

2014

Customer Satisfaction Benchmarking Survey

Report prepared exclusively for:

Florida State University

CONFIDENTIAL

Copyright © 2015. The National Association of College & University Food Services. All rights reserved.

PURPOSE OF THIS REPORT

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

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

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

- Demographics of the customers, including respondent type (student, faculty, administration/staff and other); student class status (first year, sophomore, junior, senior, graduate or other); gender; and housing arrangements (on campus/university-owned housing or off campus)
- Demographics of the institution, including NACUFS region, institution type (public/private, two-year/four-year), number of students enrolled, and type of operation (self-operated/contracted/both)
- 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 15th consecutive year, this study was conducted by Industry Insights, Inc., an independent research firm headquartered in Columbus, Ohio. Although NACUFS was deeply involved in the set-up and design of the questionnaire and study, it is important to note that

no one at NACUFS will ever see your institution's survey results unless you decide to show them.

The confidentiality of your data is 100% guaranteed.

The research instrument used for this survey was designed based on the extensive input of representatives from various NACUFS member institutions to ensure the information gathered would be relevant and useful (a copy of the survey form can be found in this report's Appendix).

Since 2004, members have had the option of choosing to administer their survey online. Of the 104 schools that used the survey in 2014, 77 chose this option, thus avoiding significant printing and shipping costs, as well as "going green."

These online schools distributed unique identifiers (usually via e-mail) to their students, staff and faculty, allowing respondents to access a central survey website. This online system permitted respondents to rate as many locations as they wished and was customized for each participating institution, showing only their school's dining establishments.

This online option provided several advantages, including considerable cost savings over the traditional printed methodology, as well as increased convenience on the part of the respondent. In addition, the open-ended comments provided by online respondents are sent to the schools in an electronic format for easier analysis.

E-mails with a link to the website or paper forms, as appropriate, were distributed by the participating institutions in late October and into November. Completed paper forms were shipped by the schools directly to Industry Insights, where the data from the questionnaires were scanned electronically for processing and checks were run to ensure data validity. Online responses went directly to an Industry Insights server.

The survey asked respondents to rate the importance of, and their satisfaction with, 25 operating characteristics as they applied to that particular dining facility in general, without regard to any specific meal.

The 25 operating characteristics measured were:

Food:

Overall
Taste
Eye appeal
Freshness
Nutritional content
Value

Menu:

Availability of posted menu items
Variety of menu choices
Variety of healthy menu choices
Variety of vegetarian menu choices

Service:

Overall
Speed of service
Hours of operation
Helpfulness of staff
Friendliness of staff

Cleanliness:

Overall
Serving areas
Eating areas (tables, chairs, etc.)

Dining Environment:

Location
Layout of facility
Appearance
Availability of seating
Comfort (seats, temperature, lighting, sound level, etc.)

Environmental Stewardship/Sustainability:

Environmentally friendly practices related to food
Social/ethical practices related to food

All told, 104 institutions took part in this year's survey, and 128,970 useable questionnaires were submitted to Industry Insights for processing. Forms that had less than a minimal number of response fields completed were removed from the sample. Also, unless otherwise noted, responses of "Not Applicable" have been removed from the survey data.

The results displayed in this report for your institution include all reasonably complete and usable forms that were returned, regardless of whether required minimum quantities for a particular location(s) were met.

HOW TO USE THIS DATA

Definition of Rating Scales

Unless otherwise noted, "mean rating" figures throughout this report are based on a 1 to 5 scale, where 1=very dissatisfied/not at all important, 2=somewhat dissatisfied/not very important, 3=mixed, 4=somewhat satisfied/somewhat important, and 5=very satisfied/very important.

Sampling Error

To assist in analysis of the survey results, the "Sampling Error" (also known as the "Standard Error of the Mean") is shown for each mean rating score in the Detailed Survey Results tables.

The Sampling Error is important in that it shows the extent to which the *sample* mean rating (based on those who responded to the survey) is a statistically accurate predictor of the *population* mean rating (that is, all people who use the institution's dining halls and retail units).

About two-thirds (68.2%) of all sample means will be within one Sampling Error (or Standard Error) of the population mean, while 95.4% of all sample means will be within two Sampling Errors of the population mean, and 99.7% of all sample means will be within three Sampling Errors of the population mean.

In other words, if your institution were to repeat this survey 100 times on the same population, 68 of those times, the sample mean would be within one Sampling Error of the population mean, 95 times it would be within two Sampling Errors, and it would almost always be within three Sampling Errors of the population mean.

In the example below, XYZ University had a mean satisfaction rating of 3.99 with regard to "Food: Overall" and a Sampling Error of .09. This means that XYZ can be 95% confident that the population mean satisfaction is between 3.81 and 4.17.

Food: Overall

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

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

REPORT ORGANIZATION

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

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

Members asked for survey improvements, and NACUFS listened...

The “Executive Summary” is an important enhancement to the report that was added **based on extensive feedback from NACUFS members**. This section includes...

- Predictors of Overall Satisfaction
- Priority Matrixes
- Comparative Tables
- Three Year Trend Data
- Location-specific Results

These additions to the report will be described in further detail at the beginning of the Executive Summary.

NACUFS is continually striving to provide its members with the information they need to successfully run their operations, and the Executive Summary is a result of this commitment to member satisfaction.

The “Detailed Survey Results” section, as the name suggests, presents the survey data in greater detail, showing both the frequency distributions and mean results for your institution and the entire sample broken down by various respondent and institutional characteristics.

ABOUT THE STUDY

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

At the completion of this project, all paper questionnaires received by Industry Insights will be returned to their institutions so the open-ended comments that respondents gave can be examined. Institutions utilizing the online form will receive their comments electronically.

CONTACT INFORMATION

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

Steve Kretzer
e-mail: skretzer@industryinsights.com
(614) 389-2100 ext 106
Industry Insights, Inc.
6235 Emerald Parkway
Dublin, OH 43016

Please address any questions you may have regarding the report or data compilation to either Steve Kretzer or Gretchen Couraud of NACUFS (517) 332-2494 email: gcouraud@nacufs.org.

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

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

Dining Halls		Retail Establishments	
1	Suwannee Room	1	Chili's
2	Fresh Food Company	2	Salad Creations
3	Figg Player's Dining Room Training Table	3	Subway
4		4	Einstein Bros.
5		5	Union Food Court Papa John's, Miso, Pollo Tropical, Freshens
6		6	Starbuck's - Main Location
7		7	Starbuck's - Strozier Library
8		8	Chick-Fil-A
9		9	Rising Roll
10		10	Convenience Stores Trading Post, Ganet N Go, P.O.D.
11		11	Denny's All Nighter
12		12	
13		13	
14		14	
15		15	
16		16	
17		17	
18		18	
19		19	
20		20	

NACUFS Regions:

Continental

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

Mid-Atlantic

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

Midwest

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

Northeast

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

Pacific

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

Southern

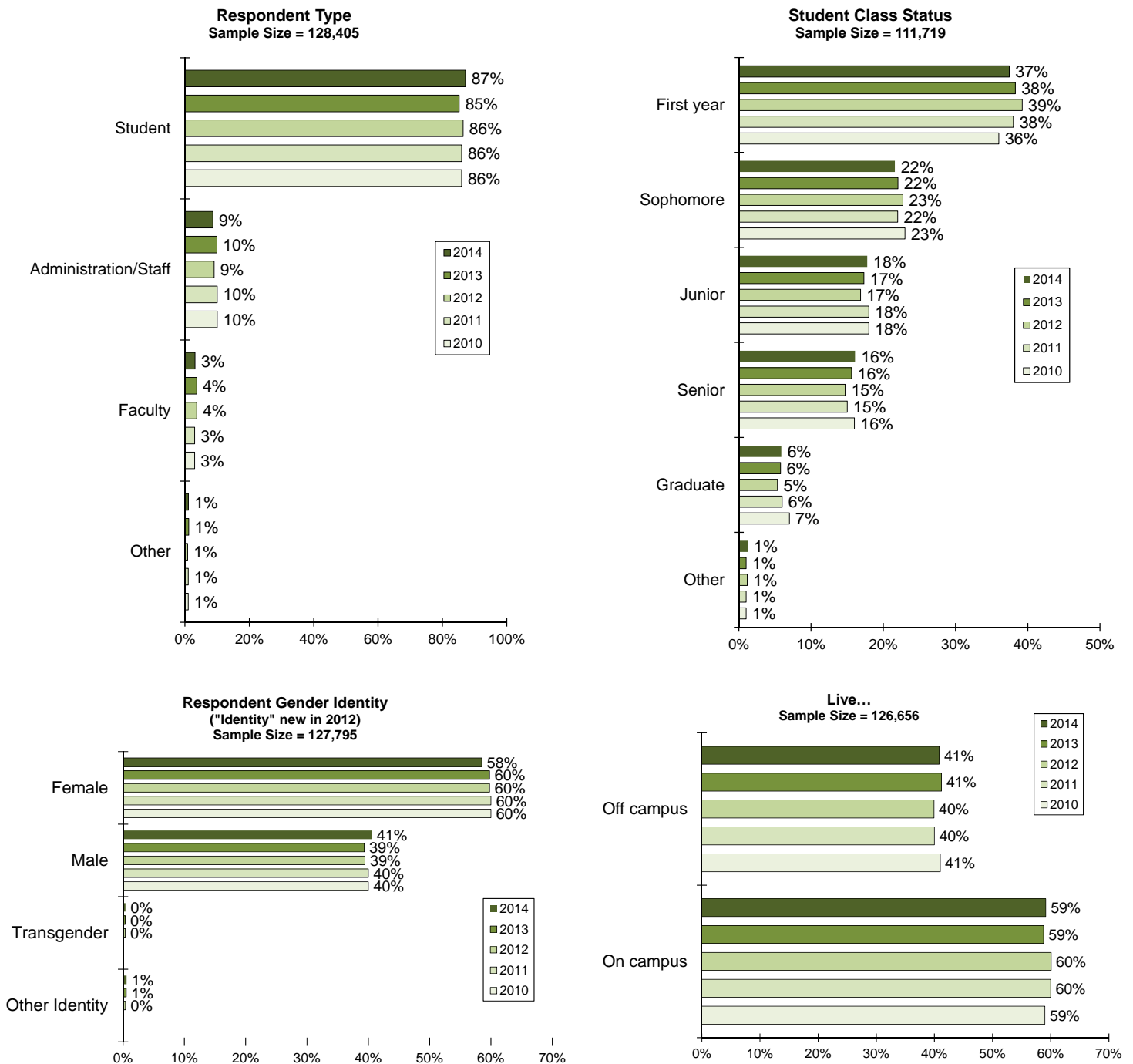
Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Puerto Rico, Virgin Islands

Industry Overview

The overall results of the 2014 NACUFS *Customer Satisfaction Benchmarking Survey* are outlined below. Users of this information should bear in mind that because studies of this type measure perceptions and attitudes in addition to concrete facts, a certain amount of bias may have been introduced based on how individual respondents might have interpreted specific questions. The questions asked in this study were designed and phrased to be as clear and unambiguous as possible; it is therefore believed any such biases are minimal and the data reported are representative of the overall universe.

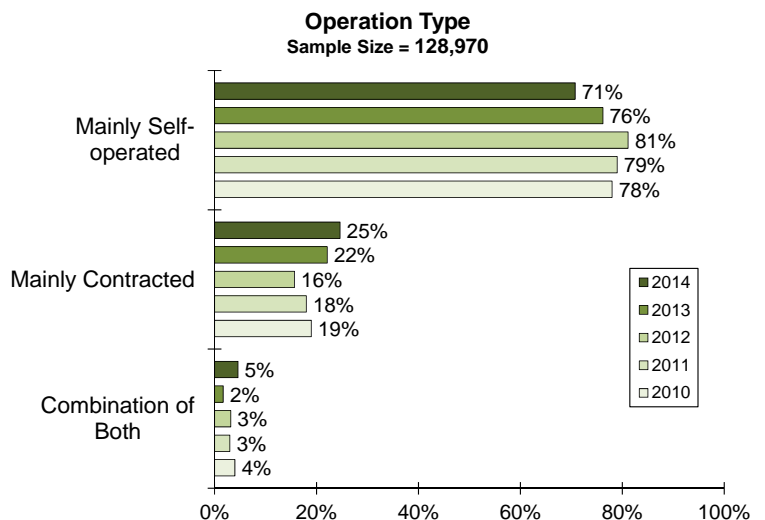
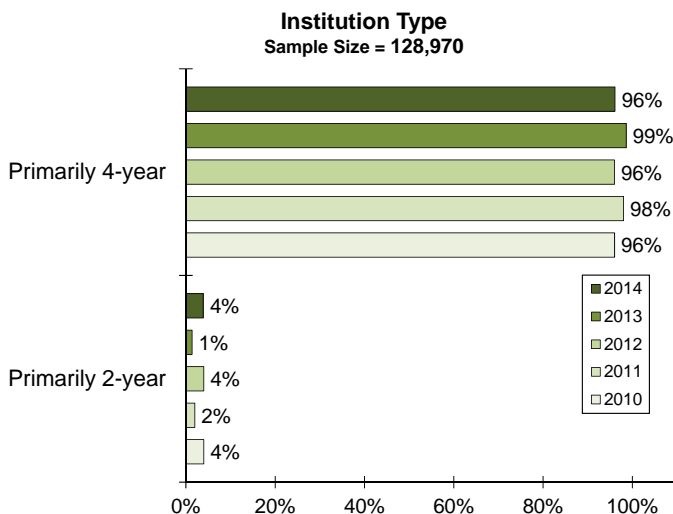
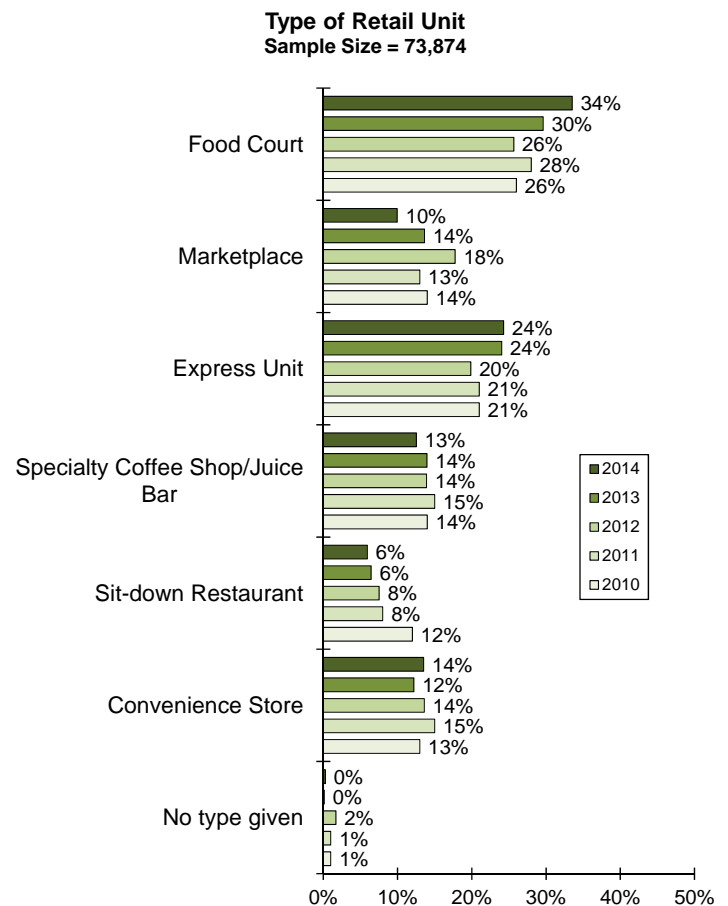
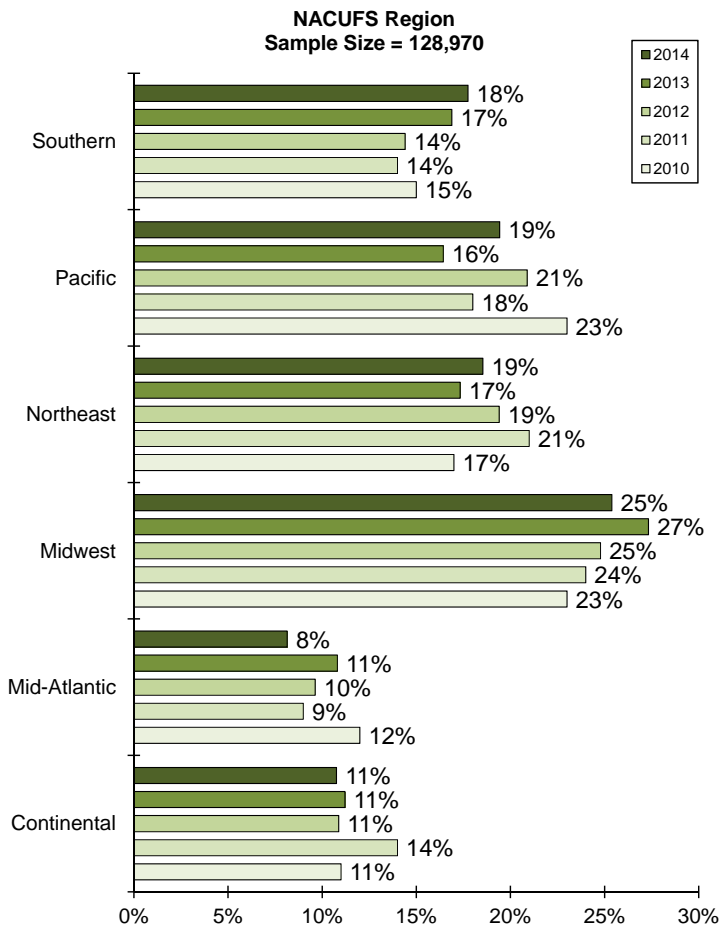
Respondent Demographics - All Schools

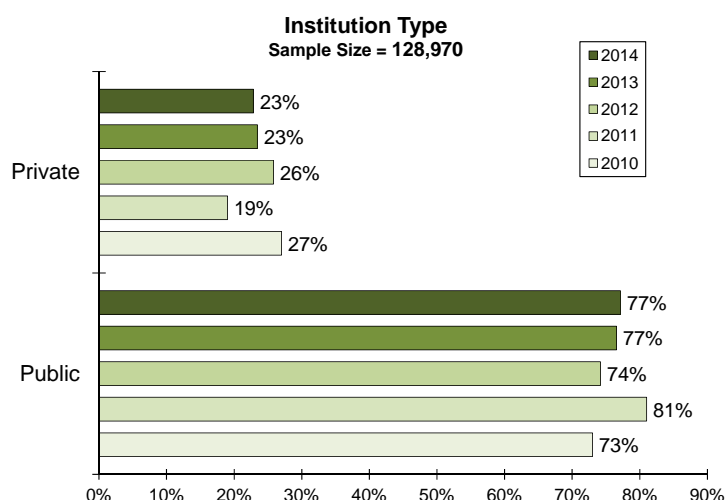
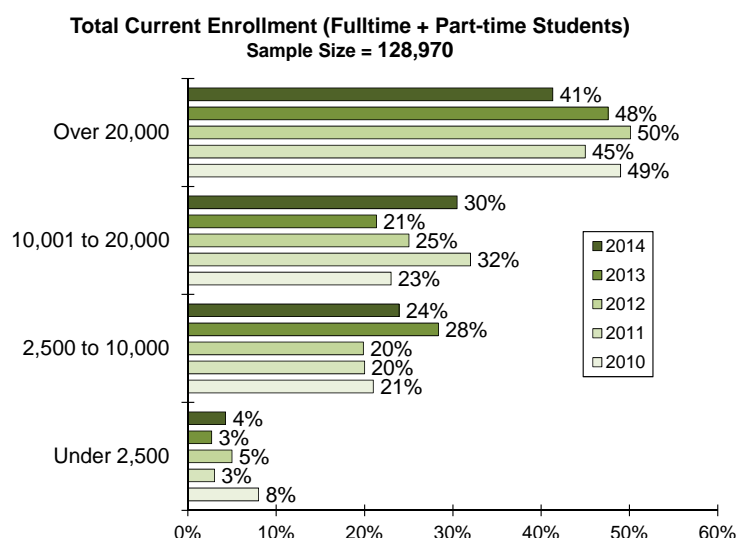
The demographic makeup of the entire survey's respondents for 2010 through 2014 can be seen in the graphs below. As shown, the demographic characteristics of the individual respondents have remained consistent across the past five survey years. (All sample sizes shown are based on the 2014 survey results.)



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

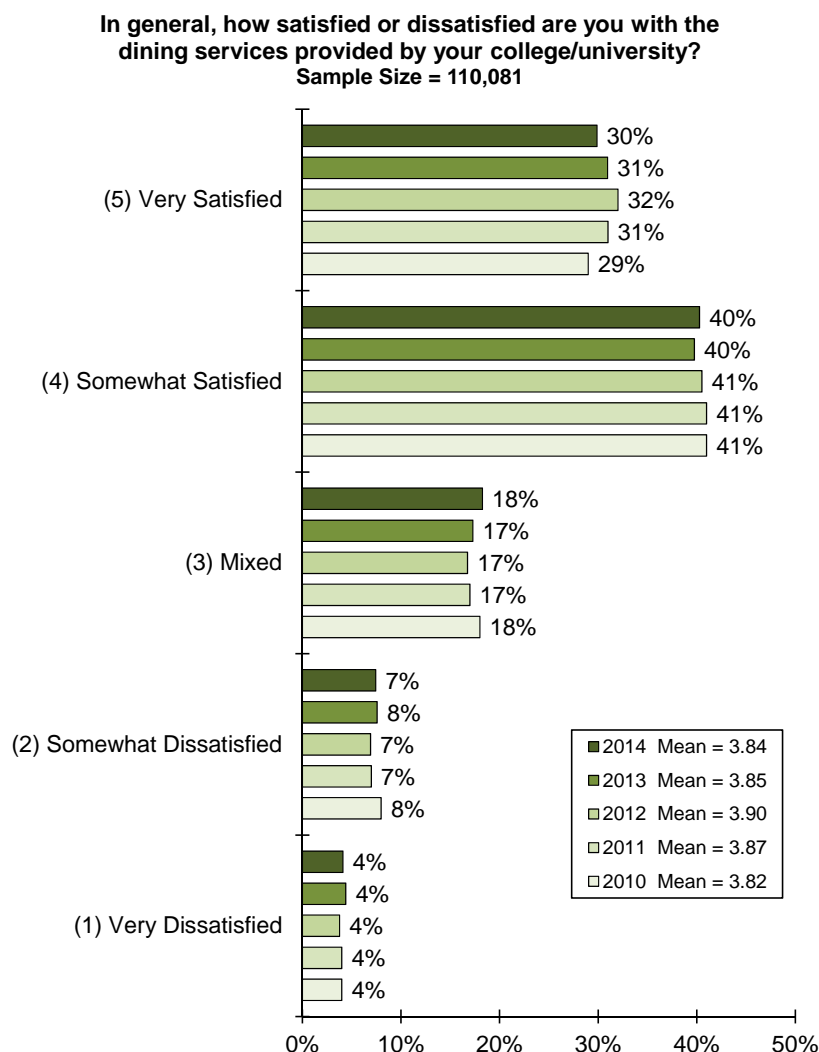
Demographic characteristics of the participating institutions are displayed below. The figures shown are based on the percentage of total responses that came from institutions of that type. For example, 19% of all questionnaires received in 2014 came from institutions in the Northeast Region, while 71% came from mainly self-operated institutions and 96% came from primarily four-year colleges.





Satisfaction Ratings

As shown below, the mean (average) level of satisfaction with the participating institutions' dining services remained essentially unchanged in 2014 (3.84 on the five-point scale, where 1 = low and 5 = high satisfaction, versus 3.85 in 2013). Overall, 70% of all valid respondents were very or somewhat satisfied with their institution's dining services in 2014.



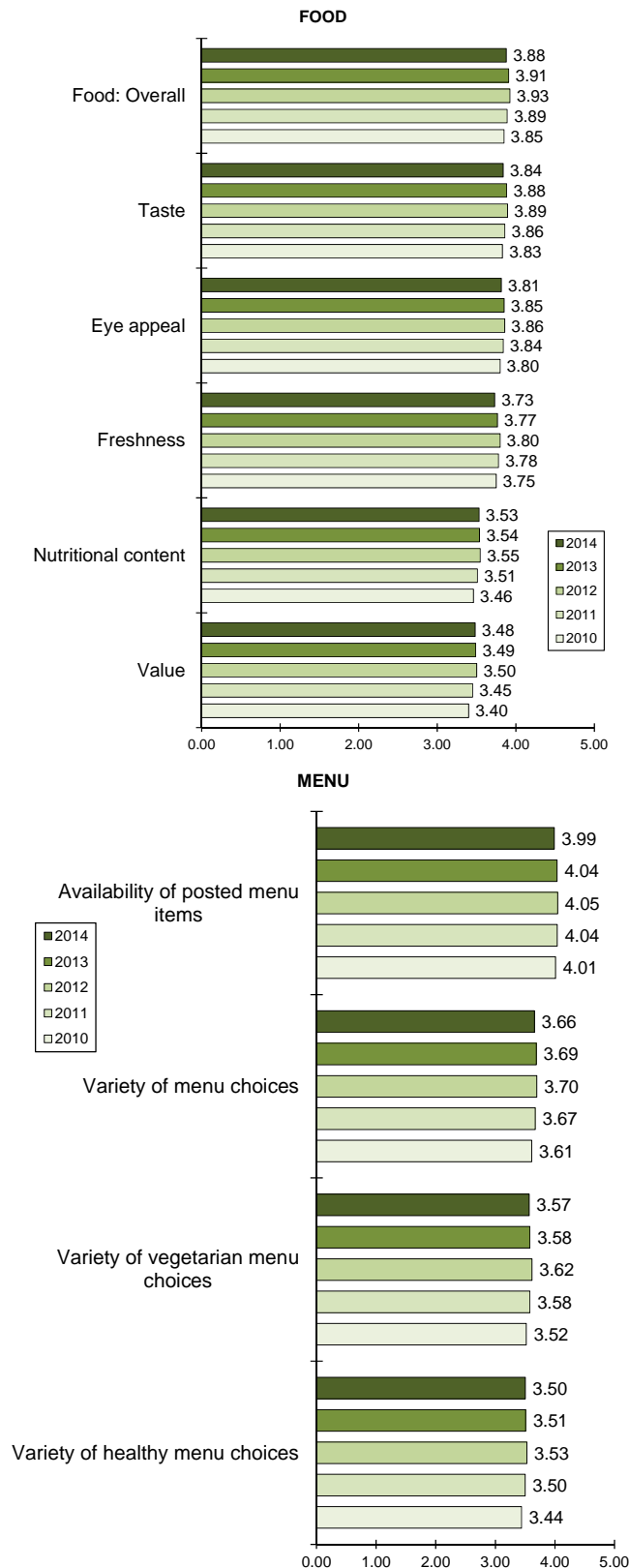
In addition to rating their **overall** satisfaction with their institutions' dining services, the respondents were also asked to rate the importance of **specific dining attributes** and their satisfaction with each attribute. The results are summarized beginning below.

Importance of Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important	Mean Importance	Number of Responses
FOOD							
Overall	0%	1%	8%	26%	65%	4.54	112,191
Taste	0%	1%	5%	20%	74%	4.66	112,434
Eye appeal	2%	9%	18%	34%	35%	3.91	111,966
Freshness	0%	1%	6%	23%	69%	4.60	111,920
Nutritional content	1%	3%	11%	27%	58%	4.39	111,439
Value	1%	2%	11%	28%	59%	4.42	110,162
MENU							
Availability of posted menu items	1%	4%	12%	35%	48%	4.25	108,942
Variety of menu choices	1%	2%	9%	34%	55%	4.41	110,113
Variety of healthy menu choices	1%	3%	11%	29%	55%	4.33	109,298
Variety of vegetarian menu choices	15%	11%	15%	23%	36%	3.54	92,455
SERVICE							
Overall	0%	1%	8%	30%	60%	4.48	111,092
Speed of service	0%	1%	8%	32%	58%	4.46	111,197
Hours of operation	1%	2%	9%	30%	59%	4.44	111,090
Helpfulness of staff	1%	2%	11%	31%	55%	4.39	110,580
Friendliness of staff	1%	2%	10%	29%	58%	4.43	110,857
CLEANLINESS							
Overall	0%	1%	6%	23%	70%	4.61	110,889
Serving areas	0%	1%	7%	25%	67%	4.56	110,110
Eating areas (tables, chairs, etc.)	1%	1%	7%	25%	66%	4.54	108,575
DINING ENVIRONMENT							
Location	1%	3%	11%	34%	51%	4.29	110,490
Layout of facility	2%	7%	16%	38%	38%	4.03	110,130
Appearance	2%	6%	17%	37%	39%	4.05	110,190
Availability of seating	1%	3%	10%	32%	53%	4.34	108,531
Comfort (seats, temperature, lighting, sound level, etc.)	1%	3%	12%	36%	47%	4.25	108,241
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	4%	5%	16%	29%	45%	4.07	98,639
Social/ethical practices related to food	5%	6%	17%	28%	44%	4.02	96,201

Satisfaction with Various Items as They Apply to the Surveyed Facility in General (without regard to any specific meal)							
	(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean Satisfaction	Number of Responses
FOOD							
Overall	3%	7%	19%	42%	29%	3.88	126,753
Taste	3%	8%	20%	39%	29%	3.84	126,807
Eye appeal	3%	8%	23%	36%	29%	3.81	126,325
Freshness	4%	11%	23%	34%	29%	3.73	126,356
Nutritional content	6%	13%	27%	32%	23%	3.53	125,229
Value	7%	13%	26%	30%	23%	3.48	124,183
MENU							
Availability of posted menu items	3%	7%	16%	34%	39%	3.99	123,567
Variety of menu choices	6%	12%	21%	33%	28%	3.66	125,307
Variety of healthy menu choices	7%	14%	24%	31%	24%	3.50	123,982
Variety of vegetarian menu choices	7%	11%	27%	28%	27%	3.57	98,828
SERVICE							
Overall	2%	4%	13%	35%	46%	4.18	126,081
Speed of service	4%	7%	16%	34%	41%	4.01	126,090
Hours of operation	6%	11%	16%	30%	38%	3.84	125,901
Helpfulness of staff	2%	4%	13%	31%	50%	4.21	125,326
Friendliness of staff	3%	4%	12%	28%	53%	4.25	125,804
CLEANLINESS							
Overall	2%	4%	12%	36%	47%	4.21	126,123
Serving areas	2%	3%	11%	35%	48%	4.25	125,125
Eating areas (tables, chairs, etc.)	3%	7%	16%	35%	39%	4.01	123,229
DINING ENVIRONMENT							
Location	1%	3%	9%	30%	57%	4.38	125,537
Layout of facility	2%	4%	12%	35%	47%	4.22	125,067
Appearance	2%	3%	12%	35%	49%	4.27	125,116
Availability of seating	4%	8%	17%	32%	40%	3.96	122,975
Comfort (seats, temperature, lighting, sound level, etc.)	2%	5%	15%	35%	43%	4.12	123,182
ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY							
Environmentally friendly practices related to food	3%	4%	19%	35%	39%	4.03	111,192
Social/ethical practices related to food	3%	4%	20%	34%	40%	4.04	108,445

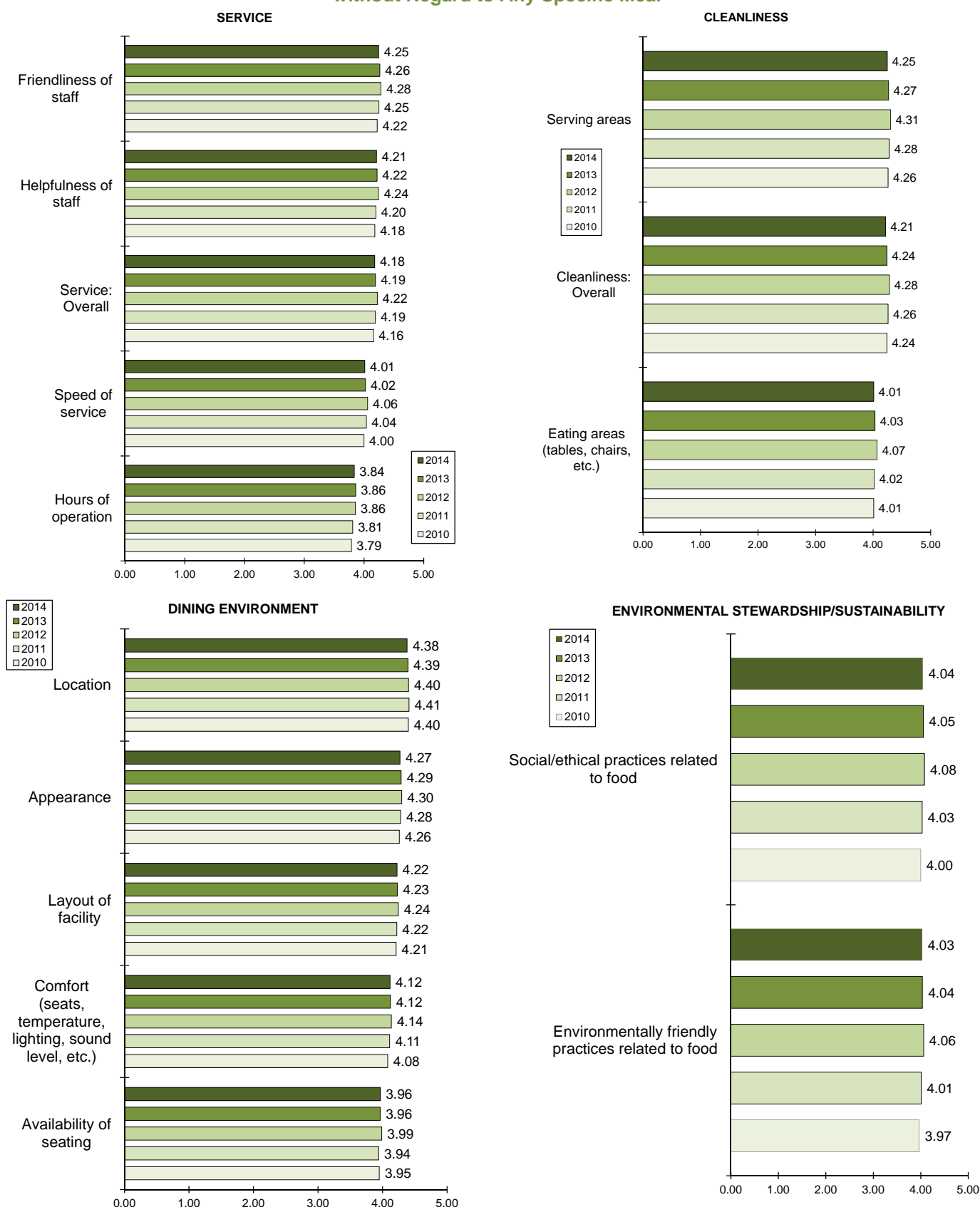
The following series of graphs shows the mean satisfaction ratings for the various dining service attributes over the past five years on the one to five scale. As shown, the satisfaction ratings decreased very slightly in almost all areas for 2014.

