - YOUR INSTITUTION	Public	2%	5%	15%	32%	47%	4.18	.05	448
Institution Type - ENTIRE SAMPLE	Public	3%	7%	17%	32%	40%	4.00	.01	44,869
	Private	2%	5%	15%	33%	44%	4.11	.01	11,974
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	5%	15%	32%	47%	4.18	.05	448
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	4%	16%	28%	48%	4.13	.03	1,201
	Primarily 4-year	3%	7%	17%	33%	41%	4.02	.00	55,642
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	15%	32%	47%	4.18	.05	448
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	32%	42%	4.05	.00	47,921
	Mainly Contracted	4%	8%	19%	34%	35%	3.88	.01	7,744
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	5%	15%	32%	47%	4.18	.05	448
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	6%	15%	32%	45%	4.12	.01	6,402
	2,500 to 10,000	3%	7%	16%	31%	42%	4.02	.02	5,102
	10,001 to 20,000	4%	9%	20%	35%	32%	3.82	.01	7,896
	Over 20,000	3%	6%	16%	32%	42%	4.05	.01	37,443
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	10%	22%	63%	4.40	.09	125
	Marketplace	1%	2%	15%	33%	49%	4.27	.09	96
	Specialty Coffee Shop/ Juice Bar		3%	14%	36%	47%	4.27	.10	66
	Sit-down Restaurant				55%	45%	4.45	.16	11
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	14%	33%	47%	4.19	.01	5,850
	Marketplace	4%	6%	15%	29%	47%	4.08	.02	4,163
	Express Unit	2%	3%	11%	28%	56%	4.33	.01	6,251
	Specialty Coffee Shop/JuiceBar	1%	2%	9%	27%	61%	4.44	.01	4,588
	Sit-down Restaurant	1%	3%	8%	29%	60%	4.46	.02	1,015
	Convenience Store	1%	3%	11%	29%	56%	4.34	.02	3,048

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

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

TABLE 19a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
CLEANLINESS: Serving areas

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	3%	8%	19%	68%	4.48	.04	436
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	22%	64%	4.46	.00	55,355
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	7%	19%	68%	4.46	.06	297
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	9%	20%	67%	4.50	.01	24,152
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	11%	20%	68%	4.53	.07	139
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	24%	62%	4.43	.00	31,203
Respondent Type - YOUR INSTITUTION	Student	2%	3%	9%	21%	65%	4.43	.05	382
	Faculty					100%	5.00	.00	8
	Administration/ Staff			7%	2%	91%	4.84	.08	45
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	23%	62%	4.42	.00	46,889
	Faculty	1%	1%	5%	21%	73%	4.64	.02	1,920
	Administration/Staff	0%	1%	4%	15%	80%	4.75	.01	6,196
	Other	1%	1%	7%	17%	75%	4.65	.04	350
Student Class Status - YOUR INSTITUTION	First year	4%	4%	9%	23%	61%	4.34	.10	112
	Sophomore	1%	5%	11%	26%	57%	4.33	.10	82
	Junior	3%	4%	11%	16%	66%	4.39	.11	79
	Senior		2%	6%	18%	74%	4.65	.08	66
	Graduate	2%		2%	23%	72%	4.63	.12	43
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	24%	60%	4.40	.01	19,555
	Sophomore	1%	3%	11%	24%	60%	4.39	.01	10,041
	Junior	1%	3%	11%	24%	61%	4.40	.01	7,261
	Senior	1%	3%	10%	22%	64%	4.46	.01	6,223
	Graduate	1%	1%	7%	20%	70%	4.58	.01	3,374
	Other	2%	2%	10%	24%	62%	4.41	.04	455
Gender - YOUR INSTITUTION	Did Not Answer				50%	50%	4.50	.50	2
	Woman	2%	3%	8%	19%	68%	4.48	.05	296
	Man	1%	1%	10%	21%	67%	4.53	.07	119
	Non-binary/Non-conforming	8%	8%	15%		69%	4.15	.39	13
	Prefer not to answer				33%	67%	4.67	.21	6
Gender - ENTIRE SAMPLE	Did Not Answer	1%	4%	13%	23%	59%	4.35	.03	895
	Woman	1%	2%	8%	21%	68%	4.54	.00	32,302
	Man	1%	3%	12%	25%	59%	4.36	.01	19,393
	Non-binary/Non-conforming	1%	4%	12%	24%	60%	4.37	.02	1,508
	Prefer to self-describe	1%	3%	10%	23%	63%	4.43	.06	210
	Prefer not to answer	1%	3%	12%	23%	61%	4.41	.03	1,047
Live... - YOUR INSTITUTION	On campus	3%	3%	12%	22%	59%	4.31	.09	143
	Off campus	1%	3%	7%	17%	72%	4.57	.05	293
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	24%	60%	4.40	.00	34,524
	Off campus	1%	2%	7%	19%	71%	4.58	.01	20,831
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	8%	19%	68%	4.48	.04	436
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	23%	63%	4.44	.01	5,830
	Mid-Atlantic	1%	3%	10%	24%	62%	4.44	.01	8,886
	Midwest	1%	3%	10%	23%	63%	4.44	.01	17,284
	Northeast	1%	3%	11%	24%	61%	4.42	.01	7,318
	Pacific	1%	2%	9%	21%	67%	4.51	.01	5,607
	Southern	1%	2%	8%	19%	70%	4.55	.01	10,430
Institution Type - YOUR INSTITUTION	Public	2%	3%	8%	19%	68%	4.48	.04	436
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	22%	64%	4.46	.00	43,722
	Private	1%	2%	9%	23%	64%	4.47	.01	11,633
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	8%	19%	68%	4.48	.04	436
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	18%	72%	4.58	.02	1,173
	Primarily 4-year	1%	3%	10%	23%	64%	4.46	.00	54,182
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	8%	19%	68%	4.48	.04	436
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	22%	65%	4.47	.00	46,698
	Mainly Contracted	1%	3%	11%	24%	61%	4.42	.01	7,529
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	3%	8%	19%	68%	4.48	.04	436
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	23%	65%	4.49	.01	6,233
	2,500 to 10,000	1%	2%	10%	22%	66%	4.50	.01	4,957
	10,001 to 20,000	1%	2%	11%	24%	62%	4.43	.01	7,685
	Over 20,000	1%	3%	10%	22%	64%	4.46	.00	36,480
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	2%	9%	22%	63%	4.39	.09	122
	Marketplace	1%	5%	4%	19%	70%	4.52	.09	93
	Specialty Coffee Shop/ Juice Bar	2%	5%	9%	14%	71%	4.48	.12	66
	Sit-down Restaurant			10%	10%	80%	4.70	.21	10
	Convenience Store		17%			83%	4.50	.50	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	21%	66%	4.50	.01	5,702
	Marketplace	1%	2%	9%	21%	67%	4.49	.01	4,062
	Express Unit	1%	3%	9%	20%	66%	4.48	.01	6,083
	Specialty Coffee Shop/JuiceBar	1%	2%	8%	20%	70%	4.57	.01	4,470
	Sit-down Restaurant	1%	2%	8%	19%	70%	4.55	.03	990
	Convenience Store	1%	3%	10%	20%	66%	4.47	.02	2,845

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

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

TABLE 19b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
CLEANLINESS: Serving areas

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	2%	13%	33%	51%	4.29	.04	444
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	14%	32%	47%	4.17	.00	56,268
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	12%	31%	54%	4.35	.05	302
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	28%	57%	4.35	.01	24,496
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	15%	35%	44%	4.15	.08	142
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	16%	34%	40%	4.03	.01	31,772
Respondent Type - YOUR INSTITUTION	Student	1%	3%	13%	33%	50%	4.27	.04	391
	Faculty	13%		13%	25%	50%	4.00	.50	8
	Administration/ Staff			11%	32%	57%	4.45	.11	44
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	5%	15%	33%	44%	4.10	.00	47,652
	Faculty	1%	2%	8%	28%	61%	4.46	.02	1,953
	Administration/Staff	1%	1%	6%	25%	67%	4.56	.01	6,310
	Other	1%	4%	12%	22%	61%	4.37	.05	353
Student Class Status - YOUR INSTITUTION	First year	2%	6%	16%	34%	42%	4.07	.10	110
	Sophomore	1%	4%	18%	36%	40%	4.10	.10	89
	Junior	3%		11%	30%	56%	4.38	.10	80
	Senior			6%	36%	58%	4.52	.08	66
	Graduate			9%	26%	65%	4.57	.10	46
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	16%	34%	42%	4.07	.01	19,912
	Sophomore	3%	6%	16%	33%	41%	4.03	.01	10,209
	Junior	2%	5%	15%	32%	45%	4.13	.01	7,348
	Senior	2%	5%	14%	31%	48%	4.17	.01	6,318
	Graduate	2%	2%	10%	30%	56%	4.36	.02	3,420
	Other	2%	5%	14%	29%	49%	4.19	.05	465
Gender - YOUR INSTITUTION	Did Not Answer		25%		50%	25%	3.75	.63	4
	Woman	1%	2%	15%	34%	48%	4.28	.05	299
	Man	2%	4%	7%	30%	57%	4.37	.08	122
	Non-binary/Non-conforming			15%	23%	62%	4.46	.22	13
	Prefer not to answer	33%		17%	33%	17%	3.00	.68	6
Gender - ENTIRE SAMPLE	Did Not Answer	3%	7%	15%	33%	42%	4.04	.03	927
	Woman	2%	5%	14%	31%	48%	4.18	.01	32,878
	Man	2%	5%	14%	33%	47%	4.17	.01	19,626
	Non-binary/Non-conforming	3%	4%	15%	30%	48%	4.16	.03	1,544
	Prefer to self-describe	5%	5%	10%	28%	52%	4.16	.08	217
	Prefer not to answer	3%	5%	17%	32%	43%	4.06	.03	1,076
Live... - YOUR INSTITUTION	On campus	1%	5%	17%	37%	40%	4.10	.08	144
	Off campus	1%	1%	11%	31%	56%	4.38	.05	300
Live... - ENTIRE SAMPLE	On campus	3%	6%	16%	34%	41%	4.04	.01	35,141
	Off campus	1%	3%	10%	28%	58%	4.38	.01	21,127
NACUFS Region - YOUR INSTITUTION	Southern	1%	2%	13%	33%	51%	4.29	.04	444
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	14%	34%	46%	4.18	.01	5,913
	Mid-Atlantic	2%	5%	14%	34%	45%	4.16	.01	9,028
	Midwest	3%	5%	14%	30%	47%	4.14	.01	17,581
	Northeast	3%	6%	17%	33%	41%	4.04	.01	7,441
	Pacific	2%	5%	15%	32%	45%	4.12	.01	5,705
	Southern	2%	3%	11%	28%	56%	4.35	.01	10,600
Institution Type - YOUR INSTITUTION	Public	1%	2%	13%	33%	51%	4.29	.04	444
Institution Type - ENTIRE SAMPLE	Public	2%	5%	14%	32%	47%	4.15	.00	44,434
	Private	2%	2%	12%	31%	50%	4.25	.01	11,834
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	13%	33%	51%	4.29	.04	444
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	13%	30%	50%	4.21	.03	1,190
	Primarily 4-year	2%	5%	14%	32%	47%	4.17	.00	55,078
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	13%	33%	51%	4.29	.04	444
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	14%	31%	48%	4.19	.00	47,450
	Mainly Contracted	3%	6%	16%	33%	42%	4.05	.01	7,658
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	2%	13%	33%	51%	4.29	.04	444
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	12%	30%	51%	4.25	.01	6,326
	2,500 to 10,000	2%	5%	14%	32%	47%	4.17	.01	5,035
	10,001 to 20,000	3%	6%	17%	33%	40%	4.02	.01	7,814
	Over 20,000	2%	5%	14%	31%	48%	4.19	.01	37,093
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	1%	11%	26%	60%	4.43	.08	124
	Marketplace	1%	2%	13%	35%	49%	4.29	.09	96
	Specialty Coffee Shop/ Juice Bar	2%	2%	15%	35%	47%	4.24	.11	66
	Sit-down Restaurant				40%	60%	4.60	.16	10
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	31%	52%	4.28	.01	5,800
	Marketplace	3%	5%	12%	29%	51%	4.20	.02	4,118
	Express Unit	2%	3%	11%	27%	58%	4.37	.01	6,172
	Specialty Coffee Shop/JuiceBar	1%	2%	8%	26%	63%	4.49	.01	4,515
	Sit-down Restaurant	1%	2%	8%	26%	64%	4.50	.02	1,008
	Convenience Store	1%	3%	10%	27%	59%	4.39	.02	2,883

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

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



TABLE 20a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
CLEANLINESS: Eating areas (tables, chairs, etc.)

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	3%	13%	19%	64%	4.41	.04	432
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	25%	60%	4.40	.00	54,117
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	12%	18%	65%	4.41	.06	294
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	23%	62%	4.42	.01	22,875
Aggregated Dining Halls	YOUR INSTITUTION	2%		14%	22%	61%	4.40	.08	138
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	27%	58%	4.39	.00	31,242
Respondent Type - YOUR INSTITUTION	Student	2%	3%	13%	21%	61%	4.36	.05	379
	Faculty				14%	86%	4.86	.14	7
	Administration/ Staff			9%	9%	82%	4.73	.09	45
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	26%	58%	4.37	.00	46,203
	Faculty	1%	2%	7%	25%	65%	4.51	.02	1,812
	Administration/Staff	1%	1%	5%	20%	73%	4.64	.01	5,750
	Other	0%	4%	4%	20%	71%	4.58	.04	352
Student Class Status - YOUR INSTITUTION	First year	3%	4%	16%	21%	56%	4.23	.10	113
	Sophomore	3%	3%	19%	21%	55%	4.24	.11	80
	Junior	1%	4%	11%	22%	62%	4.39	.10	79
	Senior	2%	2%	6%	18%	72%	4.58	.10	65
	Graduate	2%		10%	21%	67%	4.50	.13	42
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	27%	56%	4.35	.01	19,336
	Sophomore	1%	3%	12%	27%	57%	4.34	.01	9,916
	Junior	1%	3%	12%	27%	58%	4.37	.01	7,125
	Senior	1%	3%	11%	24%	60%	4.39	.01	6,087
	Graduate	1%	2%	8%	22%	67%	4.51	.01	3,315
Gender - YOUR INSTITUTION	Other	1%	2%	12%	27%	57%	4.36	.04	444
	Did Not Answer				50%	50%	4.50	.50	2
	Woman	2%	3%	12%	19%	63%	4.38	.06	291
	Man	1%	1%	14%	19%	65%	4.47	.08	120
	Non-binary/Non-conforming			15%	15%	69%	4.54	.22	13
Gender - ENTIRE SAMPLE	Prefer not to answer	17%			33%	50%	4.00	.63	6
	Did Not Answer	1%	3%	13%	29%	54%	4.31	.03	871
	Woman	1%	2%	10%	24%	63%	4.46	.00	31,494
	Man	1%	4%	12%	27%	56%	4.33	.01	19,048
	Non-binary/Non-conforming	1%	4%	14%	28%	52%	4.26	.02	1,476
Live... - YOUR INSTITUTION	Prefer to self-describe	1%	4%	13%	26%	56%	4.31	.07	204
	Prefer not to answer	2%	3%	13%	25%	57%	4.33	.03	1,024
	On campus	3%	4%	17%	21%	55%	4.21	.09	144
	Off campus	1%	2%	10%	19%	68%	4.50	.05	288
	Off campus	1%	2%	9%	22%	66%	4.50	.01	20,005
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	27%	56%	4.34	.00	34,112
	Off campus	1%	2%	9%	22%	66%	4.50	.01	20,005
NACUFS Region - YOUR INSTITUTION	Southern	2%	3%	13%	19%	64%	4.41	.04	432
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	26%	58%	4.37	.01	5,706
	Mid-Atlantic	1%	3%	11%	27%	58%	4.39	.01	8,852
	Midwest	1%	3%	11%	27%	58%	4.38	.01	16,916
	Northeast	1%	3%	12%	27%	56%	4.34	.01	7,105
	Pacific	1%	3%	10%	24%	62%	4.44	.01	5,486
Institution Type - YOUR INSTITUTION	Southern	1%	2%	9%	21%	66%	4.49	.01	10,052
	Public	2%	3%	13%	19%	64%	4.41	.04	432
	Public	1%	3%	11%	25%	60%	4.40	.00	42,683
	Private	1%	3%	11%	27%	58%	4.39	.01	11,434
	Primarily 4-year	2%	3%	13%	19%	64%	4.41	.04	432
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	2%	10%	19%	68%	4.50	.03	1,124
	Primarily 4-year	1%	3%	11%	26%	60%	4.40	.00	52,993
	Primarily 4-year	1%	3%	11%	26%	60%	4.40	.00	52,993
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	13%	19%	64%	4.41	.04	432
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	25%	60%	4.41	.00	45,592
	Mainly Contracted	1%	3%	12%	27%	57%	4.35	.01	7,390
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	3%	13%	19%	64%	4.41	.04	432
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	3%	11%	27%	59%	4.41	.01	6,152
	2,500 to 10,000	1%	2%	10%	24%	62%	4.44	.01	4,798
	10,001 to 20,000	1%	3%	12%	27%	57%	4.37	.01	7,595
	Over 20,000	1%	3%	11%	25%	60%	4.40	.00	35,572
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	13%	17%	64%	4.36	.09	122
	Marketplace	1%	5%	13%	18%	62%	4.35	.10	93
	Specialty Coffee Shop/ Juice Bar		3%	6%	22%	68%	4.56	.10	63
	Sit-down Restaurant		10%	10%	10%	70%	4.40	.34	10
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	25%	60%	4.39	.01	5,533
	Marketplace	1%	3%	11%	25%	60%	4.38	.01	3,941
	Express Unit	1%	3%	10%	23%	63%	4.41	.01	5,727
	Specialty Coffee Shop/JuiceBar	1%	2%	9%	21%	66%	4.50	.01	4,152
	Sit-down Restaurant	1%	2%	8%	23%	66%	4.52	.03	977
	Convenience Store	2%	4%	11%	23%	61%	4.37	.02	2,545

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

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

TABLE 20b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
CLEANLINESS: Eating areas (tables, chairs, etc.)

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	6%	23%	29%	40%	4.00	.05	441
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	10%	22%	30%	34%	3.78	.00	54,864
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	19%	29%	46%	4.12	.06	300
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	18%	28%	43%	4.00	.01	23,090
Aggregated Dining Halls	YOUR INSTITUTION	2%	9%	31%	30%	28%	3.73	.09	141
Aggregated Dining Halls	ENTIRE SAMPLE	5%	13%	24%	31%	27%	3.61	.01	31,774
Respondent Type - YOUR INSTITUTION	Student	2%	6%	24%	28%	40%	3.98	.05	389
	Faculty	14%		14%	43%	29%	3.71	.52	7
	Administration/ Staff	2%		16%	39%	43%	4.20	.13	44
	Other		100%				2.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	5%	11%	23%	30%	31%	3.70	.01	46,881
	Faculty	2%	4%	16%	32%	45%	4.14	.02	1,827
	Administration/Staff	2%	4%	13%	29%	52%	4.27	.01	5,803
	Other	3%	5%	16%	23%	53%	4.17	.06	353
Student Class Status - YOUR INSTITUTION	First year	3%	9%	23%	31%	34%	3.85	.10	111
	Sophomore	1%	7%	34%	25%	33%	3.82	.11	88
	Junior	4%	3%	16%	31%	46%	4.14	.11	80
	Senior		5%	26%	18%	51%	4.15	.12	65
	Graduate		9%	13%	36%	42%	4.11	.14	45
Student Class Status - ENTIRE SAMPLE	First year	6%	12%	24%	30%	28%	3.61	.01	19,671
	Sophomore	6%	12%	24%	29%	29%	3.64	.01	10,047
	Junior	5%	10%	23%	30%	32%	3.74	.01	7,205
	Senior	4%	10%	22%	30%	35%	3.82	.01	6,170
	Graduate	3%	6%	17%	30%	44%	4.07	.02	3,349
	Other	4%	11%	22%	27%	36%	3.81	.05	459
Gender - YOUR INSTITUTION	Did Not Answer		25%	50%		25%	3.25	.63	4
	Woman	1%	5%	25%	31%	37%	3.97	.06	296
	Man	3%	5%	16%	27%	49%	4.14	.10	122
	Non-binary/Non-conforming		15%	23%	23%	38%	3.85	.32	13
	Prefer not to answer	17%	17%	33%	17%	17%	3.00	.58	6
Gender - ENTIRE SAMPLE	Did Not Answer	6%	12%	24%	32%	27%	3.62	.04	908
	Woman	5%	10%	22%	29%	34%	3.77	.01	31,957
	Man	4%	9%	21%	31%	35%	3.83	.01	19,235
	Non-binary/Non-conforming	6%	14%	22%	29%	29%	3.63	.03	1,503
	Prefer to self-describe	7%	15%	18%	31%	30%	3.64	.09	211
	Prefer not to answer	7%	13%	24%	28%	29%	3.60	.04	1,050
Live... - YOUR INSTITUTION	On campus	2%	10%	26%	27%	35%	3.83	.09	144
	Off campus	2%	4%	21%	30%	43%	4.08	.06	297
Live... - ENTIRE SAMPLE	On campus	6%	12%	24%	30%	28%	3.61	.01	34,660
	Off campus	2%	6%	18%	29%	44%	4.06	.01	20,204
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	23%	29%	40%	4.00	.05	441
NACUFS Region - ENTIRE SAMPLE	Continental	3%	9%	22%	32%	35%	3.87	.01	5,789
	Mid-Atlantic	3%	9%	22%	34%	31%	3.81	.01	8,986
	Midwest	7%	11%	21%	28%	33%	3.70	.01	17,151
	Northeast	6%	13%	25%	30%	26%	3.58	.01	7,196
	Pacific	5%	11%	24%	30%	30%	3.70	.02	5,567
	Southern	3%	8%	18%	27%	44%	4.02	.01	10,175
Institution Type - YOUR INSTITUTION	Public	2%	6%	23%	29%	40%	4.00	.05	441
Institution Type - ENTIRE SAMPLE	Public	5%	11%	22%	29%	33%	3.75	.01	43,256
	Private	3%	8%	21%	32%	36%	3.90	.01	11,608
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	6%	23%	29%	40%	4.00	.05	441
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	6%	18%	30%	42%	4.00	.03	1,137
	Primarily 4-year	5%	10%	22%	30%	34%	3.77	.00	53,727
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	23%	29%	40%	4.00	.05	441
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	10%	21%	30%	35%	3.80	.01	46,195
	Mainly Contracted	5%	11%	24%	30%	30%	3.69	.01	7,511
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	6%	23%	29%	40%	4.00	.05	441
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	19%	33%	38%	3.96	.01	6,226
	2,500 to 10,000	5%	10%	21%	29%	35%	3.79	.02	4,853
	10,001 to 20,000	6%	13%	26%	29%	25%	3.54	.01	7,728
	Over 20,000	5%	10%	21%	29%	35%	3.80	.01	36,057
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	24%	23%	47%	4.09	.09	125
	Marketplace	1%	6%	14%	33%	46%	4.17	.10	96
	Specialty Coffee Shop/ Juice Bar	2%	6%	19%	27%	46%	4.10	.13	63
	Sit-down Restaurant		10%	10%	60%	20%	3.90	.28	10
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	8%	22%	31%	36%	3.89	.01	5,610
	Marketplace	9%	10%	19%	27%	34%	3.67	.02	3,978
	Express Unit	3%	6%	17%	28%	46%	4.09	.01	5,775
	Specialty Coffee Shop/JuiceBar	2%	4%	16%	27%	52%	4.25	.01	4,167
	Sit-down Restaurant	1%	4%	12%	28%	54%	4.30	.03	994
	Convenience Store	3%	6%	18%	28%	45%	4.07	.02	2,566

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

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

TABLE 21a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Location

		Location					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	5%	15%	20%	57%	4.22	.05	429
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	16%	25%	51%	4.16	.00	54,429
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	14%	17%	61%	4.27	.06	290
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	24%	53%	4.21	.01	23,925
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	19%	24%	49%	4.11	.09	139
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	16%	25%	49%	4.12	.01	30,504
Respondent Type - YOUR INSTITUTION	Student	4%	5%	16%	22%	54%	4.17	.06	376
	Faculty		13%	13%	13%	63%	4.25	.41	8
	Administration/ Staff	2%	5%	7%	2%	84%	4.61	.15	44
	Other				100%		4.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	16%	25%	50%	4.13	.00	46,268
	Faculty	2%	4%	13%	28%	53%	4.25	.02	1,847
	Administration/Staff	1%	3%	12%	26%	57%	4.35	.01	5,985
	Other	5%	4%	13%	28%	50%	4.14	.06	329
Student Class Status - YOUR INSTITUTION	First year	6%	5%	14%	20%	55%	4.11	.12	110
	Sophomore	2%	4%	28%	21%	45%	4.02	.12	82
	Junior	1%	6%	15%	19%	58%	4.26	.12	78
	Senior	3%	2%	11%	29%	56%	4.32	.12	63
	Graduate	5%	5%	12%	21%	58%	4.23	.17	43
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	16%	25%	51%	4.15	.01	19,261
	Sophomore	3%	7%	17%	25%	48%	4.08	.01	9,882
	Junior	3%	7%	17%	26%	47%	4.07	.01	7,203
	Senior	3%	6%	17%	24%	51%	4.14	.01	6,141
	Graduate	2%	4%	13%	23%	59%	4.33	.02	3,352
	Other	5%	7%	22%	23%	42%	3.89	.06	446
Gender - YOUR INSTITUTION	Did Not Answer			50%		50%	4.00	1.00	2
	Woman	3%	5%	15%	18%	58%	4.23	.06	291
	Man	3%	3%	18%	21%	56%	4.22	.10	117
	Non-binary/Non-conforming	8%	8%	8%	38%	38%	3.92	.35	13
	Prefer not to answer		17%		33%	50%	4.17	.48	6
Gender - ENTIRE SAMPLE	Did Not Answer	3%	7%	18%	26%	45%	4.03	.04	868
	Woman	2%	5%	15%	24%	54%	4.22	.01	31,762
	Man	3%	7%	17%	26%	48%	4.08	.01	19,078
	Non-binary/Non-conforming	4%	8%	17%	25%	46%	4.02	.03	1,486
	Prefer to self-describe	5%	7%	14%	24%	50%	4.07	.08	207
	Prefer not to answer	4%	6%	17%	27%	45%	4.03	.03	1,028
Live... - YOUR INSTITUTION	On campus	6%	4%	17%	24%	48%	4.03	.10	143
	Off campus	2%	5%	14%	17%	61%	4.31	.06	286
Live... - ENTIRE SAMPLE	On campus	3%	6%	16%	25%	49%	4.11	.01	33,984
	Off campus	2%	5%	14%	25%	54%	4.24	.01	20,445
NACUFS Region - YOUR INSTITUTION	Southern	3%	5%	15%	20%	57%	4.22	.05	429
NACUFS Region - ENTIRE SAMPLE	Continental	3%	6%	18%	27%	46%	4.06	.01	5,719
	Mid-Atlantic	3%	7%	17%	27%	47%	4.08	.01	8,740
	Midwest	3%	5%	15%	25%	53%	4.20	.01	16,957
	Northeast	3%	7%	16%	25%	49%	4.11	.01	7,158
	Pacific	3%	7%	17%	24%	49%	4.10	.01	5,526
	Southern	2%	4%	14%	23%	57%	4.29	.01	10,329
Institution Type - YOUR INSTITUTION	Public	3%	5%	15%	20%	57%	4.22	.05	429
Institution Type - ENTIRE SAMPLE	Public	2%	5%	15%	25%	52%	4.19	.00	43,108
	Private	3%	8%	17%	26%	47%	4.05	.01	11,321
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	5%	15%	20%	57%	4.22	.05	429
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	6%	19%	26%	46%	4.09	.03	1,114
	Primarily 4-year	3%	6%	16%	25%	51%	4.16	.00	53,315
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	5%	15%	20%	57%	4.22	.05	429
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	16%	25%	51%	4.16	.00	45,938
	Mainly Contracted	2%	5%	16%	26%	51%	4.18	.01	7,394
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	5%	15%	20%	57%	4.22	.05	429
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	9%	19%	26%	41%	3.91	.01	6,079
	2,500 to 10,000	3%	6%	17%	26%	48%	4.11	.02	4,812
	10,001 to 20,000	3%	6%	17%	24%	51%	4.14	.01	7,572
	Over 20,000	2%	5%	15%	25%	53%	4.21	.01	35,966
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	9%	18%	65%	4.36	.10	120
	Marketplace	3%	7%	19%	14%	57%	4.14	.12	90
	Specialty Coffee Shop/ Juice Bar	3%	3%	14%	24%	56%	4.25	.13	63
	Sit-down Restaurant			27%	9%	64%	4.36	.28	11
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	16%	26%	50%	4.16	.01	5,597
	Marketplace	3%	5%	15%	24%	53%	4.19	.02	3,960
	Express Unit	3%	6%	15%	25%	52%	4.18	.01	6,040
	Specialty Coffee Shop/JuiceBar	2%	4%	13%	23%	58%	4.32	.01	4,453
	Sit-down Restaurant	2%	5%	15%	27%	51%	4.20	.03	974
	Convenience Store	2%	5%	14%	23%	56%	4.26	.02	2,901

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

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

TABLE 21b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Location

		Location					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	4%	14%	23%	57%	4.31	.05	440
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	25%	58%	4.34	.00	55,567
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	11%	22%	65%	4.48	.05	297
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	24%	60%	4.38	.01	24,405
Aggregated Dining Halls	YOUR INSTITUTION	2%	9%	22%	25%	42%	3.96	.09	143
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	25%	56%	4.30	.01	31,162
Respondent Type - YOUR INSTITUTION	Student	1%	5%	15%	21%	58%	4.29	.05	387
	Faculty			13%	50%	38%	4.25	.25	8
	Administration/ Staff			7%	34%	59%	4.52	.09	44
	Other		100%				2.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	13%	25%	56%	4.31	.00	47,185
	Faculty	1%	2%	10%	24%	63%	4.45	.02	1,905
	Administration/Staff	1%	1%	8%	23%	67%	4.53	.01	6,140
	Other	2%	1%	13%	26%	58%	4.37	.05	337
Student Class Status - YOUR INSTITUTION	First year		8%	16%	20%	56%	4.23	.09	111
	Sophomore	2%	6%	23%	21%	48%	4.07	.12	87
	Junior	3%	1%	12%	18%	67%	4.45	.11	78
	Senior	2%	2%	11%	22%	65%	4.46	.11	65
	Graduate		4%	11%	30%	54%	4.35	.13	46
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	24%	60%	4.37	.01	19,687
	Sophomore	2%	4%	13%	26%	54%	4.27	.01	10,092
	Junior	2%	4%	14%	27%	52%	4.23	.01	7,313
	Senior	2%	4%	14%	25%	54%	4.25	.01	6,252
	Graduate	2%	4%	13%	26%	55%	4.29	.02	3,401
	Other	3%	3%	17%	26%	51%	4.20	.05	458
Gender - YOUR INSTITUTION	Did Not Answer				67%	33%	4.33	.33	3
	Woman	1%	3%	14%	23%	59%	4.35	.05	298
	Man	1%	5%	15%	21%	58%	4.31	.09	120
	Non-binary/Non-conforming	8%	23%	23%	15%	31%	3.38	.38	13
	Prefer not to answer			17%	50%	33%	4.17	.31	6
Gender - ENTIRE SAMPLE	Did Not Answer	3%	5%	15%	26%	51%	4.16	.04	909
	Woman	2%	3%	12%	24%	60%	4.36	.01	32,476
	Man	2%	4%	13%	26%	56%	4.31	.01	19,380
	Non-binary/Non-conforming	2%	4%	12%	26%	57%	4.32	.02	1,519
	Prefer to self-describe	2%	3%	11%	23%	60%	4.37	.06	213
	Prefer not to answer	3%	3%	17%	27%	50%	4.20	.03	1,070
Live... - YOUR INSTITUTION	On campus	1%	6%	21%	21%	51%	4.14	.09	145
	Off campus	1%	3%	11%	24%	60%	4.39	.05	295
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	25%	57%	4.33	.01	34,710
	Off campus	2%	3%	12%	25%	59%	4.35	.01	20,857
NACUFS Region - YOUR INSTITUTION	Southern	1%	4%	14%	23%	57%	4.31	.05	440
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	14%	26%	54%	4.26	.01	5,846
	Mid-Atlantic	2%	4%	13%	27%	54%	4.27	.01	8,921
	Midwest	1%	3%	10%	23%	63%	4.44	.01	17,318
	Northeast	2%	3%	13%	26%	56%	4.31	.01	7,314
	Pacific	2%	5%	16%	26%	51%	4.18	.01	5,648
	Southern	2%	4%	12%	24%	60%	4.36	.01	10,520
Institution Type - YOUR INSTITUTION	Public	1%	4%	14%	23%	57%	4.31	.05	440
Institution Type - ENTIRE SAMPLE	Public	2%	4%	13%	25%	57%	4.32	.00	43,970
	Private	1%	3%	11%	25%	60%	4.39	.01	11,597
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	4%	14%	23%	57%	4.31	.05	440
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	12%	28%	55%	4.30	.03	1,148
	Primarily 4-year	2%	3%	12%	25%	58%	4.34	.00	54,419
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	4%	14%	23%	57%	4.31	.05	440
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	25%	58%	4.33	.00	46,871
	Mainly Contracted	2%	3%	13%	26%	57%	4.34	.01	7,572
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	4%	14%	23%	57%	4.31	.05	440
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	11%	25%	60%	4.41	.01	6,206
	2,500 to 10,000	2%	3%	13%	26%	56%	4.31	.01	4,930
	10,001 to 20,000	2%	4%	14%	25%	55%	4.27	.01	7,726
	Over 20,000	2%	4%	12%	25%	58%	4.34	.00	36,705
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	1%	9%	22%	67%	4.51	.07	123
	Marketplace		1%	15%	20%	64%	4.47	.08	92
	Specialty Coffee Shop/ Juice Bar		5%	8%	25%	63%	4.46	.10	65
	Sit-down Restaurant		9%	18%	9%	64%	4.27	.33	11
	Convenience Store				50%	50%	4.50	.22	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	27%	56%	4.34	.01	5,720
	Marketplace	2%	3%	12%	25%	59%	4.36	.01	4,043
	Express Unit	1%	3%	13%	24%	58%	4.35	.01	6,161
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	22%	65%	4.46	.01	4,522
	Sit-down Restaurant	1%	3%	9%	23%	64%	4.48	.03	994
	Convenience Store	1%	3%	11%	23%	62%	4.41	.02	2,965

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

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

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

		Layout of facility					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	7%	14%	17%	19%	43%	3.77	.06	427
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	13%	23%	25%	34%	3.67	.01	53,854
Aggregated Retail Units	YOUR INSTITUTION	6%	13%	15%	18%	48%	3.88	.08	291
Aggregated Retail Units	ENTIRE SAMPLE	5%	11%	21%	25%	38%	3.80	.01	23,600
Aggregated Dining Halls	YOUR INSTITUTION	9%	15%	22%	21%	33%	3.54	.11	136
Aggregated Dining Halls	ENTIRE SAMPLE	6%	14%	25%	25%	30%	3.57	.01	30,254
Respondent Type - YOUR INSTITUTION	Student	7%	14%	19%	20%	40%	3.70	.07	376
	Faculty			22%	44%	33%	4.11	.26	9
	Administration/ Staff	5%	12%	2%	5%	76%	4.34	.20	41
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	24%	23%	32%	3.61	.01	45,728
	Faculty	3%	8%	20%	33%	36%	3.92	.02	1,843
	Administration/Staff	2%	6%	18%	31%	43%	4.07	.01	5,952
	Other	4%	5%	21%	25%	45%	4.03	.06	331
Student Class Status - YOUR INSTITUTION	First year	12%	15%	18%	20%	35%	3.53	.13	110
	Sophomore	11%	8%	23%	19%	39%	3.66	.15	83
	Junior	5%	19%	16%	18%	42%	3.72	.15	79
	Senior	2%	18%	16%	18%	46%	3.89	.16	61
	Graduate	2%	12%	19%	26%	42%	3.93	.17	43
Student Class Status - ENTIRE SAMPLE	First year	7%	15%	25%	22%	30%	3.54	.01	19,041
	Sophomore	7%	14%	24%	23%	31%	3.57	.01	9,768
	Junior	6%	14%	24%	25%	32%	3.62	.01	7,120
	Senior	6%	13%	22%	25%	35%	3.70	.02	6,068
	Graduate	5%	8%	18%	24%	45%	3.95	.02	3,306
	Other	6%	14%	24%	23%	33%	3.63	.06	442
Gender - YOUR INSTITUTION	Did Not Answer				50%	50%	4.50	.50	2
	Woman	7%	13%	18%	19%	43%	3.77	.08	289
	Man	6%	13%	17%	18%	45%	3.84	.12	119
	Non-binary/Non-conforming	9%	36%	9%	9%	36%	3.27	.47	11
	Prefer not to answer	33%		17%	17%	33%	3.17	.75	6
Gender - ENTIRE SAMPLE	Did Not Answer	7%	14%	28%	24%	27%	3.49	.04	849
	Woman	5%	12%	22%	25%	36%	3.73	.01	31,411
	Man	7%	14%	24%	24%	31%	3.61	.01	18,917
	Non-binary/Non-conforming	7%	17%	26%	23%	27%	3.46	.03	1,462
	Prefer to self-describe	9%	12%	20%	23%	36%	3.65	.09	206
	Prefer not to answer	9%	13%	25%	23%	30%	3.52	.04	1,009
Live... - YOUR INSTITUTION	On campus	12%	16%	19%	19%	34%	3.48	.12	141
	Off campus	5%	13%	16%	19%	48%	3.92	.07	286
Live... - ENTIRE SAMPLE	On campus	7%	15%	25%	23%	30%	3.55	.01	33,617
	Off campus	4%	9%	20%	27%	39%	3.87	.01	20,237
NACUFS Region - YOUR INSTITUTION	Southern	7%	14%	17%	19%	43%	3.77	.06	427
NACUFS Region - ENTIRE SAMPLE	Continental	7%	14%	25%	25%	29%	3.57	.02	5,669
	Mid-Atlantic	6%	13%	24%	28%	29%	3.61	.01	8,699
	Midwest	6%	13%	23%	24%	34%	3.65	.01	16,775
	Northeast	6%	13%	25%	25%	31%	3.61	.01	7,091
	Pacific	6%	13%	23%	24%	35%	3.70	.02	5,412
	Southern	5%	11%	20%	22%	42%	3.85	.01	10,208
Institution Type - YOUR INSTITUTION	Public	7%	14%	17%	19%	43%	3.77	.06	427
Institution Type - ENTIRE SAMPLE	Public	6%	13%	23%	24%	34%	3.68	.01	42,585
	Private	6%	13%	23%	27%	31%	3.64	.01	11,269
Institution Type - YOUR INSTITUTION	Primarily 4-year	7%	14%	17%	19%	43%	3.77	.06	427
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	22%	29%	37%	3.88	.03	1,104
	Primarily 4-year	6%	13%	23%	24%	34%	3.67	.01	52,750
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	14%	17%	19%	43%	3.77	.06	427
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	13%	23%	25%	34%	3.69	.01	45,478
	Mainly Contracted	7%	14%	24%	24%	31%	3.57	.01	7,300
Total Current Enrollment - YOUR INSTITUT	Over 20,000	7%	14%	17%	19%	43%	3.77	.06	427
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	13%	23%	28%	31%	3.66	.02	6,055
	2,500 to 10,000	5%	11%	22%	25%	36%	3.78	.02	4,785
	10,001 to 20,000	7%	14%	25%	24%	30%	3.56	.01	7,445
	Over 20,000	6%	13%	23%	24%	35%	3.68	.01	35,569
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	13%	12%	22%	49%	3.98	.11	120
	Marketplace	9%	12%	23%	11%	44%	3.70	.15	90
	Specialty Coffee Shop/ Juice Bar	3%	14%	9%	23%	51%	4.05	.15	65
	Sit-down Restaurant	10%	30%	20%	10%	30%	3.20	.47	10
	Convenience Store	17%		17%		67%	4.00	.68	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	11%	22%	26%	35%	3.74	.02	5,543
	Marketplace	5%	13%	23%	24%	35%	3.69	.02	3,937
	Express Unit	5%	10%	21%	24%	40%	3.82	.02	5,926
	Specialty Coffee Shop/JuiceBar	4%	9%	18%	25%	44%	3.95	.02	4,367
	Sit-down Restaurant	5%	11%	20%	26%	38%	3.79	.04	957
	Convenience Store	6%	12%	21%	21%	40%	3.79	.02	2,870

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

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



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

		Layout of facility					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	5%	17%	28%	49%	4.18	.05	438
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	17%	31%	44%	4.09	.00	55,068
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	18%	26%	51%	4.22	.06	296
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	16%	30%	47%	4.16	.01	24,084
Aggregated Dining Halls	YOUR INSTITUTION	2%	6%	15%	33%	44%	4.11	.08	142
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	18%	32%	41%	4.03	.01	30,984
Respondent Type - YOUR INSTITUTION	Student	2%	5%	16%	28%	49%	4.19	.05	386
	Faculty		11%	56%	11%	22%	3.44	.34	9
	Administration/ Staff		5%	14%	31%	50%	4.26	.14	42
	Other					100%	5.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	17%	31%	43%	4.07	.00	46,729
	Faculty	3%	4%	16%	33%	44%	4.09	.02	1,886
	Administration/Staff	2%	4%	14%	29%	51%	4.23	.01	6,115
	Other	3%	2%	17%	26%	53%	4.24	.05	338
Student Class Status - YOUR INSTITUTION	First year		3%	14%	33%	51%	4.32	.08	110
	Sophomore	3%	5%	22%	27%	43%	4.02	.11	88
	Junior	1%	6%	15%	22%	55%	4.23	.12	78
	Senior	2%	2%	16%	28%	53%	4.30	.11	64
	Graduate	2%	11%	15%	30%	41%	3.98	.16	46
Student Class Status - ENTIRE SAMPLE	First year	2%	5%	17%	32%	44%	4.12	.01	19,534
	Sophomore	4%	6%	18%	31%	41%	4.00	.01	9,976
	Junior	3%	6%	18%	32%	41%	4.01	.01	7,247
	Senior	3%	7%	19%	29%	42%	4.02	.01	6,182
	Graduate	2%	5%	16%	29%	47%	4.13	.02	3,359
	Other	2%	6%	19%	33%	41%	4.06	.05	448
Gender - YOUR INSTITUTION	Did Not Answer				67%	33%	4.33	.33	3
	Woman	1%	4%	18%	30%	47%	4.19	.05	297
	Man	2%	8%	13%	23%	54%	4.21	.10	120
	Non-binary/Non-conforming	17%		17%	17%	50%	3.83	.44	12
	Prefer not to answer			33%	17%	50%	4.17	.40	6
Gender - ENTIRE SAMPLE	Did Not Answer	4%	6%	19%	33%	38%	3.95	.04	889
	Woman	2%	5%	17%	30%	45%	4.12	.01	32,211
	Man	3%	5%	17%	32%	42%	4.06	.01	19,209
	Non-binary/Non-conforming	3%	7%	19%	32%	40%	3.98	.03	1,503
	Prefer to self-describe	4%	5%	22%	25%	45%	4.01	.08	213
	Prefer not to answer	4%	7%	22%	31%	37%	3.90	.03	1,043
Live... - YOUR INSTITUTION	On campus	1%	3%	18%	31%	46%	4.18	.08	143
	Off campus	1%	6%	16%	26%	50%	4.18	.06	295
Live... - ENTIRE SAMPLE	On campus	3%	6%	17%	32%	42%	4.06	.01	34,412
	Off campus	2%	5%	16%	29%	47%	4.13	.01	20,656
NACUFS Region - YOUR INSTITUTION	Southern	1%	5%	17%	28%	49%	4.18	.05	438
NACUFS Region - ENTIRE SAMPLE	Continental	2%	4%	17%	33%	44%	4.14	.01	5,792
	Mid-Atlantic	5%	9%	20%	31%	35%	3.82	.01	8,879
	Midwest	2%	4%	15%	31%	47%	4.17	.01	17,179
	Northeast	2%	5%	18%	34%	41%	4.06	.01	7,242
	Pacific	3%	5%	19%	33%	40%	4.02	.01	5,562
	Southern	2%	4%	15%	29%	50%	4.20	.01	10,414
Institution Type - YOUR INSTITUTION	Public	1%	5%	17%	28%	49%	4.18	.05	438
Institution Type - ENTIRE SAMPLE	Public	3%	5%	17%	31%	44%	4.08	.00	43,535
	Private	2%	6%	16%	31%	45%	4.11	.01	11,533
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	5%	17%	28%	49%	4.18	.05	438
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	16%	33%	44%	4.10	.03	1,141
	Primarily 4-year	2%	5%	17%	31%	44%	4.09	.00	53,927
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	5%	17%	28%	49%	4.18	.05	438
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	5%	17%	31%	44%	4.09	.00	46,456
	Mainly Contracted	2%	5%	18%	33%	41%	4.06	.01	7,501
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	5%	17%	28%	49%	4.18	.05	438
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	6%	16%	31%	45%	4.10	.01	6,174
	2,500 to 10,000	2%	4%	16%	31%	46%	4.16	.01	4,904
	10,001 to 20,000	2%	5%	18%	33%	42%	4.07	.01	7,634
	Over 20,000	3%	6%	17%	31%	44%	4.08	.01	36,356
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	19%	29%	46%	4.13	.09	124
	Marketplace		3%	19%	23%	54%	4.29	.09	90
	Specialty Coffee Shop/ Juice Bar	2%	5%	17%	23%	55%	4.24	.12	66
	Sit-down Restaurant			10%	20%	70%	4.60	.22	10
	Convenience Store		17%		33%	50%	4.17	.48	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	17%	32%	44%	4.13	.01	5,662
	Marketplace	2%	5%	17%	31%	45%	4.13	.02	4,022
	Express Unit	2%	5%	17%	29%	47%	4.13	.01	6,033
	Specialty Coffee Shop/JuiceBar	2%	5%	16%	27%	50%	4.19	.01	4,445
	Sit-down Restaurant	1%	3%	12%	27%	56%	4.34	.03	982
	Convenience Store	1%	4%	15%	30%	50%	4.22	.02	2,940

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

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

TABLE 23a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Appearance

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	8%	14%	18%	18%	43%	3.74	.06	431
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	9%	15%	23%	22%	31%	3.50	.01	53,802
Aggregated Retail Units	YOUR INSTITUTION	9%	11%	16%	17%	48%	3.85	.08	294
Aggregated Retail Units	ENTIRE SAMPLE	7%	13%	21%	22%	36%	3.68	.01	23,678
Aggregated Dining Halls	YOUR INSTITUTION	7%	20%	21%	20%	32%	3.50	.11	137
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	25%	21%	26%	3.36	.01	30,124
Respondent Type - YOUR INSTITUTION	Student	8%	14%	19%	19%	39%	3.67	.07	378
	Faculty			13%	38%	50%	4.38	.26	8
	Administration/ Staff	7%	11%	5%	2%	75%	4.27	.20	44
	Other	100%					1.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	10%	17%	24%	20%	28%	3.41	.01	45,621
	Faculty	4%	9%	21%	30%	37%	3.87	.03	1,844
	Administration/Staff	3%	6%	17%	30%	44%	4.07	.01	6,004
	Other	5%	5%	17%	22%	52%	4.11	.06	333
Student Class Status - YOUR INSTITUTION	First year	6%	19%	21%	16%	37%	3.59	.13	110
	Sophomore	10%	17%	17%	19%	37%	3.58	.15	83
	Junior	9%	10%	16%	23%	42%	3.78	.15	79
	Senior	6%	14%	17%	19%	43%	3.78	.17	63
	Graduate	9%	5%	28%	21%	37%	3.72	.19	43
Student Class Status - ENTIRE SAMPLE	First year	10%	19%	25%	20%	26%	3.33	.01	18,991
	Sophomore	10%	18%	25%	20%	27%	3.36	.01	9,724
	Junior	9%	17%	25%	21%	27%	3.40	.02	7,108
	Senior	9%	16%	23%	21%	31%	3.48	.02	6,061
	Graduate	7%	11%	19%	21%	42%	3.82	.02	3,311
Gender - YOUR INSTITUTION	Other	9%	12%	29%	20%	29%	3.48	.06	443
	Did Not Answer					100%	5.00	.00	2
	Woman	7%	14%	18%	17%	43%	3.75	.08	292
	Man	8%	13%	16%	19%	44%	3.77	.12	118
	Non-binary/Non-conforming	15%	23%	15%	15%	31%	3.23	.43	13
Gender - ENTIRE SAMPLE	Prefer not to answer	17%		17%	33%	33%	3.67	.61	6
	Did Not Answer	12%	20%	28%	18%	23%	3.21	.05	843
	Woman	7%	14%	23%	23%	33%	3.58	.01	31,395
	Man	10%	16%	24%	21%	29%	3.42	.01	18,899
	Non-binary/Non-conforming	13%	22%	26%	17%	21%	3.10	.03	1,463
Live... - YOUR INSTITUTION	Prefer to self-describe	10%	18%	24%	16%	31%	3.40	.10	202
	Prefer not to answer	13%	17%	25%	20%	25%	3.27	.04	1,000
	On campus	8%	22%	17%	17%	36%	3.52	.12	141
	Off campus	8%	10%	18%	18%	46%	3.85	.08	290
	Off campus	6%	11%	21%	24%	38%	3.77	.01	20,317
Live... - ENTIRE SAMPLE	On campus	10%	18%	25%	20%	26%	3.34	.01	33,485
	Off campus	6%	11%	21%	24%	38%	3.77	.01	20,317
NACUFS Region - YOUR INSTITUTION	Southern	8%	14%	18%	18%	43%	3.74	.06	431
NACUFS Region - ENTIRE SAMPLE	Continental	8%	15%	25%	24%	27%	3.46	.02	5,685
	Mid-Atlantic	10%	19%	25%	22%	24%	3.33	.01	8,665
	Midwest	9%	16%	23%	21%	31%	3.49	.01	16,716
	Northeast	9%	16%	25%	23%	28%	3.45	.02	7,093
	Pacific	8%	14%	22%	23%	32%	3.55	.02	5,424
	Southern	7%	13%	21%	20%	39%	3.71	.01	10,219
Institution Type - YOUR INSTITUTION	Public	8%	14%	18%	18%	43%	3.74	.06	431
Institution Type - ENTIRE SAMPLE	Public	9%	15%	23%	21%	31%	3.51	.01	42,526
	Private	8%	16%	23%	24%	29%	3.49	.01	11,276
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	14%	18%	18%	43%	3.74	.06	431
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	10%	22%	27%	36%	3.80	.03	1,117
	Primarily 4-year	9%	16%	23%	22%	30%	3.50	.01	52,685
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	14%	18%	18%	43%	3.74	.06	431
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	8%	15%	23%	22%	31%	3.52	.01	45,447
	Mainly Contracted	10%	17%	25%	21%	27%	3.38	.02	7,290
Total Current Enrollment - YOUR INSTITUT	Over 20,000	8%	14%	18%	18%	43%	3.74	.06	431
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	15%	24%	25%	29%	3.53	.02	6,075
	2,500 to 10,000	7%	13%	23%	24%	34%	3.66	.02	4,779
	10,001 to 20,000	10%	17%	26%	22%	26%	3.36	.02	7,401
	Over 20,000	9%	16%	23%	21%	32%	3.50	.01	35,547
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	11%	14%	13%	52%	3.87	.13	121
	Marketplace	10%	13%	21%	16%	40%	3.64	.14	92
	Specialty Coffee Shop/ Juice Bar	3%	6%	14%	26%	51%	4.15	.13	65
	Sit-down Restaurant	10%	20%	20%	20%	30%	3.40	.45	10
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	14%	23%	23%	32%	3.59	.02	5,546
	Marketplace	9%	14%	24%	20%	33%	3.54	.02	3,933
	Express Unit	7%	12%	20%	22%	38%	3.73	.02	5,966
	Specialty Coffee Shop/JuiceBar	5%	10%	19%	24%	42%	3.89	.02	4,383
	Sit-down Restaurant	5%	11%	21%	25%	38%	3.78	.04	967
	Convenience Store	7%	15%	21%	22%	35%	3.62	.02	2,883

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

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

TABLE 23b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Appearance

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	1%	3%	13%	28%	54%	4.31	.04	440
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	17%	32%	45%	4.14	.00	55,027
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	11%	28%	57%	4.36	.05	297
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	16%	31%	48%	4.21	.01	24,186
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	17%	29%	48%	4.20	.08	143
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	19%	33%	42%	4.08	.01	30,841
Respondent Type - YOUR INSTITUTION	Student	1%	3%	14%	28%	55%	4.32	.05	387
	Faculty		13%	25%	38%	25%	3.75	.37	8
	Administration/ Staff		5%	7%	32%	57%	4.41	.12	44
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	18%	32%	43%	4.10	.00	46,638
	Faculty	2%	3%	14%	33%	48%	4.21	.02	1,899
	Administration/Staff	1%	2%	11%	31%	55%	4.36	.01	6,150
	Other	3%	2%	14%	24%	58%	4.32	.05	340
Student Class Status - YOUR INSTITUTION	First year		4%	14%	32%	50%	4.30	.08	111
	Sophomore	3%	6%	13%	24%	53%	4.19	.12	86
	Junior	1%	1%	13%	25%	59%	4.41	.10	79
	Senior		2%	17%	26%	55%	4.35	.10	65
	Graduate		2%	13%	28%	57%	4.39	.12	46
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	18%	32%	44%	4.13	.01	19,490
	Sophomore	2%	5%	19%	32%	41%	4.05	.01	9,937
	Junior	2%	5%	19%	33%	41%	4.06	.01	7,235
	Senior	2%	5%	19%	31%	43%	4.08	.01	6,183
	Graduate	2%	3%	16%	32%	48%	4.21	.02	3,356
	Other	2%	4%	19%	32%	42%	4.09	.05	455
Gender - YOUR INSTITUTION	Did Not Answer				33%	67%	4.67	.33	3
	Woman	1%	3%	12%	30%	54%	4.34	.05	298
	Man	1%	6%	13%	23%	57%	4.29	.09	120
	Non-binary/Non-conforming			31%	38%	31%	4.00	.23	13
	Prefer not to answer			33%	33%	33%	4.00	.37	6
Gender - ENTIRE SAMPLE	Did Not Answer	3%	5%	20%	35%	37%	3.99	.03	880
	Woman	2%	4%	17%	31%	46%	4.16	.01	32,221
	Man	2%	4%	18%	33%	43%	4.12	.01	19,186
	Non-binary/Non-conforming	1%	5%	20%	33%	41%	4.07	.03	1,496
	Prefer to self-describe	2%	6%	20%	30%	42%	4.04	.07	208
	Prefer not to answer	3%	5%	23%	32%	37%	3.95	.03	1,036
Live... - YOUR INSTITUTION	On campus	1%	4%	15%	29%	51%	4.25	.08	144
	Off campus	1%	3%	13%	28%	56%	4.34	.05	296
Live... - ENTIRE SAMPLE	On campus	2%	5%	19%	33%	42%	4.08	.01	34,287
	Off campus	2%	3%	15%	31%	49%	4.22	.01	20,740
NACUFS Region - YOUR INSTITUTION	Southern	1%	3%	13%	28%	54%	4.31	.04	440
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	18%	34%	44%	4.17	.01	5,810
	Mid-Atlantic	3%	6%	19%	32%	40%	4.02	.01	8,840
	Midwest	2%	4%	16%	31%	47%	4.18	.01	17,119
	Northeast	2%	5%	19%	34%	40%	4.06	.01	7,261
	Pacific	2%	5%	19%	33%	41%	4.06	.01	5,567
	Southern	1%	4%	15%	30%	50%	4.23	.01	10,430
Institution Type - YOUR INSTITUTION	Public	1%	3%	13%	28%	54%	4.31	.04	440
Institution Type - ENTIRE SAMPLE	Public	2%	4%	18%	32%	45%	4.13	.00	43,503
	Private	2%	4%	17%	32%	45%	4.15	.01	11,524
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	3%	13%	28%	54%	4.31	.04	440
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	19%	31%	43%	4.06	.03	1,152
	Primarily 4-year	2%	4%	17%	32%	45%	4.14	.00	53,875
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	3%	13%	28%	54%	4.31	.04	440
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	17%	32%	45%	4.15	.00	46,449
	Mainly Contracted	2%	5%	20%	34%	40%	4.06	.01	7,481
Total Current Enrollment - YOUR INSTITUT	Over 20,000	1%	3%	13%	28%	54%	4.31	.04	440
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	4%	18%	33%	43%	4.10	.01	6,189
	2,500 to 10,000	2%	4%	17%	31%	46%	4.16	.01	4,900
	10,001 to 20,000	2%	4%	19%	35%	40%	4.07	.01	7,590
	Over 20,000	2%	4%	17%	31%	46%	4.15	.01	36,348
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	5%	11%	23%	60%	4.37	.08	124
	Marketplace	1%	2%	14%	26%	56%	4.34	.09	91
	Specialty Coffee Shop/ Juice Bar		2%	11%	35%	53%	4.39	.09	66
	Sit-down Restaurant				50%	50%	4.50	.17	10
	Convenience Store	17%			33%	50%	4.00	.63	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	19%	33%	43%	4.12	.01	5,660
	Marketplace	2%	4%	17%	31%	46%	4.14	.02	4,023
	Express Unit	2%	3%	16%	31%	49%	4.22	.01	6,090
	Specialty Coffee Shop/JuiceBar	1%	2%	13%	28%	55%	4.34	.01	4,473
	Sit-down Restaurant	1%	1%	11%	32%	55%	4.40	.03	990
	Convenience Store	1%	4%	16%	31%	47%	4.19	.02	2,950

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

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



TABLE 24a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Availability of seating

		Availability of seating					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	6%	17%	22%	51%	4.12	.05	422
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	16%	28%	47%	4.10	.00	52,687
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	18%	19%	51%	4.05	.07	284
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	17%	26%	45%	3.99	.01	22,245
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	17%	28%	51%	4.27	.08	138
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	30%	49%	4.18	.01	30,442
Respondent Type - YOUR INSTITUTION	Student	4%	7%	18%	24%	48%	4.06	.06	370
	Faculty				14%	86%	4.86	.14	7
	Administration/ Staff			16%	9%	75%	4.59	.11	44
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	6%	16%	28%	46%	4.09	.01	45,101
	Faculty	4%	5%	14%	31%	47%	4.12	.03	1,736
	Administration/Staff	3%	4%	13%	28%	52%	4.23	.01	5,513
	Other	2%	3%	12%	25%	58%	4.34	.05	337
Student Class Status - YOUR INSTITUTION	First year	5%	6%	14%	24%	50%	4.10	.11	111
	Sophomore	3%	10%	15%	29%	43%	4.00	.12	79
	Junior	4%	7%	21%	21%	47%	4.01	.13	76
	Senior	2%	8%	23%	19%	48%	4.05	.14	62
	Graduate	5%	2%	17%	26%	50%	4.14	.17	42
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	17%	29%	45%	4.07	.01	18,853
	Sophomore	3%	7%	16%	28%	46%	4.08	.01	9,648
	Junior	3%	6%	17%	29%	45%	4.06	.01	6,988
	Senior	3%	7%	15%	27%	48%	4.10	.01	5,919
	Graduate	3%	5%	12%	26%	54%	4.21	.02	3,269
Gender - YOUR INSTITUTION	Other	3%	6%	17%	32%	42%	4.03	.05	443
	Did Not Answer				33%	67%	4.67	.33	3
	Woman	3%	5%	18%	23%	50%	4.11	.06	288
	Man	2%	8%	16%	20%	55%	4.19	.10	116
	Non-binary/Non-conforming	11%	11%	11%	22%	44%	3.78	.49	9
Gender - ENTIRE SAMPLE	Prefer not to answer		17%	17%	33%	33%	3.83	.48	6
	Did Not Answer	3%	7%	17%	32%	41%	4.00	.04	841
	Woman	3%	6%	15%	28%	49%	4.16	.01	30,630
	Man	3%	7%	17%	29%	44%	4.04	.01	18,599
	Non-binary/Non-conforming	4%	8%	17%	30%	42%	3.99	.03	1,426
Live... - YOUR INSTITUTION	Prefer to self-describe	3%	12%	13%	28%	44%	3.99	.08	203
	Prefer not to answer	5%	6%	17%	31%	42%	3.98	.04	988
	On campus	4%	7%	17%	26%	47%	4.05	.09	141
	Off campus	3%	6%	17%	21%	53%	4.16	.06	281
	Off campus	3%	5%	14%	27%	50%	4.17	.01	19,454
Live... - ENTIRE SAMPLE	On campus	3%	7%	17%	29%	45%	4.07	.01	33,233
	Off campus	3%	5%	14%	27%	50%	4.17	.01	19,454
NACUFS Region - YOUR INSTITUTION	Southern	3%	6%	17%	22%	51%	4.12	.05	422
NACUFS Region - ENTIRE SAMPLE	Continental	3%	7%	17%	30%	43%	4.04	.01	5,541
	Mid-Atlantic	2%	6%	15%	31%	46%	4.14	.01	8,637
	Midwest	3%	6%	15%	29%	47%	4.09	.01	16,432
	Northeast	4%	7%	17%	29%	45%	4.04	.01	6,898
	Pacific	3%	6%	17%	28%	47%	4.10	.01	5,317
Institution Type - YOUR INSTITUTION	Southern	2%	6%	15%	25%	52%	4.18	.01	9,862
	Public	3%	6%	17%	22%	51%	4.12	.05	422
Institution Type - ENTIRE SAMPLE	Public	3%	6%	15%	28%	48%	4.11	.01	41,649
	Private	3%	6%	16%	30%	44%	4.07	.01	11,038
	Primarily 4-year	3%	6%	17%	22%	51%	4.12	.05	422
Institution Type - YOUR INSTITUTION	Primarily 2-year	4%	6%	18%	26%	46%	4.03	.03	1,083
	Primarily 4-year	3%	6%	16%	28%	47%	4.11	.00	51,604
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	6%	17%	22%	51%	4.12	.05	422
	Mainly Self-operated	3%	6%	15%	28%	47%	4.11	.01	44,403
Operation Type - ENTIRE SAMPLE	Mainly Contracted	3%	6%	17%	29%	45%	4.06	.01	7,212
	Over 20,000	3%	6%	17%	22%	51%	4.12	.05	422
Total Current Enrollment - YOUR INSTITUT	Under 2,500	3%	7%	16%	31%	44%	4.06	.01	5,949
	2,500 to 10,000	3%	6%	17%	27%	46%	4.06	.02	4,606
	10,001 to 20,000	3%	6%	17%	29%	44%	4.06	.01	7,397
	Over 20,000	3%	6%	15%	28%	48%	4.13	.01	34,735
	Food Court	5%	6%	20%	19%	50%	4.03	.11	117
Type of Retail Unit - YOUR INSTITUTION	Marketplace	4%	13%	18%	18%	47%	3.89	.13	90
	Specialty Coffee Shop/ Juice Bar	3%	5%	13%	23%	56%	4.23	.14	61
	Sit-down Restaurant			18%	27%	55%	4.36	.24	11
	Convenience Store			20%		80%	4.60	.40	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	16%	27%	45%	4.01	.02	5,388
	Marketplace	4%	8%	18%	27%	43%	3.97	.02	3,809
	Express Unit	4%	8%	17%	27%	44%	3.99	.02	5,594
	Specialty Coffee Shop/JuiceBar	4%	7%	15%	26%	48%	4.06	.02	4,067
	Sit-down Restaurant	3%	6%	16%	28%	47%	4.12	.03	962
Convenience Store	Convenience Store	6%	10%	18%	23%	42%	3.84	.03	2,425