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



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

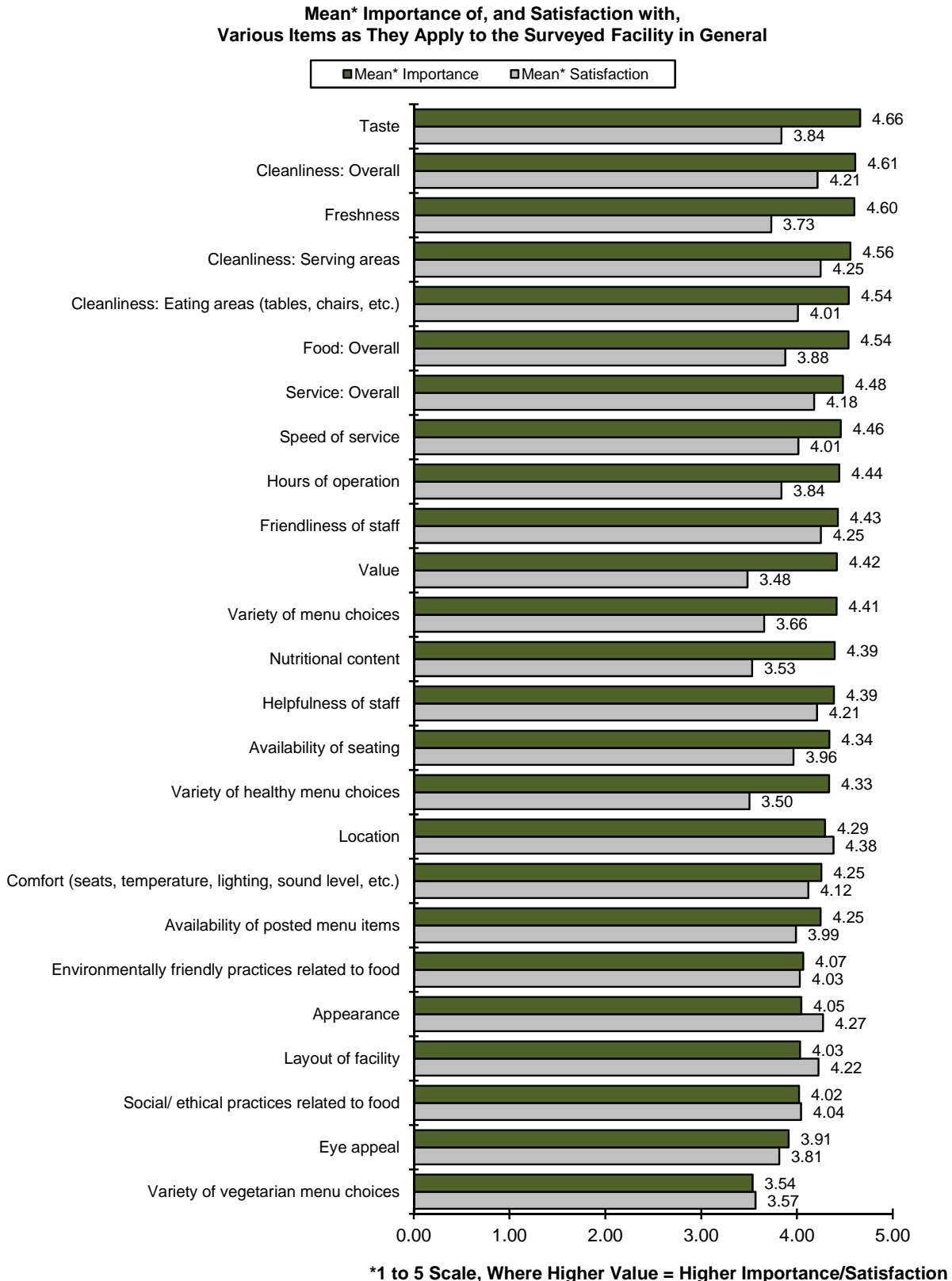
Mean* Satisfaction with Various Items as They Apply to the Surveyed Facility in General without Regard to Any Specific Meal



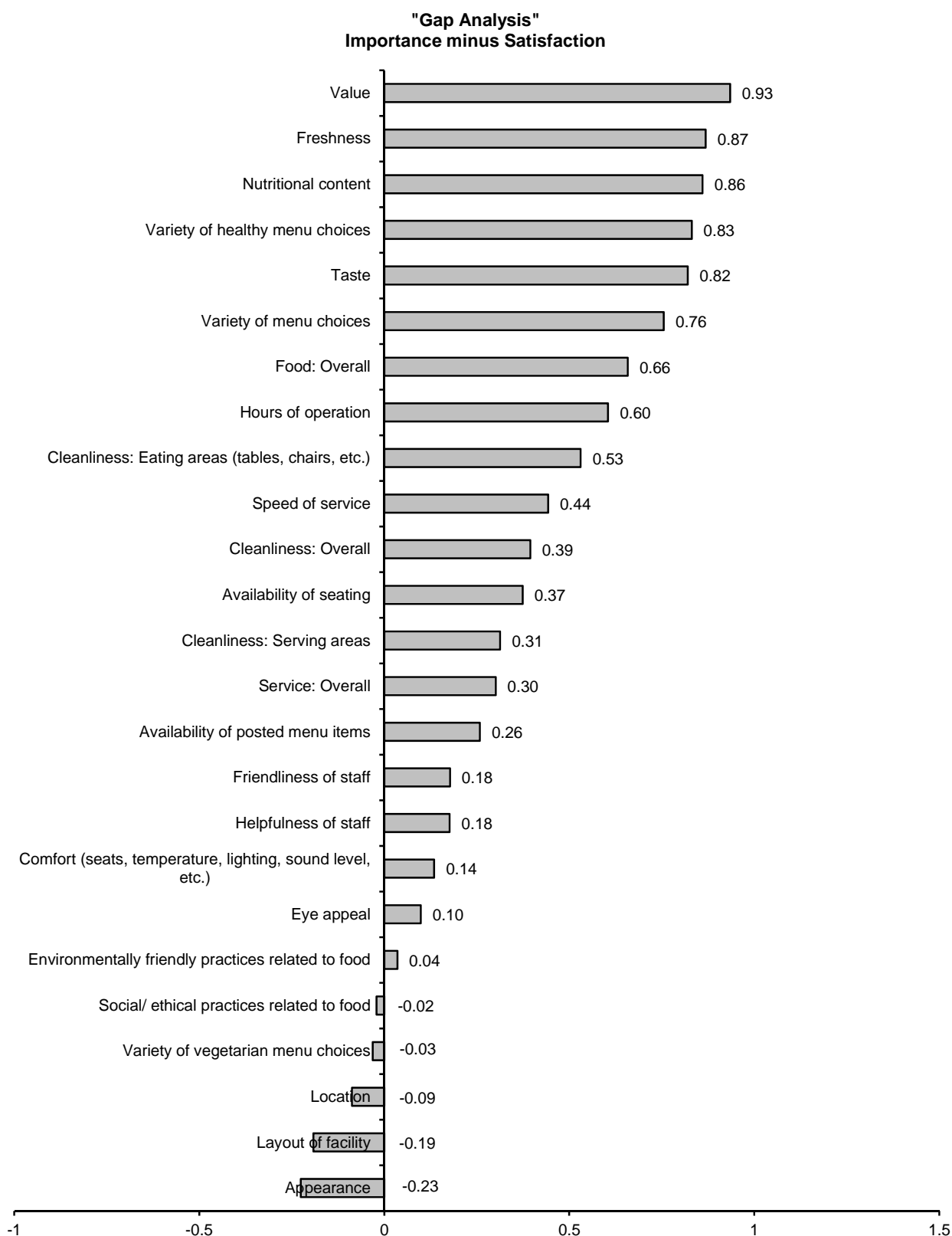
* 1 to 5 Scale, Where Higher Mean = Higher Satisfaction

("Not Applicable" Responses Removed)

Examining the difference between an item's mean importance and mean satisfaction ratings can yield significant insights. Using this "gap analysis," areas where importance significantly outscores satisfaction should be looked at as possible opportunities for improvement. The graphs below and on the following page illustrate the areas where this gap was the largest for the overall survey sample. This report also includes the gap analysis for your specific institution in the "Executive Summary" section.



As shown below, value, freshness, nutritional content, variety of healthy menu options and taste were the areas where importance outscored satisfaction by the largest margins. This has also been the case over the last several years.



Executive Summary

As part of its ongoing efforts to make this survey as useful and beneficial as possible for the membership, a committee of NACUFS members met at Industry Insights in Columbus, OH, to discuss how the survey could be improved. **The result of this meeting and several subsequent conference calls was this Executive Summary.** This important enhancement to the report contains data specific to your institution and includes...

- **Predictors of Overall Satisfaction**

Multiple regression analysis was used to determine the “Key Drivers” of overall satisfaction for your institution. These Key Drivers are shown alongside the mean satisfaction and gap¹ ratings for both your institution and the overall survey sample benchmarks. This section is described in more detail below.

- **Priority Matrixes**

These graphs illustrate your institution’s mean importance and satisfaction ratings for each of the survey’s operating characteristics over the past three surveyed years, as well as highlighting the Key Drivers as determined by the regression analysis. This section is described in more detail below.

- **Comparative Tables**

These tables present the mean satisfaction and gap ratings for your institution displayed by respondent characteristics and shown alongside the appropriate benchmark comparison groups. The data is also summarized by all you care to eat facilities (dining halls) versus retail units.

- **Three Year Trend Data**

This section shows your institution’s mean satisfaction and gap ratings for each of the past three years in both tabular and graphic form (based on your institution’s past participation in this survey) so that performance trends can be examined over time. The trend graphs also show how the overall industry has performed over the past three years. This section is described in more detail below.

- **Location-specific Results**

These tables show the mean satisfaction and gap ratings for each of your surveyed locations.

PREDICTORS OF OVERALL SATISFACTION

Multiple regression analysis is the most popular statistical method 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.

¹ As discussed in the Industry Overview, gap analysis involves comparing the mean importance rating for an item versus the item’s mean satisfaction rating. Items where the importance is significantly higher than the satisfaction are potential areas for improvement. As an enhancement to the report this year, this gap analysis has been included in many of the tables found in this Executive Summary section.

For purposes of this report, stepwise multiple regression was used. This is among the most commonly used methods of regression analysis for customer satisfaction survey data, as it helps lessen the impact of multi-collinearity², which commonly occurs in these types of surveys.

For this report, the survey question “In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?” was used as the dependent variable that represents overall satisfaction, while each of the 25 performance attributes listed on page ii were the independent variables. **Thus, our regression analysis examines the role each of the 25 performance attributes played in determining overall satisfaction.**

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

- The coefficient of determination (“Adjusted R²”)
- Significance of model test (“Sig.” of the model)
- Significance of variable (“Sig.”)
- Regression coefficients for each variable (“Unstandardized Coefficient B”)

The **coefficient of determination** (Adjusted R²) shows the proportion of the variance in overall satisfaction that is explained by the 25 attributes. Put another way, Adjusted R² shows how well our model (overall satisfaction as a function of the 25 performance attributes) works. An Adjusted R² of .456, for example, means that 45.6% of the variance in overall satisfaction responses is explained by the 25 attributes. (For comparison, historically, the Adjusted R² generally ranges from around .3 to .5 for the schools in this survey.)

It is also important to consider if the set of independent variables is statistically significant at predicting overall customer satisfaction, and this is illustrated by “**Sig.**” shown in “**Model Summary**” in Figure 1. Figures less than .05 indicate that the model was significant at the five percent level. This means that there is less than a 5% likelihood that our regression results occurred by chance.

To determine which specific attributes were significant predictors in our model, we check the **significance of each variable (“Sig.”)**. The regression model was set to allow significance of .05 or less, and only those attributes that met this criterion are shown.

Finally, we examine the **regression coefficients** (“Unstandardized Coefficient B”) to assess the effect of each predictor - the higher the number, the greater the effect of the predictor on overall satisfaction. For example, a B of .327 means that for every one unit increase in the response to this question, we could expect overall satisfaction to increase by .327 units on our five point satisfaction scale. In other words, if “Nutritional Content” had a B of .327 and we compared respondents who rated nutritional content a 4 (somewhat satisfied) versus those who rated nutritional content a 5 (very satisfied), according to our model, we would expect that the latter group would have an overall satisfaction rating .327 units higher.

Figures 1 and 2 on the following pages are based on fictitious data and are intended as examples to illustrate how to interpret the tables beginning on page 16 that have been customized for your institution.

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

Summary of Figure 1

- In “Model Summary,” the coefficient of determination (“Adjusted R²”) of .39 means our model explains 39% of the variance in overall satisfaction
- In “Model Summary,” the “Sig.” of .000 means it is highly unlikely that our model’s findings are based on random chance
- The significance of the variables (“Sig.” under “Your Institution”) shows that each of the five predictor variables is a significant predictor of overall satisfaction at a 95% confidence level, since all the values are less than .05
- The regression coefficients for each variable (“Unstandardized Coefficient B” under “Your Institution”) show the extent to which that variable predicts overall satisfaction.

Figure 1

Extent to Which Various Factors Predict Overall Satisfaction*							
	Predictor Status**	Your Institution				All Respondents	
		Unstandardized Coefficient B (Extent to which item predicts Overall Satisfaction)	Sig. (Likelihood that this item's predictor status was due to random chance)	Mean Satisfaction	Mean Gap***	Mean Satisfaction	Mean Gap***
Variety of vegetarian menu choices	Top Predictor	0.29	0.00	3.87	0.51	3.52	-0.14
Eye appeal	2nd Predictor	0.19	0.00	3.60	0.71	3.80	0.09
Social/ethical practices related to food	3rd Predictor	0.15	0.00	3.58	0.83	4.00	-0.02
Layout of facility	4th Predictor	0.14	0.01	3.83	0.75	4.21	-0.19
Appearance	5th Predictor	0.08	0.01	4.10	-0.07	4.26	-0.23
Environmentally friendly practices related to food				3.66	0.37	3.97	0.07
Availability of posted menu items				3.58	0.98	4.01	0.20
Comfort (seats, temperature, lighting, sound level, etc.)				3.51	0.77	4.08	0.18
Location				3.93	0.22	4.40	-0.10
Variety of healthy menu choices				3.52	0.68	3.44	0.90
Helpfulness of staff				3.49	-0.20	4.18	0.17
Availability of seating				4.14	0.20	3.95	0.40
Nutritional content				4.06	0.26	3.46	0.93
Friendliness of staff				3.77	0.53	4.22	0.18
Value				4.12	0.12	3.40	1.03
Variety of menu choices				4.22	0.09	3.61	0.82
Hours of operation				4.11	0.42	3.79	0.64
Speed of service				4.11	0.36	4.00	0.45
Service: Overall				4.03	0.46	4.16	0.31
Food: Overall				4.33	-0.09	3.85	0.69
Cleanliness: Eating areas (tables, chairs, etc.)				3.97	0.13	4.01	0.54
Cleanliness: Serving areas				4.11	0.15	4.26	0.31
Cleanliness: Overall				4.00	0.24	4.24	0.38
Freshness				4.11	0.15	3.75	0.89
Taste				4.00	0.24	3.83	0.86

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

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

*** Gap = Mean Importance minus Mean Satisfaction.

Model Summary	
Adjusted R Square	Sig.
Adjusted R ² = 0.39	0.000

PRIORITY MATRIXES

Another important component of this report is comprised of the three Priority Matrix graphs (one for each of the past three survey years). These graphs are intended to help decision makers prioritize their efforts and hone in on the areas where the greatest impact on overall customer satisfaction can be achieved.

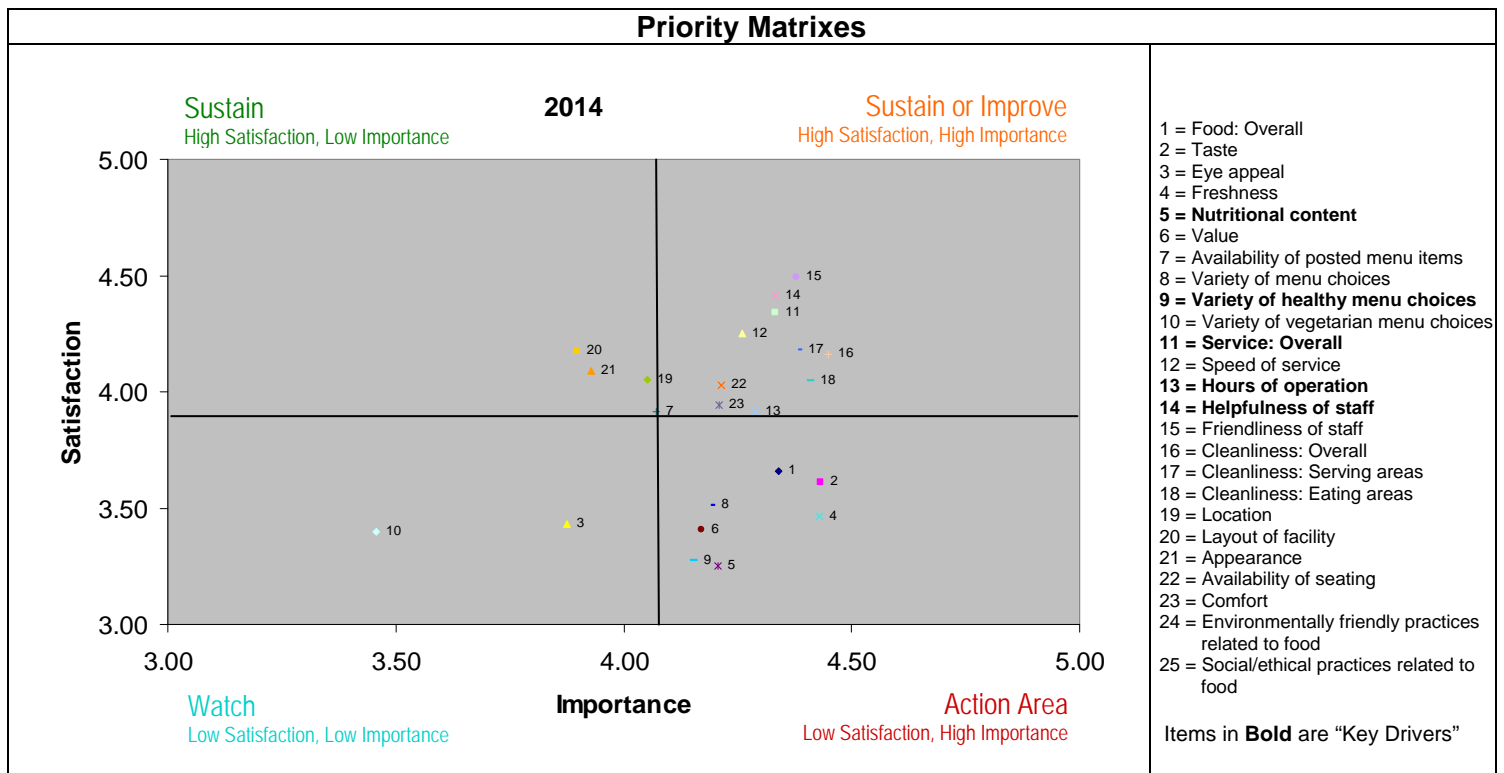
In the example below (Figure 2), again based on fictitious data, satisfaction ratings are plotted on the vertical axis, with importance ratings on the horizontal axis. Each of the 25 attributes has been graphed based on the mean satisfaction and mean importance ratings they were given by this institution's respondents. The vertical line in the graph represents the overall mean importance for all of the attributes combined, as rated by your respondents, and similarly, the horizontal line represents the overall mean satisfaction for all of the attributes combined. The lines divide the graph into four priority quadrants.

Summary of Figure 2

- **Sustain = High Satisfaction, Low Importance** (Institution may be “overachieving” here.)
- **Sustain or Improve = High Satisfaction, High Importance** (In general, institution is doing well here. Monitor to make sure there are no drops in satisfaction for these important items.)
- **Action Area = Low Satisfaction, High Importance** (May want to concentrate efforts here first.)
- **Watch = Low Satisfaction, Low Importance** (In general, no action needed, although monitor to ensure that none of these low satisfaction areas move into the “important” quadrant, where they would become an Action Area.)

Items in **bold** were the “Key Drivers” as determined by the regression analysis.

Figure 2



In the example above, decision-makers might want to concentrate their efforts on improving nutritional content and variety of healthy menu choices, since these two items were key drivers and were in the lower right quadrant, meaning their importance was high but their satisfaction levels were not.

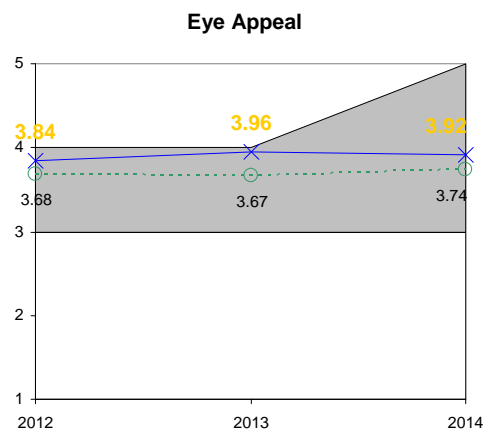
THREE YEAR TREND DATA

This section displays historical data in both tabular and graphic format for the past two survey years alongside this year's results to allow those institutions that have used the NACUFS Customer Satisfaction Survey package in the past to analyze trends. The trend tables are self-explanatory, and the trend graphs are described below.

Trend Graphs

These graphs show your institution's satisfaction ratings for each of the past three survey years, to the extent possible based on your institution's past participation. The graphs also show how the overall survey sample has trended over this period.

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



The remainder of the tables and graphs in this Executive Summary (Comparative Tables, Three Year Trends and Location-specific Results) are self-explanatory.

Extent to Which Various Factors Predict Overall Satisfaction*

	Your Institution					All Respondents	
	Predictor Status**	Unstandardized Coefficient B (Extent to which item predicts Overall Satisfaction)	Sig. (Likelihood that this item's predictor status was due to random chance)	Mean Satisfaction	Mean Gap***	Mean Satisfaction	Mean Gap***
Food: Overall	Top Predictor	0.31	0.00	3.90	0.53	3.88	0.66
Service: Overall	2nd Predictor	0.12	0.00	4.01	0.43	4.18	0.30
Variety of menu choices	3rd Predictor	0.10	0.00	3.76	0.58	3.66	0.76
Value	4th Predictor	0.10	0.00	3.61	0.83	3.48	0.93
Taste	5th Predictor	0.09	0.03	3.92	0.62	3.84	0.82
Helpfulness of staff	6th Predictor	0.08	0.01	4.04	0.36	4.21	0.18
Freshness	7th Predictor	0.06	0.04	3.84	0.68	3.73	0.87
Availability of seating	8th Predictor	0.05	0.04	3.91	0.42	3.96	0.37
Layout of facility	9th Predictor	-0.11	0.00	4.14	-0.09	4.22	-0.19
Eye appeal				3.90	0.14	3.81	0.10
Nutritional content				3.62	0.69	3.53	0.86
Availability of posted menu items				3.96	0.31	3.99	0.26
Variety of healthy menu choices				3.59	0.69	3.50	0.83
Variety of vegetarian menu choices				3.60	0.06	3.57	-0.03
Speed of service				3.89	0.53	4.01	0.44
Hours of operation				3.87	0.53	3.84	0.60
Friendliness of staff				4.13	0.30	4.25	0.18
Cleanliness: Overall				4.04	0.46	4.21	0.39
Cleanliness: Serving areas				4.03	0.45	4.25	0.31
Cleanliness: Eating areas (tables, chairs, etc.)				3.87	0.60	4.01	0.53
Location				4.28	0.07	4.38	-0.09
Appearance				4.18	-0.04	4.27	-0.23
Comfort (seats, temperature, lighting, sound level, etc.)				4.02	0.24	4.12	0.14
Environmentally friendly practices related to food				3.87	0.22	4.03	0.04
Social/ethical practices related to food				3.89	0.19	4.04	-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.

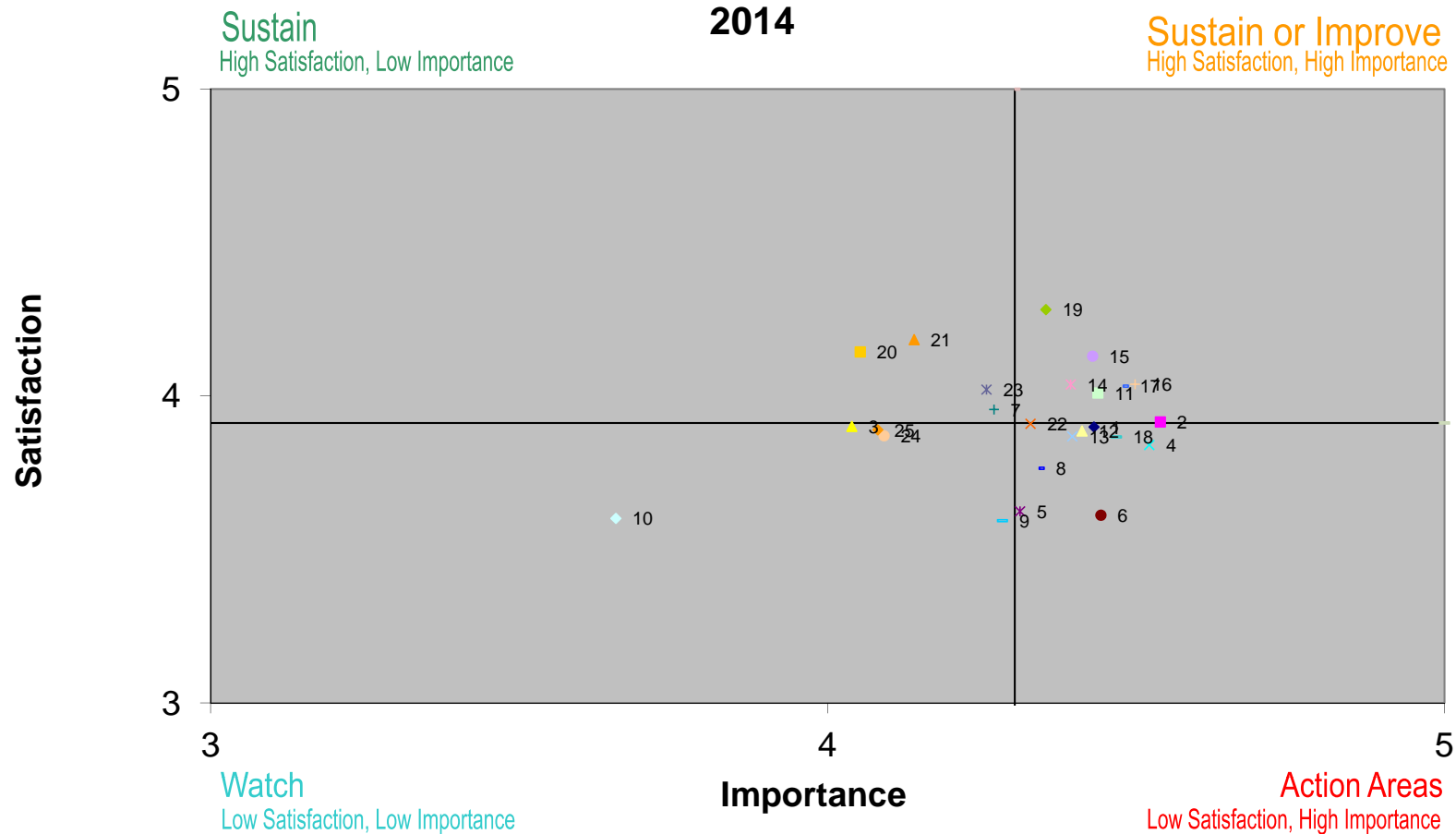
** If cell is blank, that item was not a predictor of overall satisfaction.

*** 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 ² = 0.542	0.000

2014 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

2 = Taste

3 = Eye appeal

4 = Freshness

5 = Nutritional content

6 = Value

7 = Availability of posted menu items

8 = Variety of menu choices

9 = Variety of healthy menu choices

10 = Variety of vegetarian menu choices

11 = Service: Overall

12 = Speed of service

13 = Hours of operation

14 = Helpfulness of staff

15 = Friendliness of staff

16 = Cleanliness: Overall

17 = Cleanliness: Serving areas

18 = Cleanliness: Eating areas (tables, chairs, etc.)

19 = Location

20 = Layout of facility

21 = Appearance

22 = Availability of seating

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

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2014 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



1 = Food: Overall

2 = Taste

3 = Eye appeal

4 = Freshness

5 = Nutritional content

6 = Value

7 = Availability of posted menu items

8 = Variety of menu choices

9 = Variety of healthy menu choices

10 = Variety of vegetarian menu choices

11 = Service: Overall

12 = Speed of service

13 = Hours of operation

14 = Helpfulness of staff

15 = Friendliness of staff

16 = Cleanliness: Overall

17 = Cleanliness: Serving areas

18 = Cleanliness: Eating areas (tables, chairs, etc.)

19 = Location

20 = Layout of facility

21 = Appearance

22 = Availability of seating

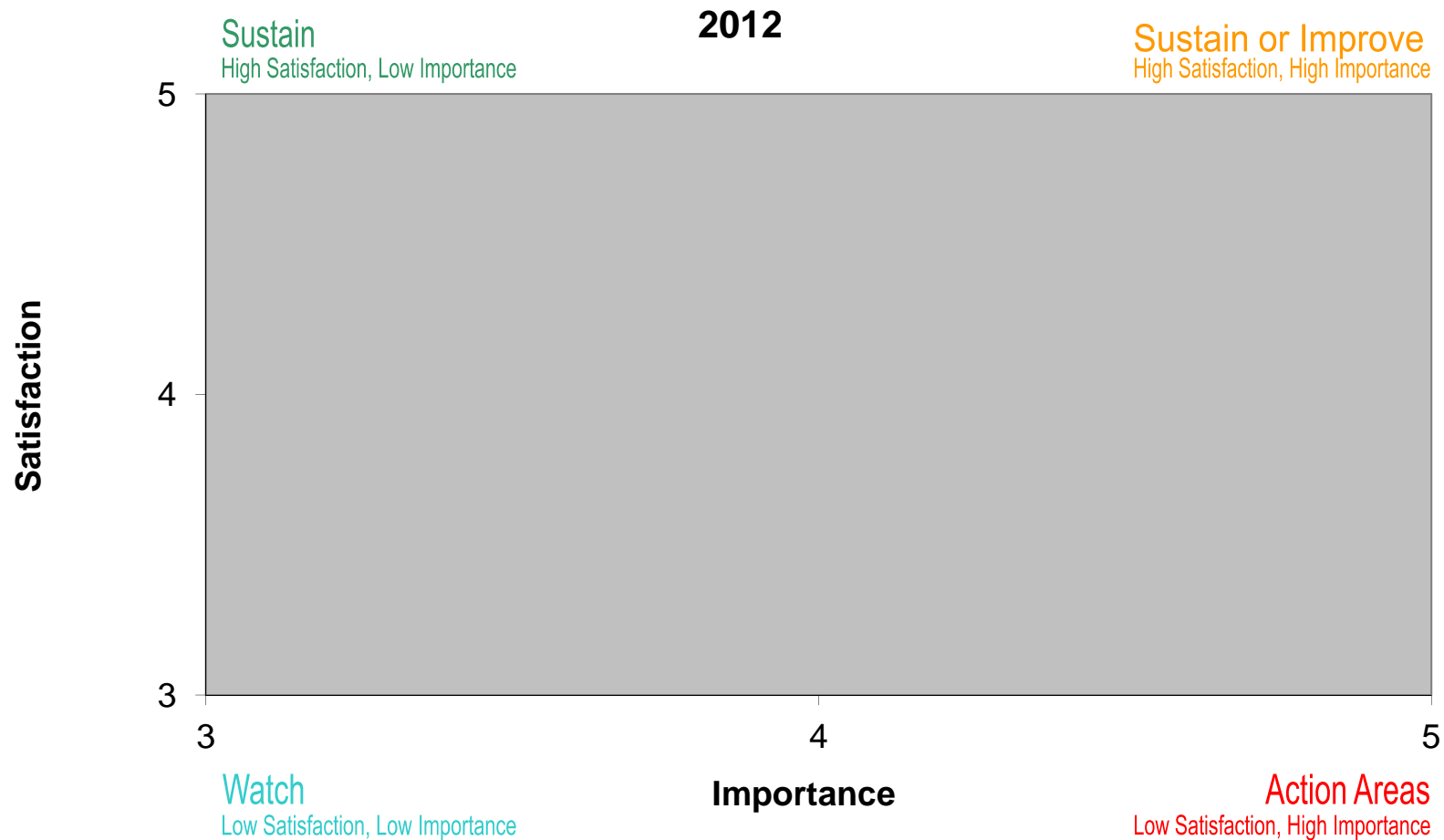
23 = Comfort (seats, temperature, lighting, sound level, etc.)

24 = Environmentally friendly practices related to food

25 = Social/ethical practices related to food

2014 NACUFS Customer Satisfaction Benchmarking Survey

Priority Matrixes



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

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

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

All Survey Respondents By Respondent Demographics

	YOUR INSTITUTION																																	
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity								Live...						
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus		
		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	3.90	0.53	3.87	0.53	3.98	0.60	3.97	0.56	4.07	0.39	3.62	0.88	3.85	0.47	4.01	0.33	4.02	0.35	4.03	0.48	4.25	0.27	3.93	0.56	3.87	0.49	3.42	0.74	3.81	0.42	3.68	0.77	4.01	0.41
Taste	3.92	0.62	3.90	0.62	4.01	0.65	3.96	0.69	4.04	0.53	3.67	0.97	3.85	0.55	4.04	0.39	4.01	0.51	4.08	0.44	4.29	0.31	3.96	0.63	3.88	0.60	3.27	0.97	3.72	0.56	3.71	0.86	4.02	0.51
Eye appeal	3.90	0.14	3.87	0.12	4.09	0.17	3.98	0.22	4.08	0.31	3.69	0.32	3.79	0.18	3.97	-0.03	3.99	0.00	4.04	-0.10	4.29	0.12	3.93	0.15	3.88	0.11	3.38	0.62	3.89	0.11	3.68	0.26	4.01	0.08
Freshness	3.84	0.68	3.78	0.70	4.14	0.58	4.00	0.66	4.04	0.55	3.55	1.05	3.73	0.65	3.93	0.47	3.91	0.57	3.96	0.56	4.29	0.38	3.87	0.70	3.83	0.66	3.35	1.05	3.69	0.61	3.57	0.96	3.98	0.54
Nutritional content	3.62	0.69	3.56	0.72	3.91	0.59	3.78	0.58	3.99	0.56	3.31	1.07	3.58	0.68	3.74	0.42	3.63	0.61	3.67	0.73	4.07	0.52	3.59	0.77	3.68	0.58	3.31	0.89	3.69	0.56	3.35	0.96	3.76	0.55
Value	3.61	0.83	3.56	0.85	3.92	0.62	3.70	0.86	3.98	0.62	3.38	1.06	3.54	0.78	3.63	0.72	3.64	0.86	3.75	0.74	4.07	0.45	3.61	0.87	3.62	0.78	3.38	0.98	3.69	0.69	3.39	1.01	3.72	0.74
Availability of posted menu items	3.96	0.31	3.91	0.36	4.20	0.12	4.09	0.18	4.22	0.14	3.76	0.47	3.78	0.40	3.99	0.29	4.05	0.26	4.16	0.20	4.07	0.41	3.99	0.30	3.93	0.32	3.35	0.81	3.91	0.34	3.74	0.49	4.06	0.23
Variety of menu choices	3.76	0.58	3.72	0.62	3.90	0.49	3.92	0.43	4.04	0.40	3.44	1.01	3.71	0.50	3.87	0.40	3.81	0.51	3.97	0.43	4.21	0.38	3.77	0.62	3.77	0.53	3.27	0.73	3.74	0.49	3.48	0.90	3.91	0.42
Variety of healthy menu choices	3.59	0.69	3.52	0.74	3.86	0.52	3.77	0.55	4.07	0.42	3.19	1.19	3.56	0.58	3.71	0.43	3.64	0.62	3.74	0.73	4.00	0.63	3.56	0.77	3.64	0.58	3.38	0.82	3.66	0.49	3.26	1.05	3.76	0.51
Variety of vegetarian menu choices	3.60	0.06	3.55	0.09	3.84	0.16	3.65	-0.19	4.09	-0.01	3.37	0.16	3.52	0.11	3.66	0.03	3.59	0.11	3.78	-0.10	4.22	0.12	3.58	0.14	3.64	-0.08	3.52	0.28	3.46	0.60	3.39	0.12	3.71	0.02
Service: Overall	4.01	0.43	4.00	0.43	4.19	0.29	3.97	0.52	4.15	0.35	3.96	0.52	3.93	0.44	4.00	0.38	4.08	0.35	4.08	0.43	4.22	0.24	4.02	0.47	4.02	0.38	3.60	0.28	3.71	0.46	3.90	0.53	4.06	0.38
Speed of service	3.89	0.53	3.88	0.52	4.14	0.41	3.81	0.64	4.01	0.51	3.80	0.62	3.84	0.47	3.88	0.49	3.94	0.49	3.99	0.46	4.11	0.24	3.91	0.56	3.86	0.50	3.64	0.32	3.77	0.34	3.79	0.58	3.93	0.50
Hours of operation	3.87	0.53	3.80	0.60	4.24	0.20	4.03	0.29	4.30	0.30	3.59	0.93	3.71	0.64	3.94	0.41	3.88	0.46	4.09	0.26	4.19	0.20	3.89	0.56	3.86	0.49	3.76	0.24	3.43	0.78	3.56	0.91	4.03	0.33
Helpfulness of staff	4.04	0.36	4.00	0.36	4.39	0.06	4.04	0.43	4.22	0.40	4.01	0.38	3.82	0.48	4.06	0.29	4.07	0.36	4.11	0.28	4.30	0.13	4.07	0.36	4.01	0.35	3.80	0.28	3.66	0.49	3.89	0.46	4.11	0.31
Friendliness of staff	4.13	0.30	4.10	0.31	4.41	0.10	4.19	0.30	4.19	0.46	4.15	0.33	3.91	0.42	4.11	0.25	4.17	0.27	4.17	0.23	4.33	0.13	4.17	0.31	4.10	0.29	3.64	0.40	3.83	0.29	4.01	0.40	4.19	0.25
Cleanliness: Overall	4.04	0.46	4.01	0.46	4.17	0.46	4.13	0.49	4.12	0.32	3.93	0.65	3.90	0.44	4.05	0.33	4.09	0.41	4.23	0.39	4.26	0.18	4.08	0.48	4.00	0.43	3.68	0.45	3.83	0.54	3.87	0.66	4.12	0.36
Cleanliness: Serving areas	4.03	0.45	4.01	0.44	4.15	0.47	4.10	0.48	4.10	0.40	3.98	0.56	3.86	0.47	4.01	0.35	4.11	0.40	4.21	0.37	4.26	0.30	4.07	0.48	4.00	0.40	3.72	0.45	3.74	0.57	3.89	0.60	4.10	0.37
Cleanliness: Eating areas (tables, chairs, etc.)	3.87	0.60	3.86	0.58	3.96	0.62	3.84	0.73	4.06	0.50	3.81	0.72	3.79	0.54	3.85	0.55	3.92	0.54	4.01	0.46	4.26	0.34	3.89	0.64	3.85	0.55	3.71	0.47	3.71	0.77	3.75	0.71	3.93	0.54
Location	4.28	0.07	4.26	0.07	4.43	0.05	4.33	0.10	4.32	0.05	4.35	0.07	4.17	0.07	4.21	0.05	4.19	0.19	4.38	-0.06	4.59	-0.25	4.35	0.05	4.23	0.07	3.48	0.52	3.71	0.56	4.23	0.13	4.31	0.04
Layout of facility	4.14	-0.09	4.16	-0.13	4.24	-0.07	3.98	0.13	4.26	-0.03	4.33	-0.27	4.04	-0.05	4.08	-0.14	4.06	0.06	4.21	-0.22	4.52	-0.25	4.18	-0.08	4.12	-0.13	3.52	0.44	3.82	0.06	4.21	-0.21	4.11	-0.03
Appearance	4.18	-0.04	4.19	-0.07	4.20	0.09	4.15	0.03	4.19	0.12	4.31	-0.19	4.11	0.01	4.10	-0.04	4.10	0.08	4.31	-0.26	4.59	-0.13	4.25	-0.09	4.13	-0.01	3.40	0.48	3.79	0.24	4.21	-0.12	4.17	-0.01
Availability of seating	3.91	0.42	3.91	0.40	3.98	0.49	3.82	0.55	4.06	0.31	4.05	0.34	3.80	0.49	3.84	0.36	3.83	0.51	4.03	0.27	4.30	0.24	3.92	0.44	3.92	0.38	3.42	0.86	3.59	0.50	3.95	0.39	3.89	0.43
Comfort (seats, temperature, lighting, sound level, etc.)	4.02	0.24	4.06	0.19	3.95	0.32	3.86	0.46	3.94	0.38	4.25	0.03	4.01	0.19	3.92	0.28	3.96	0.37	4.07	0.14	4.33	0.05	4.06	0.20	3.99	0.26	3.48	0.60	3.59	0.68	4.12	0.12	3.97	0.29
Environmentally friendly practices related to food	3.87	0.22	3.85	0.23	4.05	0.23	3.84	0.15	4.10	0.27	3.82	0.19	3.73	0.26	3.91	0.23	3.89	0.23	3.92	0.29	4.28	0.24	3.89	0.27	3.86	0.12	3.67	0.70	3.70	0.77	3.75	0.25	3.93	0.21
Social/ethical practices related to food	3.89	0.19	3.88	0.20	4.02	0.15	3.84	0.08	4.10	0.29	3.83	0.19	3.80	0.19	3.94	0.17	3.89	0.27	3.95	0.23	4.46	0.19	3.89	0.26	3.90	0.07	3.67	0.65	3.75	0.78	3.77	0.23	3.95	0.17