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

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

TABLE 24b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Availability of seating

		Availability of seating					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	12%	22%	25%	38%	3.83	.06	432
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	10%	20%	27%	38%	3.83	.01	53,686
Aggregated Retail Units	YOUR INSTITUTION	2%	12%	20%	24%	42%	3.90	.07	289
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	19%	26%	41%	3.90	.01	22,580
Aggregated Dining Halls	YOUR INSTITUTION	4%	11%	27%	27%	31%	3.70	.10	143
Aggregated Dining Halls	ENTIRE SAMPLE	5%	11%	20%	28%	35%	3.77	.01	31,106
Respondent Type - YOUR INSTITUTION	Student	3%	13%	22%	25%	36%	3.78	.06	380
	Faculty			43%	14%	43%	4.00	.38	7
	Administration/ Staff	2%	2%	18%	23%	55%	4.25	.15	44
	Other				100%		4.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	5%	11%	21%	27%	35%	3.76	.01	45,969
	Faculty	3%	5%	15%	29%	47%	4.12	.03	1,772
	Administration/Staff	2%	5%	13%	27%	52%	4.23	.01	5,604
	Other	4%	6%	17%	23%	51%	4.11	.06	341
Student Class Status - YOUR INSTITUTION	First year	3%	16%	28%	22%	31%	3.63	.11	112
	Sophomore	6%	17%	22%	24%	31%	3.58	.14	83
	Junior	3%	9%	17%	30%	41%	3.97	.13	76
	Senior	2%	11%	17%	23%	47%	4.03	.14	64
	Graduate	2%	9%	27%	27%	36%	3.84	.16	45
Student Class Status - ENTIRE SAMPLE	First year	5%	11%	21%	27%	36%	3.79	.01	19,287
	Sophomore	6%	12%	21%	28%	33%	3.70	.01	9,837
	Junior	6%	12%	22%	29%	32%	3.70	.01	7,084
	Senior	6%	11%	21%	26%	35%	3.75	.02	6,021
	Graduate	4%	8%	19%	27%	41%	3.93	.02	3,307
	Other	4%	12%	23%	24%	37%	3.78	.06	452
Gender - YOUR INSTITUTION	Did Not Answer	33%			33%	33%	3.33	1.20	3
	Woman	2%	13%	25%	25%	36%	3.80	.06	295
	Man	5%	10%	18%	20%	47%	3.93	.11	118
	Non-binary/Non-conforming	10%	20%	10%	40%	20%	3.40	.43	10
	Prefer not to answer				67%	33%	4.33	.21	6
Gender - ENTIRE SAMPLE	Did Not Answer	6%	11%	23%	28%	31%	3.66	.04	881
	Woman	5%	10%	20%	27%	37%	3.82	.01	31,258
	Man	5%	10%	19%	28%	39%	3.87	.01	18,865
	Non-binary/Non-conforming	6%	13%	22%	27%	32%	3.68	.03	1,454
	Prefer to self-describe	6%	10%	21%	29%	34%	3.77	.08	210
	Prefer not to answer	6%	11%	24%	24%	34%	3.70	.04	1,018
Live... - YOUR INSTITUTION	On campus	6%	15%	25%	23%	31%	3.58	.10	144
	Off campus	1%	10%	21%	26%	42%	3.96	.06	288
Live... - ENTIRE SAMPLE	On campus	5%	11%	21%	28%	35%	3.76	.01	33,919
	Off campus	4%	9%	18%	26%	42%	3.93	.01	19,767
NACUFS Region - YOUR INSTITUTION	Southern	3%	12%	22%	25%	38%	3.83	.06	432
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	18%	30%	42%	4.01	.01	5,653
	Mid-Atlantic	7%	14%	22%	28%	29%	3.59	.01	8,795
	Midwest	6%	10%	18%	27%	40%	3.86	.01	16,787
	Northeast	4%	9%	20%	31%	36%	3.84	.01	7,025
	Pacific	4%	10%	22%	29%	36%	3.83	.02	5,419
	Southern	5%	10%	20%	24%	41%	3.86	.01	10,007
Institution Type - YOUR INSTITUTION	Public	3%	12%	22%	25%	38%	3.83	.06	432
Institution Type - ENTIRE SAMPLE	Public	5%	11%	20%	27%	37%	3.80	.01	42,426
	Private	4%	9%	19%	30%	39%	3.92	.01	11,260
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	12%	22%	25%	38%	3.83	.06	432
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	13%	26%	54%	4.26	.03	1,108
	Primarily 4-year	5%	10%	20%	27%	37%	3.82	.01	52,578
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	12%	22%	25%	38%	3.83	.06	432
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	10%	19%	27%	38%	3.84	.01	45,195
	Mainly Contracted	5%	11%	22%	28%	34%	3.74	.01	7,389
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	12%	22%	25%	38%	3.83	.06	432
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	8%	18%	29%	41%	3.97	.01	6,058
	2,500 to 10,000	2%	7%	17%	29%	45%	4.08	.02	4,698
	10,001 to 20,000	4%	9%	19%	30%	38%	3.90	.01	7,556
	Over 20,000	6%	11%	21%	26%	36%	3.75	.01	35,374
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	13%	25%	23%	37%	3.79	.10	120
	Marketplace	1%	10%	17%	23%	49%	4.09	.11	90
	Specialty Coffee Shop/ Juice Bar	5%	17%	16%	25%	37%	3.71	.16	63
	Sit-down Restaurant			18%	18%	64%	4.45	.25	11
	Convenience Store			20%	40%	40%	4.20	.37	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	8%	20%	28%	41%	3.96	.01	5,481
	Marketplace	5%	9%	18%	26%	42%	3.89	.02	3,862
	Express Unit	5%	10%	20%	26%	39%	3.84	.02	5,675
	Specialty Coffee Shop/JuiceBar	5%	10%	19%	24%	41%	3.86	.02	4,144
	Sit-down Restaurant	1%	4%	13%	28%	54%	4.28	.03	983
	Convenience Store	5%	10%	20%	24%	42%	3.86	.02	2,435

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

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

TABLE 25a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	3%	10%	20%	22%	46%	3.97	.06	428
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	8%	21%	29%	39%	3.93	.00	52,895
Aggregated Retail Units	YOUR INSTITUTION	4%	10%	17%	19%	51%	4.03	.07	291
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	19%	27%	42%	3.96	.01	22,505
Aggregated Dining Halls	YOUR INSTITUTION	1%	10%	26%	28%	34%	3.85	.09	137
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	21%	30%	37%	3.91	.01	30,390
Respondent Type - YOUR INSTITUTION	Student	3%	11%	21%	23%	43%	3.91	.06	376
	Faculty			14%	43%	43%	4.29	.29	7
	Administration/ Staff	2%	2%	14%	11%	70%	4.45	.15	44
	Other			100%			3.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	9%	21%	28%	38%	3.90	.01	45,264
	Faculty	3%	5%	17%	33%	42%	4.06	.02	1,751
	Administration/Staff	2%	4%	15%	33%	46%	4.16	.01	5,542
	Other	1%	3%	15%	30%	51%	4.25	.05	338
Student Class Status - YOUR INSTITUTION	First year	4%	10%	24%	21%	40%	3.83	.11	112
	Sophomore	2%	18%	22%	21%	37%	3.71	.13	82
	Junior	3%	9%	18%	17%	53%	4.09	.13	77
	Senior	2%	8%	19%	24%	47%	4.06	.14	62
	Graduate	2%	7%	16%	37%	37%	4.00	.16	43
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	22%	28%	37%	3.87	.01	18,922
	Sophomore	4%	9%	22%	28%	37%	3.85	.01	9,706
	Junior	3%	8%	21%	30%	38%	3.90	.01	6,981
	Senior	3%	8%	20%	28%	40%	3.94	.01	5,973
	Graduate	3%	5%	16%	26%	50%	4.14	.02	3,258
	Other	3%	9%	21%	30%	36%	3.88	.05	442
Gender - YOUR INSTITUTION	Did Not Answer				33%	67%	4.67	.33	3
	Woman	4%	8%	21%	21%	46%	3.96	.07	290
	Man		13%	17%	23%	47%	4.03	.10	116
	Non-binary/Non-conforming		23%	23%	23%	31%	3.62	.33	13
	Prefer not to answer		17%	17%	33%	33%	3.83	.48	6
Gender - ENTIRE SAMPLE	Did Not Answer	5%	9%	22%	31%	33%	3.78	.04	841
	Woman	3%	7%	20%	28%	42%	3.98	.01	30,739
	Man	4%	8%	21%	30%	37%	3.87	.01	18,664
	Non-binary/Non-conforming	3%	10%	24%	28%	35%	3.82	.03	1,450
	Prefer to self-describe	5%	8%	18%	32%	36%	3.87	.08	204
	Prefer not to answer	4%	7%	23%	31%	35%	3.85	.04	997
Live... - YOUR INSTITUTION	On campus	4%	10%	29%	21%	37%	3.77	.10	142
	Off campus	2%	10%	16%	22%	50%	4.07	.07	286
Live... - ENTIRE SAMPLE	On campus	4%	9%	22%	29%	36%	3.86	.01	33,352
	Off campus	3%	6%	17%	29%	45%	4.06	.01	19,543
NACUFS Region - YOUR INSTITUTION	Southern	3%	10%	20%	22%	46%	3.97	.06	428
NACUFS Region - ENTIRE SAMPLE	Continental	3%	8%	21%	31%	37%	3.90	.01	5,586
	Mid-Atlantic	3%	8%	23%	32%	35%	3.86	.01	8,637
	Midwest	4%	8%	20%	29%	39%	3.91	.01	16,450
	Northeast	4%	8%	22%	30%	37%	3.87	.01	6,923
	Pacific	3%	7%	20%	28%	42%	3.99	.01	5,329
	Southern	3%	7%	18%	25%	47%	4.06	.01	9,970
Institution Type - YOUR INSTITUTION	Public	3%	10%	20%	22%	46%	3.97	.06	428
Institution Type - ENTIRE SAMPLE	Public	3%	8%	20%	28%	40%	3.95	.01	41,807
	Private	3%	9%	21%	31%	36%	3.88	.01	11,088
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	10%	20%	22%	46%	3.97	.06	428
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	5%	19%	30%	42%	4.02	.03	1,083
	Primarily 4-year	3%	8%	21%	29%	39%	3.93	.00	51,812
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	10%	20%	22%	46%	3.97	.06	428
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	20%	29%	40%	3.94	.01	44,624
	Mainly Contracted	4%	8%	23%	29%	36%	3.85	.01	7,200
Total Current Enrollment - YOUR INSTITUT	Over 20,000	3%	10%	20%	22%	46%	3.97	.06	428
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	9%	21%	31%	37%	3.89	.01	5,979
	2,500 to 10,000	3%	6%	20%	30%	41%	3.99	.02	4,644
	10,001 to 20,000	3%	8%	22%	30%	37%	3.91	.01	7,403
	Over 20,000	3%	8%	20%	28%	40%	3.94	.01	34,869
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	18%	23%	48%	4.04	.10	120
	Marketplace	8%	12%	21%	13%	46%	3.78	.14	91
	Specialty Coffee Shop/ Juice Bar		9%	14%	20%	56%	4.23	.13	64
	Sit-down Restaurant			9%	18%	73%	4.64	.20	11
	Convenience Store		20%			80%	4.40	.60	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	20%	29%	40%	3.94	.02	5,386
	Marketplace	4%	8%	21%	28%	38%	3.87	.02	3,829
	Express Unit	4%	8%	19%	26%	43%	3.95	.02	5,642
	Specialty Coffee Shop/JuiceBar	3%	7%	16%	27%	48%	4.10	.02	4,113
	Sit-down Restaurant	2%	6%	14%	29%	48%	4.15	.03	969
	Convenience Store	5%	10%	22%	23%	41%	3.86	.02	2,566

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

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

TABLE 25b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	2%	6%	21%	28%	43%	4.04	.05	436
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	6%	19%	32%	40%	4.01	.00	53,912
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	20%	26%	47%	4.09	.06	294
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	19%	30%	42%	4.02	.01	22,871
Aggregated Dining Halls	YOUR INSTITUTION	2%	7%	23%	33%	35%	3.92	.09	142
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	19%	34%	39%	4.00	.01	31,041
Respondent Type - YOUR INSTITUTION	Student	2%	6%	22%	27%	43%	4.03	.05	384
	Faculty			43%	29%	29%	3.86	.34	7
	Administration/ Staff	2%	7%	9%	39%	43%	4.14	.15	44
	Other		100%				2.00	.	1
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	20%	32%	39%	3.98	.00	46,145
	Faculty	2%	5%	17%	34%	42%	4.10	.02	1,787
	Administration/Staff	1%	4%	15%	31%	48%	4.20	.01	5,637
	Other	2%	2%	20%	25%	51%	4.20	.05	343
Student Class Status - YOUR INSTITUTION	First year	3%	4%	23%	29%	40%	4.00	.10	112
	Sophomore	6%	8%	27%	24%	35%	3.74	.13	85
	Junior		3%	17%	26%	55%	4.32	.10	77
	Senior		8%	20%	25%	47%	4.11	.12	64
	Graduate		7%	22%	30%	41%	4.07	.14	46
Student Class Status - ENTIRE SAMPLE	First year	2%	6%	18%	32%	42%	4.06	.01	19,350
	Sophomore	3%	7%	20%	33%	37%	3.93	.01	9,888
	Junior	3%	7%	21%	33%	35%	3.89	.01	7,096
	Senior	3%	8%	21%	31%	36%	3.88	.01	6,080
	Graduate	3%	6%	19%	29%	44%	4.05	.02	3,298
	Other	3%	8%	22%	32%	35%	3.89	.05	451
Gender - YOUR INSTITUTION	Did Not Answer	33%			33%	33%	3.33	1.20	3
	Woman	2%	6%	20%	29%	42%	4.04	.06	297
	Man	2%	5%	24%	21%	48%	4.09	.10	117
	Non-binary/Non-conforming	8%	8%	15%	54%	15%	3.62	.31	13
	Prefer not to answer			33%	33%	33%	4.00	.37	6
Gender - ENTIRE SAMPLE	Did Not Answer	5%	8%	19%	37%	32%	3.83	.04	880
	Woman	2%	6%	19%	31%	41%	4.02	.01	31,419
	Man	2%	6%	19%	33%	40%	4.03	.01	18,906
	Non-binary/Non-conforming	4%	11%	22%	31%	32%	3.77	.03	1,473
	Prefer to self-describe	5%	8%	24%	27%	36%	3.80	.08	211
	Prefer not to answer	4%	10%	23%	32%	31%	3.76	.03	1,023
Live... - YOUR INSTITUTION	On campus	3%	6%	22%	29%	40%	3.96	.09	144
	Off campus	1%	6%	21%	27%	45%	4.08	.06	292
Live... - ENTIRE SAMPLE	On campus	3%	6%	19%	33%	39%	3.99	.01	34,045
	Off campus	2%	6%	19%	31%	42%	4.04	.01	19,867
NACUFS Region - YOUR INSTITUTION	Southern	2%	6%	21%	28%	43%	4.04	.05	436
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	19%	33%	41%	4.07	.01	5,691
	Mid-Atlantic	2%	7%	20%	35%	36%	3.94	.01	8,793
	Midwest	2%	6%	17%	32%	44%	4.09	.01	16,792
	Northeast	3%	8%	22%	34%	34%	3.87	.01	7,052
	Pacific	3%	8%	22%	32%	35%	3.89	.01	5,443
	Southern	3%	6%	19%	29%	44%	4.06	.01	10,141
Institution Type - YOUR INSTITUTION	Public	2%	6%	21%	28%	43%	4.04	.05	436
Institution Type - ENTIRE SAMPLE	Public	3%	6%	19%	32%	40%	4.01	.01	42,613
	Private	2%	6%	19%	34%	39%	4.01	.01	11,299
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	6%	21%	28%	43%	4.04	.05	436
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	5%	18%	31%	43%	4.06	.03	1,109
	Primarily 4-year	3%	6%	19%	32%	40%	4.01	.00	52,803
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	6%	21%	28%	43%	4.04	.05	436
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	6%	19%	32%	41%	4.02	.00	45,431
	Mainly Contracted	3%	8%	21%	32%	36%	3.91	.01	7,381
Total Current Enrollment - YOUR INSTITUT	Over 20,000	2%	6%	21%	28%	43%	4.04	.05	436
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	7%	19%	32%	39%	4.00	.01	6,069
	2,500 to 10,000	2%	6%	18%	32%	42%	4.06	.01	4,741
	10,001 to 20,000	3%	7%	21%	33%	36%	3.93	.01	7,574
	Over 20,000	2%	6%	19%	32%	41%	4.02	.01	35,528
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	24%	27%	42%	4.03	.09	123
	Marketplace	1%	5%	13%	25%	55%	4.27	.10	91
	Specialty Coffee Shop/ Juice Bar	5%	8%	23%	23%	41%	3.88	.15	64
	Sit-down Restaurant			18%	18%	64%	4.45	.25	11
	Convenience Store			20%	40%	40%	4.20	.37	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	21%	32%	37%	3.95	.01	5,487
	Marketplace	3%	7%	20%	31%	40%	3.98	.02	3,888
	Express Unit	3%	7%	20%	28%	43%	4.00	.01	5,731
	Specialty Coffee Shop/JuiceBar	3%	6%	18%	28%	45%	4.08	.02	4,172
	Sit-down Restaurant	1%	3%	13%	29%	54%	4.32	.03	988
	Convenience Store	2%	6%	20%	28%	44%	4.05	.02	2,605

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

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

TABLE 26a  
Importance of Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	6%	9%	15%	17%	53%	4.02	.07	369
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	7%	20%	24%	43%	3.91	.01	46,250
Aggregated Retail Units	YOUR INSTITUTION	6%	8%	12%	16%	58%	4.13	.08	257
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	18%	23%	47%	4.00	.01	20,358
Aggregated Dining Halls	YOUR INSTITUTION	5%	13%	23%	18%	41%	3.77	.12	112
Aggregated Dining Halls	ENTIRE SAMPLE	6%	8%	22%	25%	40%	3.84	.01	25,892
Respondent Type - YOUR INSTITUTION	Student	6%	10%	17%	19%	49%	3.94	.07	326
	Faculty					100%	5.00	.00	4
	Administration/ Staff	3%	5%	8%		85%	4.59	.16	39
Respondent Type - ENTIRE SAMPLE	Student	6%	8%	21%	24%	42%	3.87	.01	39,388
	Faculty	5%	5%	13%	29%	48%	4.10	.03	1,572
	Administration/Staff	5%	4%	15%	25%	51%	4.14	.02	4,981
	Other	5%	4%	14%	28%	48%	4.11	.06	309
Student Class Status - YOUR INSTITUTION	First year	2%	13%	16%	20%	49%	4.02	.12	95
	Sophomore	8%	9%	21%	16%	45%	3.81	.15	75
	Junior	7%	10%	16%	17%	50%	3.93	.16	70
	Senior	6%	6%	15%	17%	57%	4.13	.17	53
	Graduate	12%	9%	12%	27%	39%	3.73	.24	33
Student Class Status - ENTIRE SAMPLE	First year	6%	8%	22%	24%	39%	3.82	.01	16,252
	Sophomore	6%	7%	23%	24%	40%	3.85	.01	8,382
	Junior	6%	8%	20%	23%	42%	3.88	.02	6,170
	Senior	6%	8%	19%	23%	44%	3.91	.02	5,253
	Graduate	5%	4%	14%	24%	53%	4.15	.02	2,971
	Other	7%	6%	20%	24%	43%	3.91	.06	375
Gender - YOUR INSTITUTION	Did Not Answer					100%	5.00	.	1
	Woman	5%	9%	14%	18%	54%	4.08	.08	249
	Man	9%	10%	17%	14%	50%	3.88	.13	104
	Non-binary/Non-conforming		22%	11%	22%	44%	3.89	.42	9
	Prefer not to answer			33%		67%	4.33	.42	6
Gender - ENTIRE SAMPLE	Did Not Answer	9%	9%	22%	24%	36%	3.69	.05	653
	Woman	3%	6%	19%	25%	46%	4.04	.01	27,383
	Man	10%	9%	21%	23%	37%	3.69	.01	15,958
	Non-binary/Non-conforming	3%	6%	18%	22%	50%	4.11	.03	1,245
	Prefer to self-describe	10%	5%	16%	27%	42%	3.87	.09	189
	Prefer not to answer	8%	6%	19%	23%	44%	3.90	.04	822
Live... - YOUR INSTITUTION	On campus	7%	11%	18%	16%	47%	3.84	.12	122
	Off campus	5%	8%	14%	17%	56%	4.11	.08	247
Live... - ENTIRE SAMPLE	On campus	6%	8%	22%	24%	40%	3.83	.01	28,719
	Off campus	5%	6%	17%	24%	48%	4.04	.01	17,531
NACUFS Region - YOUR INSTITUTION	Southern	6%	9%	15%	17%	53%	4.02	.07	369
NACUFS Region - ENTIRE SAMPLE	Continental	7%	7%	20%	26%	40%	3.86	.02	4,936
	Mid-Atlantic	6%	7%	23%	26%	38%	3.82	.01	7,256
	Midwest	6%	8%	20%	24%	42%	3.88	.01	14,366
	Northeast	6%	7%	20%	25%	42%	3.90	.02	6,040
	Pacific	5%	6%	19%	25%	45%	3.98	.02	4,715
	Southern	5%	6%	19%	21%	49%	4.03	.01	8,937
Institution Type - YOUR INSTITUTION	Public	6%	9%	15%	17%	53%	4.02	.07	369
Institution Type - ENTIRE SAMPLE	Public	6%	7%	20%	24%	43%	3.92	.01	36,453
	Private	6%	7%	20%	26%	41%	3.88	.01	9,797
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	9%	15%	17%	53%	4.02	.07	369
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	5%	19%	26%	44%	3.96	.04	907
	Primarily 4-year	6%	7%	20%	24%	43%	3.91	.01	45,343
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	9%	15%	17%	53%	4.02	.07	369
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	7%	20%	24%	43%	3.93	.01	39,236
	Mainly Contracted	7%	8%	21%	24%	40%	3.82	.02	6,110
Total Current Enrollment - YOUR INSTITUT	Over 20,000	6%	9%	15%	17%	53%	4.02	.07	369
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	7%	19%	26%	43%	3.95	.02	5,462
	2,500 to 10,000	5%	6%	20%	26%	43%	3.96	.02	4,025
	10,001 to 20,000	7%	8%	21%	24%	40%	3.84	.02	6,374
	Over 20,000	6%	7%	20%	23%	43%	3.91	.01	30,389
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	7%	16%	11%	59%	4.10	.13	98
	Marketplace	7%	7%	12%	17%	56%	4.07	.14	82
	Specialty Coffee Shop/ Juice Bar	3%	11%	8%	23%	55%	4.15	.15	62
	Sit-down Restaurant				22%	78%	4.78	.15	9
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	7%	20%	24%	44%	3.95	.02	4,843
	Marketplace	6%	7%	18%	24%	45%	3.97	.02	3,415
	Express Unit	6%	6%	18%	22%	49%	4.01	.02	5,142
	Specialty Coffee Shop/JuiceBar	4%	5%	17%	24%	50%	4.11	.02	3,726
	Sit-down Restaurant	6%	8%	14%	24%	48%	4.00	.04	787
	Convenience Store	6%	7%	19%	23%	44%	3.92	.02	2,445

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

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

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



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

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp	
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied				
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	10%	22%	22%	40%	3.82	.06	368	
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	8%	25%	27%	33%	3.73	.01	45,597	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	21%	23%	45%	3.96	.07	256	
Aggregated Retail Units	ENTIRE SAMPLE	5%	7%	23%	25%	40%	3.88	.01	20,090	
Aggregated Dining Halls	YOUR INSTITUTION	7%	17%	26%	21%	29%	3.48	.12	112	
Aggregated Dining Halls	ENTIRE SAMPLE	7%	9%	27%	28%	29%	3.62	.01	25,507	
Respondent Type - YOUR INSTITUTION	Student	6%	11%	24%	19%	41%	3.79	.07	326	
	Faculty		25%	25%		50%	3.75	.75	4	
	Administration/ Staff	3%	5%	11%	50%	32%	4.03	.15	38	
Respondent Type - ENTIRE SAMPLE	Student	6%	9%	27%	27%	31%	3.67	.01	38,932	
	Faculty	7%	6%	20%	27%	40%	3.86	.03	1,497	
	Administration/Staff	3%	4%	18%	28%	48%	4.15	.01	4,868	
	Other	4%	3%	20%	20%	54%	4.18	.06	300	
Student Class Status - YOUR INSTITUTION	First year	4%	15%	22%	25%	34%	3.70	.13	93	
	Sophomore	6%	14%	27%	17%	36%	3.62	.15	78	
	Junior	9%	4%	25%	21%	41%	3.81	.15	68	
	Senior	6%	9%	19%	17%	50%	3.96	.17	54	
	Graduate		6%	27%	12%	55%	4.15	.18	33	
Student Class Status - ENTIRE SAMPLE	First year	6%	8%	27%	28%	31%	3.71	.01	16,161	
	Sophomore	8%	10%	28%	27%	28%	3.56	.01	8,271	
	Junior	7%	10%	26%	27%	29%	3.60	.02	6,055	
	Senior	7%	10%	27%	24%	32%	3.63	.02	5,166	
	Graduate	4%	6%	20%	27%	43%	3.98	.02	2,923	
	Other	9%	9%	24%	23%	36%	3.66	.07	371	
Gender - YOUR INSTITUTION	Did Not Answer					100%	5.00	.	1	
	Woman	6%	11%	23%	22%	38%	3.76	.08	250	
	Man	3%	7%	18%	25%	48%	4.08	.11	102	
	Non-binary/Non-conforming	11%	11%	44%	11%	22%	3.22	.43	9	
	Prefer not to answer	17%	33%	50%			2.33	.33	6	
Gender - ENTIRE SAMPLE	Did Not Answer	9%	11%	32%	23%	25%	3.43	.05	635	
	Woman	6%	9%	26%	26%	33%	3.71	.01	27,181	
	Man	5%	7%	24%	29%	35%	3.83	.01	15,579	
	Non-binary/Non-conforming	11%	13%	27%	23%	25%	3.39	.04	1,209	
	Prefer to self-describe	12%	12%	25%	20%	31%	3.46	.10	186	
	Prefer not to answer	11%	11%	26%	24%	29%	3.48	.05	807	
	Live... - YOUR INSTITUTION	On campus	7%	13%	23%	24%	32%	3.60	.12	121
	Off campus	4%	9%	22%	21%	44%	3.92	.07	247	
Live... - ENTIRE SAMPLE	On campus	7%	9%	28%	27%	29%	3.61	.01	28,408	
	Off campus	4%	6%	22%	26%	41%	3.94	.01	17,189	
NACUFS Region - YOUR INSTITUTION	Southern	5%	10%	22%	22%	40%	3.82	.06	368	
NACUFS Region - ENTIRE SAMPLE	Continental	5%	8%	27%	29%	31%	3.73	.02	4,873	
	Mid-Atlantic	5%	8%	28%	29%	29%	3.69	.01	7,032	
	Midwest	7%	9%	25%	26%	34%	3.72	.01	14,249	
	Northeast	10%	11%	27%	26%	25%	3.45	.02	5,980	
	Pacific	6%	8%	27%	28%	31%	3.69	.02	4,627	
	Southern	4%	6%	21%	25%	44%	4.00	.01	8,836	
Institution Type - YOUR INSTITUTION	Public	5%	10%	22%	22%	40%	3.82	.06	368	
Institution Type - ENTIRE SAMPLE	Public	6%	8%	25%	27%	34%	3.75	.01	35,933	
	Private	7%	9%	25%	27%	32%	3.68	.01	9,664	
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	10%	22%	22%	40%	3.82	.06	368	
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	7%	25%	26%	36%	3.78	.04	888	
	Primarily 4-year	6%	8%	25%	27%	33%	3.73	.01	44,709	
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	10%	22%	22%	40%	3.82	.06	368	
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	8%	25%	27%	34%	3.77	.01	38,700	
	Mainly Contracted	7%	10%	28%	26%	28%	3.59	.02	5,995	
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	10%	22%	22%	40%	3.82	.06	368	
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	7%	9%	24%	26%	33%	3.67	.02	5,411	
	2,500 to 10,000	7%	9%	26%	27%	31%	3.67	.02	3,951	
	10,001 to 20,000	7%	9%	28%	28%	28%	3.59	.02	6,275	
	Over 20,000	5%	8%	25%	27%	35%	3.78	.01	29,960	
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	5%	25%	14%	49%	3.96	.12	99	
	Marketplace	4%	12%	15%	29%	40%	3.90	.13	82	
	Specialty Coffee Shop/ Juice Bar	2%	7%	21%	26%	44%	4.05	.13	61	
	Sit-down Restaurant	11%		33%	33%	22%	3.56	.41	9	
	Convenience Store				40%	60%	4.60	.24	5	
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	8%	25%	26%	35%	3.75	.02	4,762	
	Marketplace	7%	9%	25%	25%	35%	3.72	.02	3,366	
	Express Unit	3%	6%	22%	25%	43%	3.98	.02	5,074	
	Specialty Coffee Shop/JuiceBar	4%	7%	20%	25%	44%	4.00	.02	3,684	
	Sit-down Restaurant	3%	6%	21%	26%	44%	4.03	.04	772	
	Convenience Store	4%	7%	24%	25%	40%	3.88	.02	2,432	

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

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

TABLE 27a  
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 & Retail Units	Florida State University (#410)	7%	7%	15%	17%	54%	4.04	.07	356
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	8%	21%	22%	42%	3.84	.01	43,300
Aggregated Retail Units	YOUR INSTITUTION	7%	5%	14%	18%	57%	4.13	.08	250
Aggregated Retail Units	ENTIRE SAMPLE	7%	7%	19%	21%	47%	3.95	.01	19,134
Aggregated Dining Halls	YOUR INSTITUTION	8%	11%	18%	15%	48%	3.85	.13	106
Aggregated Dining Halls	ENTIRE SAMPLE	8%	9%	23%	22%	39%	3.76	.01	24,166
Respondent Type - YOUR INSTITUTION	Student	8%	7%	16%	19%	50%	3.96	.07	313
	Faculty			25%		75%	4.50	.50	4
	Administration/ Staff	3%	3%	8%	3%	85%	4.64	.15	39
Respondent Type - ENTIRE SAMPLE	Student	7%	8%	22%	21%	41%	3.81	.01	37,031
	Faculty	7%	5%	16%	27%	46%	4.01	.03	1,450
	Administration/Staff	6%	5%	16%	23%	50%	4.06	.02	4,524
	Other	6%	5%	15%	25%	49%	4.05	.07	295
Student Class Status - YOUR INSTITUTION	First year	8%	9%	14%	22%	48%	3.92	.14	88
	Sophomore	5%	11%	16%	16%	51%	3.96	.15	73
	Junior	9%	6%	13%	19%	52%	4.00	.16	67
	Senior	2%	4%	26%	13%	55%	4.15	.15	53
	Graduate	19%	3%	9%	25%	44%	3.72	.27	32
Student Class Status - ENTIRE SAMPLE	First year	8%	9%	24%	21%	38%	3.73	.01	15,174
	Sophomore	7%	8%	24%	21%	40%	3.79	.01	7,884
	Junior	8%	8%	21%	21%	42%	3.81	.02	5,825
	Senior	7%	8%	20%	21%	44%	3.89	.02	4,972
	Graduate	6%	5%	15%	22%	52%	4.09	.02	2,844
	Other	10%	6%	18%	22%	45%	3.86	.07	347
Gender - YOUR INSTITUTION	Did Not Answer					100%	5.00	.	1
	Woman	6%	8%	14%	18%	55%	4.07	.08	242
	Man	10%	4%	17%	15%	54%	3.98	.13	99
	Non-binary/Non-conforming	13%	13%	13%	13%	50%	3.75	.56	8
	Prefer not to answer			33%	17%	50%	4.17	.40	6
Gender - ENTIRE SAMPLE	Did Not Answer	12%	9%	22%	21%	36%	3.62	.06	599
	Woman	4%	7%	21%	22%	45%	3.98	.01	25,470
	Man	12%	10%	22%	20%	37%	3.60	.01	15,172
	Non-binary/Non-conforming	3%	6%	19%	22%	50%	4.09	.03	1,149
	Prefer to self-describe	13%	5%	18%	21%	44%	3.77	.11	165
	Prefer not to answer	8%	7%	22%	20%	43%	3.83	.05	745
Live... - YOUR INSTITUTION	On campus	8%	11%	14%	19%	49%	3.89	.13	111
	Off campus	7%	5%	16%	16%	57%	4.11	.08	245
Live... - ENTIRE SAMPLE	On campus	7%	9%	24%	21%	39%	3.75	.01	26,857
	Off campus	7%	6%	17%	22%	48%	3.99	.01	16,443
NACUFS Region - YOUR INSTITUTION	Southern	7%	7%	15%	17%	54%	4.04	.07	356
NACUFS Region - ENTIRE SAMPLE	Continental	9%	8%	23%	23%	38%	3.72	.02	4,635
	Mid-Atlantic	8%	8%	24%	24%	37%	3.73	.02	6,747
	Midwest	7%	8%	21%	22%	42%	3.82	.01	13,433
	Northeast	7%	8%	23%	22%	40%	3.80	.02	5,520
	Pacific	6%	7%	21%	22%	44%	3.91	.02	4,411
	Southern	6%	7%	18%	19%	50%	4.01	.01	8,554
Institution Type - YOUR INSTITUTION	Public	7%	7%	15%	17%	54%	4.04	.07	356
Institution Type - ENTIRE SAMPLE	Public	7%	8%	21%	21%	43%	3.86	.01	34,245
	Private	8%	8%	22%	23%	39%	3.78	.01	9,055
Institution Type - YOUR INSTITUTION	Primarily 4-year	7%	7%	15%	17%	54%	4.04	.07	356
Institution Type - ENTIRE SAMPLE	Primarily 2-year	9%	5%	22%	22%	43%	3.85	.04	822
	Primarily 4-year	7%	8%	21%	22%	42%	3.84	.01	42,478
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	7%	15%	17%	54%	4.04	.07	356
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	8%	21%	22%	43%	3.86	.01	36,762
	Mainly Contracted	8%	8%	23%	21%	40%	3.75	.02	5,716
Total Current Enrollment - YOUR INSTITUT	Over 20,000	7%	7%	15%	17%	54%	4.04	.07	356
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	7%	22%	24%	40%	3.84	.02	5,059
	2,500 to 10,000	7%	6%	22%	23%	42%	3.88	.02	3,700
	10,001 to 20,000	8%	9%	23%	21%	39%	3.74	.02	5,945
	Over 20,000	7%	8%	21%	21%	43%	3.86	.01	28,596
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	5%	17%	16%	54%	4.01	.13	95
	Marketplace	7%	4%	15%	17%	57%	4.13	.14	82
	Specialty Coffee Shop/ Juice Bar	3%	7%	10%	22%	58%	4.25	.14	60
	Sit-down Restaurant			14%	29%	57%	4.43	.30	7
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	7%	20%	22%	44%	3.89	.02	4,521
	Marketplace	7%	7%	20%	22%	44%	3.88	.02	3,143
	Express Unit	7%	6%	18%	20%	49%	3.98	.02	4,878
	Specialty Coffee Shop/JuiceBar	5%	6%	17%	22%	50%	4.06	.02	3,521
	Sit-down Restaurant	7%		17%	23%	46%	3.93	.05	744
	Convenience Store	7%	6%	21%	19%	46%	3.90	.03	2,327

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

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

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

TABLE 27b  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General  
(without regard to any specific meal)  
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

		Social/ ethical practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University (#410)	5%	6%	26%	23%	40%	3.86	.06	354
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	27%	27%	35%	3.82	.01	42,246
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	21%	25%	45%	4.02	.07	246
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	24%	25%	41%	3.94	.01	18,652
Aggregated Dining Halls	YOUR INSTITUTION	6%	11%	36%	19%	27%	3.49	.11	108
Aggregated Dining Halls	ENTIRE SAMPLE	5%	7%	29%	28%	31%	3.73	.01	23,594
Respondent Type - YOUR INSTITUTION	Student	6%	6%	27%	21%	40%	3.83	.07	312
	Faculty			50%		50%	4.00	.58	4
	Administration/ Staff			11%	47%	34%	4.08	.14	38
Respondent Type - ENTIRE SAMPLE	Student	5%	7%	28%	27%	33%	3.77	.01	36,285
	Faculty	5%	6%	21%	28%	40%	3.92	.03	1,354
	Administration/Staff	3%	3%	18%	27%	49%	4.17	.02	4,321
	Other	4%	2%	19%	21%	54%	4.20	.06	286
Student Class Status - YOUR INSTITUTION	First year	3%	8%	28%	23%	38%	3.83	.12	88
	Sophomore	6%	10%	31%	18%	34%	3.62	.14	77
	Junior	9%	3%	23%	20%	44%	3.86	.16	64
	Senior	8%	2%	25%	19%	47%	3.96	.17	53
	Graduate		7%	27%	23%	43%	4.03	.18	30
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	28%	28%	34%	3.81	.01	14,991
	Sophomore	5%	8%	30%	27%	30%	3.67	.01	7,719
	Junior	5%	8%	27%	28%	31%	3.72	.02	5,647
	Senior	6%	8%	28%	25%	34%	3.74	.02	4,838
	Graduate	4%	5%	22%	26%	44%	4.01	.02	2,766
	Other	6%	9%	26%	22%	37%	3.76	.07	339
Gender - YOUR INSTITUTION	Did Not Answer					100%	5.00	.	1
	Woman	5%	8%	27%	24%	36%	3.80	.07	240
	Man	5%	2%	19%	22%	52%	4.13	.11	99
	Non-binary/Non-conforming	13%	25%	38%	13%	13%	2.88	.44	8
	Prefer not to answer	17%		67%	17%		2.83	.40	6
Gender - ENTIRE SAMPLE	Did Not Answer	8%	9%	34%	23%	25%	3.49	.05	577
	Woman	4%	7%	27%	27%	35%	3.81	.01	25,011
	Man	4%	5%	26%	28%	37%	3.89	.01	14,678
	Non-binary/Non-conforming	8%	11%	29%	26%	26%	3.51	.04	1,100
	Prefer to self-describe	12%	8%	24%	18%	38%	3.60	.11	162
	Prefer not to answer	10%	8%	30%	23%	29%	3.52	.05	718
Live... - YOUR INSTITUTION	On campus	4%	10%	30%	20%	35%	3.73	.11	113
	Off campus	5%	5%	24%	24%	41%	3.92	.07	241
Live... - ENTIRE SAMPLE	On campus	5%	7%	29%	28%	31%	3.72	.01	26,376
	Off campus	4%	5%	22%	26%	43%	4.00	.01	15,870
NACUFS Region - YOUR INSTITUTION	Southern	5%	6%	26%	23%	40%	3.86	.06	354
NACUFS Region - ENTIRE SAMPLE	Continental	4%	6%	29%	29%	32%	3.78	.02	4,534
	Mid-Atlantic	4%	6%	30%	29%	30%	3.75	.01	6,430
	Midwest	5%	7%	26%	26%	37%	3.84	.01	13,197
	Northeast	7%	9%	29%	28%	27%	3.61	.02	5,402
	Pacific	5%	7%	29%	27%	32%	3.74	.02	4,279
	Southern	3%	5%	22%	25%	45%	4.04	.01	8,404
Institution Type - YOUR INSTITUTION	Public	5%	6%	26%	23%	40%	3.86	.06	354
Institution Type - ENTIRE SAMPLE	Public	4%	6%	27%	27%	36%	3.83	.01	33,438
	Private	5%	7%	27%	28%	33%	3.78	.01	8,808
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	6%	26%	23%	40%	3.86	.06	354
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	5%	26%	27%	36%	3.82	.04	799
	Primarily 4-year	5%	6%	27%	27%	35%	3.82	.01	41,447
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	6%	26%	23%	40%	3.86	.06	354
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	6%	26%	27%	36%	3.85	.01	35,875
	Mainly Contracted	5%	8%	29%	27%	30%	3.69	.02	5,558
Total Current Enrollment - YOUR INSTITUT	Over 20,000	5%	6%	26%	23%	40%	3.86	.06	354
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	7%	27%	27%	33%	3.76	.02	4,946
	2,500 to 10,000	6%	7%	28%	27%	33%	3.73	.02	3,597
	10,001 to 20,000	5%	8%	31%	28%	28%	3.66	.01	5,788
	Over 20,000	4%	6%	26%	27%	37%	3.88	.01	27,915
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	1%	22%	23%	47%	4.04	.12	95
	Marketplace	4%	10%	23%	20%	43%	3.89	.13	81
	Specialty Coffee Shop/ Juice Bar	3%	3%	19%	31%	44%	4.08	.14	59
	Sit-down Restaurant			17%	50%	33%	4.17	.31	6
	Convenience Store				40%	60%	4.60	.24	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	26%	27%	36%	3.83	.02	4,401
	Marketplace	6%	7%	27%	25%	36%	3.78	.02	3,073
	Express Unit	3%	5%	23%	24%	45%	4.03	.02	4,744
	Specialty Coffee Shop/JuiceBar	3%	5%	21%	25%	46%	4.06	.02	3,416
	Sit-down Restaurant	3%	6%	20%	28%	44%	4.05	.04	726
	Convenience Store	3%	6%	24%	25%	43%	3.98	.02	2,292

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

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



TABLE 28

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	14%	31%	30%	21%	3.49	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	13%	19%	23%	28%	17%	3.19	.01	37,004
Dining Hall	# 1	4%	14%	33%	29%	20%	3.46	.09	137
Dining Hall	# 2	6%	13%	25%	32%	25%	3.57	.16	53
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	26%	32%	34%	3.90	.05	369
Aggregated Retail Units	ENTIRE SAMPLE	8%	13%	23%	31%	26%	3.55	.01	27,789
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	22%	35%	36%	3.98	.08	148
	Marketplace	2%	6%	28%	31%	33%	3.86	.09	124
	Specialty Coffee Shop/ Juice Bar	1%	4%	29%	31%	35%	3.95	.11	77
	Sit-down Restaurant	8%	23%	23%	31%	15%	3.23	.34	13
	Convenience Store		14%	43%	14%	29%	3.57	.43	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	15%	24%	31%	23%	3.45	.01	6,658
	Marketplace	11%	15%	21%	29%	23%	3.38	.02	4,729
	Express Unit	8%	12%	22%	31%	28%	3.60	.01	6,915
	Specialty Coffee Shop/JuiceBar	6%	10%	23%	31%	29%	3.67	.02	4,958
	Sit-down Restaurant	4%	8%	22%	34%	32%	3.81	.03	1,115
	Convenience Store	6%	13%	23%	32%	25%	3.58	.02	3,414
Retail Unit	# 1			33%	50%	17%	3.83	.31	6
Retail Unit	# 2			33%	33%	33%	4.00	.25	12
Retail Unit	# 3	5%	5%	14%	41%	36%	4.00	.23	22
Retail Unit	# 4			67%		33%	3.67	.67	3
Retail Unit	# 5		13%	50%	13%	25%	3.50	.38	8
Retail Unit	# 6			24%	24%	53%	4.29	.21	17
Retail Unit	# 7	2%	10%	33%	29%	27%	3.69	.14	52
Retail Unit	# 8			25%		75%	4.50	.50	4
Retail Unit	# 9	8%	23%	23%	31%	15%	3.23	.34	13
Retail Unit	# 10			8%	42%	50%	4.42	.19	12
Retail Unit	# 11		8%	24%	44%	24%	3.84	.18	25
Retail Unit	# 12			30%	22%	48%	4.19	.17	27
Retail Unit	# 13	13%		38%	13%	38%	3.63	.50	8
Retail Unit	# 14	5%		24%	41%	30%	3.89	.17	37
Retail Unit	# 15		14%	14%	40%	31%	3.88	.16	42
Retail Unit	# 16	2%	2%	27%	31%	38%	4.02	.13	52
Retail Unit	# 17		25%	25%	25%	25%	3.50	.65	4
Retail Unit	# 18			25%	50%	25%	4.00	.41	4
Retail Unit	# 19	9%		36%	18%	36%	3.73	.38	11
Retail Unit	# 20		10%	30%	30%	30%	3.80	.33	10

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

		Food: Overall							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	13%	28%	49%	4.13	.08	188
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	31%	49%	4.20	.01	36,658
Dining Hall	# 1	4%	6%	16%	30%	45%	4.06	.09	134
Dining Hall	# 2		11%	6%	24%	59%	4.31	.14	54
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	12%	23%	59%	4.33	.05	370
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	28%	54%	4.28	.01	27,512
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	6%	12%	28%	52%	4.23	.08	145
	Marketplace	1%	5%	12%	18%	65%	4.41	.08	125
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	24%	60%	4.39	.10	80
	Sit-down Restaurant	8%	8%	8%	15%	62%	4.15	.37	13
	Convenience Store				14%	86%	4.86	.14	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	30%	51%	4.26	.01	6,582
	Marketplace	2%	4%	13%	28%	52%	4.25	.01	4,694
	Express Unit	2%	3%	11%	26%	58%	4.35	.01	6,847
	Specialty Coffee Shop/JuiceBar	2%	4%	13%	26%	55%	4.28	.01	4,925
	Sit-down Restaurant	1%	4%	10%	25%	60%	4.38	.03	1,104
	Convenience Store	2%	4%	15%	29%	50%	4.22	.02	3,360
Retail Unit	# 1		14%	14%	14%	57%	4.14	.46	7
Retail Unit	# 2			8%	25%	67%	4.58	.19	12
Retail Unit	# 3	5%	9%	14%		73%	4.27	.27	22
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			14%	43%	43%	4.29	.29	7
Retail Unit	# 6			19%	13%	69%	4.50	.20	16
Retail Unit	# 7		4%	11%	23%	62%	4.43	.12	53
Retail Unit	# 8			25%		75%	4.50	.50	4
Retail Unit	# 9	8%	8%	8%	15%	62%	4.15	.37	13
Retail Unit	# 10			8%	17%	75%	4.67	.19	12
Retail Unit	# 11			8%	44%	48%	4.40	.13	25
Retail Unit	# 12	3%		21%	14%	62%	4.31	.19	29
Retail Unit	# 13		13%	13%	13%	63%	4.25	.41	8
Retail Unit	# 14	3%		14%	23%	60%	4.37	.16	35
Retail Unit	# 15	2%		10%	38%	50%	4.33	.13	42
Retail Unit	# 16	2%	15%	12%	27%	44%	3.96	.16	52
Retail Unit	# 17					100%	5.00	.00	4
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19		9%	9%	9%	73%	4.45	.31	11
Retail Unit	# 20		9%	9%	27%	55%	4.27	.30	11

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

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

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

		Food: Overall							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	7%	15%	31%	28%	18%	3.34	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	11%	17%	25%	30%	16%	3.22	.01	37,133
Dining Hall	# 1	9%	16%	33%	26%	15%	3.24	.10	136
Dining Hall	# 2	4%	13%	26%	33%	24%	3.61	.15	54
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	8%	32%	54%	4.34	.05	371
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	17%	32%	38%	3.90	.01	27,895
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	8%	36%	51%	4.33	.07	147
	Marketplace	2%	3%	6%	29%	60%	4.44	.08	124
	Specialty Coffee Shop/ Juice Bar	1%	3%	10%	31%	55%	4.36	.10	80
	Sit-down Restaurant	15%	8%	8%	31%	38%	3.69	.41	13
	Convenience Store	14%		14%	29%	43%	3.86	.55	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	9%	18%	34%	33%	3.81	.01	6,685
	Marketplace	8%	11%	19%	31%	31%	3.65	.02	4,748
	Express Unit	5%	6%	14%	30%	45%	4.03	.01	6,947
	Specialty Coffee Shop/JuiceBar	3%	6%	15%	32%	44%	4.07	.02	4,987
	Sit-down Restaurant	3%	5%	14%	34%	45%	4.13	.03	1,125
	Convenience Store	4%	8%	20%	35%	33%	3.83	.02	3,403
Retail Unit	# 1				50%	50%	4.50	.22	6
Retail Unit	# 2	8%		8%	25%	58%	4.25	.35	12
Retail Unit	# 3	5%	5%	5%	27%	59%	4.32	.23	22
Retail Unit	# 4			33%	33%	33%	4.00	.58	3
Retail Unit	# 5		29%		29%	43%	3.86	.51	7
Retail Unit	# 6			6%	35%	59%	4.53	.15	17
Retail Unit	# 7			6%	30%	64%	4.58	.08	53
Retail Unit	# 8			25%		75%	4.50	.50	4
Retail Unit	# 9	15%	8%	8%	31%	38%	3.69	.41	13
Retail Unit	# 10				25%	75%	4.75	.13	12
Retail Unit	# 11			8%	36%	56%	4.48	.13	25
Retail Unit	# 12	3%		7%	41%	48%	4.31	.17	29
Retail Unit	# 13		13%	13%	38%	38%	4.00	.38	8
Retail Unit	# 14	3%	6%	17%	28%	47%	4.11	.18	36
Retail Unit	# 15			7%	43%	50%	4.43	.10	42
Retail Unit	# 16		8%	4%	37%	52%	4.33	.12	52
Retail Unit	# 17	25%			25%	50%	3.75	.95	4
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19		9%	9%	9%	73%	4.45	.31	11
Retail Unit	# 20		9%	27%	27%	36%	3.91	.31	11

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

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

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

TABLE 30a  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
FOOD: 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	3%	3%	9%	29%	56%	4.32	.07	190
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	30%	53%	4.31	.00	36,619
Dining Hall	# 1	3%	3%	10%	33%	51%	4.26	.08	136
Dining Hall	# 2	4%	2%	7%	19%	69%	4.46	.13	54
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	8%	21%	68%	4.53	.04	369
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	26%	61%	4.42	.01	27,486
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	5%	27%	66%	4.54	.06	145
	Marketplace		3%	10%	16%	70%	4.54	.07	125
	Specialty Coffee Shop/ Juice Bar	1%	1%	10%	19%	68%	4.52	.09	79
	Sit-down Restaurant	8%		8%	15%	69%	4.38	.33	13
	Convenience Store				29%	71%	4.71	.18	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	27%	59%	4.41	.01	6,580
	Marketplace	1%	3%	9%	26%	60%	4.40	.01	4,695
	Express Unit	1%	2%	8%	24%	64%	4.47	.01	6,833
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	24%	63%	4.44	.01	4,948
	Sit-down Restaurant	1%	2%	8%	24%	65%	4.50	.02	1,108
	Convenience Store	1%	3%	13%	28%	54%	4.31	.02	3,322
Retail Unit	# 1			14%		86%	4.71	.29	7
Retail Unit	# 2			8%	25%	67%	4.58	.19	12
Retail Unit	# 3		9%	5%	18%	68%	4.45	.21	22
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			29%	14%	57%	4.29	.36	7
Retail Unit	# 6			6%	35%	59%	4.53	.15	17
Retail Unit	# 7		4%	9%	21%	66%	4.49	.11	53
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9	8%		8%	15%	69%	4.38	.33	13
Retail Unit	# 10			8%	8%	83%	4.75	.18	12
Retail Unit	# 11			4%	24%	72%	4.68	.11	25
Retail Unit	# 12	3%		14%	17%	66%	4.41	.18	29
Retail Unit	# 13			25%		75%	4.50	.33	8
Retail Unit	# 14			3%	23%	74%	4.71	.09	35
Retail Unit	# 15	2%		5%	29%	64%	4.52	.12	42
Retail Unit	# 16		6%	6%	25%	63%	4.45	.12	51
Retail Unit	# 17				25%	75%	4.75	.25	4
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19			9%	18%	73%	4.64	.20	11
Retail Unit	# 20		10%	20%	20%	50%	4.10	.35	10

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

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

**TABLE 30b**  
**BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS**  
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
**FOOD: 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	8%	16%	34%	24%	18%	3.28	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	10%	19%	29%	28%	14%	3.17	.01	37,056
Dining Hall	# 1	9%	19%	35%	25%	13%	3.13	.10	136
Dining Hall	# 2	6%	9%	31%	22%	31%	3.65	.16	54
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	6%	31%	58%	4.41	.05	372
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	17%	32%	40%	3.96	.01	27,818
Type of Retail Unit - YOUR INSTITUTION	Food Court		4%	6%	33%	57%	4.43	.06	147
	Marketplace	4%	2%	6%	27%	61%	4.39	.09	125
	Specialty Coffee Shop/ Juice Bar	1%		6%	31%	61%	4.51	.08	80
	Sit-down Restaurant	8%		15%	38%	38%	4.00	.32	13
	Convenience Store		29%		43%	29%	3.71	.47	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	19%	34%	34%	3.86	.01	6,667
	Marketplace	6%	11%	20%	31%	32%	3.73	.02	4,734
	Express Unit	4%	6%	14%	29%	47%	4.09	.01	6,927
	Specialty Coffee Shop/JuiceBar	3%	5%	15%	31%	47%	4.14	.01	5,006
	Sit-down Restaurant	2%	4%	14%	32%	47%	4.18	.03	1,121
	Convenience Store	4%	7%	20%	34%	35%	3.89	.02	3,363
Retail Unit	# 1	14%		14%	14%	57%	4.00	.58	7
Retail Unit	# 2	8%		8%	17%	67%	4.33	.36	12
Retail Unit	# 3	5%	5%	5%	36%	50%	4.23	.23	22
Retail Unit	# 4		33%		33%	33%	3.67	.88	3
Retail Unit	# 5	14%	14%		29%	43%	3.71	.61	7
Retail Unit	# 6			6%	41%	53%	4.47	.15	17
Retail Unit	# 7			4%	34%	62%	4.58	.08	53
Retail Unit	# 8			25%		75%	4.50	.50	4
Retail Unit	# 9	8%		15%	38%	38%	4.00	.32	13
Retail Unit	# 10				17%	83%	4.83	.11	12
Retail Unit	# 11			8%	28%	64%	4.56	.13	25
Retail Unit	# 12	3%		3%	34%	59%	4.45	.16	29
Retail Unit	# 13	13%		25%	13%	50%	3.88	.52	8
Retail Unit	# 14		8%	6%	28%	58%	4.36	.16	36
Retail Unit	# 15			5%	33%	62%	4.57	.09	42
Retail Unit	# 16		6%	8%	33%	54%	4.35	.12	52
Retail Unit	# 17		25%		50%	25%	3.75	.63	4
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19			9%	18%	73%	4.64	.20	11
Retail Unit	# 20			9%	55%	36%	4.27	.19	11

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

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

TABLE 31a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 FOOD: 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	6%	23%	28%	24%	19%	3.25	.09	189
Aggregated Dining Halls	ENTIRE SAMPLE	11%	20%	26%	23%	19%	3.18	.01	36,257
Dining Hall	# 1	7%	24%	28%	24%	17%	3.18	.10	136
Dining Hall	# 2	4%	21%	28%	25%	23%	3.42	.16	53
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	8%	13%	17%	20%	41%	3.73	.07	366
Aggregated Retail Units	ENTIRE SAMPLE	9%	15%	22%	24%	31%	3.54	.01	27,255
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	12%	20%	21%	37%	3.64	.11	146
	Marketplace	9%	12%	18%	18%	43%	3.74	.12	121
	Specialty Coffee Shop/ Juice Bar	3%	19%	13%	20%	46%	3.87	.14	79
	Sit-down Restaurant	8%	15%	15%	31%	31%	3.62	.37	13
	Convenience Store	14%			14%	71%	4.29	.57	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	16%	24%	24%	26%	3.43	.02	6,517
	Marketplace	10%	17%	25%	22%	26%	3.36	.02	4,647
	Express Unit	8%	14%	20%	23%	35%	3.62	.02	6,782
	Specialty Coffee Shop/JuiceBar	7%	12%	20%	24%	38%	3.74	.02	4,904
	Sit-down Restaurant	7%	13%	22%	26%	32%	3.64	.04	1,102
	Convenience Store	9%	16%	22%	24%	30%	3.49	.02	3,303
Retail Unit	# 1	14%		29%		57%	3.86	.59	7
Retail Unit	# 2	8%	25%	8%	33%	25%	3.42	.40	12
Retail Unit	# 3	18%	18%	32%	9%	23%	3.00	.30	22
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5			43%	29%	29%	3.86	.34	7
Retail Unit	# 6	6%	6%	12%	18%	59%	4.18	.30	17
Retail Unit	# 7	6%	12%	14%	16%	52%	3.96	.19	50
Retail Unit	# 8	33%		33%		33%	3.00	1.15	3
Retail Unit	# 9	8%	15%	15%	31%	31%	3.62	.37	13
Retail Unit	# 10	8%	8%		17%	67%	4.25	.39	12
Retail Unit	# 11		33%	21%	21%	25%	3.38	.25	24
Retail Unit	# 12	3%	10%	10%	17%	59%	4.17	.22	29
Retail Unit	# 13			13%	50%	38%	4.25	.25	8
Retail Unit	# 14	8%	3%	28%	19%	42%	3.83	.21	36
Retail Unit	# 15	5%	15%	22%	17%	41%	3.76	.20	41
Retail Unit	# 16	15%	19%	15%	27%	23%	3.23	.20	52
Retail Unit	# 17				25%	75%	4.75	.25	4
Retail Unit	# 18	25%			25%	50%	3.75	.95	4
Retail Unit	# 19		18%		18%	64%	4.27	.36	11
Retail Unit	# 20		18%	18%	27%	36%	3.82	.35	11

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

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

TABLE 31b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
FOOD: Eye appeal

		Eye appeal							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	15%	27%	32%	20%	3.45	.08	190
Aggregated Dining Halls	ENTIRE SAMPLE	9%	16%	31%	27%	17%	3.29	.01	36,794
Dining Hall	# 1	7%	15%	29%	32%	17%	3.35	.10	136
Dining Hall	# 2	2%	15%	22%	33%	28%	3.70	.15	54
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	19%	28%	46%	4.10	.05	369
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	22%	30%	35%	3.85	.01	27,632
Type of Retail Unit - YOUR INSTITUTION	Food Court		6%	16%	33%	46%	4.18	.08	147
	Marketplace	4%	5%	17%	21%	52%	4.13	.10	122
	Specialty Coffee Shop/ Juice Bar		3%	26%	29%	43%	4.11	.10	80
	Sit-down Restaurant	15%	15%	31%	15%	23%	3.15	.39	13
	Convenience Store	14%		14%	43%	29%	3.71	.52	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	10%	26%	31%	29%	3.69	.01	6,606
	Marketplace	5%	11%	26%	28%	30%	3.67	.02	4,701
	Express Unit	4%	8%	20%	30%	38%	3.91	.01	6,880
	Specialty Coffee Shop/JuiceBar	2%	5%	17%	30%	46%	4.13	.01	4,974
	Sit-down Restaurant	2%	6%	18%	32%	42%	4.06	.03	1,119
	Convenience Store	4%	9%	25%	30%	33%	3.78	.02	3,352
Retail Unit	# 1	14%	14%	14%	29%	29%	3.43	.57	7
Retail Unit	# 2	8%	8%	25%	17%	42%	3.75	.39	12
Retail Unit	# 3	5%	9%	14%	23%	50%	4.05	.26	22
Retail Unit	# 4			33%	33%	33%	4.00	.58	3
Retail Unit	# 5		14%	14%	29%	43%	4.00	.44	7
Retail Unit	# 6		6%	18%	47%	29%	4.00	.21	17
Retail Unit	# 7		2%	22%	22%	55%	4.29	.12	51
Retail Unit	# 8					100%	5.00	.00	3
Retail Unit	# 9	15%	15%	31%	15%	23%	3.15	.39	13
Retail Unit	# 10				25%	75%	4.75	.13	12
Retail Unit	# 11			40%	36%	24%	3.84	.16	25
Retail Unit	# 12		3%	17%	21%	59%	4.34	.17	29
Retail Unit	# 13	25%		25%	13%	38%	3.38	.60	8
Retail Unit	# 14		8%	22%	31%	39%	4.00	.16	36
Retail Unit	# 15		7%	7%	33%	52%	4.31	.14	42
Retail Unit	# 16		4%	17%	29%	50%	4.25	.12	52
Retail Unit	# 17	25%			50%	25%	3.50	.87	4
Retail Unit	# 18			50%	25%	25%	3.75	.48	4
Retail Unit	# 19		9%	9%	27%	55%	4.27	.30	11
Retail Unit	# 20			27%	36%	36%	4.09	.25	11