	OVERALL SAMPLE																																	
	All Valid Respondents	Respondent Type								Student Class Status										Gender Identity								Live...						
		Student		Faculty		Admin/Staff		Other		First year		Sophomore		Junior		Senior		Graduate		Other		Female		Male		Transgender		Other		On campus		Off campus		
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
		Sats	Gap*	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	Sats	Gap	
Food: Overall	3.88	0.66	3.84	0.69	4.06	0.52	4.15	0.47	4.18	0.27	3.85	0.69	3.77	0.76	3.86	0.67	3.89	0.64	3.88	0.59	3.85	0.53	3.88	0.69	3.87	0.61	3.74	0.57	3.64	0.71	3.78	0.78	4.03	0.49
Taste	3.84	0.82	3.80	0.85	4.05	0.65	4.16	0.60	4.14	0.42	3.77	0.89	3.72	0.92	3.83	0.82	3.88	0.77	3.87	0.72	3.79	0.74	3.85	0.87	3.83	0.75	3.74	0.61	3.60	0.83	3.71	0.95	4.02	0.63
Eye appeal	3.81	0.10	3.77	0.10	4.04	0.01	4.13	0.11	4.09	0.01	3.77	0.08	3.70	0.17	3.78	0.14	3.82	0.09	3.87	-0.04	3.87	0.04	3.84	0.17	3.78	-0.01	3.72	0.13	3.63	0.02	3.71	0.14	3.97	0.04
Freshness	3.73	0.87	3.67	0.92	4.12	0.56	4.18	0.56	4.09	0.46	3.63	0.96	3.57	1.00	3.70	0.89	3.75	0.84	3.89	0.68	3.80	0.68	3.72	0.97	3.75	0.73	3.64	0.69	3.52	0.85	3.57	1.03	3.96	0.64
Nutritional content	3.53	0.86	3.47	0.91	3.86	0.62	3.96	0.47	3.93	0.42	3.45	0.93	3.40	0.98	3.50	0.89	3.51	0.87	3.65	0.76	3.55	0.78	3.49	1.02	3.60	0.64	3.51	0.64	3.34	0.91	3.40	1.01	3.73	0.65
Value	3.48	0.93	3.44	0.95	3.72	0.79	3.72	0.90	3.97	0.43	3.52	0.80	3.38	1.00	3.41	1.04	3.39	1.10	3.43	1.08	3.52	0.82	3.48	0.99	3.49	0.86	3.39	0.83	3.31	1.07	3.43	0.91	3.55	0.98
Availability of posted menu items	3.99	0.26	3.95	0.28	4.23	0.03	4.27	0.11	4.24	-0.01	3.94	0.25	3.90	0.33	3.97	0.31	4.00	0.30	4.02	0.21	3.93	0.26	4.00	0.30	3.97	0.20	3.79	0.26	3.81	0.31	3.90	0.31	4.12	0.18
Variety of menu choices	3.66	0.76	3.62	0.79	3.80	0.63	3.94	0.54	3.80	0.23	3.62	0.81	3.54	0.87	3.64	0.77	3.70	0.71	3.65	0.68	3.60	0.72	3.64	0.84	3.68	0.64	3.58	0.57	3.48	0.72	3.53	0.90	3.84	0.55
Variety of healthy menu choices	3.50	0.83	3.45	0.87	3.74	0.68	3.88	0.53	3.93	0.34	3.44	0.88	3.38	0.94	3.48	0.84	3.50	0.83	3.54	0.79	3.45	0.87	3.45	1.02	3.58	0.56	3.47	0.61	3.29	0.90	3.37	0.97	3.69	0.63
Variety of vegetarian menu choices	3.57	-0.03	3.53	-0.01	3.70	-0.03	3.86	-0.29	3.96	-0.23	3.57	-0.12	3.46	0.08	3.54	0.02	3.54	0.04	3.51	0.12	3.50	0.23	3.52	0.18	3.65	-0.35	3.43	0.31	3.30	0.50	3.49	0.00	3.67	-0.08
Service: Overall	4.18	0.30	4.15	0.31	4.37	0.20	4.36	0.29	4.38	0.11	4.19	0.26	4.11	0.34	4.14	0.35	4.13	0.37	4.15	0.27	4.21	0.22	4.20	0.33	4.15	0.26	4.01	0.19	4.07	0.22	4.13	0.33	4.25	0.27
Speed of service	4.01	0.44	3.99	0.45	4.17	0.38	4.20	0.42	4.23	0.20	4.02	0.38	3.94	0.48	3.97	0.50	3.97	0.53	4.01	0.44	4.07	0.34	4.03	0.48	3.99	0.39	3.92	0.30	3.96	0.25	3.96	0.46	4.09	0.43
Hours of operation	3.84	0.60	3.78	0.67	4.17	0.23	4.27	0.18	4.30	0.03	3.65	0.81	3.80	0.64	3.87	0.59	3.90	0.53	3.87	0.53	3.92	0.46	3.84	0.65	3.83	0.54	3.80	0.42	3.68	0.61	3.69	0.78	4.05	0.36
Helpfulness of staff	4.21	0.18	4.17	0.18	4.45	0.08	4.43	0.19	4.45	0.01	4.20	0.14	4.14	0.20	4.17	0.23	4.17	0.23	4.19	0.13	4.24	0.15	4.23	0.24	4.18	0.10	4.06	0.13	4.12	0.08	4.15	0.19	4.28	0.17
Friendliness of staff	4.25	0.18	4.22	0.19	4.48	0.05	4.45	0.18	4.47	0.01	4.24	0.15	4.18	0.20	4.21	0.23	4.21	0.23	4.22	0.13	4.25	0.15	4.25	0.25	4.24	0.08	4.13	0.10	4.21	0.00	4.20	0.19	4.32	0.17
Cleanliness: Overall	4.21	0.39	4.18	0.41	4.42	0.29	4.43	0.33	4.32	0.22	4.19	0.41	4.12	0.45	4.19	0.41	4.22	0.38	4.27	0.33	4.24	0.33	4.22	0.46	4.21	0.30	3.97	0.32	4.05	0.34	4.14	0.45	4.32	0.31
Cleanliness: Serving areas	4.25	0.31	4.22	0.32	4.40	0.26	4.43	0.29	4.34	0.18	4.24	0.30	4.17	0.36	4.21	0.34	4.23	0.32	4.28	0.26	4.24	0.28	4.26	0.38	4.23	0.21	3.98	0.29	4.10	0.26	4.20	0.34	4.31	0.27
Cleanliness: Eating areas (tables, chairs, etc.)	4.01	0.53	3.98	0.55	4.18	0.41	4.21	0.43	4.21	0.29	3.99	0.55	3.94	0.59	3.98	0.56	3.99	0.54	4.07	0.43	4.07	0.41	4.00	0.62	4.03	0.41	3.81	0.42	3.88	0.46	3.95	0.59	4.09	0.46
Location	4.38	-0.09	4.36	-0.08	4.49	-0.11	4.50	-0.09	4.42	-0.24	4.41	-0.11	4.35	-0.09	4.35	-0.07	4.33	-0.05	4.29	0.00	4.30	-0.07	4.42	-0.05	4.34	-0.14	4.14	-0.05	4.17	-0.04	4.39	-0.10	4.38	-0.07
Layout of facility	4.22	-0.19	4.22	-0.21	4.21	-0.12	4.24	-0.05	4.30	-0.23	4.30	-0.31	4.19	-0.18	4.18	-0.14	4.15	-0.10	4.13	-0.16	4.17	-0.12	4.25	-0.15	4.19	-0.25	3.98	-0.07	4.02	-0.19	4.24	-0.24	4.20	-0.13
Appearance	4.27	-0.23	4.27	-0.25	4.25	-0.10	4.31	-0.03	4.34	-0.16	4.33	-0.32	4.25	-0.24	4.24	-0.20	4.22	-0.17	4.18	-0.21	4.21	-0.16	4.31	-0.19	4.22	-0.28	4.10	-0.20	4.02	-0.20	4.28	-0.28	4.25	-0.14
Availability of seating	3.96	0.37	3.94	0.40	4.07	0.19	4.14	0.21	4.25	0.06	4.05	0.29	3.90	0.44	3.87	0.49	3.82	0.53	3.90	0.36	4.00	0.31	3.96	0.45	3.98	0.27	3.84	0.25	3.81	0.35	3.99	0.36	3.93	0.40
Comfort (seats, temperature, lighting, sound level, etc.)	4.12	0.14	4.12	0.13	4.05	0.19	4.10	0.21	4.24	0.00	4.23	0.02	4.10	0.13	4.06	0.21	4.02	0.25	3.98	0.20	4.06	0.21	4.13	0.19	4.11	0.06	3.91	0.21	3.89	0.20	4.16	0.08	4.05	0.22
Environmentally friendly practices related to food	4.03	0.04	4.01	0.04	4.06	0.10	4.17	-0.01	4.19	-0.12	4.08	-0.07	3.97	0.07	3.99	0.10	3.96	0.14	3.94	0.13	3.94	0.17	4.03	0.17	4.03	-0.16	3.79	0.18	3.63	0.46	4.00	0.02	4.07	0.06
Social/ethical practices related to food	4.04	-0.02	4.03	-0.01	4.05	0.04	4.17	-0.09	4.23	-0.18	4.09	-0.12	3.98	0.02	4.01	0.03	3.99	0.09	3.94	0.09	3.94	0.17	4.05	0.11	4.04	-0.22	3.81	0.18	3.61	0.48	4.01	-0.03	4.08	0.00

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

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

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.90	0.53	3.88	0.66	3.93	0.60	3.89	0.64	3.88	0.66	3.71	0.85	3.91	0.61
Taste	3.92	0.62	3.84	0.82	3.88	0.76	3.85	0.80	3.84	0.83	3.68	0.99	3.87	0.77
Eye appeal	3.90	0.14	3.81	0.10	3.86	0.09	3.83	0.09	3.81	0.09	3.67	0.22	3.84	0.02
Freshness	3.84	0.68	3.73	0.87	3.79	0.81	3.75	0.85	3.73	0.88	3.56	1.05	3.76	0.82
Nutritional content	3.62	0.69	3.53	0.86	3.59	0.80	3.55	0.83	3.53	0.86	3.38	1.02	3.55	0.85
Value	3.61	0.83	3.48	0.93	3.53	0.95	3.50	0.91	3.48	0.94	3.29	1.14	3.51	0.91
Availability of posted menu items	3.96	0.31	3.99	0.26	4.01	0.25	4.00	0.26	3.99	0.26	3.83	0.41	4.01	0.22
Variety of menu choices	3.76	0.58	3.66	0.76	3.74	0.67	3.68	0.73	3.65	0.76	3.52	0.89	3.71	0.68
Variety of healthy menu choices	3.59	0.69	3.50	0.83	3.55	0.77	3.53	0.80	3.50	0.83	3.35	0.99	3.53	0.80
Variety of vegetarian menu choices	3.60	0.06	3.57	-0.03	3.57	-0.04	3.59	-0.05	3.57	-0.04	3.42	0.14	3.60	-0.11
Service: Overall	4.01	0.43	4.18	0.30	4.19	0.31	4.18	0.30	4.18	0.30	4.02	0.46	4.19	0.27
Speed of service	3.89	0.53	4.01	0.44	4.09	0.38	4.03	0.42	4.01	0.44	3.86	0.59	4.04	0.40
Hours of operation	3.87	0.53	3.84	0.60	3.82	0.64	3.84	0.61	3.83	0.61	3.73	0.71	3.85	0.57
Helpfulness of staff	4.04	0.36	4.21	0.18	4.20	0.22	4.19	0.19	4.21	0.17	4.05	0.34	4.20	0.14
Friendliness of staff	4.13	0.30	4.25	0.18	4.24	0.22	4.23	0.20	4.25	0.18	4.10	0.33	4.24	0.15
Cleanliness: Overall	4.04	0.46	4.21	0.39	4.26	0.36	4.22	0.39	4.22	0.39	4.07	0.54	4.22	0.37
Cleanliness: Serving areas	4.03	0.45	4.25	0.31	4.28	0.30	4.25	0.31	4.25	0.31	4.11	0.44	4.25	0.29
Cleanliness: Eating areas (tables, chairs, etc.)	3.87	0.60	4.01	0.53	4.08	0.47	4.01	0.53	4.01	0.53	3.89	0.64	4.01	0.51
Location	4.28	0.07	4.38	-0.09	4.39	-0.07	4.38	-0.07	4.39	-0.09	4.30	-0.02	4.38	-0.08
Layout of facility	4.14	-0.09	4.22	-0.19	4.26	-0.23	4.22	-0.18	4.23	-0.20	4.16	-0.17	4.22	-0.23
Appearance	4.18	-0.04	4.27	-0.23	4.30	-0.23	4.27	-0.22	4.28	-0.24	4.19	-0.17	4.26	-0.26
Availability of seating	3.91	0.42	3.96	0.37	3.99	0.32	3.96	0.39	3.96	0.38	3.88	0.45	3.94	0.39
Comfort (seats, temperature, lighting, sound level, etc.)	4.02	0.24	4.12	0.14	4.15	0.09	4.12	0.13	4.13	0.13	4.04	0.20	4.11	0.11
Environmentally friendly practices related to food	3.87	0.22	4.03	0.04	4.07	0.03	4.04	0.04	4.03	0.03	3.86	0.18	4.05	-0.02
Social/ethical practices related to food	3.89	0.19	4.04	-0.02	4.08	-0.01	4.05	-0.02	4.04	-0.03	3.88	0.12	4.07	-0.07

* 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	3.30	1.18	3.70	0.86	3.64	0.93	3.71	0.83	3.70	0.86	3.48	1.11	3.70	0.84
Taste	3.27	1.35	3.59	1.08	3.52	1.17	3.60	1.06	3.59	1.08	3.39	1.32	3.59	1.08
Eye appeal	3.34	0.48	3.62	0.19	3.58	0.31	3.64	0.17	3.62	0.18	3.45	0.36	3.65	0.08
Freshness	3.23	1.38	3.51	1.10	3.48	1.15	3.53	1.07	3.51	1.10	3.29	1.34	3.52	1.08
Nutritional content	3.10	1.32	3.42	1.01	3.42	1.03	3.44	0.97	3.42	1.01	3.23	1.23	3.41	1.02
Value	3.22	1.19	3.48	0.81	3.50	0.90	3.50	0.79	3.48	0.81	3.22	1.09	3.49	0.79
Availability of posted menu items	3.43	0.65	3.85	0.30	3.76	0.43	3.85	0.31	3.85	0.30	3.62	0.52	3.84	0.29
Variety of menu choices	3.19	1.22	3.47	0.96	3.47	1.00	3.49	0.95	3.47	0.97	3.31	1.15	3.46	0.97
Variety of healthy menu choices	2.96	1.47	3.39	0.97	3.38	1.00	3.41	0.94	3.39	0.98	3.20	1.19	3.38	1.00
Variety of vegetarian menu choices	3.11	0.31	3.50	-0.03	3.41	0.08	3.52	-0.06	3.50	-0.03	3.29	0.20	3.50	-0.10
Service: Overall	3.74	0.71	4.13	0.29	4.07	0.43	4.12	0.29	4.13	0.29	3.96	0.49	4.12	0.28
Speed of service	3.79	0.57	4.02	0.35	4.02	0.41	4.03	0.34	4.02	0.35	3.85	0.54	4.05	0.30
Hours of operation	3.53	0.91	3.68	0.77	3.57	0.91	3.68	0.77	3.67	0.77	3.58	0.88	3.64	0.80
Helpfulness of staff	3.77	0.58	4.15	0.16	4.08	0.33	4.13	0.17	4.15	0.16	3.98	0.38	4.11	0.15
Friendliness of staff	3.92	0.49	4.18	0.17	4.11	0.34	4.15	0.19	4.18	0.17	4.06	0.36	4.14	0.18
Cleanliness: Overall	3.60	0.96	4.08	0.53	4.04	0.61	4.08	0.52	4.08	0.53	3.88	0.75	4.09	0.51
Cleanliness: Serving areas	3.73	0.84	4.17	0.39	4.14	0.48	4.17	0.39	4.17	0.39	4.00	0.58	4.20	0.36
Cleanliness: Eating areas (tables, chairs, etc.)	3.51	1.04	3.90	0.66	3.92	0.69	3.89	0.68	3.90	0.66	3.75	0.82	3.92	0.64
Location	4.23	0.05	4.38	-0.12	4.36	-0.09	4.38	-0.09	4.39	-0.12	4.31	-0.06	4.40	-0.10
Layout of facility	4.19	-0.33	4.23	-0.24	4.26	-0.27	4.23	-0.23	4.23	-0.24	4.18	-0.23	4.25	-0.32
Appearance	4.11	-0.11	4.27	-0.29	4.27	-0.23	4.27	-0.28	4.27	-0.29	4.20	-0.23	4.27	-0.35
Availability of seating	3.98	0.41	3.97	0.44	3.93	0.50	3.94	0.49	3.97	0.44	3.90	0.49	3.99	0.42
Comfort (seats, temperature, lighting, sound level, etc.)	4.00	0.20	4.16	0.10	4.15	0.14	4.17	0.10	4.16	0.10	4.09	0.16	4.19	0.05
Environmentally friendly practices related to food	3.56	0.36	3.98	0.02	3.98	0.08	4.00	0.01	3.99	0.02	3.81	0.18	4.02	-0.06
Social/ethical practices related to food	3.55	0.38	3.99	-0.03	3.99	0.03	4.01	-0.04	3.99	-0.03	3.82	0.13	4.02	-0.11

* Gap = Mean Importance minus Mean Satisfaction.

RETAIL UNITS**By Institutional Demographics**

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

	SURVEY RESPONSES FROM ALL PARTICIPATING INSTITUTIONS													
	Your Institution		All Valid Respondents		NACUFS Region		Institution Type		Institution Type		Operation Type		Total Current Enrollment	
					Southern		Public		Primarily 4-year		Mainly Contracted		(Fulltime + Part-time)	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	4.12	0.30	4.01	0.51	4.07	0.45	4.03	0.48	4.02	0.51	3.87	0.66	4.06	0.45
Taste	4.15	0.36	4.03	0.63	4.06	0.56	4.04	0.60	4.03	0.63	3.90	0.75	4.06	0.56
Eye appeal	4.11	0.01	3.96	0.03	4.00	-0.02	3.98	0.03	3.96	0.02	3.83	0.13	3.98	-0.02
Freshness	4.06	0.43	3.90	0.70	3.94	0.64	3.91	0.68	3.90	0.70	3.75	0.85	3.94	0.63
Nutritional content	3.82	0.46	3.62	0.75	3.67	0.69	3.64	0.73	3.62	0.75	3.49	0.86	3.64	0.72
Value	3.75	0.70	3.48	1.02	3.54	0.97	3.50	1.01	3.48	1.04	3.34	1.17	3.52	1.00
Availability of posted menu items	4.14	0.19	4.09	0.23	4.14	0.17	4.11	0.22	4.09	0.22	3.97	0.34	4.13	0.17
Variety of menu choices	3.97	0.34	3.80	0.60	3.87	0.51	3.83	0.56	3.80	0.60	3.67	0.71	3.89	0.47
Variety of healthy menu choices	3.83	0.40	3.59	0.72	3.63	0.66	3.62	0.69	3.59	0.72	3.45	0.84	3.63	0.65
Variety of vegetarian menu choices	3.77	-0.04	3.62	-0.03	3.65	-0.10	3.65	-0.04	3.62	-0.05	3.51	0.10	3.66	-0.12
Service: Overall	4.11	0.33	4.21	0.31	4.25	0.25	4.22	0.30	4.21	0.31	4.06	0.44	4.24	0.26
Speed of service	3.92	0.51	4.01	0.51	4.12	0.37	4.03	0.48	4.00	0.51	3.87	0.63	4.03	0.47
Hours of operation	3.99	0.39	3.96	0.48	3.95	0.50	3.96	0.48	3.95	0.49	3.85	0.59	3.99	0.41
Helpfulness of staff	4.14	0.27	4.25	0.19	4.26	0.17	4.24	0.20	4.25	0.19	4.09	0.32	4.26	0.14
Friendliness of staff	4.21	0.23	4.30	0.18	4.30	0.16	4.28	0.20	4.29	0.18	4.14	0.31	4.31	0.12
Cleanliness: Overall	4.20	0.28	4.32	0.29	4.37	0.24	4.32	0.29	4.32	0.29	4.20	0.39	4.31	0.27
Cleanliness: Serving areas	4.15	0.30	4.30	0.25	4.35	0.21	4.30	0.25	4.31	0.25	4.19	0.34	4.29	0.24
Cleanliness: Eating areas (tables, chairs, etc.)	4.00	0.44	4.09	0.43	4.16	0.35	4.10	0.42	4.10	0.42	3.99	0.51	4.08	0.41
Location	4.30	0.08	4.38	-0.06	4.40	-0.06	4.37	-0.05	4.38	-0.07	4.30	0.00	4.36	-0.06
Layout of facility	4.13	-0.01	4.22	-0.15	4.25	-0.21	4.21	-0.15	4.22	-0.16	4.15	-0.12	4.19	-0.17
Appearance	4.21	-0.02	4.27	-0.18	4.32	-0.23	4.27	-0.18	4.28	-0.19	4.18	-0.12	4.24	-0.19
Availability of seating	3.88	0.42	3.96	0.32	4.03	0.24	3.97	0.31	3.96	0.32	3.87	0.41	3.90	0.36
Comfort (seats, temperature, lighting, sound level, etc.)	4.03	0.25	4.08	0.16	4.15	0.07	4.09	0.16	4.09	0.15	4.00	0.23	4.06	0.16
Environmentally friendly practices related to food	3.98	0.17	4.06	0.05	4.12	0.01	4.07	0.06	4.07	0.04	3.91	0.17	4.08	0.01
Social/ethical practices related to food	4.01	0.13	4.08	-0.01	4.13	-0.04	4.08	0.00	4.08	-0.02	3.93	0.12	4.10	-0.05

* Gap = Mean Importance minus Mean Satisfaction.

3 Year Trend For Your Institution

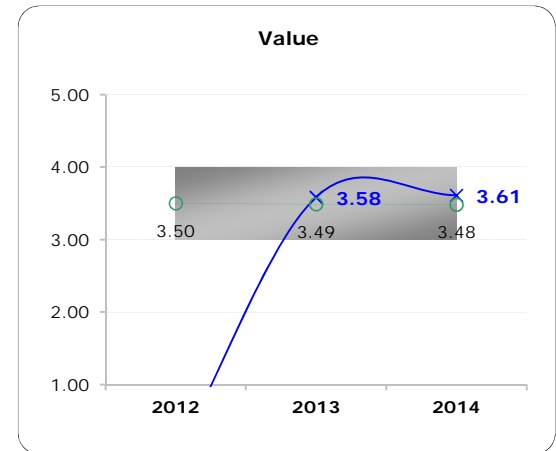
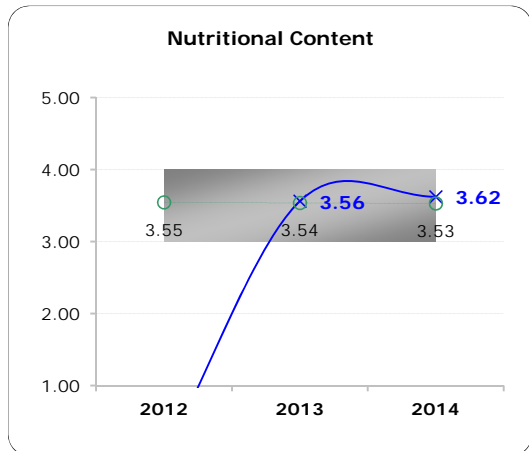
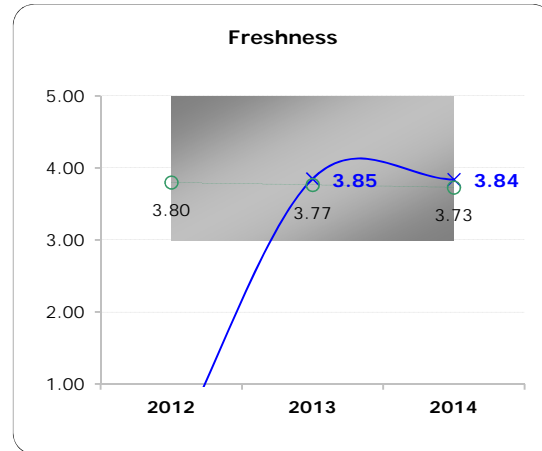
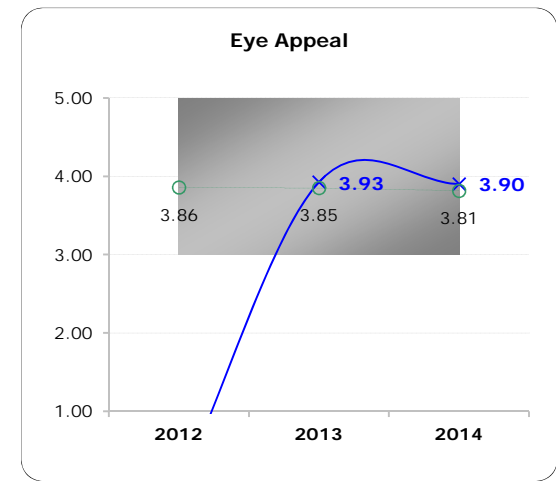
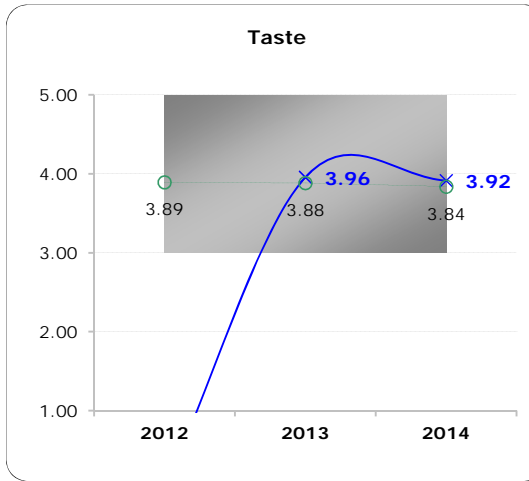
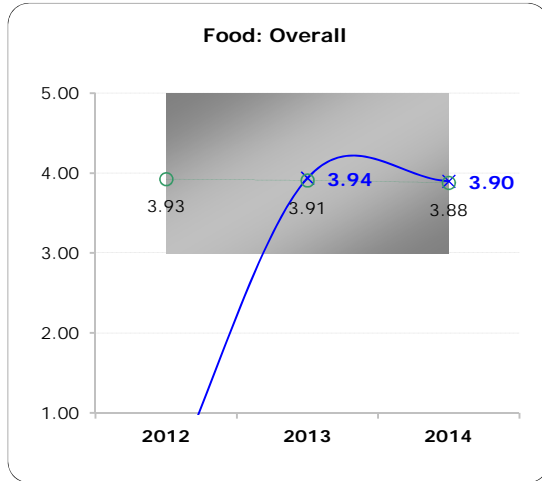
	Your Institution		Your Institution			Your Institution		
	2012		2013			2014		
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction Versus Prior Year	Satisfaction	Gap	Satisfaction Versus Prior Year
Food: Overall			3.94	0.57		3.90	0.53	-0.04
Taste			3.96	0.66		3.92	0.62	-0.04
Eye appeal			3.93	0.08		3.90	0.14	-0.02
Freshness			3.85	0.73		3.84	0.68	-0.01
Nutritional content			3.56	0.73		3.62	0.69	0.06
Value			3.58	0.88		3.61	0.83	0.03
Availability of posted menu items			4.01	0.29		3.96	0.31	-0.05
Variety of menu choices			3.90	0.44		3.76	0.58	-0.13
Variety of healthy menu choices			3.61	0.62		3.59	0.69	-0.01
Variety of vegetarian menu choices			3.49	0.05		3.60	0.06	0.11
Service: Overall			3.96	0.58		4.01	0.43	0.05
Speed of service			3.79	0.74		3.89	0.53	0.10
Hours of operation			3.87	0.52		3.87	0.53	0.00
Helpfulness of staff			4.01	0.43		4.04	0.36	0.02
Friendliness of staff			4.14	0.36		4.13	0.30	-0.01
Cleanliness: Overall			4.08	0.53		4.04	0.46	-0.04
Cleanliness: Serving areas			4.08	0.45		4.03	0.45	-0.05
Cleanliness: Eating areas (tables, chairs, etc.)			3.95	0.57		3.87	0.60	-0.08
Location			4.36	0.01		4.28	0.07	-0.08
Layout of facility			4.18	-0.14		4.14	-0.09	-0.04
Appearance			4.24	-0.11		4.18	-0.04	-0.05
Availability of seating			3.93	0.40		3.91	0.42	-0.02
Comfort (seats, temperature, lighting, sound level, etc.)			4.01	0.29		4.02	0.24	0.02
Environmentally friendly practices related to food			3.86	0.20		3.87	0.22	0.01
Social/ethical practices related to food			3.88	0.17		3.89	0.19	0.01

* Gap = Mean Importance minus Mean Satisfaction.

2014 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

FOOD



X = YOUR RESULTS

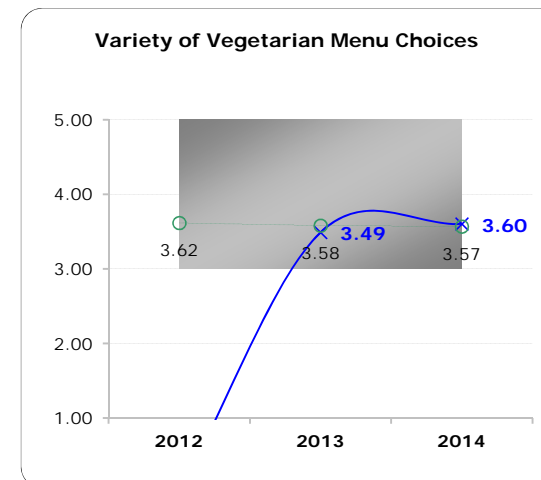
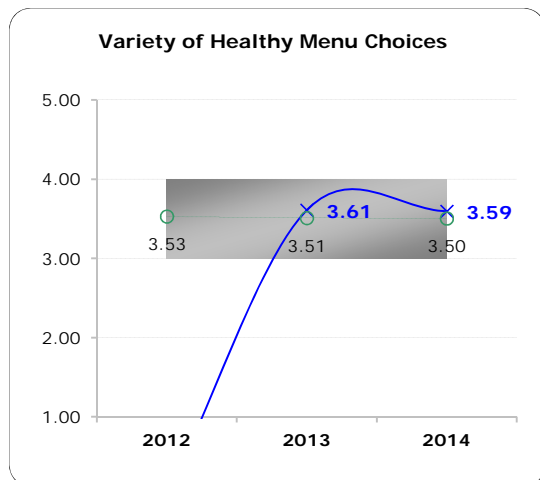
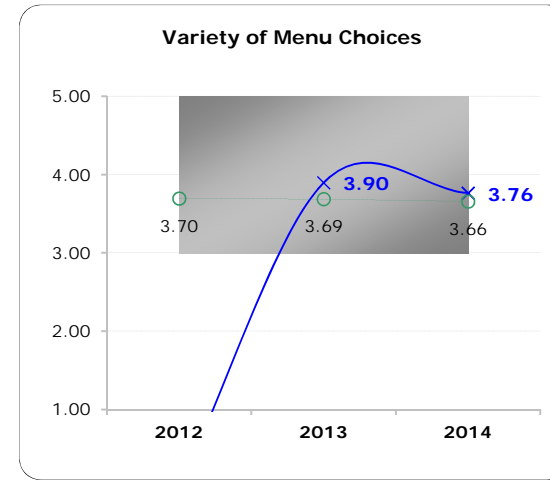
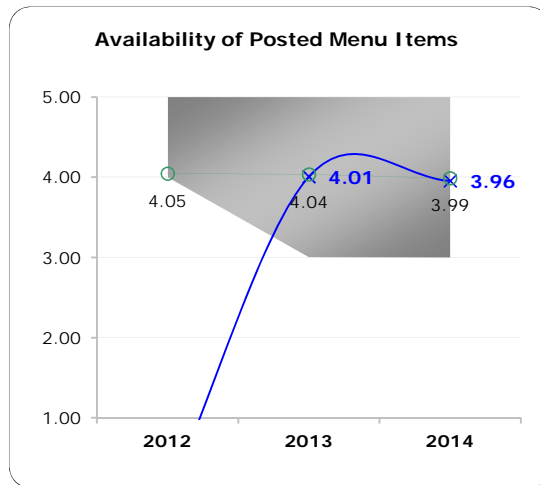
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2014 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

MENU



X = YOUR RESULTS

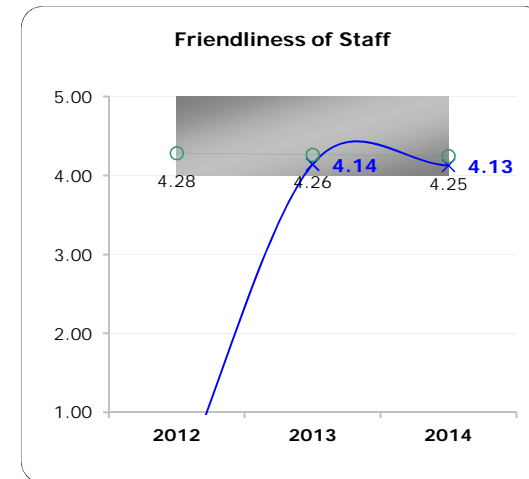
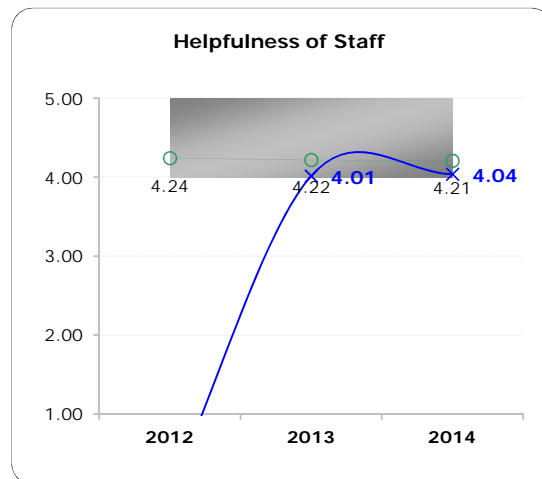
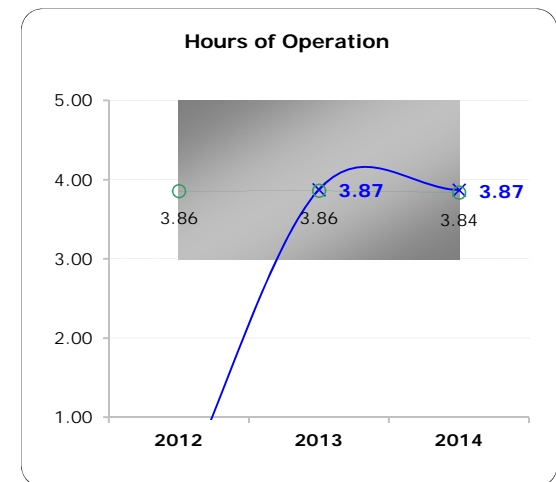
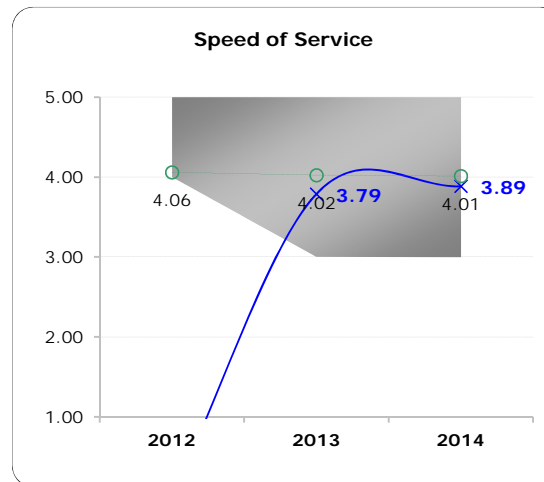
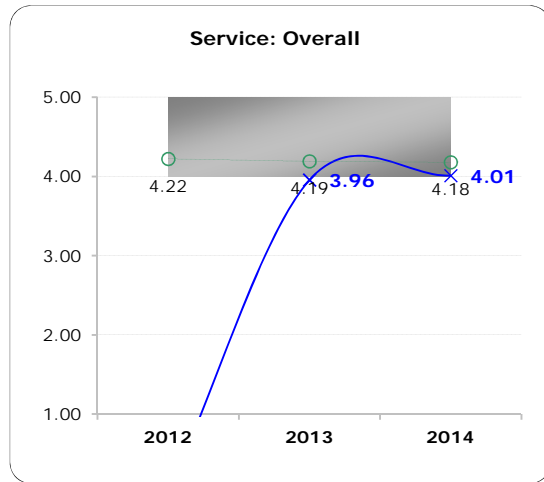
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2014 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

SERVICE



X = YOUR RESULTS

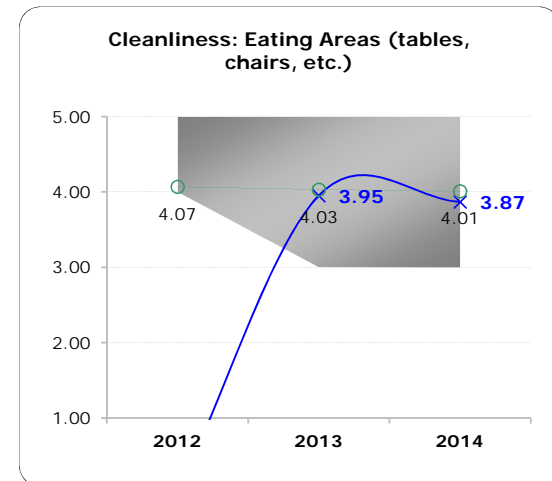
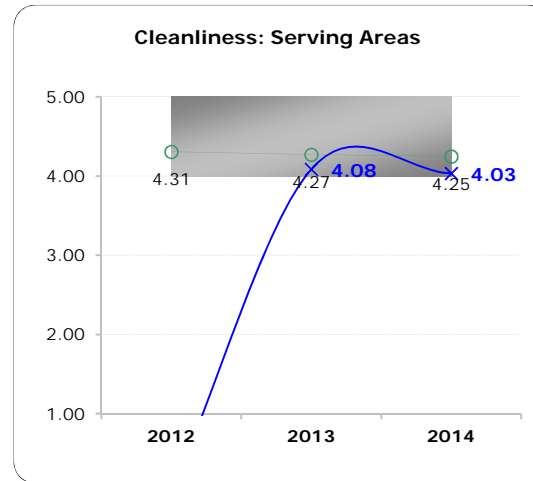
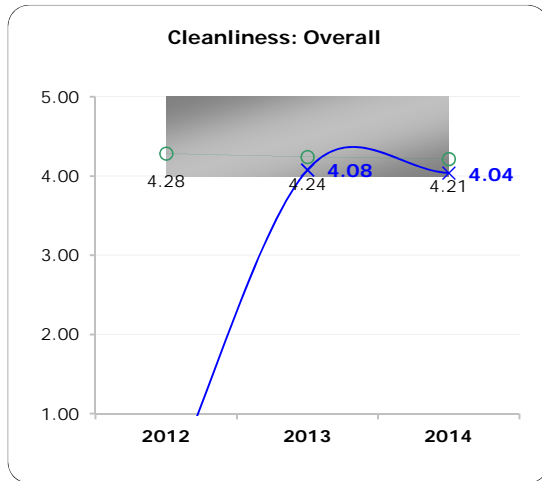
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