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 32a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 FOOD: 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	2%	2%	13%	26%	57%	4.34	.07	187
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	27%	58%	4.37	.00	36,529
Dining Hall	# 1	2%	2%	13%	28%	54%	4.31	.08	134
Dining Hall	# 2	2%	2%	13%	19%	64%	4.42	.13	53
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	10%	20%	66%	4.46	.05	368
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	24%	62%	4.42	.01	27,348
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	4%	12%	22%	62%	4.40	.07	147
	Marketplace	1%	4%	10%	18%	67%	4.47	.08	122
	Specialty Coffee Shop/ Juice Bar	1%	3%	6%	19%	71%	4.56	.09	79
	Sit-down Restaurant			23%	15%	62%	4.38	.24	13
	Convenience Store				29%	71%	4.71	.18	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	25%	61%	4.42	.01	6,559
	Marketplace	1%	3%	10%	25%	62%	4.44	.01	4,652
	Express Unit	1%	3%	9%	24%	63%	4.43	.01	6,801
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	23%	64%	4.46	.01	4,904
	Sit-down Restaurant	1%	3%	10%	23%	63%	4.43	.03	1,104
	Convenience Store	1%	4%	11%	25%	58%	4.35	.02	3,328
Retail Unit	# 1			14%	14%	71%	4.57	.30	7
Retail Unit	# 2			9%	36%	55%	4.45	.21	11
Retail Unit	# 3	5%	9%	5%	18%	64%	4.27	.26	22
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			14%	29%	57%	4.43	.30	7
Retail Unit	# 6			6%	35%	59%	4.53	.15	17
Retail Unit	# 7		4%	12%	17%	67%	4.48	.12	52
Retail Unit	# 8			25%		75%	4.50	.50	4
Retail Unit	# 9			23%	15%	62%	4.38	.24	13
Retail Unit	# 10				9%	91%	4.91	.09	11
Retail Unit	# 11			8%	24%	68%	4.60	.13	25
Retail Unit	# 12	4%		7%	11%	79%	4.61	.17	28
Retail Unit	# 13		13%	13%	13%	63%	4.25	.41	8
Retail Unit	# 14		3%	11%	14%	72%	4.56	.13	36
Retail Unit	# 15	2%	5%	14%	26%	52%	4.21	.16	42
Retail Unit	# 16		6%	12%	19%	63%	4.40	.13	52
Retail Unit	# 17				25%	75%	4.75	.25	4
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19		9%		18%	73%	4.55	.28	11
Retail Unit	# 20		9%	9%	36%	45%	4.18	.30	11

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

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



TABLE 32b  
 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	6%	10%	31%	35%	18%	3.47	.08	188
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	27%	27%	19%	3.27	.01	36,913
Dining Hall	# 1	7%	13%	27%	38%	15%	3.40	.10	134
Dining Hall	# 2	4%	4%	41%	28%	24%	3.65	.14	54
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	17%	28%	51%	4.24	.05	370
Aggregated Retail Units	ENTIRE SAMPLE	5%	9%	20%	29%	38%	3.86	.01	27,637
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	2%	16%	31%	49%	4.24	.07	147
	Marketplace	2%	2%	19%	23%	54%	4.25	.09	123
	Specialty Coffee Shop/ Juice Bar		1%	13%	35%	51%	4.36	.08	80
	Sit-down Restaurant	8%	15%	31%	8%	38%	3.54	.39	13
	Convenience Store	14%		14%	29%	43%	3.86	.55	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	10%	22%	31%	32%	3.74	.01	6,631
	Marketplace	7%	11%	21%	29%	32%	3.67	.02	4,693
	Express Unit	5%	7%	18%	29%	41%	3.95	.01	6,872
	Specialty Coffee Shop/JuiceBar	3%	6%	17%	28%	47%	4.10	.01	4,960
	Sit-down Restaurant	2%	6%	18%	29%	44%	4.07	.03	1,121
	Convenience Store	5%	10%	23%	29%	34%	3.77	.02	3,360
Retail Unit	# 1			43%	29%	29%	3.86	.34	7
Retail Unit	# 2			18%	27%	55%	4.36	.24	11
Retail Unit	# 3	9%		14%	27%	50%	4.09	.26	22
Retail Unit	# 4			33%	33%	33%	4.00	.58	3
Retail Unit	# 5		14%	14%	57%	14%	3.71	.36	7
Retail Unit	# 6			12%	35%	53%	4.41	.17	17
Retail Unit	# 7			25%	17%	58%	4.34	.12	53
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9	8%	15%	31%	8%	38%	3.54	.39	13
Retail Unit	# 10				27%	73%	4.73	.14	11
Retail Unit	# 11		4%	8%	40%	48%	4.32	.16	25
Retail Unit	# 12			14%	34%	52%	4.38	.14	29
Retail Unit	# 13	13%	13%	13%	13%	50%	3.75	.56	8
Retail Unit	# 14		8%	17%	28%	47%	4.14	.17	36
Retail Unit	# 15			17%	40%	43%	4.26	.11	42
Retail Unit	# 16	4%		17%	25%	54%	4.25	.14	52
Retail Unit	# 17	25%			25%	50%	3.75	.95	4
Retail Unit	# 18				25%	75%	4.75	.25	4
Retail Unit	# 19			18%	18%	64%	4.45	.25	11
Retail Unit	# 20			18%	45%	36%	4.18	.23	11

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

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

TABLE 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: Nutritional content

		Nutritional content							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	6%	17%	17%	55%	4.12	.09	186
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	15%	26%	51%	4.17	.01	36,101
Dining Hall	# 1	6%	6%	17%	19%	52%	4.05	.11	134
Dining Hall	# 2	2%	6%	15%	13%	63%	4.31	.15	52
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	11%	22%	18%	44%	3.86	.06	359
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	18%	25%	46%	4.01	.01	26,789
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	22%	23%	43%	3.95	.09	144
	Marketplace	6%	11%	24%	14%	45%	3.81	.12	119
	Specialty Coffee Shop/ Juice Bar	8%	15%	18%	18%	41%	3.69	.15	78
	Sit-down Restaurant		18%	18%		64%	4.09	.39	11
	Convenience Store			14%	14%	71%	4.57	.30	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	18%	25%	46%	4.03	.01	6,452
	Marketplace	3%	6%	16%	26%	48%	4.10	.02	4,575
	Express Unit	5%	7%	17%	25%	46%	3.99	.01	6,676
	Specialty Coffee Shop/JuiceBar	5%	7%	19%	25%	44%	3.96	.02	4,729
	Sit-down Restaurant	5%	8%	19%	26%	42%	3.91	.04	1,076
	Convenience Store	4%	7%	19%	25%	45%	4.01	.02	3,281
Retail Unit	# 1			20%	20%	60%	4.40	.40	5
Retail Unit	# 2	8%	8%	25%	8%	50%	3.83	.41	12
Retail Unit	# 3	5%	23%	18%	14%	41%	3.64	.29	22
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5		14%	29%	14%	43%	3.86	.46	7
Retail Unit	# 6		12%	35%	18%	35%	3.76	.26	17
Retail Unit	# 7	6%	8%	29%	14%	43%	3.80	.17	51
Retail Unit	# 8			33%	33%	33%	4.00	.58	3
Retail Unit	# 9		18%	18%		64%	4.09	.39	11
Retail Unit	# 10	9%	18%	9%		64%	3.91	.48	11
Retail Unit	# 11	4%	28%	28%	12%	28%	3.32	.26	25
Retail Unit	# 12	14%	11%	7%	25%	43%	3.71	.28	28
Retail Unit	# 13	13%		25%	38%	25%	3.63	.46	8
Retail Unit	# 14		6%	20%	29%	46%	4.14	.16	35
Retail Unit	# 15	2%	10%	29%	20%	39%	3.83	.18	41
Retail Unit	# 16	4%	12%	14%	24%	47%	3.98	.17	51
Retail Unit	# 17			25%		75%	4.50	.50	4
Retail Unit	# 18				25%	75%	4.75	.25	4
Retail Unit	# 19		9%	27%	9%	55%	4.09	.34	11
Retail Unit	# 20	10%	10%	20%	20%	40%	3.70	.45	10

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

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

TABLE 33b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
FOOD: 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	7%	9%	31%	30%	22%	3.51	.08	187
Aggregated Dining Halls	ENTIRE SAMPLE	11%	16%	29%	26%	17%	3.23	.01	36,302
Dining Hall	# 1	8%	9%	33%	31%	19%	3.43	.10	134
Dining Hall	# 2	6%	9%	26%	26%	32%	3.70	.16	53
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	8%	31%	24%	34%	3.76	.06	363
Aggregated Retail Units	ENTIRE SAMPLE	7%	11%	28%	26%	27%	3.54	.01	26,987
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	32%	28%	33%	3.87	.08	144
	Marketplace	5%	10%	30%	18%	37%	3.72	.11	120
	Specialty Coffee Shop/ Juice Bar	1%	6%	33%	24%	35%	3.86	.11	79
	Sit-down Restaurant	31%	23%	31%	15%		2.31	.31	13
	Convenience Store		14%	14%	43%	29%	3.86	.40	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	13%	30%	26%	22%	3.38	.02	6,493
	Marketplace	9%	13%	27%	27%	24%	3.43	.02	4,590
	Express Unit	6%	10%	27%	26%	30%	3.65	.01	6,720
	Specialty Coffee Shop/JuiceBar	4%	9%	27%	28%	32%	3.75	.02	4,794
	Sit-down Restaurant	6%	11%	27%	25%	30%	3.62	.04	1,087
	Convenience Store	7%	13%	31%	26%	24%	3.48	.02	3,303
Retail Unit	# 1		33%	17%		50%	3.67	.61	6
Retail Unit	# 2	8%	8%	33%	33%	17%	3.42	.34	12
Retail Unit	# 3	5%	5%	29%	29%	33%	3.81	.25	21
Retail Unit	# 4		33%		33%	33%	3.67	.88	3
Retail Unit	# 5			33%	33%	33%	4.00	.37	6
Retail Unit	# 6	6%	6%	47%	18%	24%	3.47	.27	17
Retail Unit	# 7	6%	13%	29%	10%	42%	3.69	.18	52
Retail Unit	# 8			33%		67%	4.33	.67	3
Retail Unit	# 9	31%	23%	31%	15%		2.31	.31	13
Retail Unit	# 10		8%	42%	17%	33%	3.75	.30	12
Retail Unit	# 11		8%	36%	40%	16%	3.64	.17	25
Retail Unit	# 12	4%	7%	29%	18%	43%	3.89	.22	28
Retail Unit	# 13	13%		25%	38%	25%	3.63	.46	8
Retail Unit	# 14		9%	26%	31%	34%	3.91	.17	35
Retail Unit	# 15		7%	37%	32%	24%	3.73	.14	41
Retail Unit	# 16		4%	27%	25%	43%	4.08	.13	51
Retail Unit	# 17			25%	50%	25%	4.00	.41	4
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19		9%	36%	18%	36%	3.82	.33	11
Retail Unit	# 20			45%	18%	36%	3.91	.28	11

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

**TABLE 34a**  
**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	2%	8%	19%	26%	46%	4.06	.08	188
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	23%	27%	41%	3.96	.01	35,353
Dining Hall	# 1	1%	10%	19%	25%	45%	4.02	.09	134
Dining Hall	# 2	2%	4%	19%	28%	48%	4.17	.13	54
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	14%	18%	62%	4.34	.05	367
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	14%	27%	54%	4.28	.01	27,271
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	14%	17%	65%	4.39	.08	144
	Marketplace	2%	6%	14%	16%	62%	4.29	.10	123
	Specialty Coffee Shop/ Juice Bar	1%	3%	16%	24%	56%	4.31	.10	80
	Sit-down Restaurant		15%	8%	8%	69%	4.31	.33	13
	Convenience Store				29%	71%	4.71	.18	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	15%	26%	54%	4.26	.01	6,537
	Marketplace	2%	4%	16%	26%	52%	4.24	.01	4,640
	Express Unit	2%	3%	13%	26%	56%	4.31	.01	6,779
	Specialty Coffee Shop/JuiceBar	2%	3%	13%	28%	54%	4.30	.01	4,891
	Sit-down Restaurant	2%	3%	12%	29%	55%	4.32	.03	1,104
	Convenience Store	2%	4%	15%	26%	54%	4.26	.02	3,320
Retail Unit	# 1		29%	14%	14%	43%	3.71	.52	7
Retail Unit	# 2			8%	17%	75%	4.67	.19	12
Retail Unit	# 3		5%	23%	14%	59%	4.27	.21	22
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5				29%	71%	4.71	.18	7
Retail Unit	# 6			18%	12%	71%	4.53	.19	17
Retail Unit	# 7	4%	8%	13%	15%	60%	4.19	.16	52
Retail Unit	# 8			50%		50%	4.00	.58	4
Retail Unit	# 9		15%	8%	8%	69%	4.31	.33	13
Retail Unit	# 10				27%	73%	4.73	.14	11
Retail Unit	# 11		8%	4%	16%	72%	4.52	.18	25
Retail Unit	# 12	3%		21%	34%	41%	4.10	.18	29
Retail Unit	# 13	13%		13%	13%	63%	4.13	.52	8
Retail Unit	# 14	3%		6%	29%	63%	4.49	.14	35
Retail Unit	# 15	5%	5%	17%	12%	61%	4.20	.19	41
Retail Unit	# 16		4%	16%	14%	67%	4.43	.13	51
Retail Unit	# 17				25%	75%	4.75	.25	4
Retail Unit	# 18				25%	75%	4.75	.25	4
Retail Unit	# 19			27%	18%	55%	4.27	.27	11
Retail Unit	# 20			27%	18%	55%	4.27	.27	11

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

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

TABLE 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)  
FOOD: Value

		Value							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	10%	10%	27%	25%	29%	3.53	.09	188
Aggregated Dining Halls	ENTIRE SAMPLE	12%	15%	29%	24%	20%	3.25	.01	35,713
Dining Hall	# 1	12%	10%	26%	25%	27%	3.44	.11	135
Dining Hall	# 2	6%	8%	28%	25%	34%	3.74	.16	53
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	24%	27%	36%	3.83	.06	368
Aggregated Retail Units	ENTIRE SAMPLE	10%	14%	25%	25%	27%	3.46	.01	27,554
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	12%	24%	23%	39%	3.83	.10	144
	Marketplace	5%	8%	24%	24%	39%	3.84	.11	124
	Specialty Coffee Shop/ Juice Bar		6%	24%	39%	31%	3.95	.10	80
	Sit-down Restaurant	8%	15%	38%	31%	8%	3.15	.30	13
	Convenience Store	29%			43%	29%	3.43	.65	7
Type of Retail Unit - ENTIRE SAMPLE	Food Court	11%	14%	27%	25%	23%	3.35	.02	6,599
	Marketplace	13%	16%	26%	22%	23%	3.24	.02	4,679
	Express Unit	8%	11%	22%	26%	32%	3.65	.02	6,853
	Specialty Coffee Shop/JuiceBar	7%	14%	24%	24%	30%	3.56	.02	4,949
	Sit-down Restaurant	6%	12%	20%	29%	32%	3.71	.04	1,117
	Convenience Store	11%	14%	26%	24%	25%	3.36	.02	3,357
Retail Unit	# 1		14%	57%	14%	14%	3.29	.36	7
Retail Unit	# 2	8%	8%	8%	33%	42%	3.92	.38	12
Retail Unit	# 3	5%	9%	36%	18%	32%	3.64	.25	22
Retail Unit	# 4	33%			33%	33%	3.33	1.20	3
Retail Unit	# 5	14%	14%	14%	14%	43%	3.57	.61	7
Retail Unit	# 6			19%	19%	63%	4.44	.20	16
Retail Unit	# 7	2%	6%	25%	23%	45%	4.04	.14	53
Retail Unit	# 8			25%	25%	50%	4.25	.48	4
Retail Unit	# 9	8%	15%	38%	31%	8%	3.15	.30	13
Retail Unit	# 10		9%	9%	55%	27%	4.00	.27	11
Retail Unit	# 11		8%	16%	48%	28%	3.96	.18	25
Retail Unit	# 12		3%	28%	34%	34%	4.00	.16	29
Retail Unit	# 13	25%	13%	13%	13%	38%	3.25	.62	8
Retail Unit	# 14		14%	20%	26%	40%	3.91	.19	35
Retail Unit	# 15		10%	32%	22%	37%	3.85	.16	41
Retail Unit	# 16	8%	15%	21%	23%	33%	3.58	.18	52
Retail Unit	# 17	25%			50%	25%	3.50	.87	4
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19			27%	36%	36%	4.09	.25	11
Retail Unit	# 20		18%	36%	27%	18%	3.45	.31	11

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

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

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

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

		Availability of posted menu items					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	3%	4%	23%	33%	37%	3.97	.08	150
Aggregated Dining Halls	ENTIRE SAMPLE	4%	7%	19%	31%	39%	3.94	.01	32,626
Dining Hall	# 1	3%	4%	23%	35%	36%	3.97	.10	109
Dining Hall	# 2	2%	5%	24%	29%	39%	3.98	.16	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	12%	23%	60%	4.34	.05	323
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	15%	29%	50%	4.21	.01	25,271
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	13%	25%	56%	4.29	.08	134
	Marketplace	4%	3%	13%	23%	57%	4.27	.10	103
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	22%	65%	4.46	.11	69
	Sit-down Restaurant			9%	9%	82%	4.73	.19	11
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	16%	30%	48%	4.17	.01	5,994
	Marketplace	2%	5%	16%	30%	47%	4.16	.02	4,282
	Express Unit	2%	4%	14%	28%	53%	4.25	.01	6,362
	Specialty Coffee Shop/JuiceBar	1%	4%	13%	29%	53%	4.27	.01	4,653
	Sit-down Restaurant	2%	5%	12%	31%	50%	4.23	.03	1,022
	Convenience Store	2%	5%	16%	29%	48%	4.15	.02	2,958
Retail Unit	# 1	17%		17%		67%	4.00	.68	6
Retail Unit	# 2			11%	33%	56%	4.44	.24	9
Retail Unit	# 3	5%	5%	11%	21%	58%	4.21	.27	19
Retail Unit	# 4					100%	5.00	.00	3
Retail Unit	# 5	13%		13%	25%	50%	4.00	.50	8
Retail Unit	# 6			13%	25%	63%	4.50	.18	16
Retail Unit	# 7	2%	5%	10%	29%	55%	4.29	.15	42
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9			9%	9%	82%	4.73	.19	11
Retail Unit	# 10			30%	10%	60%	4.30	.30	10
Retail Unit	# 11				43%	57%	4.57	.11	21
Retail Unit	# 12	4%		16%	12%	68%	4.40	.21	25
Retail Unit	# 13			20%	40%	40%	4.20	.37	5
Retail Unit	# 14		6%	9%	35%	50%	4.29	.15	34
Retail Unit	# 15	3%	5%	13%	24%	55%	4.24	.17	38
Retail Unit	# 16	4%	2%	15%	20%	59%	4.26	.16	46
Retail Unit	# 17			33%		67%	4.33	.67	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19		9%	9%	9%	73%	4.45	.31	11
Retail Unit	# 20		13%	13%	25%	50%	4.13	.40	8

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

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

TABLE 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: 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	5%	21%	25%	24%	26%	3.45	.10	151
Aggregated Dining Halls	ENTIRE SAMPLE	10%	15%	22%	27%	26%	3.45	.01	33,025
Dining Hall	# 1	3%	21%	25%	28%	23%	3.47	.11	108
Dining Hall	# 2	9%	21%	23%	14%	33%	3.40	.21	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	9%	16%	25%	47%	4.01	.07	322
Aggregated Retail Units	ENTIRE SAMPLE	6%	9%	17%	27%	42%	3.91	.01	25,602
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	11%	16%	22%	48%	4.01	.10	133
	Marketplace	3%	5%	13%	26%	53%	4.22	.10	103
	Specialty Coffee Shop/ Juice Bar	7%	7%	20%	28%	38%	3.81	.15	69
	Sit-down Restaurant	18%	27%	9%	27%	18%	3.00	.45	11
	Convenience Store			17%	33%	50%	4.33	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	9%	18%	28%	39%	3.85	.02	6,079
	Marketplace	9%	11%	18%	26%	37%	3.71	.02	4,329
	Express Unit	5%	7%	15%	27%	47%	4.04	.01	6,454
	Specialty Coffee Shop/JuiceBar	4%	8%	16%	28%	44%	4.01	.02	4,704
	Sit-down Restaurant	3%	5%	14%	28%	49%	4.15	.03	1,040
	Convenience Store	7%	11%	19%	26%	37%	3.76	.02	2,996
Retail Unit	# 1	17%		17%	17%	50%	3.83	.65	6
Retail Unit	# 2	11%			44%	44%	4.11	.42	9
Retail Unit	# 3		5%	16%	32%	47%	4.21	.21	19
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			25%	25%	50%	4.25	.31	8
Retail Unit	# 6		6%	13%	25%	56%	4.31	.24	16
Retail Unit	# 7	2%	5%	17%	24%	52%	4.19	.16	42
Retail Unit	# 8				25%	75%	4.75	.25	4
Retail Unit	# 9	18%	27%	9%	27%	18%	3.00	.45	11
Retail Unit	# 10				10%	90%	4.90	.10	10
Retail Unit	# 11			24%	29%	48%	4.24	.18	21
Retail Unit	# 12	12%	4%	24%	24%	36%	3.68	.27	25
Retail Unit	# 13		40%		40%	20%	3.40	.60	5
Retail Unit	# 14		12%	18%	27%	42%	4.00	.18	33
Retail Unit	# 15	5%	18%	18%	18%	39%	3.68	.21	38
Retail Unit	# 16	4%	7%	13%	20%	57%	4.17	.17	46
Retail Unit	# 17			33%	33%	33%	4.00	.58	3
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19	9%	27%	18%	18%	27%	3.27	.43	11
Retail Unit	# 20	13%	13%	13%	38%	25%	3.50	.50	8

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

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

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

TABLE 36a  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
MENU: Variety of 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%	7%	13%	37%	42%	4.11	.08	152
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	33%	48%	4.21	.01	33,380
Dining Hall	# 1	2%	6%	14%	42%	37%	4.06	.09	109
Dining Hall	# 2	2%	9%	9%	23%	56%	4.21	.17	43
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	14%	24%	49%	4.05	.07	321
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	30%	48%	4.17	.01	25,589
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	8%	15%	26%	45%	3.98	.10	133
	Marketplace	5%	12%	20%	20%	44%	3.86	.12	102
	Specialty Coffee Shop/ Juice Bar	3%	6%	6%	30%	55%	4.29	.12	69
	Sit-down Restaurant			9%	9%	82%	4.73	.19	11
	Convenience Store					100%	5.00	.00	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	15%	31%	48%	4.19	.01	6,065
	Marketplace	1%	4%	14%	31%	50%	4.23	.01	4,331
	Express Unit	3%	6%	15%	29%	47%	4.13	.01	6,415
	Specialty Coffee Shop/JuiceBar	2%	5%	15%	30%	48%	4.16	.01	4,687
	Sit-down Restaurant	2%	5%	16%	32%	45%	4.13	.03	1,036
	Convenience Store	2%	4%	16%	30%	49%	4.20	.02	3,055
Retail Unit	# 1		17%	17%		67%	4.17	.54	6
Retail Unit	# 2	25%		50%		25%	3.00	.53	8
Retail Unit	# 3	5%	21%	21%	16%	37%	3.58	.31	19
Retail Unit	# 4					100%	5.00	.00	3
Retail Unit	# 5		13%		50%	38%	4.13	.35	8
Retail Unit	# 6		6%	44%	6%	44%	3.88	.27	16
Retail Unit	# 7	2%	7%	21%	21%	48%	4.05	.17	42
Retail Unit	# 8	25%	25%	25%		25%	2.75	.85	4
Retail Unit	# 9			9%	9%	82%	4.73	.19	11
Retail Unit	# 10		20%	10%	10%	60%	4.10	.41	10
Retail Unit	# 11	5%		5%	33%	57%	4.38	.21	21
Retail Unit	# 12	4%	4%	4%	36%	52%	4.28	.20	25
Retail Unit	# 13				60%	40%	4.40	.24	5
Retail Unit	# 14	3%	6%	9%	33%	48%	4.18	.18	33
Retail Unit	# 15	8%	8%	11%	32%	42%	3.92	.20	38
Retail Unit	# 16	7%	11%	13%	24%	46%	3.91	.19	46
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19		18%	9%	18%	55%	4.09	.37	11
Retail Unit	# 20		13%	13%	38%	38%	4.00	.38	8

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

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



**TABLE 36b**  
**BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS**  
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 MENU: Variety of menu choices

		Variety of menu choices							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	6%	14%	29%	26%	25%	3.48	.10	154
Aggregated Dining Halls	ENTIRE SAMPLE	15%	19%	24%	23%	19%	3.11	.01	33,863
Dining Hall	# 1	4%	16%	28%	31%	21%	3.49	.11	110
Dining Hall	# 2	14%	9%	30%	14%	34%	3.45	.21	44
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	14%	36%	41%	4.09	.05	321
Aggregated Retail Units	ENTIRE SAMPLE	8%	11%	21%	26%	33%	3.64	.01	25,949
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	8%	15%	36%	40%	4.06	.08	133
	Marketplace	1%	5%	19%	33%	42%	4.11	.09	102
	Specialty Coffee Shop/ Juice Bar	1%	6%	9%	41%	43%	4.19	.11	69
	Sit-down Restaurant	9%	9%	9%	27%	45%	3.91	.41	11
	Convenience Store	17%			50%	33%	3.83	.60	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	12%	22%	27%	31%	3.59	.02	6,144
	Marketplace	15%	14%	20%	23%	28%	3.35	.02	4,381
	Express Unit	7%	9%	22%	26%	35%	3.73	.02	6,525
	Specialty Coffee Shop/JuiceBar	6%	10%	19%	27%	39%	3.84	.02	4,746
	Sit-down Restaurant	5%	9%	21%	29%	36%	3.80	.04	1,056
	Convenience Store	8%	13%	21%	27%	31%	3.60	.02	3,097
Retail Unit	# 1		17%	17%	33%	33%	3.83	.48	6
Retail Unit	# 2		25%	25%	38%	13%	3.38	.38	8
Retail Unit	# 3			32%	37%	32%	4.00	.19	19
Retail Unit	# 4				67%	33%	4.33	.33	3
Retail Unit	# 5			38%	38%	25%	3.88	.30	8
Retail Unit	# 6			31%	38%	31%	4.00	.20	16
Retail Unit	# 7		2%	14%	36%	48%	4.29	.12	42
Retail Unit	# 8	25%				75%	4.00	1.00	4
Retail Unit	# 9	9%	9%	9%	27%	45%	3.91	.41	11
Retail Unit	# 10		10%	10%	10%	70%	4.40	.34	10
Retail Unit	# 11		5%	5%	43%	48%	4.33	.17	21
Retail Unit	# 12	4%		12%	36%	48%	4.24	.19	25
Retail Unit	# 13				60%	40%	4.40	.24	5
Retail Unit	# 14	3%	6%	21%	39%	30%	3.88	.18	33
Retail Unit	# 15		5%	11%	34%	50%	4.29	.14	38
Retail Unit	# 16		15%	9%	35%	41%	4.02	.16	46
Retail Unit	# 17	33%			33%	33%	3.33	1.20	3
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19		18%	18%	27%	36%	3.82	.35	11
Retail Unit	# 20		13%		63%	25%	4.00	.33	8

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

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

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

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

		Variety of healthy menu choices							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	3%	7%	15%	27%	49%	4.13	.09	152
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	16%	27%	48%	4.13	.01	33,005
Dining Hall	# 1	2%	8%	16%	24%	50%	4.12	.10	110
Dining Hall	# 2	5%	2%	12%	36%	45%	4.14	.16	42
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	7%	9%	20%	18%	47%	3.89	.07	311
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	17%	26%	45%	4.01	.01	25,026
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	9%	22%	15%	47%	3.87	.11	127
	Marketplace	10%	8%	23%	18%	42%	3.73	.13	101
	Specialty Coffee Shop/ Juice Bar	4%	9%	12%	25%	49%	4.06	.14	67
	Sit-down Restaurant		10%	30%		60%	4.10	.38	10
	Convenience Store				17%	83%	4.83	.17	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	6%	17%	27%	46%	4.04	.01	5,953
	Marketplace	4%	6%	16%	26%	49%	4.11	.02	4,261
	Express Unit	5%	7%	18%	25%	45%	3.96	.01	6,258
	Specialty Coffee Shop/JuiceBar	4%	7%	18%	26%	44%	3.99	.02	4,518
	Sit-down Restaurant	5%	10%	18%	25%	41%	3.87	.04	1,013
	Convenience Store	4%	7%	18%	26%	46%	4.03	.02	3,023
Retail Unit	# 1	33%		17%	17%	33%	3.17	.75	6
Retail Unit	# 2	13%		25%	25%	38%	3.75	.49	8
Retail Unit	# 3	5%	11%	21%	21%	42%	3.84	.29	19
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5		25%	13%	13%	50%	3.88	.48	8
Retail Unit	# 6		21%	21%	21%	36%	3.71	.32	14
Retail Unit	# 7	7%	5%	29%	22%	37%	3.76	.19	41
Retail Unit	# 8	25%	25%	25%		25%	2.75	.85	4
Retail Unit	# 9		10%	30%		60%	4.10	.38	10
Retail Unit	# 10	20%			10%	70%	4.10	.53	10
Retail Unit	# 11	10%		20%	35%	35%	3.85	.27	20
Retail Unit	# 12		13%	13%	25%	50%	4.13	.22	24
Retail Unit	# 13		20%	40%		40%	3.60	.60	5
Retail Unit	# 14	6%	3%	24%	18%	48%	4.00	.21	33
Retail Unit	# 15	6%	6%	23%	17%	49%	3.97	.21	35
Retail Unit	# 16	9%	13%	20%	9%	49%	3.76	.21	45
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19	9%	9%	9%	9%	64%	4.09	.44	11
Retail Unit	# 20		25%		38%	38%	3.88	.44	8

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

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

TABLE 37b  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 MENU: Variety of 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%	26%	32%	21%	3.46	.10	153
Aggregated Dining Halls	ENTIRE SAMPLE	12%	18%	27%	25%	18%	3.18	.01	33,397
Dining Hall	# 1	7%	14%	23%	35%	21%	3.49	.11	110
Dining Hall	# 2	7%	14%	35%	23%	21%	3.37	.18	43
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	24%	25%	40%	3.87	.07	310
Aggregated Retail Units	ENTIRE SAMPLE	9%	14%	26%	24%	27%	3.46	.01	25,297
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	6%	21%	27%	41%	3.96	.10	128
	Marketplace	3%	10%	30%	20%	37%	3.78	.11	100
	Specialty Coffee Shop/ Juice Bar	1%	7%	21%	27%	43%	4.03	.13	67
	Sit-down Restaurant	33%	11%	22%	11%	22%	2.78	.55	9
	Convenience Store	17%	17%		33%	33%	3.50	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	12%	16%	27%	23%	22%	3.27	.02	6,012
	Marketplace	12%	15%	27%	23%	23%	3.32	.02	4,294
	Express Unit	8%	12%	25%	25%	31%	3.59	.02	6,318
	Specialty Coffee Shop/JuiceBar	5%	11%	26%	25%	33%	3.70	.02	4,592
	Sit-down Restaurant	9%	13%	25%	24%	29%	3.52	.04	1,025
	Convenience Store	9%	16%	27%	23%	25%	3.39	.02	3,056
Retail Unit	# 1		20%	20%	20%	40%	3.80	.58	5
Retail Unit	# 2	11%	22%	44%	11%	11%	2.89	.39	9
Retail Unit	# 3		6%	28%	28%	39%	4.00	.23	18
Retail Unit	# 4	33%			33%	33%	3.33	1.20	3
Retail Unit	# 5		13%		50%	38%	4.13	.35	8
Retail Unit	# 6	14%	7%	21%	29%	29%	3.50	.37	14
Retail Unit	# 7	5%	10%	34%	17%	34%	3.66	.19	41
Retail Unit	# 8			25%		75%	4.50	.50	4
Retail Unit	# 9	33%	11%	22%	11%	22%	2.78	.55	9
Retail Unit	# 10			40%	10%	50%	4.10	.31	10
Retail Unit	# 11			35%	35%	30%	3.95	.18	20
Retail Unit	# 12		4%	25%	17%	54%	4.21	.20	24
Retail Unit	# 13		20%	20%	20%	40%	3.80	.58	5
Retail Unit	# 14		9%	24%	21%	45%	4.03	.18	33
Retail Unit	# 15	3%	11%	25%	31%	31%	3.75	.18	36
Retail Unit	# 16	4%		16%	29%	51%	4.22	.15	45
Retail Unit	# 17		33%		33%	33%	3.67	.88	3
Retail Unit	# 18				25%	75%	4.75	.25	4
Retail Unit	# 19	9%	18%	9%	18%	45%	3.73	.45	11
Retail Unit	# 20		25%		50%	25%	3.75	.41	8

\*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.

		Variety of menu choices to accommodate special dietary needs							
		(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%	8%	19%	23%	44%	3.92	.11	131
Aggregated Dining Halls	ENTIRE SAMPLE	9%	8%	17%	18%	47%	3.85	.01	26,874
Dining Hall	# 1	4%	11%	17%	22%	46%	3.95	.12	94
Dining Hall	# 2	8%	3%	24%	24%	41%	3.86	.20	37
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	9%	10%	15%	18%	47%	3.85	.08	271
Aggregated Retail Units	ENTIRE SAMPLE	8%	8%	17%	20%	47%	3.92	.01	20,872
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	8%	19%	21%	44%	3.84	.13	105
	Marketplace	13%	12%	15%	17%	43%	3.63	.16	89
	Specialty Coffee Shop/ Juice Bar	6%	11%	13%	19%	51%	3.97	.16	63
	Sit-down Restaurant				13%	88%	4.88	.13	8
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	8%	18%	19%	46%	3.87	.02	4,870
	Marketplace	7%	8%	16%	19%	49%	3.94	.02	3,471
	Express Unit	8%	8%	16%	21%	47%	3.90	.02	5,308
	Specialty Coffee Shop/JuiceBar	6%	7%	16%	21%	49%	4.01	.02	3,884
	Sit-down Restaurant	9%	10%	16%	21%	44%	3.81	.05	803
	Convenience Store	8%	8%	18%	20%	46%	3.89	.03	2,536
Retail Unit	# 1	20%	20%			60%	3.60	.87	5
Retail Unit	# 2	33%		11%	33%	22%	3.11	.56	9
Retail Unit	# 3	13%	19%	13%	6%	50%	3.63	.40	16
Retail Unit	# 4			33%		67%	4.33	.67	3
Retail Unit	# 5	17%		17%	17%	50%	3.83	.65	6
Retail Unit	# 6	8%		31%	15%	46%	3.92	.35	13
Retail Unit	# 7	11%	13%	16%	24%	37%	3.63	.22	38
Retail Unit	# 8		50%			50%	3.50	1.50	2
Retail Unit	# 9				13%	88%	4.88	.13	8
Retail Unit	# 10	13%	13%			75%	4.13	.58	8
Retail Unit	# 11	10%	15%	15%	20%	40%	3.65	.32	20
Retail Unit	# 12	5%	5%	18%	23%	50%	4.09	.25	22
Retail Unit	# 13			60%	20%	20%	3.60	.40	5
Retail Unit	# 14	12%	8%	4%	27%	50%	3.96	.27	26
Retail Unit	# 15	4%	15%	26%	15%	41%	3.74	.24	27
Retail Unit	# 16	10%	5%	21%	23%	41%	3.79	.21	39
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19	9%	18%		18%	55%	3.91	.46	11
Retail Unit	# 20		17%	17%	17%	50%	4.00	.52	6

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

TABLE 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)  
MENU: Variety of menu choices to accommodate special dietary needs

		Variety of menu choices to accommodate special dietary needs					Mean*	Sampling Error**	Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls	YOUR INSTITUTION	8%	17%	29%	17%	29%	3.42	.11	132
Aggregated Dining Halls	ENTIRE SAMPLE	15%	14%	25%	23%	24%	3.27	.01	26,792
Dining Hall	# 1	5%	18%	31%	16%	29%	3.45	.13	93
Dining Hall	# 2	15%	13%	23%	21%	28%	3.33	.23	39
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	27%	25%	36%	3.81	.07	272
Aggregated Retail Units	ENTIRE SAMPLE	10%	12%	25%	22%	31%	3.53	.01	20,732
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	6%	35%	23%	31%	3.71	.11	108
	Marketplace	4%	10%	28%	21%	37%	3.76	.12	90
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	33%	43%	4.08	.13	61
	Sit-down Restaurant		43%	14%		43%	3.43	.57	7
	Convenience Store	17%			50%	33%	3.83	.60	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	12%	13%	29%	21%	25%	3.33	.02	4,790
	Marketplace	13%	14%	24%	21%	28%	3.37	.02	3,451
	Express Unit	9%	10%	24%	23%	34%	3.63	.02	5,302
	Specialty Coffee Shop/JuiceBar	7%	8%	23%	24%	38%	3.76	.02	3,877
	Sit-down Restaurant	8%	11%	23%	24%	34%	3.65	.05	799
	Convenience Store	9%	12%	27%	23%	29%	3.51	.03	2,513
Retail Unit	# 1			20%	40%	40%	4.20	.37	5
Retail Unit	# 2	11%	11%	44%	22%	11%	3.11	.39	9
Retail Unit	# 3		25%	13%	19%	44%	3.81	.32	16
Retail Unit	# 4				67%	33%	4.33	.33	3
Retail Unit	# 5	14%	14%	14%	29%	29%	3.43	.57	7
Retail Unit	# 6		8%	31%	31%	31%	3.85	.27	13
Retail Unit	# 7	3%	8%	37%	18%	34%	3.74	.18	38
Retail Unit	# 8					100%	5.00	.00	2
Retail Unit	# 9		43%	14%		43%	3.43	.57	7
Retail Unit	# 10			25%	25%	50%	4.25	.31	8
Retail Unit	# 11		10%	25%	35%	30%	3.85	.22	20
Retail Unit	# 12			19%	29%	52%	4.33	.17	21
Retail Unit	# 13	20%		20%	20%	40%	3.60	.75	5
Retail Unit	# 14		4%	41%	30%	26%	3.78	.17	27
Retail Unit	# 15	7%	7%	45%	14%	28%	3.48	.22	29
Retail Unit	# 16	8%	5%	26%	23%	38%	3.79	.20	39
Retail Unit	# 17	33%			33%	33%	3.33	1.20	3
Retail Unit	# 18				25%	75%	4.75	.25	4
Retail Unit	# 19	9%	18%	9%	18%	45%	3.73	.45	11
Retail Unit	# 20				80%	20%	4.20	.20	5

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

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: Overall

		Service: Overall							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	18%	29%	48%	4.17	.08	147
Aggregated Dining Halls	ENTIRE SAMPLE	2%	6%	18%	31%	43%	4.07	.01	31,899
Dining Hall	# 1	2%	6%	21%	27%	44%	4.07	.10	106
Dining Hall	# 2			12%	32%	56%	4.44	.11	41
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	9%	22%	63%	4.41	.05	308
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	27%	56%	4.34	.01	25,018
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	11%	21%	62%	4.38	.09	127
	Marketplace		7%	6%	26%	61%	4.41	.09	98
	Specialty Coffee Shop/ Juice Bar	3%	2%	11%	20%	65%	4.42	.12	66
	Sit-down Restaurant		9%	9%	18%	64%	4.36	.31	11
	Convenience Store				17%	83%	4.83	.17	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	14%	29%	52%	4.27	.01	5,879
	Marketplace	1%	3%	14%	30%	52%	4.28	.01	4,182
	Express Unit	1%	3%	11%	25%	59%	4.38	.01	6,289
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	24%	63%	4.46	.01	4,615
	Sit-down Restaurant	1%	3%	9%	29%	58%	4.38	.03	1,013
	Convenience Store	1%	5%	14%	26%	54%	4.27	.02	3,040
Retail Unit	# 1					100%	5.00	.00	6
Retail Unit	# 2		11%		33%	56%	4.33	.33	9
Retail Unit	# 3		17%	17%	22%	44%	3.94	.27	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5		29%		14%	57%	4.00	.53	7
Retail Unit	# 6			13%	25%	63%	4.50	.18	16
Retail Unit	# 7		3%	8%	36%	54%	4.41	.12	39
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9		9%	9%	18%	64%	4.36	.31	11
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11			15%	20%	65%	4.50	.17	20
Retail Unit	# 12	4%		13%	13%	71%	4.46	.21	24
Retail Unit	# 13				33%	67%	4.67	.21	6
Retail Unit	# 14		3%	3%	19%	74%	4.65	.13	31
Retail Unit	# 15	6%	6%	19%	14%	56%	4.08	.20	36
Retail Unit	# 16	2%	2%	9%	27%	59%	4.39	.14	44
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19	10%			20%	70%	4.40	.40	10
Retail Unit	# 20		13%	13%	50%	25%	3.88	.35	8

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

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

TABLE 39b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
SERVICE: Overall

		Service: Overall							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	7%	9%	24%	27%	34%	3.72	.10	148
Aggregated Dining Halls	ENTIRE SAMPLE	4%	7%	17%	32%	40%	3.98	.01	32,441
Dining Hall	# 1	6%	8%	26%	26%	33%	3.73	.11	106
Dining Hall	# 2	10%	10%	17%	29%	36%	3.71	.20	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	7%	13%	28%	50%	4.17	.06	307
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	28%	50%	4.15	.01	25,362
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	6%	9%	30%	53%	4.27	.09	128
	Marketplace	2%	4%	14%	21%	59%	4.31	.10	96
	Specialty Coffee Shop/ Juice Bar	3%	9%	17%	33%	38%	3.94	.13	66
	Sit-down Restaurant	9%	18%	36%	36%		3.00	.30	11
	Convenience Store				50%	50%	4.50	.22	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	15%	30%	45%	4.07	.01	5,978
	Marketplace	5%	7%	16%	29%	43%	3.97	.02	4,233
	Express Unit	4%	5%	13%	26%	52%	4.17	.01	6,373
	Specialty Coffee Shop/JuiceBar	2%	4%	11%	25%	57%	4.30	.01	4,657
	Sit-down Restaurant	3%	5%	11%	29%	52%	4.22	.03	1,034
	Convenience Store	3%	5%	14%	27%	52%	4.20	.02	3,087
Retail Unit	# 1				20%	80%	4.80	.20	5
Retail Unit	# 2			33%	11%	56%	4.22	.32	9
Retail Unit	# 3			11%	39%	50%	4.39	.16	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			43%	14%	43%	4.00	.38	7
Retail Unit	# 6			6%	31%	63%	4.56	.16	16
Retail Unit	# 7	3%	8%	13%	23%	54%	4.18	.18	39
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9	9%	18%	36%	36%		3.00	.30	11
Retail Unit	# 10					100%	5.00	.00	9
Retail Unit	# 11	10%	15%	20%	25%	30%	3.50	.30	20
Retail Unit	# 12			21%	33%	46%	4.25	.16	24
Retail Unit	# 13	20%	20%		20%	40%	3.40	.81	5
Retail Unit	# 14		16%	10%	26%	48%	4.06	.20	31
Retail Unit	# 15	3%	5%	11%	41%	41%	4.11	.16	37
Retail Unit	# 16	2%	2%	9%	23%	64%	4.43	.14	44
Retail Unit	# 17				67%	33%	4.33	.33	3
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19		30%		30%	40%	3.80	.42	10
Retail Unit	# 20			25%	50%	25%	4.00	.27	8

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

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

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

TABLE 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: Speed of service

		Speed of service							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		3%	21%	29%	47%	4.19	.07	147
Aggregated Dining Halls	ENTIRE SAMPLE	2%	7%	20%	32%	40%	4.00	.01	31,538
Dining Hall	# 1		5%	23%	29%	43%	4.11	.09	106
Dining Hall	# 2			17%	27%	56%	4.39	.12	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	11%	23%	61%	4.37	.05	310
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	29%	54%	4.32	.01	24,961
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	11%	22%	62%	4.39	.08	129
	Marketplace		7%	9%	23%	60%	4.37	.09	98
	Specialty Coffee Shop/ Juice Bar	2%	5%	14%	24%	56%	4.29	.12	66
	Sit-down Restaurant			9%	27%	64%	4.55	.21	11
	Convenience Store		17%			83%	4.50	.50	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	14%	31%	52%	4.29	.01	5,877
	Marketplace	1%	4%	15%	30%	50%	4.22	.01	4,181
	Express Unit	1%	3%	11%	27%	57%	4.36	.01	6,268
	Specialty Coffee Shop/JuiceBar	1%	3%	10%	28%	59%	4.41	.01	4,599
	Sit-down Restaurant	2%	3%	10%	32%	52%	4.31	.03	1,012
	Convenience Store	1%	4%	13%	27%	54%	4.29	.02	3,024
Retail Unit	# 1				17%	83%	4.83	.17	6
Retail Unit	# 2		11%	11%	44%	33%	4.00	.33	9
Retail Unit	# 3		22%	17%	17%	44%	3.83	.29	18
Retail Unit	# 4		33%			67%	4.00	1.00	3
Retail Unit	# 5			29%	14%	57%	4.29	.36	7
Retail Unit	# 6			19%	13%	69%	4.50	.20	16
Retail Unit	# 7		3%	8%	26%	64%	4.51	.12	39
Retail Unit	# 8		25%		25%	50%	4.00	.71	4
Retail Unit	# 9			9%	27%	64%	4.55	.21	11
Retail Unit	# 10				22%	78%	4.78	.15	9
Retail Unit	# 11	5%	5%	10%	25%	55%	4.20	.26	20
Retail Unit	# 12		4%	20%	16%	60%	4.32	.19	25
Retail Unit	# 13				17%	83%	4.83	.17	6
Retail Unit	# 14		3%	6%	26%	65%	4.52	.14	31
Retail Unit	# 15	8%		8%	22%	62%	4.30	.19	37
Retail Unit	# 16	2%	2%	13%	24%	58%	4.33	.14	45
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18			25%		75%	4.50	.50	4
Retail Unit	# 19				22%	78%	4.78	.15	9
Retail Unit	# 20		13%	13%	63%	13%	3.75	.31	8

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

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



TABLE 40b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
SERVICE: Speed of service

		Speed of service							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	9%	24%	21%	41%	3.83	.10	148
Aggregated Dining Halls	ENTIRE SAMPLE	4%	7%	17%	31%	40%	3.97	.01	32,074
Dining Hall	# 1	6%	8%	27%	22%	37%	3.75	.12	106
Dining Hall	# 2	2%	12%	17%	19%	50%	4.02	.18	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	6%	7%	22%	24%	40%	3.85	.07	309
Aggregated Retail Units	ENTIRE SAMPLE	5%	8%	17%	27%	43%	3.97	.01	25,306
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	9%	25%	18%	42%	3.79	.11	129
	Marketplace	5%	5%	20%	24%	46%	4.01	.12	97
	Specialty Coffee Shop/ Juice Bar	3%	8%	23%	35%	32%	3.85	.13	66
	Sit-down Restaurant	27%	18%	18%	36%		2.64	.39	11
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	8%	19%	29%	39%	3.90	.01	5,964
	Marketplace	7%	10%	20%	26%	36%	3.75	.02	4,234
	Express Unit	5%	7%	15%	26%	46%	4.00	.01	6,367
	Specialty Coffee Shop/JuiceBar	4%	6%	14%	27%	49%	4.12	.02	4,644
	Sit-down Restaurant	3%	8%	15%	28%	47%	4.07	.03	1,031
	Convenience Store	3%	7%	16%	27%	46%	4.06	.02	3,066
Retail Unit	# 1				20%	80%	4.80	.20	5
Retail Unit	# 2		11%	22%	33%	33%	3.89	.35	9
Retail Unit	# 3		11%	28%	22%	39%	3.89	.25	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			29%	29%	43%	4.14	.34	7
Retail Unit	# 6		6%	25%	6%	63%	4.25	.27	16
Retail Unit	# 7	8%	5%	23%	23%	41%	3.85	.20	39
Retail Unit	# 8	25%			25%	50%	3.75	.95	4
Retail Unit	# 9	27%	18%	18%	36%		2.64	.39	11
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11	5%	5%	25%	45%	20%	3.70	.23	20
Retail Unit	# 12		12%	28%	24%	36%	3.84	.21	25
Retail Unit	# 13	17%		17%	33%	33%	3.67	.61	6
Retail Unit	# 14	6%	13%	32%	10%	39%	3.61	.23	31
Retail Unit	# 15	5%	8%	16%	24%	46%	3.97	.20	37
Retail Unit	# 16	11%	7%	27%	22%	33%	3.60	.20	45
Retail Unit	# 17				33%	67%	4.67	.33	3
Retail Unit	# 18			25%	25%	50%	4.25	.48	4
Retail Unit	# 19	11%		11%	22%	56%	4.11	.45	9
Retail Unit	# 20		13%	13%	63%	13%	3.75	.31	8

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 41a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 SERVICE: Hours of operation

		Hours of operation							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		3%	15%	33%	48%	4.26	.07	144
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	29%	51%	4.24	.01	31,690
Dining Hall	# 1		4%	17%	37%	42%	4.17	.08	104
Dining Hall	# 2		3%	10%	25%	63%	4.47	.12	40
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	7%	13%	21%	56%	4.20	.06	303
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	28%	53%	4.26	.01	24,710
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	10%	13%	20%	54%	4.10	.11	125
	Marketplace	3%	5%	21%	21%	50%	4.09	.11	96
	Specialty Coffee Shop/ Juice Bar	2%	6%	3%	26%	63%	4.43	.12	65
	Sit-down Restaurant				18%	82%	4.82	.12	11
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	14%	28%	52%	4.24	.01	5,808
	Marketplace	2%	5%	15%	30%	49%	4.20	.02	4,118
	Express Unit	2%	4%	13%	27%	54%	4.27	.01	6,211
	Specialty Coffee Shop/JuiceBar	2%	4%	13%	27%	55%	4.29	.01	4,547
	Sit-down Restaurant	1%	4%	12%	31%	52%	4.28	.03	995
	Convenience Store	1%	3%	13%	25%	57%	4.34	.02	3,031
Retail Unit	# 1			50%		50%	4.00	.45	6
Retail Unit	# 2		22%	22%		56%	3.89	.45	9
Retail Unit	# 3	6%		28%	11%	56%	4.11	.28	18
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5			29%	29%	43%	4.14	.34	7
Retail Unit	# 6		7%	7%	20%	67%	4.47	.24	15
Retail Unit	# 7	5%	3%	18%	29%	45%	4.05	.18	38
Retail Unit	# 8				50%	50%	4.50	.29	4
Retail Unit	# 9				18%	82%	4.82	.12	11
Retail Unit	# 10		11%	11%		78%	4.44	.38	9
Retail Unit	# 11		5%		40%	55%	4.45	.17	20
Retail Unit	# 12	4%	4%	4%	25%	63%	4.38	.22	24
Retail Unit	# 13		20%		60%	20%	3.80	.49	5
Retail Unit	# 14	3%	3%	9%	34%	50%	4.25	.17	32
Retail Unit	# 15	8%	5%	16%	19%	51%	4.00	.21	37
Retail Unit	# 16	2%	20%	15%	10%	54%	3.93	.20	41
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19			11%	11%	78%	4.67	.24	9
Retail Unit	# 20		25%		25%	50%	4.00	.46	8

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

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

**TABLE 41b**  
**BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS**  
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 SERVICE: Hours of operation

		Hours of operation							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	5%	12%	17%	23%	42%	3.84	.10	146
Aggregated Dining Halls	ENTIRE SAMPLE	11%	16%	20%	25%	28%	3.43	.01	32,186
Dining Hall	# 1	1%	11%	20%	25%	43%	3.97	.11	105
Dining Hall	# 2	17%	15%	10%	20%	39%	3.49	.24	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	15%	29%	48%	4.14	.06	303
Aggregated Retail Units	ENTIRE SAMPLE	7%	11%	18%	25%	39%	3.80	.01	25,034
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	13%	29%	52%	4.27	.08	126
	Marketplace	3%	5%	21%	29%	41%	4.00	.11	95
	Specialty Coffee Shop/ Juice Bar	2%	12%	12%	28%	46%	4.05	.14	65
	Sit-down Restaurant			18%	18%	64%	4.45	.25	11
	Convenience Store		17%		33%	50%	4.17	.48	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	13%	20%	27%	33%	3.65	.02	5,887
	Marketplace	8%	12%	19%	26%	36%	3.71	.02	4,171
	Express Unit	6%	10%	17%	25%	42%	3.88	.02	6,294
	Specialty Coffee Shop/JuiceBar	7%	11%	16%	25%	42%	3.84	.02	4,591
	Sit-down Restaurant	3%	8%	16%	27%	46%	4.06	.03	1,015
	Convenience Store	5%	10%	18%	24%	43%	3.89	.02	3,076
Retail Unit	# 1		17%	33%	17%	33%	3.67	.49	6
Retail Unit	# 2		11%	11%	33%	44%	4.11	.35	9
Retail Unit	# 3			35%	24%	41%	4.06	.22	17
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5				57%	43%	4.43	.20	7
Retail Unit	# 6		7%	13%	20%	60%	4.33	.25	15
Retail Unit	# 7	5%	3%	26%	33%	33%	3.87	.17	39
Retail Unit	# 8	25%	50%			25%	2.50	.87	4
Retail Unit	# 9			18%	18%	64%	4.45	.25	11
Retail Unit	# 10				25%	75%	4.75	.16	8
Retail Unit	# 11	5%	35%	25%	15%	20%	3.10	.28	20
Retail Unit	# 12			4%	33%	63%	4.58	.12	24
Retail Unit	# 13			20%	20%	60%	4.40	.40	5
Retail Unit	# 14	3%	3%	13%	34%	47%	4.19	.18	32
Retail Unit	# 15		5%	14%	32%	49%	4.24	.15	37
Retail Unit	# 16	2%	2%	12%	26%	57%	4.33	.15	42
Retail Unit	# 17		33%		33%	33%	3.67	.88	3
Retail Unit	# 18			25%	25%	50%	4.25	.48	4
Retail Unit	# 19				33%	67%	4.67	.17	9
Retail Unit	# 20		13%	13%	38%	38%	4.00	.38	8

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

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

TABLE 42a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 SERVICE: Mobile ordering options

		Mobile ordering options							
		(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	29%	14%	26%	7%	23%	2.81	.18	69
Aggregated Dining Halls	ENTIRE SAMPLE	18%	14%	25%	17%	26%	3.20	.01	16,500
Dining Hall	# 1	28%	11%	25%	9%	26%	2.94	.21	53
Dining Hall	# 2	31%	25%	31%		13%	2.38	.33	16
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Aggregated Retail Units	YOUR INSTITUTION	9%	6%	19%	13%	53%	3.95	.09	232
Aggregated Retail Units	ENTIRE SAMPLE	9%	8%	18%	21%	44%	3.83	.01	17,509
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	5%	20%	15%	51%	3.95	.13	101
	Marketplace	11%	10%	24%	7%	47%	3.69	.17	70
	Specialty Coffee Shop/ Juice Bar	4%	4%	12%	19%	62%	4.31	.15	52
	Sit-down Restaurant	40%			20%	40%	3.20	.92	5
	Convenience Store					100%	5.00	.00	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	9%	21%	22%	39%	3.72	.02	4,263
	Marketplace	9%	8%	19%	20%	43%	3.80	.02	3,017
	Express Unit	9%	7%	17%	21%	47%	3.90	.02	4,436
	Specialty Coffee Shop/JuiceBar	7%	8%	18%	19%	49%	3.96	.02	3,119
	Sit-down Restaurant	10%	8%	16%	21%	45%	3.83	.06	591
	Convenience Store	9%	10%	19%	20%	42%	3.78	.03	2,083
Retail Unit	# 1	20%				80%	4.20	.80	5
Retail Unit	# 2	17%		33%		50%	3.67	.67	6
Retail Unit	# 3	18%	9%	18%		55%	3.64	.51	11
Retail Unit	# 4					100%	5.00	.00	2
Retail Unit	# 5			20%	20%	60%	4.40	.40	5
Retail Unit	# 6		17%	42%		42%	3.67	.36	12
Retail Unit	# 7	6%	13%	34%	9%	38%	3.59	.23	32
Retail Unit	# 8					100%	5.00	.	1
Retail Unit	# 9	40%			20%	40%	3.20	.92	5
Retail Unit	# 10	33%	17%	17%		33%	2.83	.75	6
Retail Unit	# 11	13%	13%			40%	3.73	.38	15
Retail Unit	# 12			19%	14%	67%	4.48	.18	21
Retail Unit	# 13		25%		25%	50%	4.00	.71	4
Retail Unit	# 14	9%	4%	22%	26%	39%	3.83	.26	23
Retail Unit	# 15	15%	4%	31%	8%	42%	3.58	.29	26
Retail Unit	# 16	8%	3%	5%	18%	68%	4.35	.19	40
Retail Unit	# 17					100%	5.00	.00	2
Retail Unit	# 18					100%	5.00	.00	2
Retail Unit	# 19			11%		89%	4.78	.22	9
Retail Unit	# 20			20%	40%	40%	4.20	.37	5

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

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

TABLE 42b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
SERVICE: Mobile ordering options

		Mobile ordering options							
		(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	26%	19%	29%	12%	14%	2.69	.18	58
Aggregated Dining Halls	ENTIRE SAMPLE	26%	13%	27%	16%	19%	2.89	.01	15,250
Dining Hall	# 1	23%	18%	30%	11%	18%	2.84	.21	44
Dining Hall	# 2	36%	21%	29%	14%		2.21	.30	14
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Aggregated Retail Units	YOUR INSTITUTION	13%	7%	20%	19%	41%	3.69	.09	225
Aggregated Retail Units	ENTIRE SAMPLE	13%	9%	19%	19%	40%	3.64	.01	16,736
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	7%	21%	17%	44%	3.79	.14	99
	Marketplace	19%	6%	26%	16%	32%	3.37	.18	68
	Specialty Coffee Shop/ Juice Bar	8%	8%	14%	22%	49%	3.96	.18	51
	Sit-down Restaurant	67%			33%		2.00	1.00	3
	Convenience Store				50%	50%	4.50	.29	4
Type of Retail Unit - ENTIRE SAMPLE	Food Court	14%	11%	23%	20%	32%	3.45	.02	4,093
	Marketplace	15%	10%	20%	18%	37%	3.53	.03	2,895
	Express Unit	14%	7%	18%	18%	43%	3.68	.02	4,221
	Specialty Coffee Shop/JuiceBar	10%	6%	15%	18%	50%	3.92	.02	2,970
	Sit-down Restaurant	11%	8%	19%	19%	43%	3.75	.06	561
	Convenience Store	11%	11%	21%	19%	39%	3.65	.03	1,996
Retail Unit	# 1				25%	75%	4.75	.25	4
Retail Unit	# 2	17%		17%	33%	33%	3.67	.61	6
Retail Unit	# 3	33%		33%	8%	25%	2.92	.47	12
Retail Unit	# 4				50%	50%	4.50	.50	2
Retail Unit	# 5	25%		25%	25%	25%	3.25	.85	4
Retail Unit	# 6		17%	42%		42%	3.67	.36	12
Retail Unit	# 7	19%	9%	31%	16%	25%	3.19	.25	32
Retail Unit	# 8					100%	5.00	.	1
Retail Unit	# 9	67%			33%		2.00	1.00	3
Retail Unit	# 10	20%	20%	20%	20%	20%	3.00	.71	5
Retail Unit	# 11	27%	20%	20%	7%	27%	2.87	.41	15
Retail Unit	# 12		5%	14%	14%	67%	4.43	.20	21
Retail Unit	# 13			25%		75%	4.50	.50	4
Retail Unit	# 14	14%	5%	27%	32%	23%	3.45	.28	22
Retail Unit	# 15	29%	4%	29%	13%	25%	3.00	.32	24
Retail Unit	# 16		7%	7%	17%	68%	4.46	.14	41
Retail Unit	# 17				50%	50%	4.50	.50	2
Retail Unit	# 18				100%		4.00	.	1
Retail Unit	# 19				33%	67%	4.67	.17	9
Retail Unit	# 20			20%	60%	20%	4.00	.32	5

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

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)  
SERVICE: Helpfulness of staff