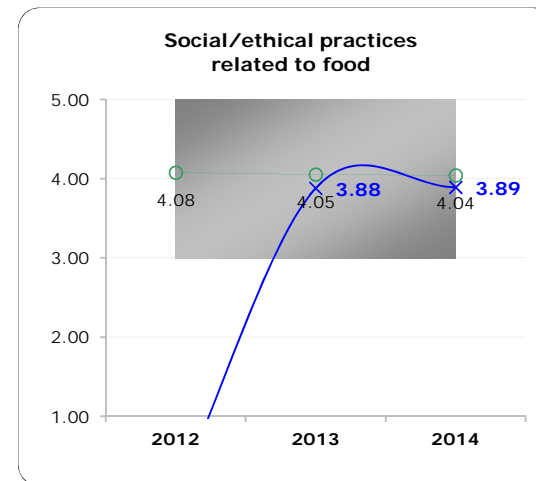
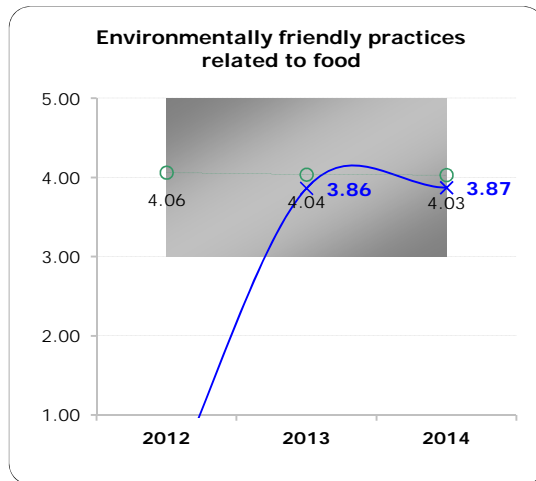
2014 NACUFS Customer Satisfaction Benchmarking Survey

3 Year Trend For Your Institution and All Institutions - Satisfaction

CLEANLINESS



ENVIRONMENTAL STEWARDSHIP/SUSTAINABILITY



X = YOUR RESULTS

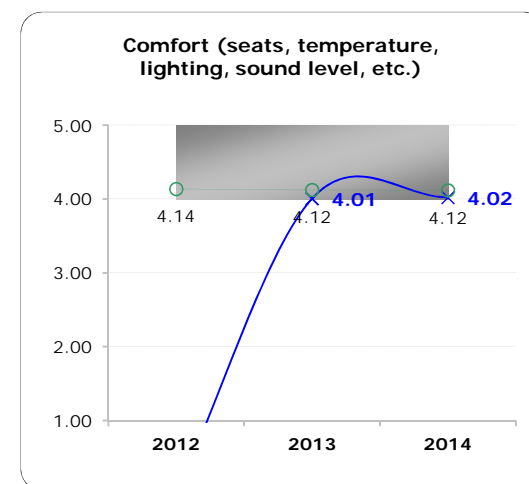
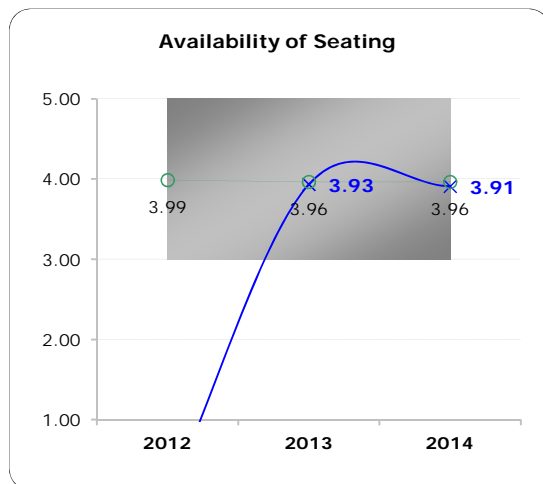
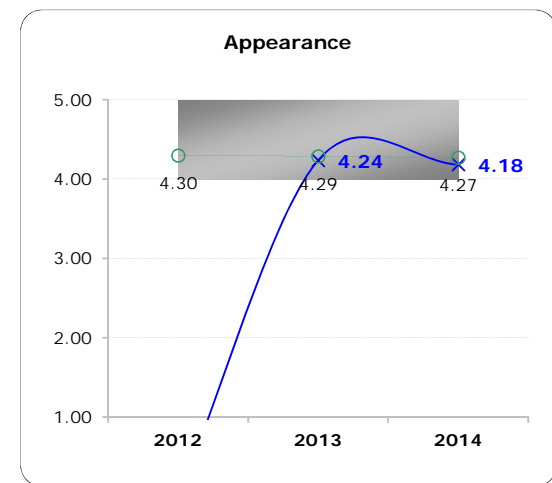
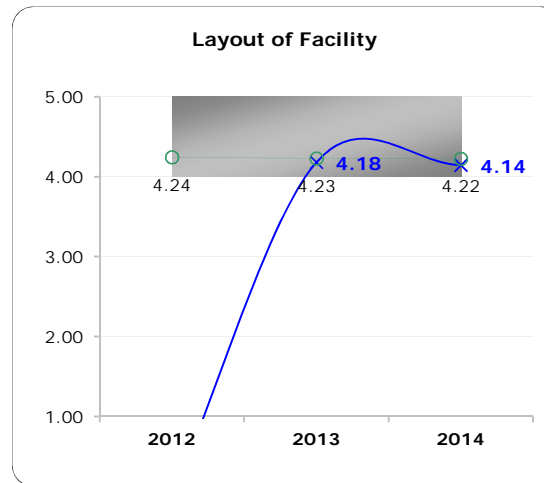
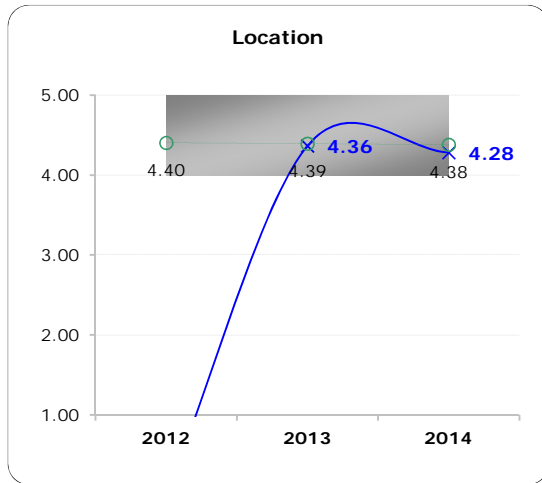
O = INDUSTRY TYPICAL

SHADED AREA = INDUSTRY MIDDLE RANGE

2014 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	2.87	1.63	3.64	0.79	4.21	0.33				
Taste	2.87	1.82	3.57	0.97	4.16	0.48				
Eye appeal	2.95	0.82	3.66	0.16	4.11	-0.01				
Freshness	2.71	1.91	3.67	0.92	4.22	0.43				
Nutritional content	2.71	1.74	3.32	1.04	4.22	0.31				
Value	2.80	1.64	3.54	0.82	4.15	0.31				
Availability of posted menu items	3.17	0.92	3.64	0.44	3.97	0.08				
Variety of menu choices	2.91	1.54	3.36	1.06	3.99	0.21				
Variety of healthy menu choices	2.52	1.93	3.24	1.22	4.12	0.12				
Variety of vegetarian menu choices	2.82	0.60	3.33	0.12	3.74	-0.38				
Service: Overall	3.51	0.90	3.96	0.52	4.07	0.46				
Speed of service	3.60	0.74	3.96	0.42	4.10	0.27				
Hours of operation	3.49	0.95	3.69	0.71	3.10	1.40				
Helpfulness of staff	3.63	0.74	3.86	0.47	4.07	0.18				
Friendliness of staff	3.82	0.59	3.98	0.46	4.18	0.18				
Cleanliness: Overall	3.16	1.48	4.02	0.50	4.22	0.14				
Cleanliness: Serving areas	3.39	1.24	4.03	0.53	4.26	0.05				
Cleanliness: Eating areas (tables, chairs, etc.)	3.09	1.51	3.90	0.63	4.13	0.18				
Location	4.28	0.03	4.24	-0.01	3.94	0.35				
Layout of facility	4.17	-0.31	4.27	-0.41	4.02	-0.18				
Appearance	4.09	-0.10	4.15	-0.15	4.05	-0.01				
Availability of seating	3.85	0.56	4.23	0.17	3.73	0.60				
Comfort (seats, temperature, lighting, sound level, etc.)	3.98	0.24	3.97	0.23	4.18	-0.13				
Environmentally friendly practices related to food	3.37	0.48	3.70	0.32	3.96	-0.08				
Social/ethical practices related to food	3.30	0.50	3.76	0.33	3.94	-0.08				

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

* Gap = Mean Importance minus Mean Satisfaction.

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

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

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

* Gap = Mean Importance minus Mean Satisfaction.

By Retail Unit - Your Institution

	Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #		Retail Unit #	
	1		2		3		4		5	
	Satisfaction	Gap*	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap	Satisfaction	Gap
Food: Overall	3.88	0.52	3.99	0.35	4.19	0.18	4.23	0.12	3.87	0.50
Taste	3.90	0.60	4.00	0.42	4.15	0.24	4.24	0.20	3.85	0.69
Eye appeal	3.93	0.14	3.93	0.14	4.11	0.00	4.24	-0.15	3.70	0.22
Freshness	3.77	0.66	4.04	0.38	4.09	0.38	4.27	0.16	3.67	0.83
Nutritional content	3.58	0.60	3.97	0.44	4.12	0.28	3.95	0.32	3.37	0.81
Value	3.62	0.79	3.32	1.13	4.00	0.40	3.93	0.48	3.36	1.16
Availability of posted menu items	4.11	0.14	3.94	0.41	4.33	-0.14	4.36	-0.07	3.99	0.31
Variety of menu choices	4.05	0.28	3.84	0.51	4.26	-0.07	4.26	0.00	3.66	0.59
Variety of healthy menu choices	3.71	0.48	3.89	0.50	4.22	0.03	3.99	0.24	3.38	0.76
Variety of vegetarian menu choices	3.60	-0.03	3.92	0.08	4.12	-0.17	4.05	-0.08	3.26	0.20
Service: Overall	3.60	0.86	3.89	0.46	4.10	0.22	4.18	0.16	4.14	0.19
Speed of service	3.25	1.22	3.87	0.44	3.83	0.43	4.03	0.33	3.90	0.47
Hours of operation	3.88	0.36	3.61	0.72	4.22	0.10	3.88	0.48	3.64	0.73
Helpfulness of staff	3.71	0.70	3.87	0.45	4.11	0.22	4.14	0.16	4.08	0.36
Friendliness of staff	3.86	0.58	3.90	0.46	4.15	0.16	4.18	0.18	4.14	0.29
Cleanliness: Overall	3.97	0.50	4.06	0.34	4.28	0.20	4.30	0.07	3.94	0.57
Cleanliness: Serving areas	3.96	0.49	3.91	0.49	4.19	0.26	4.13	0.25	4.06	0.43
Cleanliness: Eating areas (tables, chairs, etc.)	3.93	0.50	3.79	0.58	4.23	0.23	3.96	0.39	3.79	0.67
Location	4.28	0.00	3.97	0.33	4.40	-0.05	4.26	0.10	4.31	-0.01
Layout of facility	4.18	-0.15	3.70	0.44	4.16	-0.03	3.99	0.20	4.20	-0.24
Appearance	4.16	-0.03	3.86	0.32	4.31	-0.10	4.20	-0.06	3.91	0.14
Availability of seating	4.10	0.18	3.30	0.99	4.11	0.12	3.70	0.56	4.04	0.21
Comfort (seats, temperature, lighting, sound level, etc.)	4.10	0.16	3.58	0.79	4.22	-0.03	3.85	0.39	3.88	0.34
Environmentally friendly practices related to food	3.82	0.25	3.63	0.53	4.07	0.03	4.09	0.16	3.57	0.43
Social/ethical practices related to food	3.81	0.22	3.70	0.45	4.11	0.00	4.09	0.16	3.65	0.34

	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	4.27	0.20	4.30	0.30	4.46	0.05	4.17	0.28	3.76	0.54
Taste	4.29	0.27	4.30	0.39	4.53	0.08	4.15	0.34	3.83	0.51
Eye appeal	4.22	0.07	4.20	0.05	4.45	-0.20	4.21	-0.02	3.87	-0.05
Freshness	4.16	0.37	4.12	0.52	4.42	0.19	4.21	0.19	3.73	0.72
Nutritional content	4.00	0.43	3.83	0.42	4.01	0.32	4.14	0.24	3.50	0.73
Value	3.95	0.48	3.87	0.67	4.13	0.42	3.59	0.82	3.10	1.31
Availability of posted menu items	4.24	0.19	3.89	0.67	4.33	0.11	4.17	0.13	3.94	0.18
Variety of menu choices	4.20	0.19	4.22	0.30	4.03	0.37	4.19	0.12	3.48	0.65
Variety of healthy menu choices	3.98	0.41	3.79	0.45	4.02	0.27	4.12	0.19	3.24	0.90
Variety of vegetarian menu choices	4.00	-0.11	3.95	-0.05	3.89	-0.21	3.89	-0.07	3.05	0.56
Service: Overall	4.20	0.31	4.14	0.43	4.51	0.07	4.09	0.26	4.22	0.04
Speed of service	3.89	0.64	3.93	0.63	4.39	0.18	3.81	0.51	4.22	0.21
Hours of operation	4.05	0.45	4.45	0.14	4.19	0.29	3.92	0.25	3.64	0.85
Helpfulness of staff	4.32	0.20	4.39	0.17	4.53	-0.02	4.11	0.21	4.14	0.20
Friendliness of staff	4.36	0.16	4.41	0.16	4.60	-0.05	4.17	0.19	4.27	0.11
Cleanliness: Overall	4.42	0.09	4.28	0.26	4.43	0.16	4.29	0.13	4.04	0.26
Cleanliness: Serving areas	4.33	0.14	4.24	0.26	4.39	0.17	4.27	0.16	3.73	0.44
Cleanliness: Eating areas (tables, chairs, etc.)	4.15	0.35	4.07	0.48	4.18	0.37	4.04	0.36	3.75	0.36
Location	4.44	0.08	4.54	0.02	4.40	0.09	4.20	0.13	4.10	0.15
Layout of facility	4.19	0.12	4.16	0.11	4.35	-0.11	3.95	0.07	3.93	-0.08
Appearance	4.32	0.06	4.27	0.08	4.49	-0.16	4.18	-0.03	4.11	-0.25
Availability of seating	3.82	0.60	3.75	0.64	3.99	0.46	3.69	0.52	3.67	0.23
Comfort (seats, temperature, lighting, sound level, etc.)	4.16	0.30	4.07	0.31	4.28	0.10	3.93	0.20	3.59	0.20
Environmentally friendly practices related to food	4.22	0.20	4.07	0.06	4.24	0.02	3.80	0.36	3.74	0.14
Social/ethical practices related to food	4.27	0.12	4.04	0.08	4.25	0.01	3.91	0.16	3.84	0.07

* 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	3.32	0.91								
Taste	3.48	0.91								
Eye appeal	3.47	0.36								
Freshness	3.36	0.91								
Nutritional content	3.13	0.78								
Value	3.12	1.13								
Availability of posted menu items	3.58	0.62								
Variety of menu choices	3.14	1.06								
Variety of healthy menu choices	3.12	0.79								
Variety of vegetarian menu choices	3.13	0.27								
Service: Overall	3.34	1.00								
Speed of service	3.21	1.04								
Hours of operation	3.91	0.37								
Helpfulness of staff	3.38	0.86								
Friendliness of staff	3.49	0.76								
Cleanliness: Overall	3.66	0.66								
Cleanliness: Serving areas	3.70	0.57								
Cleanliness: Eating areas (tables, chairs, etc.)	3.60	0.68								
Location	4.07	0.13								
Layout of facility	3.84	-0.03								
Appearance	3.77	0.14								
Availability of seating	3.87	0.27								
Comfort (seats, temperature, lighting, sound level, etc.)	3.76	0.43								
Environmentally friendly practices related to food	3.61	0.19								
Social/ethical practices related to food	3.62	0.13								

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

* Gap = Mean Importance minus Mean Satisfaction.

Detailed Survey Results for Florida State University

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

DEMOGRAPHICS

YOUR INSTITUTION

		Florida State University
Respondent Type	Student	77%
	Faculty	6%
	Administration/ Staff	14%
	Other	3%
	Total Resp	2,453
Student Class Status	First year	29%
	Sophomore	20%
	Junior	23%
	Senior	18%
	Graduate	8%
	Other	1%
	Total Resp	1,894
Gender Identity	Female	55%
	Male	42%
	Transgender	1%
	Other Identity	1%
	Total Resp	2,453
Live...	On campus	33%
	Off campus	67%
	Total Resp	2,453

TABLE 1a

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?					Mean*	Sampling Error**	# Resp
		(1) Very Dissatisfied	(2) Somewhat Dissatisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	10%	16%	39%	29%	3.75	.02	2,167
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	7%	18%	40%	30%	3.84	.00	110,081
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	14%	41%	33%	3.92	.03	1,606
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	17%	40%	33%	3.92	.00	63,068
Aggregated Dining Halls	YOUR INSTITUTION	11%	17%	22%	34%	16%	3.27	.05	561
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	20%	41%	25%	3.74	.00	47,013
Respondent Type - YOUR INSTITUTION	Student	6%	10%	16%	39%	29%	3.75	.03	1,704
	Faculty	3%	8%	17%	34%	38%	3.97	.10	119
	Administration/ Staff	8%	9%	18%	40%	26%	3.67	.07	273
	Other	6%	3%	11%	56%	24%	3.90	.12	71
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	19%	41%	28%	3.82	.00	97,164
	Faculty	5%	6%	14%	35%	40%	3.98	.02	3,023
	Administration/Staff	4%	5%	13%	34%	43%	4.07	.01	8,602
	Other	4%	3%	14%	34%	45%	4.13	.03	1,086
Student Class Status - YOUR INSTITUTION	First year	8%	15%	20%	29%	28%	3.55	.06	489
	Sophomore	7%	8%	12%	45%	28%	3.77	.06	357
	Junior	4%	7%	19%	43%	27%	3.82	.05	391
	Senior	4%	9%	12%	46%	29%	3.88	.06	314
	Graduate	9%	8%	16%	34%	33%	3.74	.11	133
	Other			10%	30%	60%	4.50	.15	20
Student Class Status - ENTIRE SAMPLE	First year	4%	7%	19%	41%	29%	3.84	.01	36,641
	Sophomore	5%	9%	20%	41%	25%	3.73	.01	21,002
	Junior	4%	7%	18%	42%	28%	3.83	.01	17,095
	Senior	4%	7%	18%	41%	30%	3.86	.01	15,532
	Graduate	5%	8%	18%	41%	29%	3.81	.01	5,589
	Other	5%	8%	20%	39%	28%	3.77	.03	1,167
Gender - YOUR INSTITUTION	Female	5%	10%	17%	39%	28%	3.74	.03	1,206
	Male	6%	9%	15%	40%	30%	3.79	.04	906
	Transgender	21%	4%	21%	33%	21%	3.29	.29	24
	Other Identity	10%	6%	23%	39%	23%	3.58	.22	31
Gender - ENTIRE SAMPLE	Female	4%	7%	19%	40%	30%	3.84	.00	64,156
	Male	4%	7%	17%	41%	30%	3.86	.01	44,266
	Transgender	10%	9%	21%	33%	27%	3.57	.06	396
	Other Identity	7%	11%	19%	39%	24%	3.62	.05	604
Live... - YOUR INSTITUTION	On campus	7%	14%	18%	34%	26%	3.59	.05	731
	Off campus	5%	8%	15%	42%	30%	3.84	.03	1,436
Live... - ENTIRE SAMPLE	On campus	4%	9%	20%	41%	26%	3.76	.00	65,676
	Off campus	4%	6%	15%	39%	35%	3.96	.01	42,848
NACUFS Region - YOUR INSTITUTION	Southern	6%	10%	16%	39%	29%	3.75	.02	2,167
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	15%	42%	35%	4.01	.01	11,822
	Mid-Atlantic	7%	11%	20%	34%	27%	3.63	.01	8,820
	Midwest	3%	7%	18%	42%	30%	3.88	.01	28,182
	Northeast	4%	8%	19%	39%	30%	3.83	.01	20,661
	Pacific	4%	9%	20%	40%	27%	3.76	.01	21,279
	Southern	4%	6%	17%	41%	32%	3.89	.01	19,317
Institution Type - YOUR INSTITUTION	Public	6%	10%	16%	39%	29%	3.75	.02	2,167
Institution Type - ENTIRE SAMPLE	Public	4%	7%	18%	40%	31%	3.86	.00	84,802
	Private	5%	8%	19%	41%	28%	3.79	.01	25,279
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	10%	16%	39%	29%	3.75	.02	2,167
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	7%	20%	34%	34%	3.85	.02	4,020
	Primarily 4-year	4%	7%	18%	41%	30%	3.84	.00	106,061
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	10%	16%	39%	29%	3.75	.02	2,167
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	7%	17%	41%	32%	3.90	.00	77,468
	Mainly Contracted	6%	10%	22%	39%	24%	3.65	.01	27,462
	Combination of Both	3%	5%	15%	43%	34%	3.99	.01	5,151
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	6%	10%	16%	39%	29%	3.75	.02	2,167
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	8%	16%	39%	31%	3.83	.02	4,632
	2,500 to 10,000	4%	8%	19%	40%	29%	3.82	.01	26,111
	10,001 to 20,000	4%	7%	19%	41%	29%	3.83	.01	33,769
	Over 20,000	4%	7%	18%	40%	31%	3.87	.00	45,569
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	13%	14%	43%	25%	3.71	.10	135
	Express Unit	4%	4%	13%	38%	42%	4.09	.04	611
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	45%	38%	4.14	.04	378
	Sit-down Restaurant	7%	11%	16%	44%	22%	3.62	.06	413
	Convenience Store	4%	14%	29%	38%	14%	3.43	.13	69
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	19%	40%	30%	3.84	.01	21,142
	Marketplace	4%	7%	17%	42%	30%	3.87	.01	6,284
	Express Unit	4%	6%	16%	39%	35%	3.95	.01	15,383
	Specialty Coffee Shop/ Juice Bar	4%	5%	14%	39%	38%	4.03	.01	7,933
	Sit-down Restaurant	5%	6%	14%	38%	38%	3.99	.02	3,608
	Convenience Store	3%	5%	16%	40%	36%	4.01	.01	8,548
	No type given	6%	3%	20%	39%	32%	3.88	.08	170

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

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

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

Aggregated Dining Halls & Retail Units

	Florida State University
Food: Overall - IMPORTANCE	4.43
Food: Overall - SATISFACTION	3.90
Taste - IMPORTANCE	4.54
Taste - SATISFACTION	3.92
Eye appeal - IMPORTANCE	4.04
Eye appeal - SATISFACTION	3.90
Freshness - IMPORTANCE	4.52
Freshness - SATISFACTION	3.84
Nutritional content - IMPORTANCE	4.31
Nutritional content - SATISFACTION	3.62
Value - IMPORTANCE	4.44
Value - SATISFACTION	3.61
Availability of posted menu items - IMPORTANCE	4.27
Availability of posted menu items - SATISFACTION	3.96
Variety of menu choices - IMPORTANCE	4.34
Variety of menu choices - SATISFACTION	3.76
Variety of healthy menu choices - IMPORTANCE	4.28
Variety of healthy menu choices - SATISFACTION	3.59
Variety of vegetarian menu choices - IMPORTANCE	3.66
Variety of vegetarian menu choices - SATISFACTION	3.60
Service: Overall - IMPORTANCE	4.44
Service: Overall - SATISFACTION	4.01
Speed of service - IMPORTANCE	4.41
Speed of service - SATISFACTION	3.89
Hours of operation - IMPORTANCE	4.40
Hours of operation - SATISFACTION	3.87
Helpfulness of staff - IMPORTANCE	4.39
Helpfulness of staff - SATISFACTION	4.04
Friendliness of staff - IMPORTANCE	4.43
Friendliness of staff - SATISFACTION	4.13
Cleanliness: Overall - IMPORTANCE	4.50
Cleanliness: Overall - SATISFACTION	4.04
Cleanliness: Serving areas - IMPORTANCE	4.48
Cleanliness: Serving areas - SATISFACTION	4.03
Cleanliness: Eating areas (tables, chairs, etc.) - IMPORTANCE	4.47
Cleanliness: Eating areas (tables, chairs, etc.) - SATISFACTION	3.87
Location - IMPORTANCE	4.35
Location - SATISFACTION	4.28
Layout of facility - IMPORTANCE	4.05
Layout of facility - SATISFACTION	4.14
Appearance - IMPORTANCE	4.14
Appearance - SATISFACTION	4.18
Availability of seating - IMPORTANCE	4.33
Availability of seating - SATISFACTION	3.91
Comfort (seats, temperature, lighting, sound level, etc.) - IMPORTANCE	4.26
Comfort (seats, temperature, lighting, sound level, etc.) - SATISFACTION	4.02
Environmentally friendly practices related to food - IMPORTANCE	4.09
Environmentally friendly practices related to food - SATISFACTION	3.87
Social/ ethical practices related to food - IMPORTANCE	4.08
Social/ ethical practices related to food - SATISFACTION	3.89

*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	2%	2%	7%	30%	59%	4.43	.02	2,214
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	26%	65%	4.54	.00	112,191
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	30%	59%	4.42	.02	1,656
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	8%	27%	64%	4.52	.00	64,047
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	8%	28%	62%	4.48	.03	558
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	8%	25%	66%	4.55	.00	48,144
Respondent Type - YOUR INSTITUTION	Student	2%	2%	8%	30%	59%	4.40	.02	1,736
	Faculty		2%	3%	31%	64%	4.58	.06	120
	Administration/ Staff	1%	1%	6%	29%	63%	4.53	.04	280
	Other	1%	1%	5%	35%	58%	4.46	.09	78
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	8%	26%	64%	4.53	.00	98,055
	Faculty	0%	1%	6%	27%	66%	4.58	.01	3,295
	Administration/Staff	0%	1%	4%	26%	69%	4.62	.01	9,328
	Other	1%	1%	10%	27%	61%	4.45	.02	1,124
Student Class Status - YOUR INSTITUTION	First year	1%	2%	8%	25%	65%	4.50	.04	493
	Sophomore	3%	4%	8%	28%	57%	4.32	.05	358
	Junior	3%	1%	8%	33%	54%	4.34	.05	403
	Senior	2%	1%	8%	35%	54%	4.37	.05	316
	Graduate	2%	2%	2%	29%	64%	4.51	.07	139
	Other	4%		4%	26%	67%	4.52	.17	27
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	26%	65%	4.54	.00	36,947
	Sophomore	0%	1%	8%	25%	65%	4.53	.01	21,216
	Junior	0%	1%	8%	26%	64%	4.53	.01	17,411
	Senior	0%	1%	8%	26%	65%	4.53	.01	15,647
	Graduate	1%	1%	8%	30%	60%	4.48	.01	5,510
	Other	2%	2%	11%	29%	56%	4.37	.02	1,188
Gender - YOUR INSTITUTION	Female	1%	2%	6%	30%	61%	4.49	.02	1,218
	Male	3%	2%	8%	29%	57%	4.37	.03	935
	Transgender	4%	8%	12%	20%	56%	4.16	.24	25
	Other Identity	6%	3%	6%	36%	50%	4.22	.18	36
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	25%	67%	4.57	.00	64,594
	Male	1%	1%	9%	28%	62%	4.49	.00	45,678
	Transgender	3%	2%	11%	27%	57%	4.31	.05	417
	Other Identity	2%	2%	13%	28%	56%	4.35	.04	622
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	26%	62%	4.45	.03	738
	Off campus	2%	2%	6%	32%	58%	4.42	.02	1,476
Live... - ENTIRE SAMPLE	On campus	0%	1%	8%	25%	66%	4.55	.00	66,068
	Off campus	1%	1%	8%	27%	64%	4.52	.00	44,301
NACUFS Region - YOUR	Southern	2%	2%	7%	30%	59%	4.43	.02	2,214
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	28%	63%	4.51	.01	12,125
	Mid-Atlantic	0%	1%	7%	23%	69%	4.60	.01	9,265
	Midwest	0%	1%	8%	27%	64%	4.54	.00	28,898
	Northeast	0%	1%	7%	24%	68%	4.58	.00	20,571
	Pacific	1%	1%	9%	27%	62%	4.49	.01	21,404
	Southern	1%	1%	8%	26%	64%	4.53	.01	19,928
Institution Type - YOUR INSTITUTION	Public	2%	2%	7%	30%	59%	4.43	.02	2,214
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	26%	64%	4.53	.00	86,512
	Private	0%	1%	7%	25%	67%	4.57	.00	25,679
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	7%	30%	59%	4.43	.02	2,214
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	12%	26%	60%	4.42	.01	4,271
	Primarily 4-year	0%	1%	8%	26%	65%	4.54	.00	107,920
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	7%	30%	59%	4.43	.02	2,214
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	26%	64%	4.53	.00	79,385
	Mainly Contracted	1%	1%	7%	26%	66%	4.55	.00	27,573
	Combination of Both	0%	1%	8%	27%	64%	4.52	.01	5,233
Total Current Enrollment - YOUR	Over 20,000	2%	2%	7%	30%	59%	4.43	.02	2,214
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	5%	24%	70%	4.63	.01	4,811
	2,500 to 10,000	0%	1%	8%	25%	66%	4.56	.00	26,880
	10,001 to 20,000	1%	1%	8%	26%	64%	4.53	.00	33,868
	Over 20,000	1%	1%	8%	27%	64%	4.52	.00	46,632
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	6%	34%	55%	4.37	.08	134
	Express Unit	2%	1%	7%	27%	63%	4.47	.03	631
	Specialty Coffee Shop/ Juice Bar	1%	3%	5%	31%	60%	4.45	.04	386
	Sit-down Restaurant	2%	2%	8%	33%	54%	4.34	.04	431
	Convenience Store	3%	3%	8%	35%	51%	4.30	.11	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	8%	27%	64%	4.52	.00	21,698
	Marketplace	0%	1%	7%	26%	66%	4.56	.01	6,354
	Express Unit	1%	1%	8%	26%	65%	4.54	.01	15,609
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	26%	64%	4.51	.01	7,784
	Sit-down Restaurant	1%	1%	6%	25%	68%	4.58	.01	3,743
	Convenience Store	1%	1%	9%	29%	60%	4.46	.01	8,697
	No type given	1%	2%	6%	24%	68%	4.57	.06	162

*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	6%	8%	14%	37%	36%	3.90	.02	2,422
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	19%	42%	29%	3.88	.00	126,753
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	10%	39%	42%	4.12	.02	1,771
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	16%	41%	35%	4.01	.00	72,301
Aggregated Dining Halls	YOUR INSTITUTION	12%	15%	24%	31%	19%	3.30	.05	651
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	23%	43%	21%	3.70	.00	54,452
Respondent Type - YOUR INSTITUTION	Student	6%	8%	14%	36%	36%	3.87	.03	1,876
	Faculty	1%	8%	20%	32%	38%	3.98	.09	136
	Administration/ Staff	5%	6%	13%	40%	36%	3.97	.06	327
	Other	4%	2%	10%	52%	33%	4.07	.10	83
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	20%	43%	27%	3.84	.00	110,171
	Faculty	3%	6%	14%	37%	40%	4.06	.02	3,890
	Administration/Staff	2%	5%	12%	36%	44%	4.15	.01	10,904
	Other	2%	4%	14%	37%	44%	4.18	.03	1,303
Student Class Status - YOUR INSTITUTION	First year	9%	11%	19%	29%	32%	3.62	.06	542
	Sophomore	7%	10%	12%	36%	36%	3.85	.06	384
	Junior	4%	5%	11%	43%	36%	4.01	.05	427
	Senior	4%	6%	11%	41%	38%	4.02	.06	343
	Graduate	3%	7%	15%	34%	41%	4.03	.09	152
	Other	4%	4%	4%	43%	46%	4.25	.18	28
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	21%	43%	27%	3.85	.00	41,291
	Sophomore	3%	8%	22%	42%	25%	3.77	.01	23,775
	Junior	3%	7%	19%	43%	28%	3.86	.01	19,536
	Senior	3%	6%	18%	43%	29%	3.89	.01	17,630
	Graduate	3%	7%	18%	44%	29%	3.88	.01	6,416
	Other	2%	8%	20%	40%	29%	3.85	.03	1,343
Gender - YOUR INSTITUTION	Female	5%	7%	14%	37%	37%	3.93	.03	1,336
	Male	6%	8%	13%	38%	35%	3.87	.04	1,024
	Transgender	27%		12%	27%	35%	3.42	.32	26
	Other Identity	8%	8%	17%	28%	39%	3.81	.21	36
Gender - ENTIRE SAMPLE	Female	3%	7%	19%	41%	30%	3.88	.00	73,570
	Male	3%	7%	19%	43%	28%	3.87	.00	50,942
	Transgender	7%	8%	21%	34%	30%	3.74	.05	483
	Other Identity	5%	10%	24%	37%	24%	3.64	.04	705
Live... - YOUR INSTITUTION	On campus	8%	11%	17%	33%	31%	3.68	.04	804
	Off campus	4%	6%	12%	39%	39%	4.01	.03	1,618
Live... - ENTIRE SAMPLE	On campus	3%	8%	22%	43%	25%	3.78	.00	73,951
	Off campus	3%	5%	15%	41%	36%	4.03	.00	50,659
NACUFS Region - YOUR	Southern	6%	8%	14%	37%	36%	3.90	.02	2,422
NACUFS Region - ENTIRE SAMPLE	Continental	1%	5%	16%	45%	32%	4.02	.01	13,615
	Mid-Atlantic	5%	10%	20%	37%	27%	3.71	.01	10,360
	Midwest	2%	6%	19%	44%	28%	3.89	.01	32,190
	Northeast	3%	7%	19%	39%	32%	3.89	.01	23,603
	Pacific	3%	7%	22%	41%	27%	3.80	.01	24,544
	Southern	3%	6%	17%	42%	31%	3.93	.01	22,441
Institution Type - YOUR INSTITUTION	Public	6%	8%	14%	37%	36%	3.90	.02	2,422
Institution Type - ENTIRE SAMPLE	Public	3%	7%	19%	42%	30%	3.89	.00	97,832
	Private	3%	7%	20%	42%	28%	3.84	.01	28,921
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	8%	14%	37%	36%	3.90	.02	2,422
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	7%	19%	37%	34%	3.91	.01	4,851
	Primarily 4-year	3%	7%	19%	42%	29%	3.88	.00	121,902
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	8%	14%	37%	36%	3.90	.02	2,422
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	6%	18%	42%	31%	3.93	.00	89,735
	Mainly Contracted	5%	9%	22%	40%	25%	3.71	.01	31,232
	Combination of Both	2%	4%	18%	48%	28%	3.95	.01	5,786
Total Current Enrollment - YOUR	Over 20,000	6%	8%	14%	37%	36%	3.90	.02	2,422
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	16%	41%	32%	3.91	.01	5,422
	2,500 to 10,000	3%	7%	20%	41%	29%	3.86	.01	30,338
	10,001 to 20,000	3%	7%	20%	43%	27%	3.85	.01	38,632
	Over 20,000	3%	7%	18%	42%	31%	3.91	.00	52,361
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	8%	15%	44%	29%	3.87	.09	144
	Express Unit	3%	3%	7%	29%	57%	4.35	.04	676
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	47%	41%	4.26	.04	403
	Sit-down Restaurant	6%	9%	12%	44%	29%	3.81	.05	469
	Convenience Store	3%	10%	18%	48%	22%	3.76	.11	79
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	18%	42%	30%	3.91	.01	24,289
	Marketplace	3%	6%	17%	41%	33%	3.96	.01	7,269
	Express Unit	3%	5%	15%	40%	38%	4.06	.01	17,637
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	38%	42%	4.13	.01	8,894
	Sit-down Restaurant	3%	4%	12%	38%	43%	4.15	.01	4,304
	Convenience Store	2%	4%	16%	43%	35%	4.06	.01	9,716
	No type given	3%	7%	19%	34%	38%	3.96	.08	192

*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

		(1) Not at All Important	(2) Not Very Important	Taste (3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	1%	2%	6%	24%	67%	4.54	.02	2,212
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.66	.00	112,434
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	6%	24%	66%	4.51	.02	1,651
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	5%	20%	73%	4.65	.00	64,161
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	4%	21%	72%	4.63	.03	561
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	5%	20%	74%	4.67	.00	48,273
Respondent Type - YOUR INSTITUTION	Student	2%	2%	6%	24%	66%	4.51	.02	1,735
	Faculty			3%	28%	69%	4.66	.05	120
	Administration/ Staff	1%	1%	4%	20%	73%	4.65	.04	279
	Other	1%	1%	4%	27%	67%	4.56	.08	78
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	6%	20%	73%	4.65	.00	98,196
	Faculty	0%	0%	4%	20%	76%	4.70	.01	3,330
	Administration/Staff	0%	0%	3%	17%	80%	4.76	.01	9,364
	Other	1%	1%	8%	19%	70%	4.56	.02	1,138
Student Class Status - YOUR INSTITUTION	First year	0%	2%	5%	19%	74%	4.65	.03	492
	Sophomore	2%	4%	8%	24%	62%	4.40	.05	357
	Junior	2%	1%	7%	28%	61%	4.43	.04	403
	Senior	1%	1%	8%	25%	65%	4.53	.04	318
	Graduate	2%	2%	4%	25%	67%	4.52	.07	138
	Other	4%		4%	19%	74%	4.59	.17	27
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	6%	20%	74%	4.66	.00	36,991
	Sophomore	0%	1%	6%	20%	73%	4.64	.00	21,237
	Junior	0%	1%	5%	21%	73%	4.65	.00	17,459
	Senior	0%	1%	5%	21%	73%	4.65	.01	15,664
	Graduate	0%	1%	6%	24%	69%	4.60	.01	5,516
	Other	1%	1%	8%	24%	66%	4.53	.02	1,186
Gender - YOUR INSTITUTION	Female	1%	1%	6%	23%	70%	4.59	.02	1,214
	Male	2%	2%	6%	24%	65%	4.49	.03	937
	Transgender	4%	4%	12%	24%	56%	4.24	.22	25
	Other Identity	6%		11%	28%	56%	4.28	.18	36
Gender - ENTIRE SAMPLE	Female	0%	0%	4%	18%	78%	4.72	.00	64,693
	Male	0%	1%	7%	23%	68%	4.58	.00	45,780
	Transgender	2%	3%	12%	26%	58%	4.35	.05	419
	Other Identity	2%	2%	9%	26%	61%	4.43	.04	633
Live... - YOUR INSTITUTION	On campus	1%	1%	7%	21%	70%	4.57	.03	738
	Off campus	2%	2%	5%	25%	66%	4.52	.02	1,474
Live... - ENTIRE SAMPLE	On campus	0%	1%	5%	20%	74%	4.67	.00	66,186
	Off campus	0%	1%	5%	20%	73%	4.65	.00	44,394
NACUFS Region - YOUR	Southern	1%	2%	6%	24%	67%	4.54	.02	2,212
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	5%	22%	72%	4.64	.01	12,173
	Mid-Atlantic	0%	0%	4%	18%	77%	4.71	.01	9,292
	Midwest	0%	1%	5%	21%	73%	4.66	.00	29,002
	Northeast	0%	1%	5%	18%	76%	4.68	.00	20,565
	Pacific	0%	1%	6%	21%	72%	4.63	.00	21,471
	Southern	0%	1%	5%	21%	73%	4.65	.00	19,931
Institution Type - YOUR INSTITUTION	Public	1%	2%	6%	24%	67%	4.54	.02	2,212
Institution Type - ENTIRE SAMPLE	Public	0%	1%	6%	20%	73%	4.65	.00	86,600
	Private	0%	1%	5%	19%	75%	4.68	.00	25,834
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	2%	6%	24%	67%	4.54	.02	2,212
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	22%	68%	4.56	.01	4,274
	Primarily 4-year	0%	1%	5%	20%	74%	4.66	.00	108,160
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	2%	6%	24%	67%	4.54	.02	2,212
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	5%	20%	73%	4.66	.00	79,500
	Mainly Contracted	0%	1%	5%	19%	75%	4.67	.00	27,675
	Combination of Both	0%	1%	7%	23%	69%	4.60	.01	5,259
Total Current Enrollment - YOUR	Over 20,000	1%	2%	6%	24%	67%	4.54	.02	2,212
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	0%	3%	19%	78%	4.74	.01	4,821
	2,500 to 10,000	0%	1%	5%	19%	75%	4.67	.00	26,952
	10,001 to 20,000	0%	1%	6%	20%	74%	4.66	.00	33,948
	Over 20,000	0%	1%	6%	21%	72%	4.64	.00	46,713
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	2%	27%	66%	4.53	.07	133
	Express Unit	1%	2%	6%	20%	70%	4.56	.03	626
	Specialty Coffee Shop/ Juice Bar	1%	2%	6%	25%	67%	4.54	.04	386
	Sit-down Restaurant	2%	1%	8%	28%	60%	4.43	.04	432
	Convenience Store	1%	5%	7%	31%	55%	4.34	.11	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	5%	20%	74%	4.66	.00	21,808
	Marketplace	0%	1%	5%	19%	76%	4.69	.01	6,371
	Express Unit	0%	1%	5%	20%	74%	4.66	.01	15,611
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	20%	73%	4.64	.01	7,797
	Sit-down Restaurant	1%	1%	4%	18%	77%	4.70	.01	3,752
	Convenience Store	1%	1%	8%	24%	67%	4.56	.01	8,661
	No type given		1%	2%	19%	78%	4.73	.04	161

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

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

TABLE 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	5%	8%	14%	35%	37%	3.92	.02	2,419
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	8%	20%	39%	29%	3.84	.00	126,807
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	12%	37%	44%	4.15	.02	1,770
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	16%	39%	37%	4.03	.00	72,318
Aggregated Dining Halls	YOUR INSTITUTION	10%	19%	21%	32%	18%	3.27	.05	649
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	26%	40%	19%	3.59	.00	54,489
Respondent Type - YOUR INSTITUTION	Student	5%	9%	14%	34%	37%	3.90	.03	1,876
	Faculty	2%	9%	13%	38%	38%	4.01	.09	134
	Administration/ Staff	3%	8%	15%	38%	36%	3.96	.06	326
	Other	4%	6%	11%	42%	37%	4.04	.11	83
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	21%	40%	27%	3.80	.00	110,219
	Faculty	2%	6%	15%	37%	39%	4.05	.02	3,888
	Administration/Staff	2%	5%	12%	36%	44%	4.16	.01	10,900
	Other	2%	4%	16%	37%	42%	4.14	.03	1,319
Student Class Status - YOUR INSTITUTION	First year	8%	13%	16%	30%	34%	3.67	.06	543
	Sophomore	5%	10%	14%	33%	37%	3.85	.06	384
	Junior	4%	4%	16%	37%	39%	4.04	.05	426
	Senior	4%	8%	12%	37%	40%	4.01	.06	344
	Graduate	4%	5%	12%	36%	42%	4.08	.09	151
	Other	4%	4%	4%	39%	50%	4.29	.18	28
Student Class Status - ENTIRE SAMPLE	First year	3%	9%	23%	39%	26%	3.77	.01	41,298
	Sophomore	4%	9%	23%	39%	25%	3.72	.01	23,790
	Junior	3%	8%	20%	40%	29%	3.83	.01	19,533
	Senior	3%	7%	18%	42%	30%	3.88	.01	17,669
	Graduate	3%	7%	18%	42%	29%	3.87	.01	6,397
	Other	2%	10%	23%	37%	28%	3.79	.03	1,348
Gender - YOUR INSTITUTION	Female	4%	8%	14%	35%	39%	3.96	.03	1,336
	Male	5%	9%	14%	36%	36%	3.88	.04	1,021
	Transgender	27%	4%	12%	31%	27%	3.27	.31	26
	Other Identity	8%	11%	14%	33%	33%	3.72	.21	36
Gender - ENTIRE SAMPLE	Female	3%	8%	20%	39%	30%	3.85	.00	73,623
	Male	3%	8%	21%	40%	28%	3.83	.00	50,936
	Transgender	6%	7%	21%	37%	28%	3.74	.05	486
	Other Identity	6%	11%	24%	34%	24%	3.60	.04	707
Live... - YOUR INSTITUTION	On campus	8%	11%	15%	34%	32%	3.71	.04	805
	Off campus	4%	7%	14%	36%	40%	4.02	.03	1,614
Live... - ENTIRE SAMPLE	On campus	3%	10%	23%	39%	24%	3.71	.00	73,995
	Off campus	2%	6%	16%	39%	36%	4.02	.00	50,663
NACUFS Region - YOUR	Southern	5%	8%	14%	35%	37%	3.92	.02	2,419
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	18%	42%	32%	3.96	.01	13,620
	Mid-Atlantic	5%	11%	21%	36%	27%	3.69	.01	10,370
	Midwest	2%	8%	21%	41%	28%	3.85	.01	32,212
	Northeast	3%	8%	20%	38%	32%	3.86	.01	23,573
	Pacific	3%	9%	23%	38%	27%	3.75	.01	24,588
	Southern	3%	7%	19%	40%	31%	3.88	.01	22,444
Institution Type - YOUR INSTITUTION	Public	5%	8%	14%	35%	37%	3.92	.02	2,419
Institution Type - ENTIRE SAMPLE	Public	3%	8%	20%	39%	30%	3.85	.00	97,845
	Private	3%	8%	21%	40%	28%	3.80	.01	28,962
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	8%	14%	35%	37%	3.92	.02	2,419
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	8%	19%	36%	35%	3.92	.02	4,870
	Primarily 4-year	3%	8%	20%	40%	29%	3.84	.00	121,937
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	8%	14%	35%	37%	3.92	.02	2,419
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	20%	40%	31%	3.89	.00	89,742
	Mainly Contracted	5%	11%	22%	37%	26%	3.68	.01	31,265
	Combination of Both	2%	6%	21%	46%	24%	3.83	.01	5,800
Total Current Enrollment - YOUR	Over 20,000	5%	8%	14%	35%	37%	3.92	.02	2,419
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	7%	18%	39%	33%	3.91	.01	5,419
	2,500 to 10,000	3%	8%	20%	39%	29%	3.83	.01	30,342
	10,001 to 20,000	3%	8%	22%	40%	27%	3.80	.01	38,648
	Over 20,000	3%	8%	19%	39%	30%	3.87	.00	52,398
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	7%	16%	42%	30%	3.85	.09	142
	Express Unit	3%	3%	7%	27%	60%	4.39	.04	674
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	44%	44%	4.27	.04	406
	Sit-down Restaurant	4%	8%	16%	41%	30%	3.85	.05	471
	Convenience Store	1%	6%	23%	45%	23%	3.83	.10	77
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	18%	40%	32%	3.91	.01	24,365
	Marketplace	3%	7%	17%	38%	35%	3.96	.01	7,258
	Express Unit	2%	5%	14%	38%	41%	4.10	.01	17,616
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	35%	44%	4.15	.01	8,900
	Sit-down Restaurant	2%	4%	12%	36%	45%	4.18	.01	4,300
	Convenience Store	2%	5%	17%	41%	35%	4.04	.01	9,687
	No type given	4%	6%	20%	37%	34%	3.92	.08	192

*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	3%	7%	15%	34%	41%	4.04	.02	2,216
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	9%	18%	34%	35%	3.91	.00	111,966
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	14%	34%	44%	4.11	.03	1,655
Aggregated Retail Units	ENTIRE SAMPLE	2%	8%	17%	34%	39%	3.99	.00	63,893
Aggregated Dining Halls	YOUR INSTITUTION	3%	12%	17%	35%	33%	3.82	.05	561
Aggregated Dining Halls	ENTIRE SAMPLE	3%	11%	20%	35%	31%	3.81	.00	48,073
Respondent Type - YOUR INSTITUTION	Student	3%	8%	16%	33%	40%	3.98	.03	1,738
	Faculty		5%	11%	38%	47%	4.26	.08	120
	Administration/ Staff	1%	4%	9%	42%	43%	4.21	.05	280
	Other	1%	4%	8%	28%	59%	4.40	.10	78
Respondent Type - ENTIRE SAMPLE	Student	2%	10%	19%	34%	34%	3.88	.00	97,796
	Faculty	1%	7%	16%	39%	37%	4.05	.02	3,308
	Administration/Staff	1%	4%	12%	39%	45%	4.24	.01	9,331
	Other	3%	6%	16%	30%	46%	4.10	.03	1,132
Student Class Status - YOUR INSTITUTION	First year	2%	9%	17%	33%	40%	4.00	.05	491
	Sophomore	3%	8%	16%	34%	39%	3.97	.06	358
	Junior	4%	8%	15%	33%	39%	3.94	.06	404
	Senior	3%	7%	16%	36%	38%	3.99	.06	319
	Graduate	6%	9%	16%	23%	46%	3.94	.10	139
	Other	4%	4%	7%	19%	67%	4.41	.20	27
Student Class Status - ENTIRE SAMPLE	First year	3%	11%	20%	34%	33%	3.85	.01	36,836
	Sophomore	2%	11%	19%	33%	34%	3.86	.01	21,167
	Junior	2%	10%	18%	34%	36%	3.92	.01	17,366
	Senior	2%	9%	18%	35%	36%	3.92	.01	15,613
	Graduate	3%	10%	20%	35%	32%	3.84	.01	5,502
	Other	3%	8%	19%	34%	35%	3.91	.03	1,173
Gender - YOUR INSTITUTION	Female	2%	7%	13%	35%	42%	4.08	.03	1,218
	Male	3%	7%	16%	33%	40%	3.99	.04	937
	Transgender	4%	12%	12%	24%	48%	4.00	.24	25
	Other Identity	6%	6%	14%	33%	42%	4.00	.19	36
Gender - ENTIRE SAMPLE	Female	2%	8%	16%	35%	38%	4.01	.00	64,436
	Male	3%	11%	21%	33%	31%	3.78	.01	45,589
	Transgender	4%	9%	23%	25%	38%	3.84	.06	421
	Other Identity	6%	14%	20%	30%	30%	3.65	.05	627
Live... - YOUR INSTITUTION	On campus	3%	9%	18%	32%	39%	3.94	.04	738
	Off campus	3%	6%	13%	35%	43%	4.09	.03	1,478
Live... - ENTIRE SAMPLE	On campus	2%	11%	20%	34%	33%	3.85	.00	65,912
	Off campus	2%	8%	17%	35%	39%	4.01	.00	44,244
NACUFS Region - YOUR	Southern	3%	7%	15%	34%	41%	4.04	.02	2,216
NACUFS Region - ENTIRE SAMPLE	Continental	2%	11%	21%	35%	31%	3.81	.01	12,117
	Mid-Atlantic	2%	11%	19%	34%	35%	3.89	.01	9,248
	Midwest	2%	10%	19%	36%	33%	3.86	.01	28,856
	Northeast	2%	8%	17%	34%	40%	4.01	.01	20,490
	Pacific	2%	9%	19%	34%	36%	3.93	.01	21,371
	Southern	2%	9%	18%	34%	37%	3.94	.01	19,884
Institution Type - YOUR INSTITUTION	Public	3%	7%	15%	34%	41%	4.04	.02	2,216
Institution Type - ENTIRE SAMPLE	Public	2%	9%	18%	34%	36%	3.92	.00	86,277
	Private	2%	10%	19%	35%	34%	3.88	.01	25,689
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	15%	34%	41%	4.04	.02	2,216
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	6%	16%	32%	44%	4.11	.02	4,267
	Primarily 4-year	2%	10%	19%	35%	35%	3.91	.00	107,699
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	15%	34%	41%	4.04	.02	2,216
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	9%	18%	35%	36%	3.93	.00	79,208
	Mainly Contracted	2%	10%	18%	33%	36%	3.90	.01	27,533
	Combination of Both	3%	12%	20%	33%	31%	3.78	.02	5,225
Total Current Enrollment - YOUR	Over 20,000	3%	7%	15%	34%	41%	4.04	.02	2,216
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	9%	17%	38%	34%	3.93	.01	4,814
	2,500 to 10,000	2%	8%	17%	34%	39%	3.99	.01	26,827
	10,001 to 20,000	2%	9%	19%	35%	35%	3.92	.01	33,774
	Over 20,000	2%	10%	19%	34%	34%	3.86	.00	46,551
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	12%	14%	32%	39%	3.92	.10	133
	Express Unit	2%	5%	13%	30%	50%	4.22	.04	627
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	32%	48%	4.18	.05	389
	Sit-down Restaurant	4%	4%	15%	40%	37%	4.01	.05	433
	Convenience Store	5%	8%	15%	41%	30%	3.82	.13	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	9%	17%	34%	38%	3.98	.01	21,677
	Marketplace	2%	10%	19%	35%	34%	3.90	.01	6,350
	Express Unit	2%	8%	17%	34%	39%	4.02	.01	15,538
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	34%	41%	4.06	.01	7,767
	Sit-down Restaurant	2%	7%	16%	36%	39%	4.04	.02	3,740
	Convenience Store	2%	8%	18%	33%	38%	3.96	.01	8,659
	No type given	1%	10%	16%	29%	44%	4.04	.08	162

*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

		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	Eye appeal (3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	5%	8%	17%	34%	37%	3.90	.02	2,411
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	8%	23%	36%	29%	3.81	.00	126,325
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	13%	36%	43%	4.11	.02	1,765
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	20%	36%	35%	3.96	.00	72,069
Aggregated Dining Halls	YOUR INSTITUTION	10%	15%	25%	30%	20%	3.34	.05	646
Aggregated Dining Halls	ENTIRE SAMPLE	4%	10%	28%	37%	22%	3.62	.00	54,256
Respondent Type - YOUR INSTITUTION	Student	6%	8%	17%	33%	36%	3.87	.03	1,869
	Faculty	2%	6%	11%	42%	39%	4.09	.08	134
	Administration/ Staff	2%	8%	17%	37%	37%	3.98	.06	325
	Other	4%	2%	11%	48%	35%	4.08	.10	83
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	25%	36%	28%	3.77	.00	109,801
	Faculty	2%	6%	17%	36%	39%	4.04	.02	3,862
	Administration/Staff	2%	5%	14%	36%	43%	4.13	.01	10,869
	Other	2%	5%	18%	33%	42%	4.09	.03	1,311
Student Class Status - YOUR INSTITUTION	First year	8%	12%	19%	27%	35%	3.69	.05	544
	Sophomore	6%	9%	18%	34%	33%	3.79	.06	381
	Junior	4%	5%	20%	35%	37%	3.97	.05	424
	Senior	4%	7%	12%	38%	38%	3.99	.06	342
	Graduate	5%	5%	14%	33%	43%	4.04	.09	150
	Other	4%	4%	7%	32%	54%	4.29	.19	28
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	25%	37%	27%	3.77	.01	41,131
	Sophomore	3%	10%	26%	36%	25%	3.70	.01	23,689
	Junior	3%	9%	24%	36%	28%	3.78	.01	19,441
	Senior	3%	8%	23%	37%	30%	3.82	.01	17,624
	Graduate	3%	7%	21%	39%	31%	3.87	.01	6,392
	Other	2%	8%	22%	37%	31%	3.87	.03	1,339
Gender - YOUR INSTITUTION	Female	4%	8%	17%	35%	37%	3.93	.03	1,333
	Male	5%	8%	17%	34%	36%	3.88	.04	1,016
	Transgender	27%		15%	23%	35%	3.38	.32	26
	Other Identity	6%	14%	8%	31%	42%	3.89	.21	36
Gender - ENTIRE SAMPLE	Female	3%	8%	23%	36%	31%	3.84	.00	73,384
	Male	3%	8%	24%	37%	28%	3.78	.00	50,703
	Transgender	6%	8%	23%	33%	29%	3.72	.05	482
	Other Identity	5%	11%	24%	33%	26%	3.63	.04	704
Live... - YOUR INSTITUTION	On campus	8%	10%	21%	30%	32%	3.68	.04	805
	Off campus	4%	6%	15%	36%	39%	4.01	.03	1,606
Live... - ENTIRE SAMPLE	On campus	3%	9%	26%	36%	25%	3.71	.00	73,677
	Off campus	2%	6%	19%	37%	36%	3.97	.00	50,514
NACUFS Region - YOUR	Southern	5%	8%	17%	34%	37%	3.90	.02	2,411
NACUFS Region - ENTIRE SAMPLE	Continental	1%	6%	23%	39%	31%	3.91	.01	13,550
	Mid-Atlantic	5%	11%	25%	33%	27%	3.65	.01	10,321
	Midwest	2%	8%	24%	37%	29%	3.82	.01	32,088
	Northeast	3%	8%	22%	35%	31%	3.83	.01	23,517
	Pacific	3%	9%	25%	37%	27%	3.77	.01	24,489
	Southern	3%	7%	22%	37%	31%	3.86	.01	22,360
Institution Type - YOUR INSTITUTION	Public	5%	8%	17%	34%	37%	3.90	.02	2,411
Institution Type - ENTIRE SAMPLE	Public	3%	8%	23%	37%	30%	3.83	.00	97,492
	Private	3%	9%	25%	36%	28%	3.76	.01	28,833
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	8%	17%	34%	37%	3.90	.02	2,411
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	8%	23%	33%	33%	3.85	.02	4,863
	Primarily 4-year	3%	8%	23%	37%	29%	3.81	.00	121,462
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	8%	17%	34%	37%	3.90	.02	2,411
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	23%	37%	31%	3.86	.00	89,432
	Mainly Contracted	4%	10%	25%	35%	26%	3.67	.01	31,130
	Combination of Both	2%	6%	25%	40%	27%	3.83	.01	5,763
Total Current Enrollment - YOUR	Over 20,000	5%	8%	17%	34%	37%	3.90	.02	2,411
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	8%	23%	35%	30%	3.80	.01	5,407
	2,500 to 10,000	3%	8%	23%	35%	30%	3.80	.01	30,227
	10,001 to 20,000	3%	8%	24%	37%	28%	3.79	.01	38,477
	Over 20,000	3%	8%	23%	37%	30%	3.84	.00	52,214
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	10%	19%	39%	26%	3.70	.09	142
	Express Unit	3%	2%	11%	29%	56%	4.34	.04	671
	Specialty Coffee Shop/ Juice Bar	1%	4%	10%	41%	44%	4.22	.04	404
	Sit-down Restaurant	4%	8%	18%	39%	31%	3.84	.05	470
	Convenience Store	1%	8%	19%	46%	26%	3.87	.11	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	8%	22%	38%	30%	3.85	.01	24,233
	Marketplace	2%	7%	22%	37%	33%	3.90	.01	7,235
	Express Unit	2%	6%	19%	36%	37%	3.99	.01	17,555
	Specialty Coffee Shop/ Juice Bar	2%	5%	16%	33%	45%	4.15	.01	8,891
	Sit-down Restaurant	2%	5%	15%	33%	45%	4.15	.01	4,302
	Convenience Store	2%	5%	21%	37%	35%	3.98	.01	9,664
	No type given	4%	5%	22%	33%	35%	3.92	.08	189

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

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

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

		Freshness					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	1%	1%	6%	26%	65%	4.52	.02	2,213
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	6%	23%	69%	4.60	.00	111,920
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	26%	64%	4.49	.02	1,651
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	23%	69%	4.60	.00	63,842
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	5%	23%	70%	4.61	.03	562
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	6%	23%	69%	4.60	.00	48,078
Respondent Type - YOUR INSTITUTION	Student	2%	1%	7%	27%	63%	4.48	.02	1,736
	Faculty			3%	22%	75%	4.72	.05	120
	Administration/ Staff	1%	1%	2%	22%	73%	4.66	.04	279
	Other	1%	1%	5%	22%	71%	4.59	.09	78
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	7%	24%	68%	4.58	.00	97,731
	Faculty	0%	1%	4%	21%	74%	4.68	.01	3,319
	Administration/Staff	0%	0%	3%	18%	78%	4.74	.01	9,343
	Other	1%	2%	7%	23%	67%	4.54	.02	1,132
Student Class Status - YOUR INSTITUTION	First year	0%	1%	6%	25%	68%	4.60	.03	491
	Sophomore	2%	2%	9%	27%	59%	4.38	.05	356
	Junior	2%	1%	8%	30%	58%	4.40	.04	403
	Senior	1%	2%	7%	29%	62%	4.48	.04	318
	Graduate	2%	3%	5%	21%	70%	4.52	.07	141
	Other	4%		7%	4%	85%	4.67	.18	27
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	24%	68%	4.59	.00	36,788
	Sophomore	0%	1%	7%	24%	68%	4.57	.00	21,157
	Junior	0%	1%	7%	23%	69%	4.59	.01	17,356
	Senior	0%	1%	6%	24%	68%	4.59	.01	15,599
	Graduate	1%	1%	7%	24%	68%	4.58	.01	5,509
	Other	1%	1%	9%	24%	64%	4.48	.02	1,183
Gender - YOUR INSTITUTION	Female	1%	1%	6%	25%	67%	4.56	.02	1,216
	Male	2%	1%	7%	26%	64%	4.48	.03	936
	Transgender	4%		12%	20%	64%	4.40	.20	25
	Other Identity	6%	3%	3%	33%	56%	4.31	.18	36
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	19%	76%	4.69	.00	64,436
	Male	1%	1%	9%	29%	60%	4.47	.00	45,558
	Transgender	2%	4%	10%	27%	57%	4.33	.05	420
	Other Identity	2%	3%	9%	26%	59%	4.38	.04	627
Live... - YOUR INSTITUTION	On campus	1%	1%	7%	26%	65%	4.52	.03	737
	Off campus	2%	1%	6%	26%	66%	4.52	.02	1,476
Live... - ENTIRE SAMPLE	On campus	0%	1%	6%	24%	69%	4.60	.00	65,904
	Off campus	1%	1%	6%	22%	70%	4.61	.00	44,208
NACUFS Region - YOUR	Southern	1%	1%	6%	26%	65%	4.52	.02	2,213
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	25%	66%	4.56	.01	12,092
	Mid-Atlantic	0%	1%	5%	21%	73%	4.65	.01	9,266
	Midwest	0%	1%	6%	24%	69%	4.60	.00	28,813
	Northeast	0%	1%	6%	21%	72%	4.63	.00	20,488
	Pacific	0%	1%	7%	23%	68%	4.57	.00	21,386
	Southern	0%	1%	6%	23%	69%	4.60	.00	19,875
Institution Type - YOUR INSTITUTION	Public	1%	1%	6%	26%	65%	4.52	.02	2,213
Institution Type - ENTIRE SAMPLE	Public	0%	1%	7%	23%	69%	4.60	.00	86,239
	Private	0%	1%	6%	24%	69%	4.61	.00	25,681
Institution Type - YOUR INSTITUTION	Primarily 4-year	1%	1%	6%	26%	65%	4.52	.02	2,213
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	21%	69%	4.56	.01	4,256
	Primarily 4-year	0%	1%	6%	23%	69%	4.60	.00	107,664
Operation Type - YOUR INSTITUTION	Mainly Contracted	1%	1%	6%	26%	65%	4.52	.02	2,213
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	23%	69%	4.60	.00	79,148
	Mainly Contracted	0%	1%	6%	23%	70%	4.61	.00	27,540
	Combination of Both	0%	1%	8%	27%	64%	4.53	.01	5,232
Total Current Enrollment - YOUR	Over 20,000	1%	1%	6%	26%	65%	4.52	.02	2,213
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	4%	21%	75%	4.70	.01	4,813
	2,500 to 10,000	0%	1%	6%	22%	71%	4.62	.00	26,844
	10,001 to 20,000	0%	1%	7%	23%	69%	4.59	.00	33,755
	Over 20,000	0%	1%	7%	24%	68%	4.58	.00	46,508
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	3%	29%	63%	4.50	.07	134
	Express Unit	1%	1%	6%	25%	67%	4.55	.03	629
	Specialty Coffee Shop/ Juice Bar	2%	3%	6%	23%	66%	4.50	.04	385
	Sit-down Restaurant	2%	1%	9%	30%	57%	4.39	.04	430
	Convenience Store	1%	1%	8%	29%	60%	4.45	.10	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	22%	70%	4.60	.00	21,711
	Marketplace	0%	1%	6%	23%	70%	4.61	.01	6,333
	Express Unit	0%	1%	6%	24%	69%	4.60	.01	15,516
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	22%	70%	4.59	.01	7,757
	Sit-down Restaurant	1%	1%	6%	22%	71%	4.62	.01	3,725
	Convenience Store	1%	1%	8%	24%	66%	4.54	.01	8,638
	No type given		1%	2%	17%	79%	4.74	.04	162

*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	6%	9%	17%	31%	37%	3.84	.02	2,415
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	11%	23%	34%	29%	3.73	.00	126,356
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	16%	33%	43%	4.06	.02	1,765
Aggregated Retail Units	ENTIRE SAMPLE	3%	8%	20%	34%	35%	3.90	.00	72,019
Aggregated Dining Halls	YOUR INSTITUTION	13%	19%	19%	27%	21%	3.23	.05	650
Aggregated Dining Halls	ENTIRE SAMPLE	5%	14%	26%	34%	21%	3.51	.00	54,337
Respondent Type - YOUR INSTITUTION	Student	7%	10%	17%	30%	36%	3.78	.03	1,874
	Faculty	2%	6%	14%	35%	44%	4.14	.08	133
	Administration/ Staff	3%	6%	18%	34%	39%	4.00	.06	325
	Other	5%	2%	12%	46%	35%	4.04	.11	83
Respondent Type - ENTIRE SAMPLE	Student	4%	11%	24%	34%	26%	3.67	.00	109,835
	Faculty	2%	6%	14%	33%	44%	4.12	.02	3,870
	Administration/Staff	2%	5%	13%	32%	48%	4.18	.01	10,876
	Other	2%	6%	16%	32%	44%	4.09	.03	1,306
Student Class Status - YOUR INSTITUTION	First year	10%	16%	17%	23%	34%	3.55	.06	543
	Sophomore	7%	10%	19%	29%	34%	3.73	.06	381
	Junior	5%	5%	19%	35%	36%	3.93	.05	427
	Senior	5%	7%	18%	32%	38%	3.91	.06	342
	Graduate	7%	8%	10%	33%	42%	3.96	.10	153
	Other	4%	4%	4%	39%	50%	4.29	.18	28
Student Class Status - ENTIRE SAMPLE	First year	4%	12%	25%	33%	25%	3.63	.01	41,150
	Sophomore	5%	13%	26%	33%	24%	3.57	.01	23,696
	Junior	4%	11%	23%	34%	28%	3.70	.01	19,450
	Senior	4%	9%	23%	36%	28%	3.75	.01	17,614
	Graduate	3%	8%	19%	37%	33%	3.89	.01	6,403
	Other	4%	9%	21%	35%	31%	3.80	.03	1,344
Gender - YOUR INSTITUTION	Female	6%	9%	17%	31%	37%	3.87	.03	1,333
	Male	6%	10%	17%	31%	36%	3.83	.04	1,020
	Transgender	27%		19%	19%	35%	3.35	.32	26
	Other Identity	11%	8%	14%	33%	33%	3.69	.22	36
Gender - ENTIRE SAMPLE	Female	4%	11%	22%	33%	29%	3.72	.00	73,382
	Male	4%	10%	23%	35%	29%	3.75	.00	50,752
	Transgender	6%	11%	24%	32%	27%	3.64	.05	485
	Other Identity	8%	12%	24%	32%	24%	3.52	.05	701
Live... - YOUR INSTITUTION	On campus	9%	15%	18%	27%	31%	3.57	.05	805
	Off campus	5%	6%	16%	33%	40%	3.98	.03	1,610
Live... - ENTIRE SAMPLE	On campus	5%	13%	26%	33%	23%	3.57	.00	73,742
	Off campus	3%	7%	18%	35%	37%	3.96	.00	50,499
NACUFS Region - YOUR	Southern	6%	9%	17%	31%	37%	3.84	.02	2,415
NACUFS Region - ENTIRE SAMPLE	Continental	3%	10%	23%	35%	29%	3.78	.01	13,531
	Mid-Atlantic	6%	13%	24%	32%	26%	3.59	.01	10,344
	Midwest	4%	11%	24%	34%	27%	3.70	.01	32,096
	Northeast	4%	10%	22%	32%	31%	3.74	.01	23,524
	Pacific	4%	10%	23%	34%	29%	3.74	.01	24,486
	Southern	4%	9%	21%	34%	31%	3.79	.01	22,375
Institution Type - YOUR INSTITUTION	Public	6%	9%	17%	31%	37%	3.84	.02	2,415
Institution Type - ENTIRE SAMPLE	Public	4%	10%	22%	34%	29%	3.75	.00	97,521
	Private	5%	11%	24%	33%	27%	3.68	.01	28,835
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	9%	17%	31%	37%	3.84	.02	2,415
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	9%	20%	31%	36%	3.86	.02	4,843
	Primarily 4-year	4%	11%	23%	34%	29%	3.73	.00	121,513
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	9%	17%	31%	37%	3.84	.02	2,415
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	10%	22%	34%	30%	3.79	.00	89,418
	Mainly Contracted	6%	13%	25%	31%	25%	3.56	.01	31,184
	Combination of Both	3%	8%	23%	38%	29%	3.81	.01	5,754
Total Current Enrollment - YOUR	Over 20,000	6%	9%	17%	31%	37%	3.84	.02	2,415
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	9%	21%	33%	32%	3.77	.02	5,422
	2,500 to 10,000	4%	11%	23%	33%	28%	3.69	.01	30,270
	10,001 to 20,000	4%	11%	24%	34%	28%	3.71	.01	38,483
	Over 20,000	4%	10%	22%	34%	30%	3.76	.00	52,181
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	10%	24%	32%	28%	3.67	.10	144
	Express Unit	3%	2%	11%	27%	57%	4.33	.04	671
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	38%	44%	4.20	.04	402
	Sit-down Restaurant	5%	8%	23%	36%	28%	3.75	.05	471
	Convenience Store	1%	12%	26%	35%	26%	3.73	.12	77
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	10%	22%	34%	30%	3.77	.01	24,243
	Marketplace	3%	9%	20%	35%	33%	3.85	.01	7,232
	Express Unit	3%	7%	19%	34%	38%	3.96	.01	17,549
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	32%	43%	4.07	.01	8,882
	Sit-down Restaurant	2%	6%	16%	32%	44%	4.10	.02	4,290
	Convenience Store	3%	8%	22%	34%	34%	3.89	.01	9,634
	No type given	3%	6%	24%	28%	40%	3.95	.08	189

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

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

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

		Nutritional content					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	10%	30%	55%	4.31	.02	2,209
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	27%	58%	4.39	.00	111,439
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	10%	31%	52%	4.27	.02	1,646
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	28%	57%	4.37	.00	63,576
Aggregated Dining Halls	YOUR INSTITUTION	2%	2%	9%	27%	61%	4.43	.04	563
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	10%	27%	60%	4.42	.00	47,863
Respondent Type - YOUR INSTITUTION	Student	3%	3%	10%	30%	53%	4.28	.02	1,735
	Faculty		3%	8%	25%	64%	4.50	.07	119
	Administration/ Staff	1%	3%	8%	33%	55%	4.36	.05	278
	Other	3%		3%	30%	65%	4.55	.09	77
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	27%	58%	4.39	.00	97,358
	Faculty	1%	2%	8%	27%	62%	4.48	.01	3,287
	Administration/Staff	1%	2%	9%	29%	59%	4.44	.01	9,275
	Other	3%	2%	11%	27%	58%	4.35	.03	1,125
Student Class Status - YOUR INSTITUTION	First year	1%	3%	10%	28%	57%	4.37	.04	493
	Sophomore	3%	4%	9%	31%	53%	4.26	.05	356
	Junior	4%	3%	15%	31%	48%	4.16	.05	403
	Senior	3%	4%	10%	34%	50%	4.24	.05	318
	Graduate	3%	4%	5%	28%	61%	4.40	.08	138
	Other	4%		4%	19%	74%	4.59	.17	27
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	27%	58%	4.39	.00	36,631
	Sophomore	1%	3%	11%	27%	58%	4.39	.01	21,081
	Junior	1%	3%	11%	27%	58%	4.39	.01	17,290
	Senior	1%	3%	11%	28%	57%	4.38	.01	15,558
	Graduate	1%	2%	10%	28%	59%	4.40	.01	5,482
	Other	2%	3%	11%	27%	57%	4.33	.03	1,173
Gender - YOUR INSTITUTION	Female	2%	3%	10%	30%	56%	4.36	.03	1,211
	Male	3%	4%	10%	30%	53%	4.26	.03	938
	Transgender	4%	8%	8%	24%	56%	4.20	.23	25
	Other Identity	6%	3%	3%	37%	51%	4.26	.18	35
Gender - ENTIRE SAMPLE	Female	1%	2%	8%	25%	64%	4.51	.00	64,182
	Male	2%	4%	14%	30%	50%	4.24	.00	45,329
	Transgender	5%	5%	13%	26%	51%	4.14	.05	418
	Other Identity	3%	4%	12%	26%	54%	4.25	.04	623
Live... - YOUR INSTITUTION	On campus	2%	3%	11%	29%	55%	4.31	.03	741
	Off campus	3%	3%	9%	31%	54%	4.31	.02	1,468
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	27%	59%	4.40	.00	65,625
	Off campus	1%	3%	10%	28%	58%	4.38	.00	43,994
NACUFS Region - YOUR	Southern	2%	3%	10%	30%	55%	4.31	.02	2,209
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	28%	56%	4.35	.01	12,064
	Mid-Atlantic	1%	2%	10%	25%	62%	4.45	.01	9,220
	Midwest	1%	3%	11%	29%	56%	4.36	.01	28,702
	Northeast	1%	2%	10%	26%	61%	4.43	.01	20,390
	Pacific	1%	2%	11%	27%	59%	4.40	.01	21,262
	Southern	1%	3%	11%	27%	58%	4.39	.01	19,801
Institution Type - YOUR INSTITUTION	Public	2%	3%	10%	30%	55%	4.31	.02	2,209
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	27%	58%	4.38	.00	85,857
	Private	1%	2%	10%	27%	60%	4.42	.01	25,582
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	10%	30%	55%	4.31	.02	2,209
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	13%	25%	58%	4.36	.01	4,232
	Primarily 4-year	1%	3%	10%	27%	58%	4.39	.00	107,207
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	10%	30%	55%	4.31	.02	2,209
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	27%	58%	4.39	.00	78,824
	Mainly Contracted	1%	3%	10%	27%	59%	4.40	.01	27,407
	Combination of Both	1%	2%	10%	27%	59%	4.41	.01	5,208
Total Current Enrollment - YOUR	Over 20,000	2%	3%	10%	30%	55%	4.31	.02	2,209
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	7%	25%	64%	4.47	.01	4,801
	2,500 to 10,000	1%	3%	11%	26%	59%	4.41	.01	26,702
	10,001 to 20,000	1%	3%	11%	28%	57%	4.37	.00	33,574
	Over 20,000	1%	3%	11%	27%	58%	4.39	.00	46,362
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	4%	11%	35%	47%	4.18	.09	133
	Express Unit	2%	3%	10%	29%	57%	4.35	.04	627
	Specialty Coffee Shop/ Juice Bar	2%	4%	9%	31%	54%	4.30	.05	384
	Sit-down Restaurant	3%	3%	12%	35%	46%	4.17	.05	429
	Convenience Store	4%	4%	8%	32%	52%	4.23	.12	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	10%	27%	59%	4.41	.01	21,613
	Marketplace	1%	2%	10%	28%	58%	4.40	.01	6,318
	Express Unit	2%	3%	11%	29%	55%	4.33	.01	15,461
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	27%	57%	4.35	.01	7,693
	Sit-down Restaurant	2%	3%	11%	30%	55%	4.34	.01	3,706
	Convenience Store	2%	3%	12%	28%	56%	4.34	.01	8,624
	No type given		4%	6%	19%	71%	4.56	.06	161