		Helpfulness of staff							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	8%	21%	26%	44%	4.04	.09	141
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	21%	26%	41%	3.94	.01	29,843
Dining Hall	# 1	2%	5%	25%	28%	40%	3.99	.10	100
Dining Hall	# 2		15%	10%	22%	54%	4.15	.17	41
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Aggregated Retail Units	YOUR INSTITUTION	2%	6%	15%	20%	57%	4.23	.06	293
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	25%	53%	4.22	.01	24,152
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	23%	19%	53%	4.17	.09	120
	Marketplace	4%	9%	11%	19%	57%	4.17	.12	94
	Specialty Coffee Shop/ Juice Bar		6%	9%	20%	65%	4.43	.11	65
	Sit-down Restaurant		11%		56%	33%	4.11	.31	9
	Convenience Store		20%			80%	4.40	.60	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	17%	28%	48%	4.13	.01	5,660
	Marketplace	3%	6%	17%	25%	49%	4.11	.02	4,017
	Express Unit	2%	4%	13%	24%	56%	4.28	.01	6,106
	Specialty Coffee Shop/JuiceBar	1%	3%	11%	24%	60%	4.38	.01	4,450
	Sit-down Restaurant	2%	4%	12%	27%	56%	4.31	.03	980
	Convenience Store	2%	6%	16%	25%	50%	4.15	.02	2,939
Retail Unit	# 1			17%		83%	4.67	.33	6
Retail Unit	# 2	11%	22%		22%	44%	3.67	.53	9
Retail Unit	# 3	19%		13%	13%	56%	3.88	.40	16
Retail Unit	# 4		33%			67%	4.00	1.00	3
Retail Unit	# 5				60%	40%	4.40	.24	5
Retail Unit	# 6		7%	27%	13%	53%	4.13	.27	15
Retail Unit	# 7		10%	15%	18%	56%	4.21	.17	39
Retail Unit	# 8		25%		25%	50%	4.00	.71	4
Retail Unit	# 9		11%		56%	33%	4.11	.31	9
Retail Unit	# 10		11%		22%	67%	4.44	.34	9
Retail Unit	# 11		10%	10%	20%	60%	4.30	.23	20
Retail Unit	# 12			8%	25%	67%	4.58	.13	24
Retail Unit	# 13			17%	17%	67%	4.50	.34	6
Retail Unit	# 14		3%	9%	28%	59%	4.44	.14	32
Retail Unit	# 15	3%	6%	34%	16%	41%	3.84	.20	32
Retail Unit	# 16	2%	2%	22%	17%	56%	4.22	.16	41
Retail Unit	# 17					100%	5.00	.00	2
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19			22%		78%	4.56	.29	9
Retail Unit	# 20		25%		38%	38%	3.88	.44	8

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

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

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

		Helpfulness of staff							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	7%	9%	24%	26%	34%	3.72	.10	141
Aggregated Dining Halls	ENTIRE SAMPLE	4%	6%	18%	27%	45%	4.04	.01	30,264
Dining Hall	# 1	8%	7%	24%	29%	31%	3.69	.12	99
Dining Hall	# 2	5%	12%	24%	19%	40%	3.79	.19	42
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Aggregated Retail Units	YOUR INSTITUTION	3%	7%	17%	26%	47%	4.06	.06	296
Aggregated Retail Units	ENTIRE SAMPLE	3%	5%	15%	24%	53%	4.19	.01	24,460
Type of Retail Unit - YOUR INSTITUTION	Food Court		7%	16%	24%	53%	4.24	.09	122
	Marketplace	5%	6%	17%	28%	43%	3.98	.12	95
	Specialty Coffee Shop/ Juice Bar	6%	6%	17%	25%	46%	3.98	.15	65
	Sit-down Restaurant		44%	22%	22%	11%	3.00	.37	9
	Convenience Store				60%	40%	4.40	.24	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	17%	26%	48%	4.09	.01	5,731
	Marketplace	4%	6%	17%	24%	49%	4.08	.02	4,058
	Express Unit	3%	5%	14%	23%	55%	4.21	.01	6,177
	Specialty Coffee Shop/JuiceBar	2%	3%	12%	23%	60%	4.35	.01	4,522
	Sit-down Restaurant	2%	5%	12%	24%	57%	4.30	.03	994
	Convenience Store	2%	5%	15%	24%	54%	4.22	.02	2,978
Retail Unit	# 1	17%			33%	50%	4.00	.63	6
Retail Unit	# 2		11%	11%	56%	22%	3.89	.31	9
Retail Unit	# 3		6%	29%	24%	41%	4.00	.24	17
Retail Unit	# 4				67%	33%	4.33	.33	3
Retail Unit	# 5			20%	40%	40%	4.20	.37	5
Retail Unit	# 6			19%	19%	63%	4.44	.20	16
Retail Unit	# 7	3%	10%	23%	26%	38%	3.87	.18	39
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9		44%	22%	22%	11%	3.00	.37	9
Retail Unit	# 10				33%	67%	4.67	.17	9
Retail Unit	# 11	20%	15%	20%	15%	30%	3.20	.34	20
Retail Unit	# 12			13%	25%	63%	4.50	.15	24
Retail Unit	# 13	50%			17%	33%	2.83	.83	6
Retail Unit	# 14		9%	16%	28%	47%	4.13	.18	32
Retail Unit	# 15		9%	24%	24%	44%	4.03	.18	34
Retail Unit	# 16		5%	10%	23%	63%	4.43	.14	40
Retail Unit	# 17				50%	50%	4.50	.50	2
Retail Unit	# 18			25%	25%	50%	4.25	.48	4
Retail Unit	# 19		11%	22%	11%	56%	4.11	.39	9
Retail Unit	# 20			13%	63%	25%	4.13	.23	8

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

**TABLE 44a**  
**BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS**  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
**SERVICE: Friendliness of staff**

		Friendliness of staff							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	5%	23%	29%	41%	4.03	.08	146
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	19%	25%	45%	4.00	.01	30,900
Dining Hall	# 1	3%	6%	23%	31%	38%	3.94	.10	104
Dining Hall	# 2		2%	21%	26%	50%	4.24	.14	42
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Aggregated Retail Units	YOUR INSTITUTION	2%	5%	13%	21%	59%	4.29	.06	294
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	14%	24%	56%	4.26	.01	24,566
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	13%	18%	57%	4.19	.10	120
	Marketplace	2%	3%	14%	22%	59%	4.33	.10	95
	Specialty Coffee Shop/ Juice Bar		3%	13%	22%	63%	4.44	.10	64
	Sit-down Restaurant			11%	44%	44%	4.33	.24	9
	Convenience Store		17%	17%		67%	4.17	.54	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	15%	26%	51%	4.19	.01	5,771
	Marketplace	3%	6%	16%	23%	52%	4.16	.02	4,088
	Express Unit	2%	5%	13%	23%	58%	4.29	.01	6,188
	Specialty Coffee Shop/JuiceBar	1%	3%	11%	23%	62%	4.41	.01	4,527
	Sit-down Restaurant	2%	3%	10%	28%	57%	4.36	.03	996
	Convenience Store	3%	5%	15%	23%	54%	4.20	.02	2,996
Retail Unit	# 1				17%	83%	4.83	.17	6
Retail Unit	# 2		11%	11%	44%	33%	4.00	.33	9
Retail Unit	# 3	13%		19%	6%	63%	4.06	.36	16
Retail Unit	# 4		33%			67%	4.00	1.00	3
Retail Unit	# 5		17%	33%	17%	33%	3.67	.49	6
Retail Unit	# 6		13%	13%	20%	53%	4.13	.29	15
Retail Unit	# 7		3%	15%	28%	54%	4.33	.13	39
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9			11%	44%	44%	4.33	.24	9
Retail Unit	# 10				22%	78%	4.78	.15	9
Retail Unit	# 11		5%	16%	16%	63%	4.37	.22	19
Retail Unit	# 12			13%	29%	58%	4.46	.15	24
Retail Unit	# 13			17%	17%	67%	4.50	.34	6
Retail Unit	# 14	3%	6%	3%	19%	69%	4.44	.18	32
Retail Unit	# 15	3%	9%	32%	24%	32%	3.74	.19	34
Retail Unit	# 16	5%	5%	5%	13%	72%	4.41	.18	39
Retail Unit	# 17			33%		67%	4.33	.67	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19				22%	78%	4.78	.15	9
Retail Unit	# 20		13%	25%	25%	38%	3.88	.40	8

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

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



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

		Friendliness of staff							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	10%	8%	18%	26%	38%	3.75	.11	147
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	15%	25%	51%	4.15	.01	31,468
Dining Hall	# 1	8%	9%	20%	27%	37%	3.77	.12	105
Dining Hall	# 2	14%	7%	14%	24%	40%	3.69	.22	42
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	13%	29%	50%	4.18	.06	298
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	13%	23%	57%	4.28	.01	24,921
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	11%	28%	56%	4.36	.08	124
	Marketplace	5%	5%	11%	29%	49%	4.11	.12	96
	Specialty Coffee Shop/ Juice Bar	6%	3%	16%	30%	44%	4.03	.14	63
	Sit-down Restaurant		22%	44%	22%	11%	3.22	.32	9
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	15%	25%	52%	4.20	.01	5,864
	Marketplace	3%	5%	14%	25%	53%	4.20	.02	4,140
	Express Unit	3%	5%	13%	21%	59%	4.29	.01	6,278
	Specialty Coffee Shop/JuiceBar	2%	3%	9%	23%	63%	4.41	.01	4,581
	Sit-down Restaurant	1%	4%	11%	23%	61%	4.39	.03	1,012
	Convenience Store	2%	4%	13%	22%	59%	4.33	.02	3,046
Retail Unit	# 1	17%			33%	50%	4.00	.63	6
Retail Unit	# 2			11%	44%	44%	4.33	.24	9
Retail Unit	# 3		6%	18%	12%	65%	4.35	.24	17
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5		17%	17%	33%	33%	3.83	.48	6
Retail Unit	# 6			6%	31%	63%	4.56	.16	16
Retail Unit	# 7	3%	8%	15%	38%	36%	3.97	.17	39
Retail Unit	# 8				25%	75%	4.75	.25	4
Retail Unit	# 9		22%	44%	22%	11%	3.22	.32	9
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11	21%	5%	32%	11%	32%	3.26	.35	19
Retail Unit	# 12			13%	33%	54%	4.42	.15	24
Retail Unit	# 13	50%			17%	33%	2.83	.83	6
Retail Unit	# 14	3%	6%	9%	28%	53%	4.22	.19	32
Retail Unit	# 15		5%	16%	32%	46%	4.19	.15	37
Retail Unit	# 16			10%	23%	67%	4.56	.11	39
Retail Unit	# 17				33%	67%	4.67	.33	3
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19		11%		22%	67%	4.44	.34	9
Retail Unit	# 20			14%	71%	14%	4.00	.22	7

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

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

**TABLE 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: Overall**

		Cleanliness: Overall							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION		4%	13%	19%	64%	4.43	.07	141
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	25%	62%	4.45	.00	31,379
Dining Hall	# 1		3%	15%	22%	60%	4.39	.09	100
Dining Hall	# 2		5%	10%	12%	73%	4.54	.14	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	8%	20%	65%	4.41	.06	298
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	21%	67%	4.50	.01	24,556
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	4%	8%	19%	66%	4.39	.09	122
	Marketplace	1%	6%	9%	23%	61%	4.36	.10	94
	Specialty Coffee Shop/ Juice Bar		5%	6%	22%	68%	4.52	.10	65
	Sit-down Restaurant		9%	18%	9%	64%	4.27	.33	11
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	22%	66%	4.50	.01	5,751
	Marketplace	1%	3%	9%	22%	66%	4.49	.01	4,104
	Express Unit	1%	2%	9%	21%	67%	4.50	.01	6,159
	Specialty Coffee Shop/JuiceBar	1%	2%	8%	21%	69%	4.56	.01	4,535
	Sit-down Restaurant	1%	1%	9%	20%	68%	4.53	.03	999
	Convenience Store	1%	3%	11%	21%	64%	4.44	.02	3,008
Retail Unit	# 1		17%		17%	67%	4.33	.49	6
Retail Unit	# 2			11%	33%	56%	4.44	.24	9
Retail Unit	# 3	6%	6%	18%	12%	59%	4.12	.31	17
Retail Unit	# 4			33%		67%	4.33	.67	3
Retail Unit	# 5		14%	14%	14%	57%	4.14	.46	7
Retail Unit	# 6		7%	20%	13%	60%	4.27	.27	15
Retail Unit	# 7		8%	5%	31%	56%	4.36	.14	39
Retail Unit	# 8				33%	67%	4.67	.33	3
Retail Unit	# 9		9%	18%	9%	64%	4.27	.33	11
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11		10%	10%	10%	70%	4.40	.23	20
Retail Unit	# 12			4%	35%	61%	4.57	.12	23
Retail Unit	# 13			25%	25%	50%	4.25	.48	4
Retail Unit	# 14	3%	3%		16%	77%	4.61	.17	31
Retail Unit	# 15	3%	9%	12%	27%	48%	4.09	.20	33
Retail Unit	# 16	5%		7%	16%	72%	4.51	.15	43
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19			10%	10%	80%	4.70	.21	10
Retail Unit	# 20		13%		38%	50%	4.25	.37	8

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

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

TABLE 45b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
CLEANLINESS: Overall

		Cleanliness: Overall							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	10%	21%	36%	31%	3.85	.09	144
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	20%	35%	32%	3.82	.01	31,928
Dining Hall	# 1	1%	10%	23%	34%	32%	3.87	.10	102
Dining Hall	# 2	5%	10%	17%	40%	29%	3.79	.17	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	12%	30%	55%	4.34	.05	304
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	29%	53%	4.28	.01	24,915
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	10%	22%	63%	4.40	.09	125
	Marketplace	1%	2%	15%	33%	49%	4.27	.09	96
	Specialty Coffee Shop/ Juice Bar		3%	14%	36%	47%	4.27	.10	66
	Sit-down Restaurant				55%	45%	4.45	.16	11
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	14%	33%	47%	4.19	.01	5,850
	Marketplace	4%	6%	15%	29%	47%	4.08	.02	4,163
	Express Unit	2%	3%	11%	28%	56%	4.33	.01	6,251
	Specialty Coffee Shop/JuiceBar	1%	2%	9%	27%	61%	4.44	.01	4,588
	Sit-down Restaurant	1%	3%	8%	29%	60%	4.46	.02	1,015
	Convenience Store	1%	3%	11%	29%	56%	4.34	.02	3,048
Retail Unit	# 1		17%		33%	50%	4.17	.48	6
Retail Unit	# 2			11%	33%	56%	4.44	.24	9
Retail Unit	# 3			22%	39%	39%	4.17	.19	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5				57%	43%	4.43	.20	7
Retail Unit	# 6			13%	19%	69%	4.56	.18	16
Retail Unit	# 7		3%	21%	41%	36%	4.10	.13	39
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9				55%	45%	4.45	.16	11
Retail Unit	# 10					100%	5.00	.00	9
Retail Unit	# 11			20%	40%	40%	4.20	.17	20
Retail Unit	# 12		4%	12%	40%	44%	4.24	.17	25
Retail Unit	# 13	25%		25%		50%	3.50	.96	4
Retail Unit	# 14	6%	3%	3%	16%	71%	4.42	.21	31
Retail Unit	# 15	3%	3%	11%	29%	54%	4.29	.17	35
Retail Unit	# 16		5%	12%	21%	63%	4.42	.13	43
Retail Unit	# 17				33%	67%	4.67	.33	3
Retail Unit	# 18					100%	5.00	.00	3
Retail Unit	# 19		10%		30%	60%	4.40	.31	10
Retail Unit	# 20			25%	38%	38%	4.13	.30	8

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 46a  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
CLEANLINESS: Serving areas

		Serving areas					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	11%	20%	68%	4.53	.07	139
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	24%	62%	4.43	.00	31,203
Dining Hall	# 1	1%		11%	22%	65%	4.51	.08	98
Dining Hall	# 2		2%	10%	15%	73%	4.59	.12	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	7%	19%	68%	4.46	.06	297
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	9%	20%	67%	4.50	.01	24,152
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	2%	9%	22%	63%	4.39	.09	122
	Marketplace	1%	5%	4%	19%	70%	4.52	.09	93
	Specialty Coffee Shop/ Juice Bar	2%	5%	9%	14%	71%	4.48	.12	66
	Sit-down Restaurant			10%	10%	80%	4.70	.21	10
	Convenience Store		17%			83%	4.50	.50	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	21%	66%	4.50	.01	5,702
	Marketplace	1%	2%	9%	21%	67%	4.49	.01	4,062
	Express Unit	1%	3%	9%	20%	66%	4.48	.01	6,083
	Specialty Coffee Shop/JuiceBar	1%	2%	8%	20%	70%	4.57	.01	4,470
	Sit-down Restaurant	1%	2%	8%	19%	70%	4.55	.03	990
	Convenience Store	1%	3%	10%	20%	66%	4.47	.02	2,845
Retail Unit	# 1					100%	5.00	.00	5
Retail Unit	# 2			11%	22%	67%	4.56	.24	9
Retail Unit	# 3	6%	6%	6%	24%	59%	4.24	.29	17
Retail Unit	# 4		33%			67%	4.00	1.00	3
Retail Unit	# 5		14%		29%	57%	4.29	.42	7
Retail Unit	# 6		7%	20%	20%	53%	4.20	.26	15
Retail Unit	# 7		8%	3%	26%	64%	4.46	.14	39
Retail Unit	# 8					100%	5.00	.00	3
Retail Unit	# 9			10%	10%	80%	4.70	.21	10
Retail Unit	# 10					100%	5.00	.00	9
Retail Unit	# 11		10%	10%	10%	70%	4.40	.23	20
Retail Unit	# 12			13%	17%	71%	4.58	.15	24
Retail Unit	# 13			25%		75%	4.50	.50	4
Retail Unit	# 14	6%			16%	77%	4.58	.18	31
Retail Unit	# 15	6%		12%	30%	52%	4.21	.19	33
Retail Unit	# 16	2%	2%	9%	21%	65%	4.44	.14	43
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19	10%		10%		80%	4.40	.43	10
Retail Unit	# 20		13%		38%	50%	4.25	.37	8

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

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

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

		Serving areas							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	5%	15%	35%	44%	4.15	.08	142
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	16%	34%	40%	4.03	.01	31,772
Dining Hall	# 1		6%	16%	33%	45%	4.17	.09	100
Dining Hall	# 2	5%	2%	12%	40%	40%	4.10	.16	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	1%	12%	31%	54%	4.35	.05	302
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	28%	57%	4.35	.01	24,496
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	1%	11%	26%	60%	4.43	.08	124
	Marketplace	1%	2%	13%	35%	49%	4.29	.09	96
	Specialty Coffee Shop/ Juice Bar	2%	2%	15%	35%	47%	4.24	.11	66
	Sit-down Restaurant				40%	60%	4.60	.16	10
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	31%	52%	4.28	.01	5,800
	Marketplace	3%	5%	12%	29%	51%	4.20	.02	4,118
	Express Unit	2%	3%	11%	27%	58%	4.37	.01	6,172
	Specialty Coffee Shop/JuiceBar	1%	2%	8%	26%	63%	4.49	.01	4,515
	Sit-down Restaurant	1%	2%	8%	26%	64%	4.50	.02	1,008
	Convenience Store	1%	3%	10%	27%	59%	4.39	.02	2,883
Retail Unit	# 1			17%	17%	67%	4.50	.34	6
Retail Unit	# 2				67%	33%	4.33	.17	9
Retail Unit	# 3		6%	22%	22%	50%	4.17	.23	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			14%	43%	43%	4.29	.29	7
Retail Unit	# 6			19%	13%	69%	4.50	.20	16
Retail Unit	# 7		3%	15%	44%	38%	4.18	.13	39
Retail Unit	# 8					100%	5.00	.00	4
Retail Unit	# 9				40%	60%	4.60	.16	10
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11			30%	40%	30%	4.00	.18	20
Retail Unit	# 12	4%	4%	8%	36%	48%	4.20	.21	25
Retail Unit	# 13	25%			50%	25%	3.50	.87	4
Retail Unit	# 14	3%		20%	17%	60%	4.30	.19	30
Retail Unit	# 15	3%		6%	34%	57%	4.43	.14	35
Retail Unit	# 16		2%	7%	30%	60%	4.49	.11	43
Retail Unit	# 17				33%	67%	4.67	.33	3
Retail Unit	# 18					100%	5.00	.00	3
Retail Unit	# 19			10%	20%	70%	4.60	.22	10
Retail Unit	# 20			13%	50%	38%	4.25	.25	8

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

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

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

TABLE 47a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 CLEANLINESS: Eating areas (tables, chairs, etc.)

		Eating areas (tables, chairs, etc.)							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%		14%	22%	61%	4.40	.08	138
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	27%	58%	4.39	.00	31,242
Dining Hall	# 1	2%		15%	23%	60%	4.38	.09	97
Dining Hall	# 2	2%		12%	22%	63%	4.44	.14	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	12%	18%	65%	4.41	.06	294
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	10%	23%	62%	4.42	.01	22,875
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	13%	17%	64%	4.36	.09	122
	Marketplace	1%	5%	13%	18%	62%	4.35	.10	93
	Specialty Coffee Shop/ Juice Bar		3%	6%	22%	68%	4.56	.10	63
	Sit-down Restaurant		10%	10%	10%	70%	4.40	.34	10
	Convenience Store			17%		83%	4.67	.33	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	25%	60%	4.39	.01	5,533
	Marketplace	1%	3%	11%	25%	60%	4.38	.01	3,941
	Express Unit	1%	3%	10%	23%	63%	4.41	.01	5,727
	Specialty Coffee Shop/JuiceBar	1%	2%	9%	21%	66%	4.50	.01	4,152
	Sit-down Restaurant	1%	2%	8%	23%	66%	4.52	.03	977
	Convenience Store	2%	4%	11%	23%	61%	4.37	.02	2,545
Retail Unit	# 1			17%		83%	4.67	.33	6
Retail Unit	# 2			25%	13%	63%	4.38	.32	8
Retail Unit	# 3		12%	24%	18%	47%	4.00	.27	17
Retail Unit	# 4			33%		67%	4.33	.67	3
Retail Unit	# 5		14%		29%	57%	4.29	.42	7
Retail Unit	# 6			33%	13%	53%	4.20	.24	15
Retail Unit	# 7	3%	5%	8%	21%	64%	4.38	.16	39
Retail Unit	# 8			33%		67%	4.33	.67	3
Retail Unit	# 9		10%	10%	10%	70%	4.40	.34	10
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11		6%	11%	17%	67%	4.44	.22	18
Retail Unit	# 12		4%	4%	29%	63%	4.50	.16	24
Retail Unit	# 13			25%	50%	25%	4.00	.41	4
Retail Unit	# 14		3%	3%	16%	77%	4.68	.13	31
Retail Unit	# 15	9%		12%	24%	55%	4.15	.21	33
Retail Unit	# 16	2%	5%	14%	14%	65%	4.35	.16	43
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	4
Retail Unit	# 19			10%		90%	4.80	.20	10
Retail Unit	# 20				57%	43%	4.43	.20	7

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

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

**TABLE 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)  
**CLEANLINESS: Eating areas (tables, chairs, etc.)**

		Eating areas (tables, chairs, etc.)							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	9%	31%	30%	28%	3.73	.09	141
Aggregated Dining Halls	ENTIRE SAMPLE	5%	13%	24%	31%	27%	3.61	.01	31,774
Dining Hall	# 1	2%	8%	37%	25%	27%	3.68	.10	99
Dining Hall	# 2	2%	10%	17%	43%	29%	3.86	.16	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	19%	29%	46%	4.12	.06	300
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	18%	28%	43%	4.00	.01	23,090
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	24%	23%	47%	4.09	.09	125
	Marketplace	1%	6%	14%	33%	46%	4.17	.10	96
	Specialty Coffee Shop/ Juice Bar	2%	6%	19%	27%	46%	4.10	.13	63
	Sit-down Restaurant		10%	10%	60%	20%	3.90	.28	10
	Convenience Store				33%	67%	4.67	.21	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	8%	22%	31%	36%	3.89	.01	5,610
	Marketplace	9%	10%	19%	27%	34%	3.67	.02	3,978
	Express Unit	3%	6%	17%	28%	46%	4.09	.01	5,775
	Specialty Coffee Shop/JuiceBar	2%	4%	16%	27%	52%	4.25	.01	4,167
	Sit-down Restaurant	1%	4%	12%	28%	54%	4.30	.03	994
	Convenience Store	3%	6%	18%	28%	45%	4.07	.02	2,566
Retail Unit	# 1			33%	17%	50%	4.17	.40	6
Retail Unit	# 2		11%		44%	44%	4.22	.32	9
Retail Unit	# 3			17%	39%	44%	4.28	.18	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			14%	43%	43%	4.29	.29	7
Retail Unit	# 6	6%		31%	19%	44%	3.94	.30	16
Retail Unit	# 7	3%	13%	15%	31%	38%	3.90	.18	39
Retail Unit	# 8				25%	75%	4.75	.25	4
Retail Unit	# 9		10%	10%	60%	20%	3.90	.28	10
Retail Unit	# 10				33%	67%	4.67	.17	9
Retail Unit	# 11		11%	39%	17%	33%	3.72	.25	18
Retail Unit	# 12	4%	4%	12%	32%	48%	4.16	.21	25
Retail Unit	# 13			25%	25%	50%	4.25	.48	4
Retail Unit	# 14	6%		19%	23%	52%	4.13	.21	31
Retail Unit	# 15	3%	3%	26%	23%	46%	4.06	.18	35
Retail Unit	# 16		5%	23%	26%	47%	4.14	.14	43
Retail Unit	# 17				33%	67%	4.67	.33	3
Retail Unit	# 18			33%	33%	33%	4.00	.58	3
Retail Unit	# 19		10%		10%	80%	4.60	.31	10
Retail Unit	# 20			14%	57%	29%	4.14	.26	7

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

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

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

**TABLE 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: 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	4%	4%	19%	24%	49%	4.11	.09	139
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	16%	25%	49%	4.12	.01	30,504
Dining Hall	# 1	4%	4%	21%	26%	45%	4.03	.11	98
Dining Hall	# 2	2%	5%	12%	22%	59%	4.29	.16	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	14%	17%	61%	4.27	.06	290
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	15%	24%	53%	4.21	.01	23,925
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	9%	18%	65%	4.36	.10	120
	Marketplace	3%	7%	19%	14%	57%	4.14	.12	90
	Specialty Coffee Shop/ Juice Bar	3%	3%	14%	24%	56%	4.25	.13	63
	Sit-down Restaurant			27%	9%	64%	4.36	.28	11
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	16%	26%	50%	4.16	.01	5,597
	Marketplace	3%	5%	15%	24%	53%	4.19	.02	3,960
	Express Unit	3%	6%	15%	25%	52%	4.18	.01	6,040
	Specialty Coffee Shop/JuiceBar	2%	4%	13%	23%	58%	4.32	.01	4,453
	Sit-down Restaurant	2%	5%	15%	27%	51%	4.20	.03	974
	Convenience Store	2%	5%	14%	23%	56%	4.26	.02	2,901
Retail Unit	# 1		20%			80%	4.40	.60	5
Retail Unit	# 2		13%	25%	25%	38%	3.88	.40	8
Retail Unit	# 3	6%	6%	24%	12%	53%	4.00	.31	17
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5	14%		14%	14%	57%	4.00	.58	7
Retail Unit	# 6			15%	15%	69%	4.54	.22	13
Retail Unit	# 7	3%	5%	22%	16%	54%	4.14	.18	37
Retail Unit	# 8					100%	5.00	.00	3
Retail Unit	# 9			27%	9%	64%	4.36	.28	11
Retail Unit	# 10		11%	11%	11%	67%	4.33	.37	9
Retail Unit	# 11		5%	30%	25%	40%	4.00	.22	20
Retail Unit	# 12	4%		4%	30%	61%	4.43	.20	23
Retail Unit	# 13			25%	25%	50%	4.25	.48	4
Retail Unit	# 14	3%	6%	3%	16%	71%	4.45	.19	31
Retail Unit	# 15	6%	6%	18%	15%	56%	4.09	.21	34
Retail Unit	# 16	2%	5%	5%	21%	67%	4.45	.15	42
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18			50%		50%	4.00	.58	4
Retail Unit	# 19	10%				90%	4.60	.40	10
Retail Unit	# 20		17%		50%	33%	4.00	.45	6

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

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



TABLE 48b  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 DINING ENVIRONMENT: 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%	9%	22%	25%	42%	3.96	.09	143
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	25%	56%	4.30	.01	31,162
Dining Hall	# 1	2%	10%	22%	23%	44%	3.96	.11	101
Dining Hall	# 2	2%	7%	21%	31%	38%	3.95	.16	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	2%	11%	22%	65%	4.48	.05	297
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	24%	60%	4.38	.01	24,405
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	1%	9%	22%	67%	4.51	.07	123
	Marketplace		1%	15%	20%	64%	4.47	.08	92
	Specialty Coffee Shop/ Juice Bar		5%	8%	25%	63%	4.46	.10	65
	Sit-down Restaurant		9%	18%	9%	64%	4.27	.33	11
	Convenience Store				50%	50%	4.50	.22	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	13%	27%	56%	4.34	.01	5,720
	Marketplace	2%	3%	12%	25%	59%	4.36	.01	4,043
	Express Unit	1%	3%	13%	24%	58%	4.35	.01	6,161
	Specialty Coffee Shop/JuiceBar	1%	3%	9%	22%	65%	4.46	.01	4,522
	Sit-down Restaurant	1%	3%	9%	23%	64%	4.48	.03	994
	Convenience Store	1%	3%	11%	23%	62%	4.41	.02	2,965
Retail Unit	# 1				17%	83%	4.83	.17	6
Retail Unit	# 2			13%	25%	63%	4.50	.27	8
Retail Unit	# 3		6%	6%	11%	78%	4.61	.20	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			43%	14%	43%	4.00	.38	7
Retail Unit	# 6			13%	7%	80%	4.67	.19	15
Retail Unit	# 7			22%	24%	54%	4.32	.13	37
Retail Unit	# 8					100%	5.00	.00	3
Retail Unit	# 9		9%	18%	9%	64%	4.27	.33	11
Retail Unit	# 10				22%	78%	4.78	.15	9
Retail Unit	# 11		5%	25%	15%	55%	4.20	.22	20
Retail Unit	# 12				25%	75%	4.75	.09	24
Retail Unit	# 13			25%	25%	50%	4.25	.48	4
Retail Unit	# 14	3%		3%	29%	65%	4.52	.15	31
Retail Unit	# 15	3%	3%	9%	18%	68%	4.44	.17	34
Retail Unit	# 16			12%	26%	63%	4.51	.11	43
Retail Unit	# 17				67%	33%	4.33	.33	3
Retail Unit	# 18		25%		25%	50%	4.00	.71	4
Retail Unit	# 19		10%		20%	70%	4.50	.31	10
Retail Unit	# 20				57%	43%	4.43	.20	7