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

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

TABLE 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	8%	11%	22%	30%	30%	3.62	.03	2,409
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	13%	27%	32%	23%	3.53	.00	125,229
Aggregated Retail Units	YOUR INSTITUTION	5%	8%	22%	30%	34%	3.82	.03	1,761
Aggregated Retail Units	ENTIRE SAMPLE	5%	11%	26%	31%	26%	3.62	.00	71,451
Aggregated Dining Halls	YOUR INSTITUTION	17%	17%	23%	27%	17%	3.10	.05	648
Aggregated Dining Halls	ENTIRE SAMPLE	7%	14%	28%	33%	19%	3.42	.00	53,778
Respondent Type - YOUR INSTITUTION	Student	9%	12%	22%	28%	29%	3.56	.03	1,873
	Faculty	2%	8%	25%	28%	37%	3.91	.09	132
	Administration/ Staff	4%	8%	23%	34%	31%	3.78	.06	321
	Other	5%	2%	12%	51%	30%	3.99	.11	83
Respondent Type - ENTIRE SAMPLE	Student	6%	13%	28%	31%	21%	3.47	.00	108,951
	Faculty	3%	8%	21%	34%	33%	3.86	.02	3,821
	Administration/Staff	3%	6%	20%	35%	37%	3.96	.01	10,689
	Other	3%	7%	19%	33%	37%	3.93	.03	1,289
Student Class Status - YOUR INSTITUTION	First year	13%	18%	19%	24%	25%	3.31	.06	542
	Sophomore	9%	11%	22%	28%	29%	3.58	.06	383
	Junior	6%	7%	26%	32%	30%	3.74	.05	426
	Senior	6%	11%	26%	28%	29%	3.63	.06	344
	Graduate	12%	6%	19%	29%	34%	3.67	.11	150
	Other	7%	4%	11%	32%	46%	4.07	.22	28
Student Class Status - ENTIRE SAMPLE	First year	6%	14%	29%	31%	20%	3.45	.01	40,773
	Sophomore	7%	14%	29%	31%	19%	3.40	.01	23,510
	Junior	6%	13%	27%	31%	22%	3.50	.01	19,299
	Senior	6%	12%	27%	32%	22%	3.51	.01	17,510
	Graduate	5%	11%	25%	35%	25%	3.65	.01	6,346
	Other	6%	12%	27%	32%	23%	3.55	.03	1,330
Gender - YOUR INSTITUTION	Female	8%	11%	24%	29%	28%	3.59	.03	1,333
	Male	8%	10%	21%	31%	31%	3.68	.04	1,014
	Transgender	27%	8%	15%	8%	42%	3.31	.34	26
	Other Identity	8%	11%	19%	25%	36%	3.69	.22	36
Gender - ENTIRE SAMPLE	Female	6%	14%	27%	31%	22%	3.49	.00	72,801
	Male	5%	11%	27%	33%	23%	3.60	.00	50,224
	Transgender	10%	11%	26%	26%	28%	3.51	.06	477
	Other Identity	10%	12%	31%	25%	21%	3.34	.05	689
Live... - YOUR INSTITUTION	On campus	12%	16%	21%	26%	24%	3.35	.05	806
	Off campus	6%	8%	23%	31%	32%	3.76	.03	1,603
Live... - ENTIRE SAMPLE	On campus	7%	15%	29%	31%	19%	3.40	.00	73,129
	Off campus	4%	10%	24%	33%	29%	3.73	.00	49,988
NACUFS Region - YOUR	Southern	8%	11%	22%	30%	30%	3.62	.03	2,409
NACUFS Region - ENTIRE SAMPLE	Continental	4%	13%	27%	34%	22%	3.57	.01	13,433
	Mid-Atlantic	9%	15%	28%	29%	20%	3.37	.01	10,232
	Midwest	5%	13%	28%	32%	21%	3.51	.01	31,767
	Northeast	6%	12%	26%	31%	25%	3.55	.01	23,327
	Pacific	6%	12%	27%	32%	23%	3.55	.01	24,261
	Southern	6%	11%	26%	32%	24%	3.59	.01	22,209
Institution Type - YOUR INSTITUTION	Public	8%	11%	22%	30%	30%	3.62	.03	2,409
Institution Type - ENTIRE SAMPLE	Public	6%	12%	27%	32%	23%	3.55	.00	96,611
	Private	6%	13%	28%	32%	21%	3.47	.01	28,618
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	11%	22%	30%	30%	3.62	.03	2,409
Institution Type - ENTIRE SAMPLE	Primarily 2-year	7%	12%	27%	27%	27%	3.55	.02	4,796
	Primarily 4-year	6%	13%	27%	32%	23%	3.53	.00	120,433
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	11%	22%	30%	30%	3.62	.03	2,409
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	12%	27%	32%	24%	3.58	.00	88,633
	Mainly Contracted	8%	15%	28%	30%	20%	3.38	.01	30,867
	Combination of Both	4%	10%	26%	36%	25%	3.68	.01	5,729
Total Current Enrollment - YOUR	Over 20,000	8%	11%	22%	30%	30%	3.62	.03	2,409
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	14%	25%	33%	23%	3.51	.02	5,368
	2,500 to 10,000	6%	13%	28%	31%	23%	3.50	.01	29,992
	10,001 to 20,000	5%	12%	28%	32%	22%	3.54	.01	38,090
	Over 20,000	6%	13%	26%	32%	23%	3.55	.01	51,779
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	12%	31%	26%	21%	3.37	.10	142
	Express Unit	4%	6%	18%	27%	45%	4.02	.04	671
	Specialty Coffee Shop/ Juice Bar	2%	7%	21%	34%	36%	3.93	.05	401
	Sit-down Restaurant	6%	10%	25%	34%	25%	3.61	.05	471
	Convenience Store	7%	14%	25%	30%	24%	3.50	.14	76
Type of Retail Unit - ENTIRE SAMPLE	Food Court	6%	14%	28%	30%	22%	3.50	.01	24,084
	Marketplace	5%	12%	27%	33%	23%	3.57	.01	7,172
	Express Unit	5%	10%	26%	32%	28%	3.68	.01	17,410
	Specialty Coffee Shop/ Juice Bar	4%	10%	25%	31%	31%	3.76	.01	8,781
	Sit-down Restaurant	4%	9%	23%	32%	32%	3.78	.02	4,224
	Convenience Store	5%	11%	26%	31%	27%	3.64	.01	9,592
	No type given	4%	10%	20%	34%	32%	3.79	.08	188

*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

		(1) Not at All Important	(2) Not Very Important	Value (3) Mixed	(4) Somewhat Important	(5) Very Important	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	2%	2%	8%	27%	61%	4.44	.02	2,194
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	11%	28%	59%	4.42	.00	110,162
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	27%	62%	4.45	.02	1,645
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	9%	26%	64%	4.51	.00	63,526
Aggregated Dining Halls	YOUR INSTITUTION	2%	1%	10%	27%	60%	4.41	.04	549
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	14%	31%	52%	4.29	.00	46,636
Respondent Type - YOUR INSTITUTION	Student	2%	2%	9%	27%	60%	4.41	.02	1,721
	Faculty	1%	3%	6%	24%	67%	4.53	.07	120
	Administration/ Staff	1%	1%	4%	30%	64%	4.56	.04	277
	Other	1%		7%	22%	70%	4.59	.08	76
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	12%	28%	57%	4.39	.00	96,122
	Faculty	1%	1%	7%	29%	62%	4.52	.01	3,279
	Administration/Staff	0%	1%	5%	24%	70%	4.62	.01	9,268
	Other	2%	2%	11%	26%	60%	4.40	.03	1,099
Student Class Status - YOUR INSTITUTION	First year	2%	2%	11%	23%	63%	4.44	.04	484
	Sophomore	3%	4%	8%	31%	55%	4.32	.05	353
	Junior	2%	1%	10%	31%	55%	4.36	.04	403
	Senior	1%	2%	8%	25%	64%	4.50	.05	317
	Graduate	3%	2%	4%	24%	66%	4.49	.08	137
	Other	7%			19%	74%	4.52	.21	27
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	14%	30%	53%	4.32	.00	35,936
	Sophomore	1%	2%	12%	29%	57%	4.38	.01	20,803
	Junior	1%	2%	11%	27%	60%	4.44	.01	17,167
	Senior	1%	1%	9%	27%	63%	4.49	.01	15,469
	Graduate	1%	1%	8%	27%	64%	4.51	.01	5,452
	Other	2%	1%	14%	27%	56%	4.34	.03	1,163
Gender - YOUR INSTITUTION	Female	1%	2%	8%	27%	62%	4.48	.02	1,201
	Male	3%	2%	9%	27%	60%	4.40	.03	932
	Transgender	4%	4%	8%	20%	64%	4.36	.22	25
	Other Identity	6%		6%	28%	61%	4.39	.17	36
Gender - ENTIRE SAMPLE	Female	1%	1%	10%	27%	61%	4.47	.00	63,334
	Male	1%	2%	13%	29%	55%	4.35	.00	44,933
	Transgender	2%	5%	14%	25%	53%	4.22	.05	413
	Other Identity	2%	2%	11%	25%	59%	4.38	.04	611
Live... - YOUR INSTITUTION	On campus	2%	2%	11%	24%	60%	4.39	.03	727
	Off campus	2%	1%	6%	28%	62%	4.47	.02	1,467
Live... - ENTIRE SAMPLE	On campus	1%	2%	13%	30%	54%	4.34	.00	64,444
	Off campus	1%	1%	8%	25%	65%	4.52	.00	43,916
NACUFS Region - YOUR	Southern	2%	2%	8%	27%	61%	4.44	.02	2,194
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	11%	30%	55%	4.37	.01	11,885
	Mid-Atlantic	1%	2%	10%	27%	61%	4.45	.01	9,100
	Midwest	1%	2%	12%	30%	55%	4.36	.00	28,294
	Northeast	1%	1%	10%	27%	61%	4.46	.01	20,174
	Pacific	1%	2%	12%	27%	59%	4.41	.01	21,021
	Southern	1%	1%	9%	26%	62%	4.48	.01	19,688
Institution Type - YOUR INSTITUTION	Public	2%	2%	8%	27%	61%	4.44	.02	2,194
Institution Type - ENTIRE SAMPLE	Public	1%	2%	11%	28%	59%	4.42	.00	84,993
	Private	1%	2%	10%	29%	58%	4.41	.01	25,169
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	8%	27%	61%	4.44	.02	2,194
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	11%	25%	61%	4.44	.01	4,214
	Primarily 4-year	1%	2%	11%	28%	58%	4.42	.00	105,948
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	8%	27%	61%	4.44	.02	2,194
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	11%	28%	58%	4.41	.00	77,855
	Mainly Contracted	1%	2%	10%	27%	59%	4.43	.00	27,114
	Combination of Both	1%	2%	11%	28%	59%	4.42	.01	5,193
Total Current Enrollment - YOUR	Over 20,000	2%	2%	8%	27%	61%	4.44	.02	2,194
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	1%	9%	29%	60%	4.45	.01	4,720
	2,500 to 10,000	1%	2%	11%	28%	59%	4.43	.00	26,446
	10,001 to 20,000	1%	2%	11%	28%	57%	4.40	.00	33,145
	Over 20,000	1%	2%	11%	28%	59%	4.42	.00	45,851
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	5%	23%	68%	4.52	.07	133
	Express Unit	1%	2%	8%	24%	65%	4.51	.03	626
	Specialty Coffee Shop/ Juice Bar	2%	1%	8%	25%	63%	4.45	.04	384
	Sit-down Restaurant	2%	2%	7%	34%	54%	4.36	.04	429
	Convenience Store	3%	3%	4%	32%	59%	4.41	.11	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	1%	8%	25%	65%	4.53	.00	21,596
	Marketplace	1%	1%	9%	26%	63%	4.50	.01	6,326
	Express Unit	1%	1%	9%	26%	63%	4.50	.01	15,442
	Specialty Coffee Shop/ Juice Bar	1%	1%	9%	27%	63%	4.50	.01	7,717
	Sit-down Restaurant	1%	1%	8%	28%	63%	4.51	.01	3,696
	Convenience Store	1%	1%	10%	26%	62%	4.48	.01	8,590
	No type given		1%	4%	25%	70%	4.64	.05	159

*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

		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	Value (3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied	Mean*	Sampling Error**	# Resp
Aggregated Dining Halls & Retail Units	Florida State University	8%	13%	18%	30%	30%	3.61	.03	2,388
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	13%	26%	30%	23%	3.48	.00	124,183
Aggregated Retail Units	YOUR INSTITUTION	6%	11%	18%	32%	33%	3.75	.03	1,754
Aggregated Retail Units	ENTIRE SAMPLE	8%	14%	25%	29%	25%	3.48	.00	71,595
Aggregated Dining Halls	YOUR INSTITUTION	15%	20%	18%	24%	23%	3.22	.05	634
Aggregated Dining Halls	ENTIRE SAMPLE	7%	12%	28%	32%	21%	3.48	.01	52,588
Respondent Type - YOUR INSTITUTION	Student	9%	13%	19%	29%	29%	3.56	.03	1,854
	Faculty	5%	12%	13%	29%	42%	3.92	.10	133
	Administration/ Staff	6%	13%	17%	33%	31%	3.70	.07	319
	Other	4%	5%	15%	44%	33%	3.98	.11	82
Respondent Type - ENTIRE SAMPLE	Student	7%	14%	27%	30%	22%	3.44	.00	107,875
	Faculty	6%	11%	20%	30%	33%	3.72	.02	3,819
	Administration/Staff	7%	11%	20%	29%	33%	3.72	.01	10,726
	Other	3%	7%	18%	32%	40%	3.97	.03	1,291
Student Class Status - YOUR INSTITUTION	First year	13%	19%	15%	25%	29%	3.38	.06	534
	Sophomore	10%	11%	22%	30%	27%	3.54	.07	376
	Junior	8%	10%	23%	32%	28%	3.63	.06	425
	Senior	6%	14%	21%	27%	32%	3.64	.07	341
	Graduate	5%	13%	17%	33%	33%	3.75	.10	150
	Other	7%	4%	11%	32%	46%	4.07	.22	28
Student Class Status - ENTIRE SAMPLE	First year	6%	12%	28%	31%	23%	3.52	.01	40,116
	Sophomore	9%	14%	28%	30%	20%	3.38	.01	23,269
	Junior	9%	15%	26%	29%	21%	3.41	.01	19,209
	Senior	9%	15%	26%	29%	21%	3.39	.01	17,439
	Graduate	8%	15%	25%	30%	22%	3.43	.02	6,348
	Other	7%	12%	26%	31%	24%	3.52	.03	1,319
Gender - YOUR INSTITUTION	Female	8%	14%	19%	29%	31%	3.61	.03	1,318
	Male	8%	12%	19%	32%	30%	3.62	.04	1,008
	Transgender	27%	12%	4%	12%	46%	3.38	.35	26
	Other Identity	8%	17%	14%	19%	42%	3.69	.23	36
Gender - ENTIRE SAMPLE	Female	7%	13%	27%	30%	23%	3.48	.00	71,999
	Male	8%	13%	26%	30%	24%	3.49	.01	49,998
	Transgender	14%	11%	25%	24%	26%	3.39	.06	477
	Other Identity	13%	14%	25%	25%	23%	3.31	.05	682
Live... - YOUR INSTITUTION	On campus	12%	16%	19%	27%	26%	3.39	.05	790
	Off campus	7%	11%	18%	31%	33%	3.72	.03	1,598
Live... - ENTIRE SAMPLE	On campus	7%	14%	28%	30%	21%	3.43	.00	72,010
	Off campus	7%	13%	24%	29%	26%	3.55	.01	50,080
NACUFS Region - YOUR	Southern	8%	13%	18%	30%	30%	3.61	.03	2,388
NACUFS Region - ENTIRE SAMPLE	Continental	4%	12%	27%	33%	24%	3.61	.01	13,309
	Mid-Atlantic	10%	16%	25%	27%	21%	3.33	.01	10,132
	Midwest	7%	13%	28%	31%	21%	3.47	.01	31,383
	Northeast	9%	13%	25%	29%	25%	3.47	.01	23,115
	Pacific	7%	14%	27%	30%	22%	3.46	.01	24,101
	Southern	7%	13%	24%	30%	25%	3.53	.01	22,143
Institution Type - YOUR INSTITUTION	Public	8%	13%	18%	30%	30%	3.61	.03	2,388
Institution Type - ENTIRE SAMPLE	Public	7%	13%	26%	30%	24%	3.50	.00	95,956
	Private	8%	14%	27%	29%	21%	3.41	.01	28,227
Institution Type - YOUR INSTITUTION	Primarily 4-year	8%	13%	18%	30%	30%	3.61	.03	2,388
Institution Type - ENTIRE SAMPLE	Primarily 2-year	6%	12%	25%	28%	29%	3.62	.02	4,803
	Primarily 4-year	7%	13%	26%	30%	23%	3.48	.00	119,380
Operation Type - YOUR INSTITUTION	Mainly Contracted	8%	13%	18%	30%	30%	3.61	.03	2,388
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	6%	12%	26%	31%	24%	3.54	.00	87,856
	Mainly Contracted	11%	16%	26%	28%	19%	3.29	.01	30,589
	Combination of Both	6%	13%	23%	31%	27%	3.60	.02	5,738
Total Current Enrollment - YOUR	Over 20,000	8%	13%	18%	30%	30%	3.61	.03	2,388
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	13%	26%	30%	24%	3.50	.02	5,298
	2,500 to 10,000	8%	14%	27%	30%	22%	3.46	.01	29,742
	10,001 to 20,000	7%	13%	27%	31%	22%	3.46	.01	37,714
	Over 20,000	7%	13%	25%	30%	24%	3.51	.01	51,429
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	13%	29%	30%	18%	3.36	.10	141
	Express Unit	5%	10%	16%	27%	43%	3.93	.05	668
	Specialty Coffee Shop/ Juice Bar	4%	7%	18%	36%	36%	3.92	.05	398
	Sit-down Restaurant	7%	12%	19%	37%	24%	3.59	.05	470
	Convenience Store	14%	22%	21%	25%	18%	3.10	.15	77
Type of Retail Unit - ENTIRE SAMPLE	Food Court	9%	16%	26%	28%	21%	3.35	.01	24,081
	Marketplace	9%	16%	26%	28%	22%	3.38	.01	7,183
	Express Unit	7%	12%	24%	30%	27%	3.58	.01	17,431
	Specialty Coffee Shop/ Juice Bar	6%	12%	23%	30%	29%	3.63	.01	8,852
	Sit-down Restaurant	6%	12%	22%	31%	30%	3.68	.02	4,251
	Convenience Store	8%	14%	24%	29%	26%	3.51	.01	9,612
	No type given	8%	12%	23%	28%	29%	3.58	.09	185

*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	3%	4%	9%	33%	51%	4.27	.02	2,180
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	4%	12%	35%	48%	4.25	.00	108,942
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	8%	33%	54%	4.33	.02	1,639
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	51%	4.32	.00	62,236
Aggregated Dining Halls	YOUR INSTITUTION	3%	6%	13%	35%	43%	4.08	.04	541
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	36%	44%	4.15	.00	46,706
Respondent Type - YOUR INSTITUTION	Student	3%	3%	10%	32%	52%	4.26	.02	1,722
	Faculty		6%	8%	34%	52%	4.32	.08	113
	Administration/ Staff	2%	3%	9%	38%	48%	4.27	.05	269
	Other	3%	3%	7%	33%	55%	4.36	.11	76
Respondent Type - ENTIRE SAMPLE	Student	1%	4%	13%	35%	48%	4.23	.00	95,277
	Faculty	1%	3%	9%	41%	46%	4.26	.02	3,172
	Administration/Staff	1%	2%	8%	37%	53%	4.38	.01	9,031
	Other	2%	3%	13%	34%	48%	4.23	.03	1,088
Student Class Status - YOUR INSTITUTION	First year	3%	5%	11%	30%	52%	4.23	.05	487
	Sophomore	3%	6%	8%	34%	48%	4.18	.06	353
	Junior	3%	1%	10%	37%	49%	4.28	.05	400
	Senior	3%	2%	9%	32%	54%	4.31	.05	318
	Graduate	2%	4%	8%	26%	59%	4.36	.08	137
	Other	4%		11%	15%	70%	4.48	.19	27
Student Class Status - ENTIRE SAMPLE	First year	1%	5%	14%	35%	46%	4.19	.00	35,847
	Sophomore	1%	4%	13%	34%	48%	4.24	.01	20,650
	Junior	1%	3%	12%	34%	49%	4.28	.01	16,982
	Senior	1%	3%	11%	34%	50%	4.30	.01	15,239
	Graduate	1%	3%	13%	36%	46%	4.22	.01	5,292
	Other	2%	3%	15%	34%	46%	4.19	.03	1,134
Gender - YOUR INSTITUTION	Female	2%	3%	9%	34%	51%	4.29	.03	1,197
	Male	3%	4%	10%	32%	52%	4.25	.03	923
	Transgender	4%	4%	12%	32%	48%	4.16	.21	25
	Other Identity	6%	3%	6%	31%	54%	4.26	.18	35
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	34%	51%	4.30	.00	62,741
	Male	1%	4%	14%	36%	44%	4.18	.00	44,345
	Transgender	4%	4%	18%	30%	43%	4.05	.05	406
	Other Identity	3%	6%	12%	35%	44%	4.12	.04	597
Live... - YOUR INSTITUTION	On campus	3%	5%	11%	30%	52%	4.23	.04	726
	Off campus	3%	3%	9%	35%	51%	4.29	.02	1,454
Live... - ENTIRE SAMPLE	On campus	1%	4%	13%	35%	47%	4.21	.00	64,175
	Off campus	1%	3%	11%	35%	50%	4.30	.00	42,995
NACUFS Region - YOUR	Southern	3%	4%	9%	33%	51%	4.27	.02	2,180
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	38%	43%	4.18	.01	11,757
	Mid-Atlantic	1%	4%	11%	35%	50%	4.28	.01	8,936
	Midwest	1%	4%	13%	36%	46%	4.21	.01	28,028
	Northeast	1%	3%	12%	33%	51%	4.30	.01	19,990
	Pacific	1%	3%	12%	34%	49%	4.26	.01	20,830
	Southern	1%	3%	12%	34%	49%	4.27	.01	19,401
Institution Type - YOUR INSTITUTION	Public	3%	4%	9%	33%	51%	4.27	.02	2,180
Institution Type - ENTIRE SAMPLE	Public	1%	4%	12%	35%	49%	4.26	.00	84,057
	Private	1%	4%	13%	36%	46%	4.21	.01	24,885
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	4%	9%	33%	51%	4.27	.02	2,180
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	13%	33%	50%	4.28	.01	4,157
	Primarily 4-year	1%	4%	12%	35%	48%	4.25	.00	104,785
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	9%	33%	51%	4.27	.02	2,180
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	4%	12%	35%	48%	4.26	.00	77,163
	Mainly Contracted	1%	4%	12%	35%	48%	4.24	.01	26,706
	Combination of Both	1%	5%	16%	36%	42%	4.12	.01	5,073
Total Current Enrollment - YOUR	Over 20,000	3%	4%	9%	33%	51%	4.27	.02	2,180
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	3%	10%	36%	49%	4.28	.01	4,670
	2,500 to 10,000	1%	3%	12%	34%	50%	4.30	.01	26,138
	10,001 to 20,000	1%	4%	13%	35%	47%	4.22	.00	32,761
	Over 20,000	1%	4%	12%	36%	47%	4.23	.00	45,373
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	2%	5%	41%	49%	4.30	.08	133
	Express Unit	2%	3%	7%	29%	59%	4.40	.04	629
	Specialty Coffee Shop/ Juice Bar	2%	3%	6%	34%	56%	4.40	.04	388
	Sit-down Restaurant	3%	3%	12%	33%	49%	4.22	.05	426
	Convenience Store	5%	3%	13%	35%	44%	4.11	.13	63
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	50%	4.30	.01	21,290
	Marketplace	1%	3%	11%	36%	49%	4.29	.01	6,212
	Express Unit	1%	2%	10%	34%	53%	4.35	.01	15,210
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	33%	54%	4.37	.01	7,650
	Sit-down Restaurant	1%	2%	9%	34%	54%	4.38	.01	3,663
	Convenience Store	1%	3%	13%	33%	49%	4.25	.01	8,073
	No type given		7%	7%	36%	49%	4.28	.08	138

*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	5%	8%	13%	32%	41%	3.96	.02	2,374
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	34%	39%	3.99	.00	123,567
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	11%	33%	47%	4.14	.02	1,752
Aggregated Retail Units	ENTIRE SAMPLE	3%	6%	14%	33%	44%	4.09	.00	70,605
Aggregated Dining Halls	YOUR INSTITUTION	11%	15%	18%	31%	25%	3.43	.05	622
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	19%	35%	34%	3.85	.00	52,962
Respondent Type - YOUR INSTITUTION	Student	6%	9%	13%	32%	40%	3.91	.03	1,853
	Faculty	1%	7%	13%	29%	50%	4.20	.09	129
	Administration/ Staff	3%	8%	10%	35%	44%	4.09	.06	313
	Other	3%	1%	9%	47%	41%	4.22	.10	79
Respondent Type - ENTIRE SAMPLE	Student	3%	8%	17%	34%	38%	3.95	.00	107,604
	Faculty	2%	5%	12%	30%	51%	4.23	.02	3,694
	Administration/Staff	2%	4%	11%	31%	52%	4.27	.01	10,509
	Other	2%	3%	13%	33%	49%	4.24	.03	1,282
Student Class Status - YOUR INSTITUTION	First year	8%	12%	14%	29%	37%	3.76	.06	533
	Sophomore	8%	11%	13%	30%	37%	3.78	.07	380
	Junior	5%	6%	13%	36%	39%	3.99	.05	423
	Senior	4%	7%	14%	32%	44%	4.05	.06	340
	Graduate	4%	5%	13%	28%	50%	4.16	.09	149
	Other	11%			50%	39%	4.07	.22	28
Student Class Status - ENTIRE SAMPLE	First year	3%	8%	18%	34%	37%	3.94	.01	40,255
	Sophomore	4%	8%	17%	34%	36%	3.90	.01	23,243
	Junior	4%	7%	16%	34%	39%	3.97	.01	19,136
	Senior	3%	7%	15%	35%	39%	4.00	.01	17,294
	Graduate	3%	6%	16%	35%	39%	4.02	.01	6,195
	Other	3%	8%	18%	33%	37%	3.93	.03	1,299
Gender - YOUR INSTITUTION	Female	4%	9%	13%	33%	41%	3.99	.03	1,306
	Male	7%	8%	12%	32%	41%	3.93	.04	1,007
	Transgender	23%	8%	12%	27%	31%	3.35	.31	26
	Other Identity	11%	6%	11%	23%	49%	3.91	.23	35
Gender - ENTIRE SAMPLE	Female	3%	7%	16%	33%	40%	4.00	.00	71,641
	Male	3%	7%	17%	35%	38%	3.97	.00	49,723
	Transgender	6%	8%	21%	30%	35%	3.79	.05	479
	Other Identity	6%	9%	20%	32%	35%	3.81	.04	681
Live... - YOUR INSTITUTION	On campus	8%	11%	14%	31%	36%	3.74	.05	788
	Off campus	4%	7%	12%	33%	44%	4.06	.03	1,586
Live... - ENTIRE SAMPLE	On campus	4%	9%	18%	34%	36%	3.90	.00	72,147
	Off campus	3%	6%	14%	33%	45%	4.12	.00	49,313
NACUFS Region - YOUR	Southern	5%	8%	13%	32%	41%	3.96	.02	2,374
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	15%	34%	42%	4.09	.01	13,277
	Mid-Atlantic	5%	9%	16%	32%	38%	3.88	.01	10,048
	Midwest	3%	7%	16%	35%	39%	4.01	.01	31,255
	Northeast	3%	7%	16%	33%	41%	4.02	.01	23,061
	Pacific	4%	9%	18%	33%	36%	3.90	.01	23,964
	Southern	4%	7%	15%	33%	41%	4.01	.01	21,962
Institution Type - YOUR INSTITUTION	Public	5%	8%	13%	32%	41%	3.96	.02	2,374
Institution Type - ENTIRE SAMPLE	Public	3%	7%	16%	34%	40%	4.00	.00	95,458
	Private	4%	8%	17%	34%	38%	3.96	.01	28,109
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	8%	13%	32%	41%	3.96	.02	2,374
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	6%	18%	30%	43%	4.04	.02	4,770
	Primarily 4-year	3%	7%	16%	34%	39%	3.99	.00	118,797
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	8%	13%	32%	41%	3.96	.02	2,374
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	7%	16%	34%	41%	4.04	.00	87,575
	Mainly Contracted	5%	9%	18%	34%	34%	3.83	.01	30,321
	Combination of Both	3%	6%	17%	36%	39%	4.02	.01	5,671
Total Current Enrollment - YOUR	Over 20,000	5%	8%	13%	32%	41%	3.96	.02	2,374
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	13%	32%	46%	4.09	.01	5,267
	2,500 to 10,000	3%	7%	16%	34%	40%	3.98	.01	29,637
	10,001 to 20,000	3%	8%	18%	34%	37%	3.95	.01	37,463
	Over 20,000	3%	7%	16%	34%	40%	4.01	.00	51,200
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	14%	36%	39%	3.99	.09	142
	Express Unit	4%	5%	9%	26%	56%	4.25	.04	673
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	39%	44%	4.20	.05	407
	Sit-down Restaurant	4%	7%	13%	35%	41%	4.02	.05	468
	Convenience Store	2%	8%	16%	44%	31%	3.94	.12	62
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	16%	34%	41%	4.02	.01	23,929
	Marketplace	2%	6%	14%	33%	44%	4.10	.01	7,143
	Express Unit	3%	6%	14%	32%	46%	4.12	.01	17,291
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	32%	47%	4.17	.01	8,842
	Sit-down Restaurant	2%	4%	10%	30%	54%	4.30	.01	4,221
	Convenience Store	2%	6%	17%	35%	40%	4.04	.01	9,016
	No type given	3%	8%	17%	26%	45%	4.03	.09	163

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

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

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

		Variety of menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	8%	34%	53%	4.34	.02	2,190
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	34%	55%	4.41	.00	110,113
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	9%	34%	52%	4.32	.02	1,635
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	34%	54%	4.39	.00	62,766
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	7%	35%	55%	4.41	.03	555
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	9%	33%	57%	4.44	.00	47,347
Respondent Type - YOUR INSTITUTION	Student	2%	3%	9%	33%	54%	4.33	.02	1,727
	Faculty		2%	11%	34%	54%	4.39	.07	114
	Administration/ Staff	1%	2%	6%	44%	47%	4.35	.05	274
	Other	1%	3%	5%	32%	59%	4.44	.10	75
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	33%	55%	4.41	.00	96,218
	Faculty	0%	1%	8%	36%	54%	4.43	.01	3,251
	Administration/Staff	0%	1%	6%	36%	57%	4.48	.01	9,166
	Other	1%	2%	11%	35%	50%	4.32	.03	1,094
Student Class Status - YOUR INSTITUTION	First year	1%	3%	8%	28%	61%	4.46	.04	489
	Sophomore	2%	5%	9%	36%	47%	4.20	.05	354
	Junior	2%	2%	11%	37%	48%	4.27	.04	401
	Senior	3%	3%	9%	33%	54%	4.32	.05	319
	Graduate	2%	3%	4%	34%	56%	4.39	.07	137
	Other	4%		7%	11%	78%	4.59	.18	27
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	9%	33%	56%	4.42	.00	36,233
	Sophomore	1%	2%	10%	32%	55%	4.40	.01	20,852
	Junior	0%	1%	10%	33%	55%	4.41	.01	17,100
	Senior	1%	2%	9%	34%	55%	4.40	.01	15,357
	Graduate	1%	2%	11%	37%	50%	4.32	.01	5,387
	Other	1%	1%	13%	33%	51%	4.32	.02	1,162
Gender - YOUR INSTITUTION	Female	1%	3%	8%	34%	54%	4.39	.02	1,204
	Male	2%	3%	9%	34%	52%	4.30	.03	926
	Transgender	4%	4%	20%	32%	40%	4.00	.22	25
	Other Identity	6%		6%	43%	46%	4.23	.17	35
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	32%	59%	4.48	.00	63,428
	Male	1%	2%	12%	36%	50%	4.32	.00	44,787
	Transgender	2%	5%	14%	31%	47%	4.15	.05	414
	Other Identity	2%	4%	14%	33%	48%	4.20	.04	616
Live... - YOUR INSTITUTION	On campus	1%	3%	9%	29%	57%	4.38	.03	729
	Off campus	2%	3%	8%	37%	51%	4.33	.02	1,461
Live... - ENTIRE SAMPLE	On campus	0%	1%	9%	33%	56%	4.43	.00	64,858
	Off campus	1%	2%	10%	35%	53%	4.39	.00	43,478
NACUFS Region - YOUR	Southern	2%	3%	8%	34%	53%	4.34	.02	2,190
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	38%	50%	4.35	.01	11,865
	Mid-Atlantic	0%	1%	8%	32%	59%	4.47	.01	9,075
	Midwest	0%	2%	9%	34%	55%	4.41	.00	28,375
	Northeast	0%	1%	9%	31%	58%	4.45	.01	20,224
	Pacific	1%	2%	10%	34%	54%	4.39	.01	21,010
	Southern	1%	2%	9%	33%	55%	4.41	.01	19,564
Institution Type - YOUR INSTITUTION	Public	2%	3%	8%	34%	53%	4.34	.02	2,190
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	33%	55%	4.41	.00	84,889
	Private	1%	1%	9%	35%	54%	4.41	.00	25,224
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	8%	34%	53%	4.34	.02	2,190
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	11%	33%	53%	4.35	.01	4,210
	Primarily 4-year	1%	1%	9%	34%	55%	4.41	.00	105,903
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	8%	34%	53%	4.34	.02	2,190
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	9%	33%	55%	4.42	.00	77,936
	Mainly Contracted	1%	2%	9%	33%	55%	4.41	.00	27,043
	Combination of Both	1%	2%	11%	35%	51%	4.33	.01	5,134
Total Current Enrollment - YOUR	Over 20,000	2%	3%	8%	34%	53%	4.34	.02	2,190
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	1%	6%	33%	60%	4.51	.01	4,737
	2,500 to 10,000	0%	1%	9%	32%	57%	4.45	.00	26,397
	10,001 to 20,000	1%	2%	10%	33%	55%	4.40	.00	33,191
	Over 20,000	1%	2%	10%	34%	54%	4.39	.00	45,788
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	7%	36%	50%	4.25	.08	133
	Express Unit	1%	3%	9%	32%	55%	4.37	.03	626
	Specialty Coffee Shop/ Juice Bar	1%	3%	8%	34%	53%	4.36	.04	387
	Sit-down Restaurant	2%	4%	11%	34%	49%	4.25	.05	425
	Convenience Store	5%	2%	11%	42%	41%	4.13	.13	64
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	10%	33%	55%	4.41	.01	21,450
	Marketplace	0%	1%	9%	34%	55%	4.42	.01	6,266
	Express Unit	1%	2%	10%	34%	54%	4.39	.01	15,303
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	34%	54%	4.38	.01	7,699
	Sit-down Restaurant	1%	1%	8%	34%	55%	4.41	.01	3,676
	Convenience Store	1%	2%	11%	35%	51%	4.34	.01	8,222
	No type given		3%	2%	44%	51%	4.44	.05	150

*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	7%	11%	16%	32%	35%	3.76	.02	2,402
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	12%	21%	33%	28%	3.66	.00	125,307
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	15%	33%	40%	3.97	.03	1,756
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	19%	33%	33%	3.80	.00	71,363
Aggregated Dining Halls	YOUR INSTITUTION	14%	19%	20%	28%	19%	3.19	.05	646
Aggregated Dining Halls	ENTIRE SAMPLE	7%	15%	24%	33%	22%	3.47	.01	53,944
Respondent Type - YOUR INSTITUTION	Student	8%	11%	17%	31%	34%	3.72	.03	1,866
	Faculty	3%	12%	15%	31%	39%	3.90	.10	132
	Administration/ Staff	4%	10%	14%	34%	38%	3.92	.06	323
	Other	5%	4%	9%	48%	35%	4.04	.11	81
Respondent Type - ENTIRE SAMPLE	Student	6%	13%	22%	33%	27%	3.62	.00	108,960
	Faculty	6%	10%	17%	32%	35%	3.80	.02	3,839
	Administration/Staff	4%	9%	15%	33%	39%	3.94	.01	10,730
	Other	2%	4%	17%	34%	42%	4.08	.03	1,300
Student Class Status - YOUR INSTITUTION	First year	11%	17%	18%	25%	29%	3.44	.06	539
	Sophomore	7%	10%	20%	32%	32%	3.71	.06	382
	Junior	6%	8%	15%	36%	36%	3.87	.06	424
	Senior	6%	11%	17%	31%	36%	3.81	.06	343
	Graduate	5%	7%	15%	29%	43%	3.97	.10	150
	Other	7%	4%		39%	50%	4.21	.21	28
Student Class Status - ENTIRE SAMPLE	First year	5%	13%	22%	33%	26%	3.62	.01	40,836
	Sophomore	7%	14%	23%	32%	25%	3.54	.01	23,515
	Junior	6%	13%	20%	33%	28%	3.64	.01	19,334
	Senior	5%	11%	21%	34%	29%	3.70	.01	17,466
	Graduate	6%	12%	21%	35%	27%	3.65	.01	6,312
	Other	5%	13%	24%	30%	27%	3.60	.03	1,328
Gender - YOUR INSTITUTION	Female	6%	12%	15%	33%	34%	3.77	.03	1,326
	Male	7%	10%	17%	30%	35%	3.77	.04	1,015
	Transgender	19%	12%	15%	31%	23%	3.27	.29	26
	Other Identity	11%	6%	23%	17%	43%	3.74	.23	35
Gender - ENTIRE SAMPLE	Female	6%	13%	20%	32%	28%	3.64	.00	72,808
	Male	5%	11%	22%	34%	28%	3.68	.01	50,287
	Transgender	7%	13%	22%	30%	28%	3.58	.06	479
	Other Identity	9%	14%	24%	29%	25%	3.48	.05	697
Live... - YOUR INSTITUTION	On campus	10%	16%	19%	28%	28%	3.48	.05	796
	Off campus	5%	9%	15%	34%	38%	3.91	.03	1,606
Live... - ENTIRE SAMPLE	On campus	7%	14%	23%	32%	24%	3.53	.00	73,171
	Off campus	4%	9%	18%	34%	34%	3.84	.01	50,034
NACUFS Region - YOUR	Southern	7%	11%	16%	32%	35%	3.76	.02	2,402
NACUFS Region - ENTIRE SAMPLE	Continental	4%	10%	21%	36%	30%	3.78	.01	13,405
	Mid-Atlantic	11%	15%	20%	29%	25%	3.44	.01	10,264
	Midwest	5%	13%	22%	34%	27%	3.65	.01	31,795
	Northeast	6%	12%	21%	32%	29%	3.67	.01	23,378
	Pacific	6%	13%	23%	32%	26%	3.60	.01	24,281
	Southern	6%	11%	19%	33%	31%	3.74	.01	22,184
Institution Type - YOUR INSTITUTION	Public	7%	11%	16%	32%	35%	3.76	.02	2,402
Institution Type - ENTIRE SAMPLE	Public	5%	12%	21%	33%	29%	3.68	.00	96,731
	Private	6%	13%	22%	33%	25%	3.57	.01	28,576
Institution Type - YOUR INSTITUTION	Primarily 4-year	7%	11%	16%	32%	35%	3.76	.02	2,402
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	11%	21%	31%	33%	3.76	.02	4,811
	Primarily 4-year	6%	12%	21%	33%	28%	3.65	.00	120,496
Operation Type - YOUR INSTITUTION	Mainly Contracted	7%	11%	16%	32%	35%	3.76	.02	2,402
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	12%	21%	33%	29%	3.70	.00	88,714
	Mainly Contracted	8%	14%	22%	31%	25%	3.52	.01	30,865
	Combination of Both	4%	11%	21%	36%	29%	3.76	.01	5,728
Total Current Enrollment - YOUR	Over 20,000	7%	11%	16%	32%	35%	3.76	.02	2,402
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	8%	13%	19%	32%	27%	3.57	.02	5,356
	2,500 to 10,000	6%	13%	21%	32%	28%	3.62	.01	30,012
	10,001 to 20,000	5%	13%	22%	34%	26%	3.63	.01	38,151
	Over 20,000	5%	12%	20%	33%	30%	3.71	.01	51,788
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	12%	17%	34%	29%	3.66	.10	145
	Express Unit	4%	8%	14%	29%	45%	4.03	.04	670
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	39%	45%	4.23	.04	406
	Sit-down Restaurant	5%	10%	16%	33%	36%	3.84	.05	468
	Convenience Store	3%	19%	22%	37%	18%	3.48	.13	67
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	12%	20%	33%	29%	3.69	.01	24,154
	Marketplace	5%	12%	20%	33%	29%	3.69	.01	7,214
	Express Unit	5%	10%	18%	33%	34%	3.83	.01	17,439
	Specialty Coffee Shop/ Juice Bar	4%	8%	16%	32%	40%	3.96	.01	8,903
	Sit-down Restaurant	4%	8%	16%	32%	41%	4.00	.02	4,256
	Convenience Store	3%	10%	20%	35%	32%	3.82	.01	9,219
	No type given	4%	11%	21%	30%	33%	3.75	.09	178

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

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

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

		Variety of healthy menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	10%	32%	52%	4.28	.02	2,170
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	29%	55%	4.33	.00	109,298
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	11%	32%	50%	4.23	.02	1,620
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	12%	29%	54%	4.31	.00	62,239
Aggregated Dining Halls	YOUR INSTITUTION	2%	1%	7%	31%	58%	4.43	.04	550
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	28%	57%	4.37	.00	47,059
Respondent Type - YOUR INSTITUTION	Student	3%	4%	10%	31%	52%	4.26	.02	1,713
	Faculty	1%	1%	12%	31%	55%	4.38	.07	115
	Administration/ Staff	1%	2%	8%	39%	49%	4.32	.05	267
	Other	1%	1%	8%	25%	64%	4.49	.09	75
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	28%	55%	4.33	.00	95,492
	Faculty	1%	2%	8%	29%	59%	4.42	.01	3,232
	Administration/Staff	1%	2%	9%	32%	57%	4.41	.01	9,096
	Other	2%	3%	13%	29%	53%	4.28	.03	1,096
Student Class Status - YOUR INSTITUTION	First year	2%	2%	8%	28%	59%	4.38	.04	482
	Sophomore	3%	5%	13%	34%	46%	4.14	.05	351
	Junior	3%	3%	13%	37%	43%	4.14	.05	401
	Senior	2%	5%	11%	31%	51%	4.25	.05	317
	Graduate	3%	2%	5%	24%	66%	4.47	.08	135
	Other	4%		7%	7%	81%	4.63	.18	27
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	28%	55%	4.33	.00	35,953
	Sophomore	2%	3%	12%	28%	55%	4.32	.01	20,688
	Junior	2%	3%	12%	28%	55%	4.32	.01	16,975
	Senior	1%	3%	11%	29%	55%	4.33	.01	15,268
	Graduate	1%	3%	11%	30%	54%	4.32	.01	5,329
	Other	2%	3%	12%	27%	56%	4.32	.03	1,145
Gender - YOUR INSTITUTION	Female	2%	3%	9%	31%	54%	4.34	.03	1,194
	Male	3%	3%	11%	33%	49%	4.22	.03	916
	Transgender	4%		20%	24%	52%	4.20	.21	25
	Other Identity	6%	3%	14%	26%	51%	4.14	.19	35
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	26%	62%	4.48	.00	63,086
	Male	2%	5%	15%	32%	46%	4.14	.00	44,331
	Transgender	4%	5%	16%	29%	46%	4.08	.05	409
	Other Identity	4%	4%	14%	27%	52%	4.19	.04	605
Live... - YOUR INSTITUTION	On campus	3%	3%	10%	29%	55%	4.31	.04	725
	Off campus	2%	3%	10%	33%	51%	4.27	.02	1,445
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	28%	56%	4.35	.00	64,373
	Off campus	2%	3%	11%	30%	54%	4.32	.00	43,142
NACUFS Region - YOUR	Southern	2%	3%	10%	32%	52%	4.28	.02	2,170
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	12%	30%	53%	4.29	.01	11,793
	Mid-Atlantic	1%	3%	10%	27%	59%	4.39	.01	9,017
	Midwest	1%	3%	11%	30%	54%	4.32	.01	28,139
	Northeast	1%	3%	11%	28%	57%	4.37	.01	20,098
	Pacific	2%	3%	12%	29%	55%	4.33	.01	20,840
	Southern	2%	3%	12%	29%	55%	4.32	.01	19,411
Institution Type - YOUR INSTITUTION	Public	2%	3%	10%	32%	52%	4.28	.02	2,170
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	29%	55%	4.33	.00	84,251
	Private	1%	3%	11%	29%	56%	4.35	.01	25,047
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	10%	32%	52%	4.28	.02	2,170
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	13%	26%	55%	4.28	.02	4,176
	Primarily 4-year	1%	3%	11%	29%	55%	4.34	.00	105,122
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	10%	32%	52%	4.28	.02	2,170
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	29%	55%	4.34	.00	77,367
	Mainly Contracted	2%	3%	11%	28%	56%	4.34	.01	26,829
	Combination of Both	1%	3%	13%	29%	53%	4.30	.01	5,102
Total Current Enrollment - YOUR	Over 20,000	2%	3%	10%	32%	52%	4.28	.02	2,170
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	8%	27%	61%	4.45	.01	4,702
	2,500 to 10,000	1%	3%	11%	28%	57%	4.36	.01	26,224
	10,001 to 20,000	2%	3%	12%	29%	54%	4.31	.01	32,894
	Over 20,000	1%	3%	11%	29%	55%	4.33	.00	45,478
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	12%	32%	47%	4.14	.09	130
	Express Unit	2%	3%	10%	30%	54%	4.31	.04	623
	Specialty Coffee Shop/ Juice Bar	3%	3%	9%	33%	52%	4.27	.05	380
	Sit-down Restaurant	3%	5%	13%	35%	44%	4.13	.05	422
	Convenience Store	2%	3%	20%	31%	45%	4.14	.12	65
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	28%	56%	4.34	.01	21,282
	Marketplace	1%	3%	11%	30%	55%	4.34	.01	6,225
	Express Unit	2%	4%	12%	30%	53%	4.28	.01	15,167
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	30%	54%	4.30	.01	7,582
	Sit-down Restaurant	2%	3%	12%	30%	53%	4.29	.02	3,637
	Convenience Store	2%	3%	13%	29%	53%	4.29	.01	8,196
	No type given		2%	5%	34%	59%	4.51	.06	150

*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	9%	12%	19%	30%	30%	3.59	.03	2,372
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	14%	24%	31%	24%	3.50	.00	123,982
Aggregated Retail Units	YOUR INSTITUTION	5%	10%	18%	33%	34%	3.83	.03	1,731
Aggregated Retail Units	ENTIRE SAMPLE	7%	13%	23%	30%	27%	3.59	.00	70,545
Aggregated Dining Halls	YOUR INSTITUTION	22%	17%	21%	23%	17%	2.96	.06	641
Aggregated Dining Halls	ENTIRE SAMPLE	8%	15%	25%	31%	20%	3.39	.01	53,437
Respondent Type - YOUR INSTITUTION	Student	11%	12%	19%	29%	29%	3.52	.03	1,849
	Faculty	4%	8%	21%	31%	36%	3.86	.10	131
	Administration/ Staff	5%	11%	18%	33%	33%	3.77	.07	311
	Other	4%	1%	12%	49%	33%	4.07	.10	81
Respondent Type - ENTIRE SAMPLE	Student	8%	14%	25%	30%	22%	3.45	.00	107,869
	Faculty	6%	11%	19%	31%	33%	3.74	.02	3,798
	Administration/Staff	4%	9%	18%	32%	36%	3.88	.01	10,569
	Other	3%	7%	19%	34%	37%	3.93	.03	1,277
Student Class Status - YOUR INSTITUTION	First year	18%	17%	18%	22%	25%	3.19	.06	531
	Sophomore	10%	12%	20%	29%	29%	3.56	.07	379
	Junior	7%	9%	21%	34%	30%	3.71	.06	423
	Senior	6%	13%	20%	33%	28%	3.64	.06	340
	Graduate	10%	7%	18%	28%	36%	3.74	.11	148
	Other	7%	7%		50%	36%	4.00	.22	28
Student Class Status - ENTIRE SAMPLE	First year	8%	15%	25%	30%	22%	3.44	.01	40,390
	Sophomore	9%	15%	26%	29%	21%	3.38	.01	23,281
	Junior	8%	14%	24%	31%	24%	3.48	.01	19,147
	Senior	8%	14%	24%	31%	24%	3.50	.01	17,316
	Graduate	7%	13%	24%	32%	24%	3.54	.01	6,248
	Other	7%	15%	26%	28%	24%	3.45	.03	1,312
Gender - YOUR INSTITUTION	Female	10%	13%	18%	31%	29%	3.56	.04	1,310
	Male	9%	10%	21%	30%	31%	3.64	.04	1,001
	Transgender	23%	8%	8%	31%	31%	3.38	.31	26
	Other Identity	14%	11%	6%	31%	37%	3.66	.25	35
Gender - ENTIRE SAMPLE	Female	8%	15%	23%	29%	24%	3.45	.00	72,219
	Male	6%	12%	25%	33%	25%	3.58	.01	49,559
	Transgender	9%	14%	25%	25%	27%	3.47	.06	473
	Other Identity	13%	16%	21%	26%	23%	3.29	.05	690
Live... - YOUR INSTITUTION	On campus	16%	15%	19%	25%	24%	3.26	.05	790
	Off campus	6%	10%	18%	33%	33%	3.76	.03	1,582
Live... - ENTIRE SAMPLE	On campus	9%	16%	26%	30%	20%	3.37	.00	72,428
	Off campus	5%	11%	22%	32%	30%	3.69	.01	49,463
NACUFS Region - YOUR	Southern	9%	12%	19%	30%	30%	3.59	.03	2,372
NACUFS Region - ENTIRE SAMPLE	Continental	5%	13%	24%	33%	24%	3.57	.01	13,247
	Mid-Atlantic	11%	16%	24%	28%	21%	3.31	.01	10,131
	Midwest	7%	14%	25%	31%	23%	3.49	.01	31,442
	Northeast	7%	13%	24%	30%	26%	3.54	.01	23,170
	Pacific	7%	14%	25%	30%	24%	3.50	.01	24,041
	Southern	7%	13%	23%	31%	26%	3.55	.01	21,951
Institution Type - YOUR INSTITUTION	Public	9%	12%	19%	30%	30%	3.59	.03	2,372
Institution Type - ENTIRE SAMPLE	Public	7%	13%	24%	31%	25%	3.53	.00	95,699
	Private	8%	15%	25%	30%	22%	3.42	.01	28,283
Institution Type - YOUR INSTITUTION	Primarily 4-year	9%	12%	19%	30%	30%	3.59	.03	2,372
Institution Type - ENTIRE SAMPLE	Primarily 2-year	8%	13%	24%	26%	28%	3.52	.02	4,760
	Primarily 4-year	7%	14%	24%	31%	24%	3.50	.00	119,222
Operation Type - YOUR INSTITUTION	Mainly Contracted	9%	12%	19%	30%	30%	3.59	.03	2,372
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	13%	24%	31%	25%	3.55	.00	87,795
	Mainly Contracted	10%	16%	25%	28%	21%	3.35	.01	30,502
	Combination of Both	5%	11%	23%	35%	26%	3.66	.01	5,685
Total Current Enrollment - YOUR	Over 20,000	9%	12%	19%	30%	30%	3.59	.03	2,372
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	9%	15%	22%	30%	23%	3.44	.02	5,316
	2,500 to 10,000	8%	14%	25%	29%	24%	3.47	.01	29,706
	10,001 to 20,000	7%	14%	25%	31%	23%	3.50	.01	37,699
	Over 20,000	7%	14%	23%	31%	25%	3.53	.01	51,261
Type of Retail Unit - YOUR INSTITUTION	Food Court	10%	16%	21%	32%	21%	3.38	.11	142
	Express Unit	4%	7%	15%	31%	43%	4.02	.04	665
	Specialty Coffee Shop/ Juice Bar	3%	9%	16%	39%	34%	3.93	.05	395
	Sit-down Restaurant	5%	13%	20%	34%	29%	3.69	.05	461
	Convenience Store	9%	13%	38%	25%	15%	3.24	.14	68
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	15%	25%	29%	23%	3.44	.01	23,909
	Marketplace	7%	14%	24%	32%	24%	3.52	.01	7,135
	Express Unit	6%	12%	22%	30%	30%	3.66	.01	17,228
	Specialty Coffee Shop/ Juice Bar	5%	11%	21%	30%	33%	3.75	.01	8,754
	Sit-down Restaurant	4%	11%	20%	31%	34%	3.79	.02	4,177
	Convenience Store	6%	12%	24%	31%	27%	3.61	.01	9,166
	No type given	6%	9%	20%	28%	38%	3.84	.09	176

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

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

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

		Variety of vegetarian menu choices					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	13%	10%	13%	27%	38%	3.66	.03	2,028
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	15%	11%	15%	23%	36%	3.54	.00	92,455
Aggregated Retail Units	YOUR INSTITUTION	13%	8%	12%	28%	39%	3.74	.04	1,521
Aggregated Retail Units	ENTIRE SAMPLE	15%	10%	15%	23%	38%	3.59	.01	53,114
Aggregated Dining Halls	YOUR INSTITUTION	16%	15%	14%	22%	33%	3.42	.07	507
Aggregated Dining Halls	ENTIRE SAMPLE	16%	12%	16%	22%	34%	3.47	.01	39,341
Respondent Type - YOUR INSTITUTION	Student	14%	10%	13%	26%	38%	3.64	.04	1,614
	Faculty	7%	7%	9%	32%	45%	4.00	.11	112
	Administration/ Staff	16%	11%	12%	30%	30%	3.46	.10	227
	Other	7%	9%	7%	24%	53%	4.08	.15	75
Respondent Type - ENTIRE SAMPLE	Student	15%	11%	15%	22%	36%	3.53	.01	80,577
	Faculty	13%	10%	14%	25%	39%	3.67	.03	2,845
	Administration/Staff	15%	10%	13%	25%	36%	3.57	.02	7,713
	Other	12%	9%	16%	23%	41%	3.72	.04	973
Student Class Status - YOUR INSTITUTION	First year	17%	11%	14%	22%	37%	3.52	.07	442
	Sophomore	13%	10%	12%	31%	34%	3.62	.07	343
	Junior	12%	8%	15%	28%	36%	3.69	.07	379
	Senior	11%	10%	14%	27%	38%	3.70	.08	296
	Graduate	15%	10%	11%	20%	44%	3.68	.13	128
	Other	12%	4%		8%	77%	4.35	.27	26
Student Class Status - ENTIRE SAMPLE	First year	17%	11%	16%	22%	34%	3.45	.01	29,875
	Sophomore	15%	11%	16%	22%	36%	3.54	.01	17,625
	Junior	15%	11%	15%	23%	37%	3.56	.01	14,506
	Senior	15%	10%	14%	23%	37%	3.57	.01	12,839
	Graduate	13%	10%	15%	24%	38%	3.63	.02	4,628
	Other	12%	6%	18%	23%	40%	3.73	.04	984
Gender - YOUR INSTITUTION	Female	12%	9%	13%	26%	40%	3.72	.04	1,092
	Male	16%	10%	12%	28%	35%	3.56	.05	876
	Transgender	12%	4%	20%	20%	44%	3.80	.28	25
	Other Identity	9%	6%	9%	26%	51%	4.06	.22	35
Gender - ENTIRE SAMPLE	Female	12%	10%	14%	23%	40%	3.70	.01	53,304
	Male	20%	12%	16%	22%	30%	3.29	.01	37,462
	Transgender	12%	8%	16%	23%	41%	3.74	.07	364
	Other Identity	11%	7%	16%	22%	44%	3.79	.06	549
Live... - YOUR INSTITUTION	On campus	16%	11%	15%	24%	35%	3.51	.06	674
	Off campus	12%	9%	12%	28%	39%	3.73	.04	1,354
Live... - ENTIRE SAMPLE	On campus	16%	11%	16%	22%	35%	3.49	.01	53,665
	Off campus	14%	10%	14%	24%	37%	3.59	.01	37,232
NACUFS Region - YOUR	Southern	13%	10%	13%	27%	38%	3.66	.03	2,028
NACUFS Region - ENTIRE SAMPLE	Continental	20%	13%	15%	23%	29%	3.28	.02	9,409
	Mid-Atlantic	16%	12%	14%	21%	37%	3.50	.02	7,446
	Midwest	16%	11%	15%	23%	34%	3.47	.01	23,305
	Northeast	13%	10%	15%	23%	40%	3.65	.01	17,104
	Pacific	12%	10%	16%	23%	38%	3.65	.01	18,407
	Southern	15%	11%	15%	22%	36%	3.54	.01	16,784
Institution Type - YOUR INSTITUTION	Public	13%	10%	13%	27%	38%	3.66	.03	2,028
Institution Type - ENTIRE SAMPLE	Public	15%	11%	15%	22%	36%	3.54	.01	71,549
	Private	15%	12%	15%	23%	35%	3.51	.01	20,906
Institution Type - YOUR INSTITUTION	Primarily 4-year	13%	10%	13%	27%	38%	3.66	.03	2,028
Institution Type - ENTIRE SAMPLE	Primarily 2-year	12%	7%	16%	24%	41%	3.77	.02	3,703
	Primarily 4-year	15%	11%	15%	23%	36%	3.53	.00	88,752
Operation Type - YOUR INSTITUTION	Mainly Contracted	13%	10%	13%	27%	38%	3.66	.03	2,028
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	16%	11%	15%	23%	36%	3.52	.01	65,407
	Mainly Contracted	15%	11%	14%	23%	37%	3.56	.01	22,749
	Combination of Both	12%	11%	16%	23%	38%	3.63	.02	4,299
Total Current Enrollment - YOUR	Over 20,000	13%	10%	13%	27%	38%	3.66	.03	2,028
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	15%	12%	13%	24%	36%	3.54	.02	3,806
	2,500 to 10,000	15%	11%	15%	22%	38%	3.58	.01	21,964
	10,001 to 20,000	14%	10%	16%	23%	37%	3.57	.01	28,119
	Over 20,000	16%	11%	15%	22%	35%	3.48	.01	38,566
Type of Retail Unit - YOUR INSTITUTION	Food Court	15%	12%	15%	29%	29%	3.46	.13	120
	Express Unit	13%	8%	11%	26%	42%	3.75	.06	592
	Specialty Coffee Shop/ Juice Bar	9%	6%	11%	29%	44%	3.93	.07	358
	Sit-down Restaurant	14%	8%	14%	30%	35%	3.65	.07	392
	Convenience Store	14%	12%	12%	25%	37%	3.61	.19	59
Type of Retail Unit - ENTIRE SAMPLE	Food Court	15%	10%	15%	23%	37%	3.58	.01	18,056
	Marketplace	16%	12%	15%	23%	35%	3.49	.02	5,138
	Express Unit	15%	10%	14%	23%	38%	3.57	.01	13,109
	Specialty Coffee Shop/ Juice Bar	13%	10%	14%	24%	39%	3.68	.02	6,482
	Sit-down Restaurant	15%	10%	14%	24%	36%	3.55	.03	3,106
	Convenience Store	14%	9%	16%	23%	38%	3.64	.02	7,087
	No type given	10%	4%	12%	20%	54%	4.05	.11	136

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

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

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

		Variety of vegetarian menu choices					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	9%	11%	21%	29%	30%	3.60	.03	2,110
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	7%	11%	27%	28%	27%	3.57	.00	98,828
Aggregated Retail Units	YOUR INSTITUTION	6%	10%	20%	30%	35%	3.77	.03	1,570
Aggregated Retail Units	ENTIRE SAMPLE	7%	11%	26%	27%	30%	3.62	.01	56,881
Aggregated Dining Halls	YOUR INSTITUTION	18%	14%	24%	25%	18%	3.11	.06	540
Aggregated Dining Halls	ENTIRE SAMPLE	8%	11%	28%	29%	24%	3.50	.01	41,947
Respondent Type - YOUR INSTITUTION	Student	10%	12%	21%	28%	30%	3.55	.03	1,674
	Faculty	5%	9%	19%	28%	38%	3.84	.11	116
	Administration/ Staff	7%	10%	27%	26%	31%	3.65	.08	242
	Other	3%	3%	13%	47%	35%	4.09	.10	78
Respondent Type - ENTIRE SAMPLE	Student	8%	11%	28%	28%	26%	3.53	.00	86,174
	Faculty	7%	10%	22%	28%	33%	3.70	.02	3,047
	Administration/Staff	5%	8%	22%	28%	37%	3.86	.01	8,094
	Other	3%	7%	21%	29%	40%	3.96	.03	1,105
Student Class Status - YOUR INSTITUTION	First year	14%	14%	22%	24%	27%	3.37	.06	464
	Sophomore	12%	11%	19%	28%	30%	3.52	.07	356
	Junior	8%	9%	23%	32%	29%	3.66	.06	388
	Senior	7%	15%	20%	30%	29%	3.59	.07	305
	Graduate	9%	9%	17%	25%	40%	3.78	.11	134
	Other	4%		7%	48%	41%	4.22	.17	27
Student Class Status - ENTIRE SAMPLE	First year	7%	10%	29%	28%	26%	3.57	.01	31,808
	Sophomore	8%	12%	29%	27%	24%	3.46	.01	18,797
	Junior	8%	11%	27%	27%	27%	3.54	.01	15,396
	Senior	8%	11%	27%	28%	26%	3.54	.01	13,758
	Graduate	8%	12%	26%	29%	25%	3.51	.02	5,165
	Other	8%	12%	29%	26%	26%	3.50	.04	1,086
Gender - YOUR INSTITUTION	Female	9%	12%	21%	29%	29%	3.58	.04	1,142
	Male	9%	10%	21%	28%	32%	3.64	.04	908
	Transgender	20%	8%	16%	12%	44%	3.52	.32	25
	Other Identity	14%	17%	11%	23%	34%	3.46	.25	35
Gender - ENTIRE SAMPLE	Female	8%	12%	26%	27%	27%	3.52	.01	57,271
	Male	6%	9%	29%	29%	28%	3.65	.01	39,648
	Transgender	13%	12%	22%	23%	29%	3.43	.07	414
	Other Identity	13%	17%	21%	24%	25%	3.30	.06	593
Live... - YOUR INSTITUTION	On campus	13%	13%	23%	25%	26%	3.39	.05	707
	Off campus	7%	10%	20%	30%	33%	3.71	.03	1,403
Live... - ENTIRE SAMPLE	On campus	8%	11%	29%	27%	25%	3.49	.01	57,001
	Off campus	6%	10%	25%	28%	31%	3.67	.01	40,000
NACUFS Region - YOUR	Southern	9%	11%	21%	29%	30%	3.60	.03	2,110
NACUFS Region - ENTIRE SAMPLE	Continental	5%	10%	29%	28%	28%	3.63	.01	10,076
	Mid-Atlantic	11%	13%	28%	25%	24%	3.40	.01	7,704
	Midwest	6%	11%	28%	29%	27%	3.58	.01	24,401
	Northeast	8%	11%	26%	27%	28%	3.58	.01	18,544
	Pacific	7%	11%	27%	28%	27%	3.57	.01	20,253
	Southern	8%	10%	27%	28%	28%	3.57	.01	17,850
Institution Type - YOUR INSTITUTION	Public	9%	11%	21%	29%	30%	3.60	.03	2,110
Institution Type - ENTIRE SAMPLE	Public	7%	10%	27%	28%	28%	3.59	.00	76,382
	Private	8%	12%	27%	27%	25%	3.48	.01	22,446
Institution Type - YOUR INSTITUTION	Primarily 4-year	9%	11%	21%	29%	30%	3.60	.03	2,110
Institution Type - ENTIRE SAMPLE	Primarily 2-year	9%	11%	29%	23%	28%	3.50	.02	4,017
	Primarily 4-year	7%	11%	27%	28%	27%	3.57	.00	94,811
Operation Type - YOUR INSTITUTION	Mainly Contracted	9%	11%	21%	29%	30%	3.60	.03	2,110
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	7%	10%	27%	28%	28%	3.61	.00	69,736
	Mainly Contracted	10%	12%	28%	26%	24%	3.42	.01	24,377
	Combination of Both	5%	8%	26%	32%	28%	3.70	.02	4,715
Total Current Enrollment - YOUR	Over 20,000	9%	11%	21%	29%	30%	3.60	.03	2,110
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	10%	11%	25%	27%	27%	3.50	.02	3,952
	2,500 to 10,000	8%	11%	28%	27%	27%	3.53	.01	23,353
	10,001 to 20,000	7%	11%	28%	28%	26%	3.56	.01	30,607
	Over 20,000	7%	11%	27%	28%	28%	3.60	.01	40,916
Type of Retail Unit - YOUR INSTITUTION	Food Court	9%	19%	26%	29%	17%	3.26	.11	122
	Express Unit	7%	8%	17%	25%	43%	3.89	.05	611
	Specialty Coffee Shop/ Juice Bar	3%	7%	16%	36%	38%	4.01	.05	362
	Sit-down Restaurant	7%	10%	25%	31%	28%	3.64	.06	417
	Convenience Store	10%	24%	26%	29%	10%	3.05	.15	58
Type of Retail Unit - ENTIRE SAMPLE	Food Court	8%	12%	28%	25%	26%	3.49	.01	19,219
	Marketplace	7%	11%	28%	28%	27%	3.58	.02	5,457
	Express Unit	6%	10%	25%	27%	32%	3.67	.01	14,029
	Specialty Coffee Shop/ Juice Bar	5%	9%	22%	28%	36%	3.80	.01	7,078
	Sit-down Restaurant	5%	10%	24%	27%	35%	3.76	.02	3,326
	Convenience Store	6%	10%	28%	27%	30%	3.63	.01	7,613
	No type given	6%	10%	23%	25%	36%	3.77	.10	159

*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	2%	2%	7%	29%	60%	4.44	.02	2,203
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	30%	60%	4.48	.00	111,092
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	6%	28%	61%	4.43	.02	1,651
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	28%	63%	4.52	.00	63,633
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	9%	33%	57%	4.45	.03	552
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	10%	33%	56%	4.42	.00	47,459
Respondent Type - YOUR INSTITUTION	Student	2%	2%	7%	29%	60%	4.42	.02	1,732
	Faculty	1%	2%	5%	33%	59%	4.48	.07	117
	Administration/ Staff	1%	1%	7%	30%	61%	4.49	.05	278
	Other	1%	3%	4%	29%	63%	4.50	.09	76
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	9%	31%	59%	4.46	.00	96,987
	Faculty	0%	1%	5%	30%	64%	4.57	.01	3,292
	Administration/Staff	0%	0%	4%	26%	70%	4.64	.01	9,335
	Other	1%	1%	9%	26%	63%	4.49	.02	1,117
Student Class Status - YOUR INSTITUTION	First year	1%	2%	8%	27%	62%	4.48	.04	490
	Sophomore	3%	3%	8%	29%	58%	4.36	.05	359
	Junior	3%	1%	8%	32%	57%	4.38	.04	402
	Senior	2%	3%	6%	29%	60%	4.42	.05	318
	Graduate	2%	2%	3%	28%	65%	4.51	.07	137
	Other	4%	4%	8%	12%	73%	4.46	.21	26
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	9%	31%	58%	4.45	.00	36,457
	Sophomore	0%	1%	9%	31%	58%	4.45	.01	20,998
	Junior	0%	1%	8%	30%	60%	4.48	.01	17,252
	Senior	0%	1%	7%	31%	61%	4.50	.01	15,507
	Graduate	1%	1%	8%	35%	55%	4.42	.01	5,476
	Other	1%	2%	9%	28%	60%	4.44	.02	1,167
Gender - YOUR INSTITUTION	Female	1%	1%	7%	29%	62%	4.49	.02	1,205
	Male	3%	2%	7%	29%	59%	4.40	.03	939
	Transgender	8%	8%	17%	21%	46%	3.88	.27	24
	Other Identity	3%	6%	9%	37%	46%	4.17	.17	35
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	29%	63%	4.54	.00	63,968
	Male	1%	2%	10%	32%	56%	4.41	.00	45,247
	Transgender	2%	4%	17%	27%	51%	4.20	.05	415
	Other Identity	2%	3%	11%	30%	53%	4.29	.04	613
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	29%	59%	4.43	.03	735
	Off campus	2%	2%	6%	29%	61%	4.44	.02	1,468
Live... - ENTIRE SAMPLE	On campus	0%	1%	9%	31%	58%	4.46	.00	65,281
	Off campus	1%	1%	7%	29%	63%	4.52	.00	44,037
NACUFS Region - YOUR	Southern	2%	2%	7%	29%	60%	4.44	.02	2,203
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	9%	33%	56%	4.44	.01	11,998
	Mid-Atlantic	0%	1%	7%	30%	62%	4.52	.01	9,114
	Midwest	0%	1%	8%	32%	58%	4.46	.00	28,700
	Northeast	0%	1%	8%	29%	62%	4.51	.01	20,318
	Pacific	0%	1%	9%	29%	60%	4.47	.01	21,229
	Southern	1%	1%	7%	29%	62%	4.51	.01	19,733
Institution Type - YOUR INSTITUTION	Public	2%	2%	7%	29%	60%	4.44	.02	2,203
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	30%	60%	4.48	.00	85,680
	Private	0%	1%	8%	31%	60%	4.49	.00	25,412
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	7%	29%	60%	4.44	.02	2,203
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	9%	25%	65%	4.52	.01	4,277
	Primarily 4-year	0%	1%	8%	30%	60%	4.48	.00	106,815
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	7%	29%	60%	4.44	.02	2,203
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	30%	60%	4.48	.00	78,652
	Mainly Contracted	0%	1%	8%	31%	60%	4.48	.00	27,301
	Combination of Both	0%	1%	10%	32%	57%	4.43	.01	5,139
Total Current Enrollment - YOUR	Over 20,000	2%	2%	7%	29%	60%	4.44	.02	2,203
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	5%	29%	65%	4.57	.01	4,786
	2,500 to 10,000	0%	1%	8%	29%	62%	4.51	.00	26,637
	10,001 to 20,000	0%	1%	9%	30%	60%	4.48	.00	33,526
	Over 20,000	0%	1%	9%	31%	59%	4.46	.00	46,143
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	3%	4%	34%	55%	4.33	.08	135
	Express Unit	2%	2%	6%	24%	67%	4.51	.03	626
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	30%	60%	4.44	.04	389
	Sit-down Restaurant	3%	3%	6%	29%	59%	4.38	.05	426
	Convenience Store	3%	4%	9%	33%	51%	4.25	.11	75
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	29%	62%	4.51	.00	21,534
	Marketplace	0%	1%	7%	32%	60%	4.49	.01	6,292
	Express Unit	0%	1%	7%	28%	64%	4.54	.01	15,483
	Specialty Coffee Shop/ Juice Bar	0%	1%	7%	25%	67%	4.57	.01	7,814
	Sit-down Restaurant	1%	1%	6%	27%	66%	4.56	.01	3,683
	Convenience Store	1%	1%	8%	28%	62%	4.49	.01	8,668
	No type given			6%	28%	65%	4.59	.05	159

*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	4%	7%	14%	34%	41%	4.01	.02	2,411
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	13%	35%	46%	4.18	.00	126,081
Aggregated Retail Units	YOUR INSTITUTION	3%	6%	12%	34%	45%	4.11	.02	1,765
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	33%	48%	4.21	.00	72,212
Aggregated Dining Halls	YOUR INSTITUTION	8%	9%	17%	35%	32%	3.74	.05	646
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	37%	43%	4.13	.00	53,869
Respondent Type - YOUR INSTITUTION	Student	5%	7%	14%	33%	42%	4.00	.03	1,869
	Faculty	1%	6%	11%	35%	46%	4.19	.08	134
	Administration/ Staff	4%	6%	15%	36%	38%	3.97	.06	327
	Other	4%	2%	7%	48%	38%	4.15	.10	81
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	14%	36%	44%	4.15	.00	109,549
	Faculty	2%	3%	10%	28%	57%	4.37	.01	3,872
	Administration/Staff	2%	3%	9%	29%	57%	4.36	.01	10,884
	Other	1%	3%	10%	29%	57%	4.38	.02	1,316
Student Class Status - YOUR INSTITUTION	First year	5%	8%	16%	31%	41%	3.96	.05	541
	Sophomore	8%	7%	12%	32%	42%	3.93	.06	382
	Junior	4%	6%	15%	35%	40%	4.00	.05	425
	Senior	2%	8%	12%	35%	43%	4.08	.06	342
	Graduate	5%	5%	14%	31%	45%	4.08	.09	152
	Other		7%	7%	41%	44%	4.22	.17	27
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	35%	46%	4.19	.00	40,978
	Sophomore	3%	4%	15%	36%	42%	4.11	.01	23,621
	Junior	3%	4%	14%	36%	44%	4.14	.01	19,452
	Senior	3%	5%	13%	36%	44%	4.13	.01	17,577
	Graduate	3%	4%	12%	38%	43%	4.15	.01	6,411
	Other	2%	4%	13%	33%	48%	4.21	.03	1,334
Gender - YOUR INSTITUTION	Female	4%	7%	14%	35%	41%	4.02	.03	1,329
	Male	5%	7%	12%	34%	42%	4.02	.04	1,022
	Transgender	12%	8%	24%	20%	36%	3.60	.28	25
	Other Identity	17%	3%	11%	29%	40%	3.71	.25	35
Gender - ENTIRE SAMPLE	Female	2%	4%	13%	34%	47%	4.20	.00	73,260
	Male	2%	4%	13%	36%	44%	4.15	.00	50,611
	Transgender	5%	5%	14%	33%	42%	4.01	.05	482
	Other Identity	4%	6%	14%	31%	45%	4.07	.04	694
Live... - YOUR INSTITUTION	On campus	6%	8%	14%	34%	38%	3.90	.04	802
	Off campus	4%	6%	13%	34%	43%	4.06	.03	1,609
Live... - ENTIRE SAMPLE	On campus	2%	4%	14%	36%	43%	4.13	.00	73,417
	Off campus	2%	4%	11%	33%	50%	4.25	.00	50,557
NACUFS Region - YOUR	Southern	4%	7%	14%	34%	41%	4.01	.02	2,411
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	35%	52%	4.33	.01	13,531
	Mid-Atlantic	3%	5%	15%	34%	43%	4.08	.01	10,261
	Midwest	2%	4%	13%	36%	46%	4.21	.01	32,070
	Northeast	2%	4%	14%	35%	45%	4.15	.01	23,422
	Pacific	3%	5%	14%	35%	43%	4.11	.01	24,451
	Southern	3%	4%	12%	34%	47%	4.19	.01	22,346
Institution Type - YOUR INSTITUTION	Public	4%	7%	14%	34%	41%	4.01	.02	2,411
Institution Type - ENTIRE SAMPLE	Public	2%	4%	13%	35%	46%	4.18	.00	97,344
	Private	3%	4%	12%	35%	47%	4.19	.01	28,737
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	7%	14%	34%	41%	4.01	.02	2,411
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	13%	29%	51%	4.22	.01	4,865
	Primarily 4-year	2%	4%	13%	35%	46%	4.18	.00	121,216
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	7%	14%	34%	41%	4.01	.02	2,411
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	35%	47%	4.22	.00	89,241
	Mainly Contracted	4%	6%	16%	35%	40%	4.02	.01	31,080
	Combination of Both	1%	3%	9%	33%	54%	4.35	.01	5,760
Total Current Enrollment - YOUR	Over 20,000	4%	7%	14%	34%	41%	4.01	.02	2,411
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	10%	30%	52%	4.25	.01	5,406
	2,500 to 10,000	2%	4%	13%	35%	45%	4.17	.01	30,171
	10,001 to 20,000	2%	4%	14%	35%	45%	4.16	.00	38,430
	Over 20,000	2%	4%	13%	35%	46%	4.19	.00	52,074
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	3%	11%	42%	40%	4.14	.08	144
	Express Unit	3%	4%	9%	26%	59%	4.35	.04	669
	Specialty Coffee Shop/ Juice Bar	1%	5%	11%	41%	42%	4.17	.04	405
	Sit-down Restaurant	6%	11%	19%	36%	28%	3.68	.05	469
	Convenience Store	3%	4%	9%	38%	46%	4.22	.11	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	14%	36%	45%	4.17	.01	24,206
	Marketplace	2%	4%	14%	37%	44%	4.16	.01	7,210
	Express Unit	3%	4%	12%	32%	49%	4.21	.01	17,580
	Specialty Coffee Shop/ Juice Bar	2%	3%	11%	31%	53%	4.28	.01	9,027
	Sit-down Restaurant	3%	5%	12%	31%	48%	4.17	.02	4,284
	Convenience Store	2%	3%	10%	31%	54%	4.34	.01	9,716
	No type given	3%	3%	14%	26%	54%	4.24	.07	189