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

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

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

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

		Layout of facility					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	9%	15%	22%	21%	33%	3.54	.11	136
Aggregated Dining Halls	ENTIRE SAMPLE	6%	14%	25%	25%	30%	3.57	.01	30,254
Dining Hall	# 1	8%	17%	25%	20%	29%	3.45	.13	95
Dining Hall	# 2	10%	12%	15%	22%	41%	3.73	.22	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	6%	13%	15%	18%	48%	3.88	.08	291
Aggregated Retail Units	ENTIRE SAMPLE	5%	11%	21%	25%	38%	3.80	.01	23,600
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	13%	12%	22%	49%	3.98	.11	120
	Marketplace	9%	12%	23%	11%	44%	3.70	.15	90
	Specialty Coffee Shop/ Juice Bar	3%	14%	9%	23%	51%	4.05	.15	65
	Sit-down Restaurant	10%	30%	20%	10%	30%	3.20	.47	10
	Convenience Store	17%		17%		67%	4.00	.68	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	11%	22%	26%	35%	3.74	.02	5,543
	Marketplace	5%	13%	23%	24%	35%	3.69	.02	3,937
	Express Unit	5%	10%	21%	24%	40%	3.82	.02	5,926
	Specialty Coffee Shop/JuiceBar	4%	9%	18%	25%	44%	3.95	.02	4,367
	Sit-down Restaurant	5%	11%	20%	26%	38%	3.79	.04	957
	Convenience Store	6%	12%	21%	21%	40%	3.79	.02	2,870
Retail Unit	# 1		33%	17%		50%	3.67	.61	6
Retail Unit	# 2	25%	13%	38%	13%	13%	2.75	.49	8
Retail Unit	# 3	6%	12%	24%	12%	47%	3.82	.32	17
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5	14%		14%	29%	43%	3.86	.55	7
Retail Unit	# 6			21%	21%	57%	4.36	.23	14
Retail Unit	# 7	11%	8%	25%	11%	44%	3.69	.24	36
Retail Unit	# 8		33%	33%		33%	3.33	.88	3
Retail Unit	# 9	10%	30%	20%	10%	30%	3.20	.47	10
Retail Unit	# 10		22%			78%	4.33	.44	9
Retail Unit	# 11	5%	15%	20%	35%	25%	3.60	.27	20
Retail Unit	# 12		17%	4%	17%	63%	4.25	.24	24
Retail Unit	# 13			50%	25%	25%	3.75	.48	4
Retail Unit	# 14	3%	10%	3%	29%	55%	4.23	.20	31
Retail Unit	# 15	6%	21%	12%	15%	47%	3.76	.24	34
Retail Unit	# 16	7%	12%	15%	22%	44%	3.83	.21	41
Retail Unit	# 17			33%		67%	4.33	.67	3
Retail Unit	# 18		25%	25%		50%	3.75	.75	4
Retail Unit	# 19	10%			10%	80%	4.50	.40	10
Retail Unit	# 20		14%		43%	43%	4.14	.40	7

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

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

TABLE 49b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
DINING ENVIRONMENT: Layout of facility

		Layout of facility							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	6%	15%	33%	44%	4.11	.08	142
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	18%	32%	41%	4.03	.01	30,984
Dining Hall	# 1	3%	7%	16%	37%	37%	3.98	.10	100
Dining Hall	# 2		2%	14%	24%	60%	4.40	.13	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	4%	18%	26%	51%	4.22	.06	296
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	16%	30%	47%	4.16	.01	24,084
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	19%	29%	46%	4.13	.09	124
	Marketplace		3%	19%	23%	54%	4.29	.09	90
	Specialty Coffee Shop/ Juice Bar	2%	5%	17%	23%	55%	4.24	.12	66
	Sit-down Restaurant			10%	20%	70%	4.60	.22	10
	Convenience Store		17%		33%	50%	4.17	.48	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	5%	17%	32%	44%	4.13	.01	5,662
	Marketplace	2%	5%	17%	31%	45%	4.13	.02	4,022
	Express Unit	2%	5%	17%	29%	47%	4.13	.01	6,033
	Specialty Coffee Shop/JuiceBar	2%	5%	16%	27%	50%	4.19	.01	4,445
	Sit-down Restaurant	1%	3%	12%	27%	56%	4.34	.03	982
	Convenience Store	1%	4%	15%	30%	50%	4.22	.02	2,940
Retail Unit	# 1			17%	17%	67%	4.50	.34	6
Retail Unit	# 2			25%	25%	50%	4.25	.31	8
Retail Unit	# 3		6%		24%	71%	4.59	.19	17
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5			29%	43%	29%	4.00	.31	7
Retail Unit	# 6		6%	31%	13%	50%	4.06	.27	16
Retail Unit	# 7		3%	31%	28%	39%	4.03	.15	36
Retail Unit	# 8					100%	5.00	.00	3
Retail Unit	# 9			10%	20%	70%	4.60	.22	10
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11		15%	35%	15%	35%	3.70	.25	20
Retail Unit	# 12			4%	29%	67%	4.63	.12	24
Retail Unit	# 13		25%	25%		50%	3.75	.75	4
Retail Unit	# 14	3%		16%	39%	42%	4.16	.17	31
Retail Unit	# 15	3%	12%	12%	35%	38%	3.94	.19	34
Retail Unit	# 16		2%	21%	23%	53%	4.28	.13	43
Retail Unit	# 17		33%		33%	33%	3.67	.88	3
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19			10%	20%	70%	4.60	.22	10
Retail Unit	# 20	13%		25%	13%	50%	3.88	.52	8

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

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

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

TABLE 50a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 DINING ENVIRONMENT: Appearance

		Appearance							
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	7%	20%	21%	20%	32%	3.50	.11	137
Aggregated Dining Halls	ENTIRE SAMPLE	10%	17%	25%	21%	26%	3.36	.01	30,124
Dining Hall	# 1	6%	22%	21%	21%	30%	3.47	.13	96
Dining Hall	# 2	7%	17%	22%	17%	37%	3.59	.21	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	9%	11%	16%	17%	48%	3.85	.08	294
Aggregated Retail Units	ENTIRE SAMPLE	7%	13%	21%	22%	36%	3.68	.01	23,678
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	11%	14%	13%	52%	3.87	.13	121
	Marketplace	10%	13%	21%	16%	40%	3.64	.14	92
	Specialty Coffee Shop/ Juice Bar	3%	6%	14%	26%	51%	4.15	.13	65
	Sit-down Restaurant	10%	20%	20%	20%	30%	3.40	.45	10
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	14%	23%	23%	32%	3.59	.02	5,546
	Marketplace	9%	14%	24%	20%	33%	3.54	.02	3,933
	Express Unit	7%	12%	20%	22%	38%	3.73	.02	5,966
	Specialty Coffee Shop/JuiceBar	5%	10%	19%	24%	42%	3.89	.02	4,383
	Sit-down Restaurant	5%	11%	21%	25%	38%	3.78	.04	967
	Convenience Store	7%	15%	21%	22%	35%	3.62	.02	2,883
Retail Unit	# 1		33%	17%		50%	3.67	.61	6
Retail Unit	# 2	13%	13%	25%	38%	13%	3.25	.45	8
Retail Unit	# 3	6%	17%	11%	11%	56%	3.94	.33	18
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5		14%	14%	43%	29%	3.86	.40	7
Retail Unit	# 6		7%	29%	14%	50%	4.07	.29	14
Retail Unit	# 7	14%	8%	27%	19%	32%	3.49	.23	37
Retail Unit	# 8	33%		33%		33%	3.00	1.15	3
Retail Unit	# 9	10%	20%	20%	20%	30%	3.40	.45	10
Retail Unit	# 10		22%			78%	4.33	.44	9
Retail Unit	# 11	5%	5%	21%	26%	42%	3.95	.27	19
Retail Unit	# 12		4%	13%	29%	54%	4.33	.18	24
Retail Unit	# 13	25%		50%		25%	3.00	.82	4
Retail Unit	# 14	6%	3%	6%	23%	61%	4.29	.21	31
Retail Unit	# 15	15%	24%	12%	3%	47%	3.44	.28	34
Retail Unit	# 16	12%	7%	17%	14%	50%	3.83	.22	42
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18		25%		25%	50%	4.00	.71	4
Retail Unit	# 19	10%			10%	80%	4.50	.40	10
Retail Unit	# 20		13%	25%	38%	25%	3.75	.37	8

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

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

TABLE 50b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
DINING ENVIRONMENT: Appearance

		Appearance							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	17%	29%	48%	4.20	.08	143
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	19%	33%	42%	4.08	.01	30,841
Dining Hall	# 1	1%	5%	16%	30%	49%	4.20	.09	101
Dining Hall	# 2		2%	21%	29%	48%	4.21	.13	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	1%	3%	11%	28%	57%	4.36	.05	297
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	16%	31%	48%	4.21	.01	24,186
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	5%	11%	23%	60%	4.37	.08	124
	Marketplace	1%	2%	14%	26%	56%	4.34	.09	91
	Specialty Coffee Shop/ Juice Bar		2%	11%	35%	53%	4.39	.09	66
	Sit-down Restaurant				50%	50%	4.50	.17	10
	Convenience Store	17%			33%	50%	4.00	.63	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	4%	19%	33%	43%	4.12	.01	5,660
	Marketplace	2%	4%	17%	31%	46%	4.14	.02	4,023
	Express Unit	2%	3%	16%	31%	49%	4.22	.01	6,090
	Specialty Coffee Shop/JuiceBar	1%	2%	13%	28%	55%	4.34	.01	4,473
	Sit-down Restaurant	1%	1%	11%	32%	55%	4.40	.03	990
	Convenience Store	1%	4%	16%	31%	47%	4.19	.02	2,950
Retail Unit	# 1		17%		33%	50%	4.17	.48	6
Retail Unit	# 2				63%	38%	4.38	.18	8
Retail Unit	# 3	6%			28%	67%	4.50	.23	18
Retail Unit	# 4				33%	67%	4.67	.33	3
Retail Unit	# 5				71%	29%	4.29	.18	7
Retail Unit	# 6			25%	25%	50%	4.25	.21	16
Retail Unit	# 7		3%	28%	14%	56%	4.22	.16	36
Retail Unit	# 8			33%		67%	4.33	.67	3
Retail Unit	# 9				50%	50%	4.50	.17	10
Retail Unit	# 10				22%	78%	4.78	.15	9
Retail Unit	# 11		5%	21%	42%	32%	4.00	.20	19
Retail Unit	# 12			4%	24%	72%	4.68	.11	25
Retail Unit	# 13			50%		50%	4.00	.58	4
Retail Unit	# 14		10%	3%	26%	61%	4.39	.17	31
Retail Unit	# 15		6%	15%	24%	56%	4.29	.16	34
Retail Unit	# 16	2%	2%	9%	19%	67%	4.47	.14	43
Retail Unit	# 17	33%			33%	33%	3.33	1.20	3
Retail Unit	# 18			25%		75%	4.50	.50	4
Retail Unit	# 19				30%	70%	4.70	.15	10
Retail Unit	# 20			13%	75%	13%	4.00	.19	8

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

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

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

TABLE 51a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 DINING ENVIRONMENT: Availability of seating

		Availability of seating					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	17%	28%	51%	4.27	.08	138
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	15%	30%	49%	4.18	.01	30,442
Dining Hall	# 1	1%	4%	18%	31%	46%	4.18	.09	97
Dining Hall	# 2			15%	22%	63%	4.49	.12	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	18%	19%	51%	4.05	.07	284
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	17%	26%	45%	3.99	.01	22,245
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	6%	20%	19%	50%	4.03	.11	117
	Marketplace	4%	13%	18%	18%	47%	3.89	.13	90
	Specialty Coffee Shop/ Juice Bar	3%	5%	13%	23%	56%	4.23	.14	61
	Sit-down Restaurant			18%	27%	55%	4.36	.24	11
	Convenience Store			20%		80%	4.60	.40	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	16%	27%	45%	4.01	.02	5,388
	Marketplace	4%	8%	18%	27%	43%	3.97	.02	3,809
	Express Unit	4%	8%	17%	27%	44%	3.99	.02	5,594
	Specialty Coffee Shop/JuiceBar	4%	7%	15%	26%	48%	4.06	.02	4,067
	Sit-down Restaurant	3%	6%	16%	28%	47%	4.12	.03	962
	Convenience Store	6%	10%	18%	23%	42%	3.84	.03	2,425
Retail Unit	# 1	17%				83%	4.33	.67	6
Retail Unit	# 2	13%	13%	38%	13%	25%	3.25	.49	8
Retail Unit	# 3	6%	12%	6%	18%	59%	4.12	.32	17
Retail Unit	# 4			33%		67%	4.33	.67	3
Retail Unit	# 5	14%			43%	43%	4.00	.53	7
Retail Unit	# 6			21%	21%	57%	4.36	.23	14
Retail Unit	# 7		19%	28%	19%	33%	3.67	.19	36
Retail Unit	# 8			67%		33%	3.67	.67	3
Retail Unit	# 9			18%	27%	55%	4.36	.24	11
Retail Unit	# 10		11%		11%	78%	4.56	.34	9
Retail Unit	# 11	6%	11%	11%	28%	44%	3.94	.30	18
Retail Unit	# 12	4%		24%	20%	52%	4.16	.21	25
Retail Unit	# 13		25%		25%	50%	4.00	.71	4
Retail Unit	# 14	3%	7%	7%	28%	55%	4.24	.20	29
Retail Unit	# 15	6%	6%	27%	18%	42%	3.85	.21	33
Retail Unit	# 16	7%	7%	22%	12%	51%	3.93	.20	41
Retail Unit	# 17					100%	5.00	.00	2
Retail Unit	# 18		25%			75%	4.25	.75	4
Retail Unit	# 19				11%	89%	4.89	.11	9
Retail Unit	# 20				60%	40%	4.40	.24	5

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

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

TABLE 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)  
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	4%	11%	27%	27%	31%	3.70	.10	143
Aggregated Dining Halls	ENTIRE SAMPLE	5%	11%	20%	28%	35%	3.77	.01	31,106
Dining Hall	# 1	6%	15%	33%	26%	21%	3.41	.11	101
Dining Hall	# 2		2%	12%	29%	57%	4.40	.12	42
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	12%	20%	24%	42%	3.90	.07	289
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	19%	26%	41%	3.90	.01	22,580
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	13%	25%	23%	37%	3.79	.10	120
	Marketplace	1%	10%	17%	23%	49%	4.09	.11	90
	Specialty Coffee Shop/ Juice Bar	5%	17%	16%	25%	37%	3.71	.16	63
	Sit-down Restaurant			18%	18%	64%	4.45	.25	11
	Convenience Store			20%	40%	40%	4.20	.37	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	8%	20%	28%	41%	3.96	.01	5,481
	Marketplace	5%	9%	18%	26%	42%	3.89	.02	3,862
	Express Unit	5%	10%	20%	26%	39%	3.84	.02	5,675
	Specialty Coffee Shop/JuiceBar	5%	10%	19%	24%	41%	3.86	.02	4,144
	Sit-down Restaurant	1%	4%	13%	28%	54%	4.28	.03	983
	Convenience Store	5%	10%	20%	24%	42%	3.86	.02	2,435
Retail Unit	# 1					100%	5.00	.00	6
Retail Unit	# 2			25%	25%	50%	4.25	.31	8
Retail Unit	# 3		6%		24%	71%	4.59	.19	17
Retail Unit	# 4			33%	33%	33%	4.00	.58	3
Retail Unit	# 5		14%	29%	29%	29%	3.71	.42	7
Retail Unit	# 6		13%	25%	6%	56%	4.06	.30	16
Retail Unit	# 7	3%	17%	22%	31%	28%	3.64	.19	36
Retail Unit	# 8			67%		33%	3.67	.67	3
Retail Unit	# 9			18%	18%	64%	4.45	.25	11
Retail Unit	# 10				22%	78%	4.78	.15	9
Retail Unit	# 11		56%	28%	6%	11%	2.72	.24	18
Retail Unit	# 12	8%		12%	36%	44%	4.08	.23	25
Retail Unit	# 13		25%	25%		50%	3.75	.75	4
Retail Unit	# 14	3%	3%	24%	31%	38%	3.97	.20	29
Retail Unit	# 15	6%	12%	24%	30%	27%	3.61	.21	33
Retail Unit	# 16		19%	26%	19%	36%	3.71	.18	42
Retail Unit	# 17				50%	50%	4.50	.50	2
Retail Unit	# 18				50%	50%	4.50	.29	4
Retail Unit	# 19	10%		10%	20%	60%	4.20	.42	10
Retail Unit	# 20		17%	17%	33%	33%	3.83	.48	6

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

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

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TABLE 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)  
 DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	1%	10%	26%	28%	34%	3.85	.09	137
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	21%	30%	37%	3.91	.01	30,390
Dining Hall	# 1	1%	10%	31%	28%	29%	3.74	.10	96
Dining Hall	# 2		10%	15%	29%	46%	4.12	.16	41
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	10%	17%	19%	51%	4.03	.07	291
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	19%	27%	42%	3.96	.01	22,505
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	18%	23%	48%	4.04	.10	120
	Marketplace	8%	12%	21%	13%	46%	3.78	.14	91
	Specialty Coffee Shop/ Juice Bar		9%	14%	20%	56%	4.23	.13	64
	Sit-down Restaurant			9%	18%	73%	4.64	.20	11
	Convenience Store		20%			80%	4.40	.60	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	20%	29%	40%	3.94	.02	5,386
	Marketplace	4%	8%	21%	28%	38%	3.87	.02	3,829
	Express Unit	4%	8%	19%	26%	43%	3.95	.02	5,642
	Specialty Coffee Shop/JuiceBar	3%	7%	16%	27%	48%	4.10	.02	4,113
	Sit-down Restaurant	2%	6%	14%	29%	48%	4.15	.03	969
	Convenience Store	5%	10%	22%	23%	41%	3.86	.02	2,566
Retail Unit	# 1		17%		17%	67%	4.33	.49	6
Retail Unit	# 2		25%	25%	25%	25%	3.50	.42	8
Retail Unit	# 3	6%	12%	24%		59%	3.94	.34	17
Retail Unit	# 4		33%			67%	4.00	1.00	3
Retail Unit	# 5	14%		14%	29%	43%	3.86	.55	7
Retail Unit	# 6		7%	29%	14%	50%	4.07	.29	14
Retail Unit	# 7	11%	14%	24%	16%	35%	3.51	.23	37
Retail Unit	# 8	33%		33%		33%	3.00	1.15	3
Retail Unit	# 9			9%	18%	73%	4.64	.20	11
Retail Unit	# 10		11%	11%		78%	4.44	.38	9
Retail Unit	# 11		11%	33%	11%	44%	3.89	.27	18
Retail Unit	# 12		4%	8%	28%	60%	4.44	.16	25
Retail Unit	# 13			25%	25%	50%	4.25	.48	4
Retail Unit	# 14	3%	3%	10%	37%	47%	4.20	.18	30
Retail Unit	# 15	3%	15%	24%	15%	44%	3.82	.21	34
Retail Unit	# 16	5%	7%	14%	21%	52%	4.10	.18	42
Retail Unit	# 17					100%	5.00	.00	2
Retail Unit	# 18		25%			75%	4.25	.75	4
Retail Unit	# 19		10%	10%		80%	4.50	.34	10
Retail Unit	# 20		14%		57%	29%	4.00	.38	7

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

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



TABLE 52b  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
DINING ENVIRONMENT: Comfort (seats, temperature, lighting, sound level, etc.)

		Comfort (seats, temperature, lighting, sound level, etc.)							
		(1) Very Dis-satisfied	(2) Somewhat Dis- satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	Resp
Aggregated Dining Halls	YOUR INSTITUTION	2%	7%	23%	33%	35%	3.92	.09	142
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	19%	34%	39%	4.00	.01	31,041
Dining Hall	# 1	3%	6%	23%	34%	34%	3.90	.10	100
Dining Hall	# 2		10%	21%	31%	38%	3.98	.15	42
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	5%	20%	26%	47%	4.09	.06	294
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	19%	30%	42%	4.02	.01	22,871
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	5%	24%	27%	42%	4.03	.09	123
	Marketplace	1%	5%	13%	25%	55%	4.27	.10	91
	Specialty Coffee Shop/ Juice Bar	5%	8%	23%	23%	41%	3.88	.15	64
	Sit-down Restaurant			18%	18%	64%	4.45	.25	11
	Convenience Store			20%	40%	40%	4.20	.37	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	7%	21%	32%	37%	3.95	.01	5,487
	Marketplace	3%	7%	20%	31%	40%	3.98	.02	3,888
	Express Unit	3%	7%	20%	28%	43%	4.00	.01	5,731
	Specialty Coffee Shop/JuiceBar	3%	6%	18%	28%	45%	4.08	.02	4,172
	Sit-down Restaurant	1%	3%	13%	29%	54%	4.32	.03	988
	Convenience Store	2%	6%	20%	28%	44%	4.05	.02	2,605
Retail Unit	# 1				17%	83%	4.83	.17	6
Retail Unit	# 2				38%	63%	4.63	.18	8
Retail Unit	# 3	6%			35%	59%	4.41	.24	17
Retail Unit	# 4			33%	33%	33%	4.00	.58	3
Retail Unit	# 5		14%	29%		57%	4.00	.49	7
Retail Unit	# 6			38%	31%	31%	3.94	.21	16
Retail Unit	# 7		11%	22%	30%	38%	3.95	.17	37
Retail Unit	# 8				33%	67%	4.67	.33	3
Retail Unit	# 9			18%	18%	64%	4.45	.25	11
Retail Unit	# 10				11%	89%	4.89	.11	9
Retail Unit	# 11		22%	50%	17%	11%	3.17	.22	18
Retail Unit	# 12	8%	4%	4%	28%	56%	4.20	.24	25
Retail Unit	# 13			50%		50%	4.00	.58	4
Retail Unit	# 14	3%		17%	43%	37%	4.10	.17	30
Retail Unit	# 15		12%	29%	24%	35%	3.82	.18	34
Retail Unit	# 16	2%	5%	21%	16%	56%	4.19	.16	43
Retail Unit	# 17				50%	50%	4.50	.50	2
Retail Unit	# 18			25%		75%	4.50	.50	4
Retail Unit	# 19	10%		10%	20%	60%	4.20	.42	10
Retail Unit	# 20			43%	43%	14%	3.71	.29	7

\*1 to 5 Scale, Where Higher Mean = Higher Satisfaction  
\*\*Sampling Error is a measure of how much the value of the mean might vary on the 5 point scale from sample to sample taken from the same population.  
A smaller Sampling Error means the data is a better predictor of the overall population.

TABLE 53a  
BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Environmentally friendly practices related to food

		Environmentally friendly practices related to food					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	5%	13%	23%	18%	41%	3.77	.12	112
Aggregated Dining Halls	ENTIRE SAMPLE	6%	8%	22%	25%	40%	3.84	.01	25,892
Dining Hall	# 1	6%	12%	22%	17%	42%	3.77	.14	81
Dining Hall	# 2	3%	13%	26%	19%	39%	3.77	.22	31
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	6%	8%	12%	16%	58%	4.13	.08	257
Aggregated Retail Units	ENTIRE SAMPLE	5%	6%	18%	23%	47%	4.00	.01	20,358
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	7%	16%	11%	59%	4.10	.13	98
	Marketplace	7%	7%	12%	17%	56%	4.07	.14	82
	Specialty Coffee Shop/ Juice Bar	3%	11%	8%	23%	55%	4.15	.15	62
	Sit-down Restaurant				22%	78%	4.78	.15	9
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	7%	20%	24%	44%	3.95	.02	4,843
	Marketplace	6%	7%	18%	24%	45%	3.97	.02	3,415
	Express Unit	6%	6%	18%	22%	49%	4.01	.02	5,142
	Specialty Coffee Shop/JuiceBar	4%	5%	17%	24%	50%	4.11	.02	3,726
	Sit-down Restaurant	6%	8%	14%	24%	48%	4.00	.04	787
	Convenience Store	6%	7%	19%	23%	44%	3.92	.02	2,445
Retail Unit	# 1	20%				80%	4.20	.80	5
Retail Unit	# 2		22%	22%	22%	33%	3.67	.41	9
Retail Unit	# 3		6%	25%	19%	50%	4.13	.26	16
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5			20%	20%	60%	4.40	.40	5
Retail Unit	# 6	8%		17%		75%	4.33	.38	12
Retail Unit	# 7	14%	6%	8%	19%	53%	3.92	.24	36
Retail Unit	# 8					100%	5.00	.	1
Retail Unit	# 9				22%	78%	4.78	.15	9
Retail Unit	# 10				14%	86%	4.86	.14	7
Retail Unit	# 11	6%	22%	17%	17%	39%	3.61	.32	18
Retail Unit	# 12	4%	9%	4%	30%	52%	4.17	.24	23
Retail Unit	# 13		33%			67%	4.00	1.00	3
Retail Unit	# 14		4%	12%	15%	69%	4.50	.17	26
Retail Unit	# 15	17%	10%	21%	10%	41%	3.48	.29	29
Retail Unit	# 16		10%	16%	13%	61%	4.26	.19	31
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18				25%	75%	4.75	.25	4
Retail Unit	# 19		10%	10%		80%	4.50	.34	10
Retail Unit	# 20				43%	57%	4.57	.20	7

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

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

[illegible]

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

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

TABLE 54a  
 BY RESIDENTIAL DINING HALL AND TYPE OF RETAIL UNITS  
 Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)  
 ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY: Social/ethical practices related to food

		Social/ ethical practices related to food					Mean*	Sampling Error**	Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls	YOUR INSTITUTION	8%	11%	18%	15%	48%	3.85	.13	106
Aggregated Dining Halls	ENTIRE SAMPLE	8%	9%	23%	22%	39%	3.76	.01	24,166
Dining Hall	# 1	5%	12%	20%	17%	45%	3.85	.15	75
Dining Hall	# 2	13%	10%	13%	10%	55%	3.84	.27	31
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	7%	5%	14%	18%	57%	4.13	.08	250
Aggregated Retail Units	ENTIRE SAMPLE	7%	7%	19%	21%	47%	3.95	.01	19,134
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	5%	17%	16%	54%	4.01	.13	95
	Marketplace	7%	4%	15%	17%	57%	4.13	.14	82
	Specialty Coffee Shop/ Juice Bar	3%	7%	10%	22%	58%	4.25	.14	60
	Sit-down Restaurant			14%	29%	57%	4.43	.30	7
	Convenience Store	17%				83%	4.33	.67	6
Type of Retail Unit - ENTIRE SAMPLE	Food Court	7%	7%	20%	22%	44%	3.89	.02	4,521
	Marketplace	7%	7%	20%	22%	44%	3.88	.02	3,143
	Express Unit	7%	6%	18%	20%	49%	3.98	.02	4,878
	Specialty Coffee Shop/JuiceBar	5%	6%	17%	22%	50%	4.06	.02	3,521
	Sit-down Restaurant	7%	8%	17%	23%	46%	3.93	.05	744
	Convenience Store	7%	6%	21%	19%	46%	3.90	.03	2,327
Retail Unit	# 1	20%		20%		60%	3.80	.80	5
Retail Unit	# 2		11%	33%	11%	44%	3.89	.39	9
Retail Unit	# 3	6%		25%	19%	50%	4.06	.30	16
Retail Unit	# 4	33%				67%	3.67	1.33	3
Retail Unit	# 5			20%	20%	60%	4.40	.40	5
Retail Unit	# 6	8%		15%	8%	69%	4.31	.35	13
Retail Unit	# 7	11%	6%	6%	19%	58%	4.08	.23	36
Retail Unit	# 8					100%	5.00	.	1
Retail Unit	# 9			14%	29%	57%	4.43	.30	7
Retail Unit	# 10			14%		86%	4.71	.29	7
Retail Unit	# 11	12%	6%	24%	18%	41%	3.71	.34	17
Retail Unit	# 12		9%	9%	26%	57%	4.30	.20	23
Retail Unit	# 13				67%	33%	4.33	.33	3
Retail Unit	# 14			17%	21%	63%	4.46	.16	24
Retail Unit	# 15	19%	11%	22%	19%	30%	3.30	.29	27
Retail Unit	# 16	6%	6%	13%	13%	61%	4.16	.23	31
Retail Unit	# 17					100%	5.00	.00	3
Retail Unit	# 18					100%	5.00	.00	3
Retail Unit	# 19		10%		10%	80%	4.60	.31	10
Retail Unit	# 20				43%	57%	4.57	.20	7

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

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**TABLE 54b**  
**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	6%	11%	36%	19%	27%	3.49	.11	108
Aggregated Dining Halls	ENTIRE SAMPLE	5%	7%	29%	28%	31%	3.73	.01	23,594
Dining Hall	# 1	7%	12%	39%	20%	22%	3.39	.13	76
Dining Hall	# 2	6%	9%	28%	19%	38%	3.72	.22	32
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Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	21%	25%	45%	4.02	.07	246
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	24%	25%	41%	3.94	.01	18,652
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	1%	22%	23%	47%	4.04	.12	95
	Marketplace	4%	10%	23%	20%	43%	3.89	.13	81
	Specialty Coffee Shop/ Juice Bar	3%	3%	19%	31%	44%	4.08	.14	59
	Sit-down Restaurant			17%	50%	33%	4.17	.31	6
	Convenience Store				40%	60%	4.60	.24	5
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	6%	26%	27%	36%	3.83	.02	4,401
	Marketplace	6%	7%	27%	25%	36%	3.78	.02	3,073
	Express Unit	3%	5%	23%	24%	45%	4.03	.02	4,744
	Specialty Coffee Shop/JuiceBar	3%	5%	21%	25%	46%	4.06	.02	3,416
	Sit-down Restaurant	3%	6%	20%	28%	44%	4.05	.04	726
	Convenience Store	3%	6%	24%	25%	43%	3.98	.02	2,292
Retail Unit	# 1			33%		67%	4.33	.42	6
Retail Unit	# 2		11%	11%	44%	33%	4.00	.33	9
Retail Unit	# 3		7%	27%	20%	47%	4.07	.27	15
Retail Unit	# 4				50%	50%	4.50	.50	2
Retail Unit	# 5		20%	20%	20%	40%	3.80	.58	5
Retail Unit	# 6			42%	25%	33%	3.92	.26	12
Retail Unit	# 7	6%	11%	31%	20%	31%	3.60	.21	35
Retail Unit	# 8					100%	5.00	.	1
Retail Unit	# 9			17%	50%	33%	4.17	.31	6
Retail Unit	# 10		14%		14%	71%	4.43	.43	7
Retail Unit	# 11		12%	47%	18%	24%	3.53	.24	17
Retail Unit	# 12	4%		4%	39%	52%	4.35	.19	23
Retail Unit	# 13	33%				67%	3.67	1.33	3
Retail Unit	# 14		4%	24%	20%	52%	4.20	.19	25
Retail Unit	# 15	11%		22%	33%	33%	3.78	.24	27
Retail Unit	# 16	10%		13%	16%	61%	4.19	.23	31
Retail Unit	# 17				33%	67%	4.67	.33	3
Retail Unit	# 18				50%	50%	4.50	.50	2
Retail Unit	# 19	10%		10%	10%	70%	4.30	.42	10
Retail Unit	# 20			14%	57%	29%	4.14	.26	7

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

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