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

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

TABLE 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	2%	2%	7%	31%	58%	4.41	.02	2,204
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	8%	32%	58%	4.46	.00	111,197
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	29%	60%	4.43	.02	1,650
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	7%	29%	62%	4.52	.00	63,802
Aggregated Dining Halls	YOUR INSTITUTION	1%	3%	8%	38%	51%	4.36	.03	554
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	10%	36%	52%	4.37	.00	47,395
Respondent Type - YOUR INSTITUTION	Student	2%	3%	8%	31%	57%	4.39	.02	1,733
	Faculty	1%	1%	3%	34%	62%	4.55	.06	118
	Administration/ Staff	1%	2%	6%	32%	58%	4.45	.05	277
	Other	1%	3%	3%	29%	64%	4.53	.09	76
Respondent Type - ENTIRE SAMPLE	Student	0%	2%	9%	32%	57%	4.44	.00	97,046
	Faculty	0%	1%	5%	32%	62%	4.55	.01	3,296
	Administration/Staff	0%	1%	4%	28%	67%	4.62	.01	9,360
	Other	1%	2%	10%	28%	59%	4.43	.02	1,121
Student Class Status - YOUR INSTITUTION	First year	1%	3%	9%	29%	58%	4.42	.04	492
	Sophomore	3%	4%	8%	32%	53%	4.31	.05	359
	Junior	2%	1%	8%	34%	54%	4.38	.04	402
	Senior	2%	2%	7%	29%	60%	4.43	.05	316
	Graduate	2%	3%	5%	28%	62%	4.45	.08	138
	Other	4%	8%	12%	4%	73%	4.35	.23	26
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	10%	33%	55%	4.41	.00	36,431
	Sophomore	1%	2%	9%	32%	56%	4.42	.01	21,026
	Junior	0%	1%	8%	31%	59%	4.47	.01	17,281
	Senior	0%	1%	7%	31%	60%	4.50	.01	15,514
	Graduate	0%	1%	8%	33%	57%	4.45	.01	5,492
	Other	1%	2%	10%	31%	57%	4.41	.02	1,165
Gender - YOUR INSTITUTION	Female	1%	2%	6%	31%	60%	4.47	.02	1,210
	Male	2%	3%	8%	31%	56%	4.36	.03	935
	Transgender	4%	13%	17%	17%	50%	3.96	.26	24
	Other Identity	3%	6%	11%	37%	43%	4.11	.17	35
Gender - ENTIRE SAMPLE	Female	0%	1%	7%	31%	61%	4.51	.00	64,046
	Male	1%	2%	10%	34%	54%	4.38	.00	45,257
	Transgender	2%	5%	13%	30%	50%	4.22	.05	417
	Other Identity	3%	3%	13%	32%	49%	4.21	.04	608
Live... - YOUR INSTITUTION	On campus	1%	3%	10%	30%	56%	4.38	.03	736
	Off campus	2%	2%	6%	31%	59%	4.43	.02	1,468
Live... - ENTIRE SAMPLE	On campus	0%	2%	9%	33%	55%	4.42	.00	65,278
	Off campus	0%	1%	7%	30%	62%	4.51	.00	44,135
NACUFS Region - YOUR INSTITUTION	Southern	2%	2%	7%	31%	58%	4.41	.02	2,204
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	9%	34%	55%	4.42	.01	12,015
	Mid-Atlantic	0%	1%	7%	32%	59%	4.49	.01	9,127
	Midwest	0%	2%	9%	34%	55%	4.42	.00	28,737
	Northeast	0%	1%	8%	31%	60%	4.49	.01	20,280
	Pacific	0%	1%	9%	30%	59%	4.47	.01	21,283
	Southern	0%	1%	8%	31%	59%	4.47	.01	19,755
Institution Type - YOUR INSTITUTION	Public	2%	2%	7%	31%	58%	4.41	.02	2,204
Institution Type - ENTIRE SAMPLE	Public	0%	1%	8%	32%	58%	4.45	.00	85,712
	Private	0%	1%	8%	32%	58%	4.47	.00	25,485
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	7%	31%	58%	4.41	.02	2,204
Institution Type - ENTIRE SAMPLE	Primarily 2-year	0%	1%	9%	26%	64%	4.51	.01	4,285
	Primarily 4-year	0%	1%	8%	32%	58%	4.45	.00	106,912
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	7%	31%	58%	4.41	.02	2,204
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	8%	32%	58%	4.46	.00	78,700
	Mainly Contracted	0%	1%	8%	32%	58%	4.45	.00	27,334
	Combination of Both	0%	2%	11%	35%	52%	4.35	.01	5,163
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	2%	2%	7%	31%	58%	4.41	.02	2,204
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	33%	60%	4.52	.01	4,779
	2,500 to 10,000	0%	1%	8%	32%	59%	4.48	.00	26,664
	10,001 to 20,000	0%	1%	9%	32%	58%	4.45	.00	33,568
	Over 20,000	0%	2%	9%	32%	57%	4.44	.00	46,186
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	6%	31%	57%	4.37	.08	134
	Express Unit	2%	2%	7%	26%	64%	4.49	.03	626
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	30%	60%	4.45	.04	388
	Sit-down Restaurant	3%	3%	8%	31%	56%	4.34	.05	429
	Convenience Store	1%	3%	4%	34%	58%	4.44	.10	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	30%	62%	4.51	.00	21,631
	Marketplace	0%	1%	7%	32%	60%	4.50	.01	6,312
	Express Unit	0%	1%	7%	28%	64%	4.54	.01	15,488
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	27%	66%	4.56	.01	7,847
	Sit-down Restaurant	1%	1%	6%	27%	65%	4.55	.01	3,708
	Convenience Store	1%	1%	9%	30%	59%	4.46	.01	8,656
	No type given		1%	7%	35%	58%	4.49	.05	160

*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	6%	7%	15%	34%	38%	3.89	.02	2,417
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	7%	16%	34%	41%	4.01	.00	126,090
Aggregated Retail Units	YOUR INSTITUTION	6%	7%	15%	34%	39%	3.92	.03	1,769
Aggregated Retail Units	ENTIRE SAMPLE	4%	7%	15%	32%	42%	4.01	.00	72,294
Aggregated Dining Halls	YOUR INSTITUTION	7%	9%	17%	33%	34%	3.79	.05	648
Aggregated Dining Halls	ENTIRE SAMPLE	3%	6%	16%	36%	39%	4.02	.00	53,796
Respondent Type - YOUR INSTITUTION	Student	6%	8%	15%	34%	37%	3.88	.03	1,874
	Faculty	4%	5%	12%	33%	47%	4.14	.09	133
	Administration/ Staff	7%	9%	16%	33%	36%	3.81	.07	329
	Other	4%	4%	16%	41%	36%	4.01	.11	81
Respondent Type - ENTIRE SAMPLE	Student	4%	7%	16%	34%	39%	3.99	.00	109,561
	Faculty	4%	5%	12%	29%	50%	4.17	.02	3,857
	Administration/Staff	3%	5%	12%	28%	51%	4.20	.01	10,882
	Other	2%	3%	14%	31%	50%	4.23	.03	1,317
Student Class Status - YOUR INSTITUTION	First year	6%	9%	16%	34%	34%	3.80	.05	542
	Sophomore	7%	9%	14%	34%	36%	3.84	.06	383
	Junior	7%	6%	15%	35%	37%	3.88	.06	426
	Senior	4%	8%	16%	31%	40%	3.94	.06	344
	Graduate	8%	5%	13%	30%	45%	3.99	.10	152
	Other	4%	4%	15%	33%	44%	4.11	.20	27
Student Class Status - ENTIRE SAMPLE	First year	3%	6%	16%	34%	40%	4.02	.01	40,950
	Sophomore	4%	7%	17%	35%	37%	3.94	.01	23,621
	Junior	4%	7%	16%	34%	39%	3.97	.01	19,460
	Senior	4%	7%	15%	34%	39%	3.97	.01	17,593
	Graduate	4%	6%	15%	36%	40%	4.01	.01	6,425
	Other	3%	5%	17%	30%	44%	4.07	.03	1,337
Gender - YOUR INSTITUTION	Female	6%	8%	15%	34%	38%	3.91	.03	1,335
	Male	7%	8%	15%	34%	37%	3.86	.04	1,022
	Transgender	12%	8%	20%	24%	36%	3.64	.28	25
	Other Identity	14%	3%	20%	17%	46%	3.77	.24	35
Gender - ENTIRE SAMPLE	Female	3%	7%	15%	33%	41%	4.03	.00	73,261
	Male	4%	7%	16%	34%	40%	3.99	.00	50,617
	Transgender	7%	7%	17%	27%	43%	3.92	.06	484
	Other Identity	5%	5%	18%	31%	41%	3.96	.04	693
Live... - YOUR INSTITUTION	On campus	7%	9%	15%	35%	34%	3.79	.04	803
	Off campus	6%	7%	15%	33%	39%	3.93	.03	1,614
Live... - ENTIRE SAMPLE	On campus	4%	7%	17%	35%	38%	3.96	.00	73,394
	Off campus	3%	6%	14%	32%	45%	4.09	.00	50,573
NACUFS Region - YOUR	Southern	6%	7%	15%	34%	38%	3.89	.02	2,417
NACUFS Region - ENTIRE SAMPLE	Continental	2%	5%	14%	34%	45%	4.15	.01	13,541
	Mid-Atlantic	5%	8%	16%	33%	38%	3.91	.01	10,257
	Midwest	3%	6%	15%	35%	41%	4.06	.01	32,037
	Northeast	4%	8%	16%	32%	39%	3.94	.01	23,414
	Pacific	5%	7%	18%	33%	38%	3.92	.01	24,484
	Southern	3%	6%	14%	33%	44%	4.09	.01	22,357
Institution Type - YOUR INSTITUTION	Public	6%	7%	15%	34%	38%	3.89	.02	2,417
Institution Type - ENTIRE SAMPLE	Public	3%	6%	15%	34%	41%	4.03	.00	97,305
	Private	4%	7%	16%	33%	39%	3.96	.01	28,785
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	7%	15%	34%	38%	3.89	.02	2,417
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	5%	14%	28%	48%	4.11	.02	4,869
	Primarily 4-year	4%	7%	16%	34%	40%	4.01	.00	121,221
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	7%	15%	34%	38%	3.89	.02	2,417
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	6%	15%	34%	42%	4.05	.00	89,253
	Mainly Contracted	5%	9%	17%	33%	36%	3.86	.01	31,089
	Combination of Both	1%	3%	10%	32%	53%	4.32	.01	5,748
Total Current Enrollment - YOUR	Over 20,000	6%	7%	15%	34%	38%	3.89	.02	2,417
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	7%	13%	30%	44%	3.99	.02	5,384
	2,500 to 10,000	4%	7%	16%	33%	40%	3.99	.01	30,217
	10,001 to 20,000	4%	7%	16%	34%	40%	3.99	.01	38,435
	Over 20,000	3%	6%	15%	34%	41%	4.04	.00	52,054
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	6%	14%	45%	30%	3.90	.09	145
	Express Unit	3%	4%	12%	29%	52%	4.22	.04	668
	Specialty Coffee Shop/ Juice Bar	4%	5%	16%	38%	36%	3.97	.05	408
	Sit-down Restaurant	12%	14%	17%	34%	23%	3.42	.06	472
	Convenience Store	3%	4%	12%	32%	50%	4.22	.11	76
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	7%	16%	34%	38%	3.96	.01	24,281
	Marketplace	4%	8%	18%	34%	36%	3.90	.01	7,218
	Express Unit	5%	7%	15%	30%	43%	3.99	.01	17,568
	Specialty Coffee Shop/ Juice Bar	4%	6%	14%	31%	45%	4.07	.01	9,046
	Sit-down Restaurant	6%	9%	17%	30%	39%	3.87	.02	4,287
	Convenience Store	2%	4%	12%	31%	51%	4.24	.01	9,706
	No type given	3%	3%	16%	23%	55%	4.24	.07	188

*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	2%	2%	8%	30%	58%	4.40	.02	2,201
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	9%	30%	59%	4.44	.00	111,090
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	9%	29%	58%	4.38	.02	1,647
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	30%	58%	4.44	.00	63,508
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	7%	34%	56%	4.44	.03	554
Aggregated Dining Halls	ENTIRE SAMPLE	0%	2%	9%	30%	59%	4.45	.00	47,582
Respondent Type - YOUR INSTITUTION	Student	2%	2%	9%	30%	57%	4.40	.02	1,736
	Faculty	1%	4%	4%	31%	59%	4.44	.08	116
	Administration/ Staff	2%	3%	9%	32%	54%	4.33	.05	274
	Other	1%		5%	24%	69%	4.60	.08	75
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	9%	30%	59%	4.45	.00	97,104
	Faculty	1%	2%	8%	34%	55%	4.41	.01	3,266
	Administration/Staff	1%	2%	7%	33%	57%	4.44	.01	9,247
	Other	2%	2%	12%	29%	55%	4.32	.03	1,099
Student Class Status - YOUR INSTITUTION	First year	0%	1%	8%	27%	64%	4.52	.03	493
	Sophomore	2%	3%	9%	30%	56%	4.35	.05	359
	Junior	2%	1%	10%	34%	53%	4.35	.04	404
	Senior	2%	3%	9%	30%	56%	4.34	.05	317
	Graduate	3%	4%	4%	34%	55%	4.35	.08	137
	Other	4%	4%	12%	12%	69%	4.38	.22	26
Student Class Status - ENTIRE SAMPLE	First year	0%	2%	9%	29%	60%	4.46	.00	36,547
	Sophomore	1%	2%	10%	30%	58%	4.43	.01	21,020
	Junior	1%	2%	9%	29%	59%	4.45	.01	17,274
	Senior	1%	2%	9%	31%	58%	4.44	.01	15,496
	Graduate	1%	2%	10%	33%	55%	4.39	.01	5,469
	Other	1%	2%	11%	30%	56%	4.38	.02	1,168
Gender - YOUR INSTITUTION	Female	1%	2%	8%	30%	59%	4.44	.02	1,209
	Male	2%	3%	9%	30%	56%	4.35	.03	934
	Transgender	4%	8%	17%	25%	46%	4.00	.24	24
	Other Identity	6%		12%	32%	50%	4.21	.18	34
Gender - ENTIRE SAMPLE	Female	0%	1%	8%	29%	61%	4.50	.00	63,961
	Male	1%	2%	11%	31%	55%	4.37	.00	45,245
	Transgender	2%	4%	14%	28%	52%	4.22	.05	415
	Other Identity	2%	2%	12%	30%	53%	4.28	.04	611
Live... - YOUR INSTITUTION	On campus	1%	2%	9%	27%	62%	4.47	.03	738
	Off campus	2%	3%	8%	32%	55%	4.36	.02	1,463
Live... - ENTIRE SAMPLE	On campus	0%	2%	9%	29%	60%	4.47	.00	65,495
	Off campus	1%	2%	9%	31%	57%	4.41	.00	43,834
NACUFS Region - YOUR	Southern	2%	2%	8%	30%	58%	4.40	.02	2,201
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	33%	55%	4.38	.01	11,976
	Mid-Atlantic	0%	2%	8%	28%	62%	4.49	.01	9,146
	Midwest	1%	2%	9%	31%	58%	4.43	.00	28,713
	Northeast	1%	2%	9%	29%	60%	4.46	.01	20,319
	Pacific	1%	2%	10%	29%	58%	4.43	.01	21,228
	Southern	1%	2%	9%	29%	60%	4.46	.01	19,708
Institution Type - YOUR INSTITUTION	Public	2%	2%	8%	30%	58%	4.40	.02	2,201
Institution Type - ENTIRE SAMPLE	Public	1%	2%	9%	30%	59%	4.45	.00	85,668
	Private	1%	2%	9%	32%	57%	4.43	.00	25,422
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	8%	30%	58%	4.40	.02	2,201
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	11%	26%	61%	4.43	.01	4,266
	Primarily 4-year	1%	2%	9%	30%	58%	4.44	.00	106,824
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	8%	30%	58%	4.40	.02	2,201
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	30%	59%	4.44	.00	78,630
	Mainly Contracted	1%	2%	8%	30%	59%	4.45	.00	27,314
	Combination of Both	1%	2%	10%	30%	58%	4.43	.01	5,146
Total Current Enrollment - YOUR	Over 20,000	2%	2%	8%	30%	58%	4.40	.02	2,201
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	2%	7%	31%	60%	4.49	.01	4,776
	2,500 to 10,000	0%	2%	9%	29%	60%	4.47	.00	26,652
	10,001 to 20,000	1%	2%	9%	30%	59%	4.44	.00	33,551
	Over 20,000	1%	2%	9%	30%	57%	4.42	.00	46,111
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	11%	25%	59%	4.37	.08	135
	Express Unit	1%	3%	9%	27%	59%	4.40	.03	624
	Specialty Coffee Shop/ Juice Bar	1%	2%	7%	29%	60%	4.45	.04	387
	Sit-down Restaurant	4%	3%	9%	32%	52%	4.28	.05	427
	Convenience Store	1%	3%	5%	27%	64%	4.49	.10	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	10%	31%	57%	4.42	.01	21,514
	Marketplace	0%	2%	9%	32%	56%	4.41	.01	6,271
	Express Unit	1%	2%	9%	30%	59%	4.45	.01	15,436
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	28%	61%	4.48	.01	7,804
	Sit-down Restaurant	1%	2%	9%	31%	57%	4.40	.01	3,681
	Convenience Store	1%	2%	9%	28%	61%	4.47	.01	8,646
	No type given	1%	1%	8%	35%	56%	4.44	.06	156

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

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

TABLE 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	6%	9%	15%	31%	39%	3.87	.02	2,402
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	6%	11%	16%	30%	38%	3.84	.00	125,901
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	15%	31%	42%	3.99	.03	1,757
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	15%	30%	42%	3.96	.00	71,922
Aggregated Dining Halls	YOUR INSTITUTION	11%	13%	16%	30%	29%	3.53	.05	645
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	17%	29%	33%	3.68	.01	53,979
Respondent Type - YOUR INSTITUTION	Student	7%	10%	16%	31%	36%	3.80	.03	1,869
	Faculty	3%	5%	8%	31%	52%	4.24	.09	131
	Administration/ Staff	5%	6%	13%	34%	43%	4.03	.06	322
	Other	4%	1%	13%	26%	56%	4.30	.11	80
Respondent Type - ENTIRE SAMPLE	Student	6%	11%	17%	30%	36%	3.78	.00	109,567
	Faculty	3%	6%	12%	29%	51%	4.17	.02	3,811
	Administration/Staff	3%	4%	10%	29%	54%	4.27	.01	10,745
	Other	2%	3%	13%	29%	54%	4.30	.03	1,294
Student Class Status - YOUR INSTITUTION	First year	10%	14%	14%	32%	30%	3.59	.06	543
	Sophomore	8%	10%	18%	30%	34%	3.71	.06	382
	Junior	4%	7%	18%	32%	39%	3.94	.05	425
	Senior	4%	11%	17%	28%	40%	3.88	.06	341
	Graduate	5%	6%	12%	30%	47%	4.09	.09	151
	Other	4%	7%	11%	22%	56%	4.19	.22	27
Student Class Status - ENTIRE SAMPLE	First year	7%	14%	18%	28%	33%	3.65	.01	41,023
	Sophomore	6%	11%	17%	30%	36%	3.80	.01	23,654
	Junior	5%	10%	16%	30%	39%	3.87	.01	19,451
	Senior	5%	9%	16%	31%	39%	3.90	.01	17,558
	Graduate	5%	9%	17%	33%	36%	3.87	.01	6,369
	Other	5%	9%	17%	29%	41%	3.92	.03	1,335
Gender - YOUR INSTITUTION	Female	5%	9%	16%	31%	39%	3.89	.03	1,326
	Male	7%	9%	14%	32%	39%	3.86	.04	1,016
	Transgender	12%	4%	20%	24%	40%	3.76	.27	25
	Other Identity	17%	6%	23%	26%	29%	3.43	.24	35
Gender - ENTIRE SAMPLE	Female	6%	11%	16%	29%	39%	3.84	.00	73,082
	Male	6%	10%	16%	30%	38%	3.83	.01	50,591
	Transgender	7%	9%	19%	25%	39%	3.80	.06	484
	Other Identity	8%	11%	19%	30%	32%	3.68	.05	700
Live... - YOUR INSTITUTION	On campus	10%	13%	17%	32%	28%	3.56	.05	804
	Off campus	4%	7%	15%	31%	44%	4.03	.03	1,598
Live... - ENTIRE SAMPLE	On campus	7%	13%	17%	29%	33%	3.69	.00	73,612
	Off campus	4%	7%	14%	30%	45%	4.05	.00	50,161
NACUFS Region - YOUR	Southern	6%	9%	15%	31%	39%	3.87	.02	2,402
NACUFS Region - ENTIRE SAMPLE	Continental	5%	11%	17%	29%	38%	3.83	.01	13,513
	Mid-Atlantic	8%	11%	16%	28%	37%	3.77	.01	10,263
	Midwest	5%	11%	15%	30%	39%	3.88	.01	32,019
	Northeast	6%	10%	17%	30%	37%	3.82	.01	23,419
	Pacific	6%	10%	16%	30%	38%	3.85	.01	24,400
	Southern	6%	11%	16%	29%	38%	3.82	.01	22,287
Institution Type - YOUR INSTITUTION	Public	6%	9%	15%	31%	39%	3.87	.02	2,402
Institution Type - ENTIRE SAMPLE	Public	6%	11%	16%	30%	38%	3.84	.00	97,183
	Private	6%	10%	16%	29%	39%	3.84	.01	28,718
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	9%	15%	31%	39%	3.87	.02	2,402
Institution Type - ENTIRE SAMPLE	Primarily 2-year	5%	7%	15%	29%	45%	4.01	.02	4,848
	Primarily 4-year	6%	11%	16%	30%	38%	3.83	.00	121,053
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	9%	15%	31%	39%	3.87	.02	2,402
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	5%	10%	16%	30%	39%	3.88	.00	89,121
	Mainly Contracted	7%	11%	17%	29%	35%	3.73	.01	31,043
	Combination of Both	6%	14%	17%	29%	34%	3.72	.02	5,737
Total Current Enrollment - YOUR	Over 20,000	6%	9%	15%	31%	39%	3.87	.02	2,402
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	6%	10%	14%	28%	42%	3.91	.02	5,386
	2,500 to 10,000	7%	11%	17%	29%	37%	3.78	.01	30,176
	10,001 to 20,000	6%	10%	16%	29%	39%	3.86	.01	38,388
	Over 20,000	5%	11%	16%	30%	38%	3.85	.01	51,951
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	10%	19%	35%	28%	3.64	.10	145
	Express Unit	4%	7%	15%	28%	46%	4.06	.04	661
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	30%	44%	4.08	.05	407
	Sit-down Restaurant	5%	6%	14%	35%	41%	3.99	.05	466
	Convenience Store	6%	17%	13%	35%	29%	3.64	.14	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	16%	31%	39%	3.91	.01	24,134
	Marketplace	6%	11%	17%	31%	35%	3.79	.01	7,179
	Express Unit	4%	9%	15%	29%	42%	3.96	.01	17,479
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	29%	45%	4.03	.01	8,975
	Sit-down Restaurant	4%	8%	14%	28%	45%	4.02	.02	4,251
	Convenience Store	3%	7%	14%	28%	48%	4.11	.01	9,721
	No type given	5%	9%	15%	26%	45%	3.96	.09	183

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

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

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

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	2%	9%	31%	57%	4.39	.02	2,205
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	11%	31%	55%	4.39	.00	110,580
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	9%	29%	59%	4.41	.02	1,649
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	9%	30%	59%	4.44	.00	63,425
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	10%	38%	50%	4.35	.03	556
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	33%	51%	4.31	.00	47,155
Respondent Type - YOUR INSTITUTION	Student	2%	2%	10%	31%	56%	4.37	.02	1,731
	Faculty	1%	2%	5%	36%	56%	4.45	.07	118
	Administration/ Staff	1%	1%	7%	31%	60%	4.47	.05	280
	Other	1%		3%	28%	68%	4.62	.08	76
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	32%	54%	4.36	.00	96,493
	Faculty	0%	1%	6%	31%	62%	4.53	.01	3,287
	Administration/Staff	0%	1%	4%	27%	68%	4.62	.01	9,318
	Other	1%	1%	9%	27%	61%	4.46	.02	1,111
Student Class Status - YOUR INSTITUTION	First year	1%	2%	10%	31%	56%	4.39	.04	490
	Sophomore	2%	2%	11%	33%	51%	4.29	.05	358
	Junior	2%	1%	11%	33%	53%	4.34	.04	402
	Senior	2%	2%	9%	28%	60%	4.43	.05	317
	Graduate	2%	4%	7%	28%	59%	4.39	.08	138
	Other	4%	4%	8%	15%	69%	4.42	.21	26
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	12%	32%	53%	4.33	.00	36,257
	Sophomore	1%	3%	12%	32%	53%	4.34	.01	20,895
	Junior	1%	2%	11%	30%	57%	4.40	.01	17,194
	Senior	0%	2%	10%	31%	56%	4.40	.01	15,432
	Graduate	1%	3%	11%	34%	51%	4.32	.01	5,434
	Other	1%	2%	11%	30%	57%	4.40	.02	1,160
Gender - YOUR INSTITUTION	Female	1%	2%	9%	31%	58%	4.43	.02	1,209
	Male	2%	2%	8%	32%	55%	4.37	.03	937
	Transgender	4%	4%	17%	29%	46%	4.08	.22	24
	Other Identity	6%	3%	11%	31%	49%	4.14	.19	35
Gender - ENTIRE SAMPLE	Female	0%	2%	9%	30%	60%	4.46	.00	63,696
	Male	1%	3%	13%	33%	50%	4.28	.00	45,007
	Transgender	3%	4%	14%	30%	49%	4.19	.05	411
	Other Identity	2%	4%	14%	30%	49%	4.20	.04	611
Live... - YOUR INSTITUTION	On campus	1%	3%	12%	31%	54%	4.34	.03	734
	Off campus	2%	1%	8%	31%	58%	4.42	.02	1,471
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	32%	53%	4.34	.00	64,940
	Off campus	1%	2%	9%	29%	60%	4.45	.00	43,865
NACUFS Region - YOUR	Southern	2%	2%	9%	31%	57%	4.39	.02	2,205
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	12%	33%	52%	4.33	.01	11,944
	Mid-Atlantic	0%	2%	10%	31%	56%	4.40	.01	9,092
	Midwest	1%	3%	11%	33%	53%	4.35	.00	28,551
	Northeast	1%	2%	10%	30%	57%	4.41	.01	20,224
	Pacific	1%	2%	10%	29%	57%	4.41	.01	21,123
	Southern	1%	2%	10%	31%	57%	4.42	.01	19,646
Institution Type - YOUR INSTITUTION	Public	2%	2%	9%	31%	57%	4.39	.02	2,205
Institution Type - ENTIRE SAMPLE	Public	1%	2%	11%	31%	55%	4.38	.00	85,207
	Private	1%	2%	10%	32%	56%	4.40	.00	25,373
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	9%	31%	57%	4.39	.02	2,205
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	9%	24%	65%	4.52	.01	4,253
	Primarily 4-year	1%	2%	11%	31%	55%	4.38	.00	106,327
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	9%	31%	57%	4.39	.02	2,205
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	11%	31%	56%	4.39	.00	78,260
	Mainly Contracted	1%	2%	10%	31%	56%	4.39	.00	27,193
	Combination of Both	1%	3%	12%	33%	52%	4.32	.01	5,127
Total Current Enrollment - YOUR	Over 20,000	2%	2%	9%	31%	57%	4.39	.02	2,205
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	7%	31%	60%	4.50	.01	4,784
	2,500 to 10,000	1%	2%	10%	30%	58%	4.42	.00	26,552
	10,001 to 20,000	1%	2%	10%	31%	56%	4.39	.00	33,388
	Over 20,000	1%	3%	11%	32%	53%	4.35	.00	45,856
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	7%	24%	63%	4.43	.08	134
	Express Unit	1%	2%	9%	25%	62%	4.45	.03	625
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	59%	4.43	.04	388
	Sit-down Restaurant	3%	2%	9%	33%	54%	4.34	.04	428
	Convenience Store	3%		11%	34%	53%	4.34	.10	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	2%	10%	30%	58%	4.42	.01	21,487
	Marketplace	1%	2%	10%	33%	54%	4.39	.01	6,255
	Express Unit	0%	2%	9%	29%	60%	4.46	.01	15,416
	Specialty Coffee Shop/ Juice Bar	0%	2%	8%	27%	63%	4.50	.01	7,800
	Sit-down Restaurant	1%	1%	8%	29%	62%	4.50	.01	3,683
	Convenience Store	1%	2%	10%	29%	58%	4.43	.01	8,626
	No type given		2%	8%	27%	63%	4.51	.06	158

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

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

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

		Helpfulness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	6%	14%	30%	45%	4.04	.02	2,411
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	13%	31%	50%	4.21	.00	125,326
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	14%	30%	48%	4.14	.02	1,764
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	12%	30%	52%	4.25	.00	71,902
Aggregated Dining Halls	YOUR INSTITUTION	10%	7%	16%	30%	36%	3.77	.05	647
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	14%	32%	47%	4.15	.00	53,424
Respondent Type - YOUR INSTITUTION	Student	6%	6%	15%	30%	44%	4.00	.03	1,870
	Faculty	2%	5%	5%	31%	58%	4.39	.08	132
	Administration/ Staff	3%	9%	16%	27%	45%	4.04	.06	328
	Other	4%	2%	9%	38%	47%	4.22	.11	81
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	14%	32%	48%	4.17	.00	108,863
	Faculty	2%	3%	9%	23%	64%	4.45	.01	3,836
	Administration/Staff	2%	3%	9%	24%	63%	4.43	.01	10,859
	Other	1%	2%	8%	28%	61%	4.45	.02	1,301
Student Class Status - YOUR INSTITUTION	First year	6%	5%	14%	30%	44%	4.01	.05	542
	Sophomore	9%	8%	15%	31%	38%	3.82	.06	383
	Junior	4%	4%	16%	34%	42%	4.06	.05	426
	Senior	3%	7%	16%	25%	48%	4.07	.06	344
	Graduate	5%	4%	14%	30%	47%	4.11	.09	148
	Other	4%	4%	11%	22%	59%	4.30	.21	27
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	14%	31%	49%	4.20	.00	40,723
	Sophomore	3%	5%	14%	32%	46%	4.14	.01	23,495
	Junior	3%	4%	14%	32%	48%	4.17	.01	19,312
	Senior	3%	5%	13%	31%	48%	4.17	.01	17,486
	Graduate	3%	4%	12%	34%	47%	4.19	.01	6,347
	Other	2%	4%	13%	29%	52%	4.24	.03	1,328
Gender - YOUR INSTITUTION	Female	4%	6%	15%	30%	45%	4.07	.03	1,332
	Male	6%	6%	13%	31%	44%	4.01	.04	1,019
	Transgender	12%	4%	20%	20%	44%	3.80	.28	25
	Other Identity	14%	6%	20%	20%	40%	3.66	.24	35
Gender - ENTIRE SAMPLE	Female	2%	4%	13%	30%	51%	4.23	.00	72,833
	Male	3%	4%	13%	32%	48%	4.18	.00	50,307
	Transgender	4%	6%	18%	25%	47%	4.06	.05	475
	Other Identity	4%	3%	16%	29%	48%	4.12	.04	692
Live... - YOUR INSTITUTION	On campus	7%	6%	16%	32%	39%	3.89	.04	802
	Off campus	4%	6%	14%	29%	48%	4.11	.03	1,609
Live... - ENTIRE SAMPLE	On campus	3%	5%	14%	32%	47%	4.15	.00	72,934
	Off campus	2%	4%	11%	29%	54%	4.28	.00	50,282
NACUFS Region - YOUR	Southern	5%	6%	14%	30%	45%	4.04	.02	2,411
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	30%	54%	4.34	.01	13,447
	Mid-Atlantic	3%	6%	14%	28%	48%	4.12	.01	10,196
	Midwest	2%	4%	13%	32%	50%	4.23	.01	31,816
	Northeast	3%	4%	13%	31%	49%	4.20	.01	23,308
	Pacific	3%	5%	14%	31%	48%	4.16	.01	24,336
	Southern	3%	4%	13%	30%	50%	4.20	.01	22,223
Institution Type - YOUR INSTITUTION	Public	5%	6%	14%	30%	45%	4.04	.02	2,411
Institution Type - ENTIRE SAMPLE	Public	2%	4%	14%	31%	49%	4.19	.00	96,697
	Private	2%	4%	11%	30%	53%	4.26	.01	28,629
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	6%	14%	30%	45%	4.04	.02	2,411
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	12%	25%	56%	4.28	.01	4,859
	Primarily 4-year	2%	4%	13%	31%	49%	4.21	.00	120,467
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	6%	14%	30%	45%	4.04	.02	2,411
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	31%	51%	4.26	.00	88,675
	Mainly Contracted	4%	6%	15%	31%	44%	4.05	.01	30,927
	Combination of Both	2%	3%	10%	30%	55%	4.35	.01	5,724
Total Current Enrollment - YOUR	Over 20,000	5%	6%	14%	30%	45%	4.04	.02	2,411
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	10%	24%	59%	4.33	.01	5,384
	2,500 to 10,000	3%	4%	13%	30%	50%	4.21	.01	30,055
	10,001 to 20,000	2%	4%	13%	31%	49%	4.20	.01	38,214
	Over 20,000	2%	4%	13%	31%	49%	4.20	.00	51,673
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	6%	12%	33%	44%	4.08	.09	144
	Express Unit	3%	3%	10%	24%	60%	4.36	.04	665
	Specialty Coffee Shop/ Juice Bar	1%	3%	14%	32%	49%	4.26	.04	406
	Sit-down Restaurant	6%	10%	20%	34%	31%	3.73	.05	471
	Convenience Store	3%	4%	13%	38%	42%	4.14	.11	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	31%	49%	4.21	.01	24,100
	Marketplace	2%	4%	13%	32%	49%	4.22	.01	7,163
	Express Unit	3%	4%	12%	29%	52%	4.24	.01	17,483
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	28%	57%	4.34	.01	9,016
	Sit-down Restaurant	3%	4%	12%	28%	53%	4.24	.02	4,265
	Convenience Store	2%	3%	11%	28%	56%	4.33	.01	9,687
	No type given	3%	3%	10%	23%	61%	4.36	.07	188

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

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

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

		Friendliness of staff					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	2%	8%	29%	59%	4.43	.02	2,200
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	2%	10%	29%	58%	4.43	.00	110,857
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	8%	27%	61%	4.44	.02	1,644
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	28%	62%	4.48	.00	63,534
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	9%	35%	55%	4.41	.03	556
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	11%	32%	54%	4.35	.00	47,323
Respondent Type - YOUR INSTITUTION	Student	2%	2%	9%	28%	59%	4.41	.02	1,728
	Faculty	1%	1%	4%	35%	59%	4.51	.06	118
	Administration/ Staff	1%	1%	6%	32%	60%	4.48	.05	278
	Other	1%		3%	25%	71%	4.64	.08	76
Respondent Type - ENTIRE SAMPLE	Student	1%	2%	10%	30%	57%	4.40	.00	96,781
	Faculty	0%	1%	6%	30%	62%	4.53	.01	3,294
	Administration/Staff	0%	1%	4%	26%	69%	4.63	.01	9,293
	Other	1%	1%	9%	26%	63%	4.48	.02	1,115
Student Class Status - YOUR INSTITUTION	First year	1%	1%	9%	29%	61%	4.48	.03	489
	Sophomore	3%	2%	10%	29%	56%	4.33	.05	356
	Junior	2%	1%	11%	30%	56%	4.36	.04	403
	Senior	1%	2%	9%	27%	61%	4.44	.05	317
	Graduate	2%	4%	6%	26%	61%	4.40	.08	137
	Other	4%	4%	8%	12%	73%	4.46	.21	26
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	30%	56%	4.39	.00	36,360
	Sophomore	1%	2%	11%	30%	56%	4.38	.01	20,973
	Junior	1%	2%	10%	29%	59%	4.44	.01	17,238
	Senior	1%	2%	9%	29%	59%	4.44	.01	15,456
	Graduate	1%	2%	10%	33%	53%	4.35	.01	5,459
	Other	1%	2%	10%	28%	58%	4.41	.02	1,167
Gender - YOUR INSTITUTION	Female	1%	1%	8%	29%	61%	4.48	.02	1,205
	Male	2%	2%	9%	29%	58%	4.39	.03	936
	Transgender	4%	13%	13%	17%	54%	4.04	.26	24
	Other Identity	6%	3%	11%	34%	46%	4.11	.19	35
Gender - ENTIRE SAMPLE	Female	0%	2%	8%	28%	62%	4.50	.00	63,875
	Male	1%	3%	12%	31%	53%	4.32	.00	45,094
	Transgender	3%	3%	15%	28%	52%	4.23	.05	417
	Other Identity	3%	4%	14%	28%	51%	4.21	.04	613
Live... - YOUR INSTITUTION	On campus	1%	2%	11%	28%	58%	4.41	.03	733
	Off campus	2%	1%	7%	30%	60%	4.44	.02	1,467
Live... - ENTIRE SAMPLE	On campus	1%	2%	11%	31%	56%	4.39	.00	65,165
	Off campus	1%	2%	8%	28%	62%	4.49	.00	43,912
NACUFS Region - YOUR	Southern	2%	2%	8%	29%	59%	4.43	.02	2,200
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	11%	31%	55%	4.39	.01	11,984
	Mid-Atlantic	0%	2%	9%	29%	59%	4.44	.01	9,127
	Midwest	1%	2%	10%	31%	56%	4.39	.00	28,656
	Northeast	1%	2%	9%	28%	60%	4.45	.01	20,251
	Pacific	1%	2%	10%	28%	59%	4.43	.01	21,164
	Southern	1%	2%	9%	29%	60%	4.46	.01	19,675
Institution Type - YOUR INSTITUTION	Public	2%	2%	8%	29%	59%	4.43	.02	2,200
Institution Type - ENTIRE SAMPLE	Public	1%	2%	10%	29%	58%	4.42	.00	85,407
	Private	1%	2%	9%	30%	58%	4.43	.00	25,450
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	8%	29%	59%	4.43	.02	2,200
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	22%	68%	4.54	.01	4,253
	Primarily 4-year	1%	2%	10%	30%	58%	4.42	.00	106,604
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	8%	29%	59%	4.43	.02	2,200
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	10%	29%	58%	4.43	.00	78,411
	Mainly Contracted	1%	2%	9%	30%	59%	4.43	.00	27,306
	Combination of Both	1%	2%	11%	31%	55%	4.36	.01	5,140
Total Current Enrollment - YOUR	Over 20,000	2%	2%	8%	29%	59%	4.43	.02	2,200
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	6%	29%	63%	4.53	.01	4,786
	2,500 to 10,000	1%	2%	9%	28%	61%	4.47	.00	26,612
	10,001 to 20,000	1%	2%	10%	29%	58%	4.43	.00	33,493
	Over 20,000	1%	2%	10%	30%	56%	4.39	.00	45,966
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	6%	30%	60%	4.43	.07	134
	Express Unit	1%	1%	9%	23%	65%	4.49	.03	621
	Specialty Coffee Shop/ Juice Bar	2%	2%	6%	30%	61%	4.46	.04	386
	Sit-down Restaurant	3%	2%	10%	29%	56%	4.34	.04	429
	Convenience Store	3%	1%	7%	34%	55%	4.38	.10	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	2%	9%	29%	60%	4.46	.01	21,549
	Marketplace	1%	2%	9%	31%	58%	4.43	.01	6,268
	Express Unit	1%	2%	8%	27%	62%	4.49	.01	15,434
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	25%	66%	4.54	.01	7,813
	Sit-down Restaurant	1%	1%	7%	26%	65%	4.53	.01	3,691
	Convenience Store	1%	2%	9%	28%	61%	4.46	.01	8,620
	No type given		3%	4%	29%	65%	4.56	.05	159

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

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

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

		Friendliness of staff					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	6%	13%	27%	50%	4.13	.02	2,407
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	12%	28%	53%	4.25	.00	125,804
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	13%	28%	52%	4.21	.02	1,757
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	11%	27%	56%	4.30	.00	72,055
Aggregated Dining Halls	YOUR INSTITUTION	8%	8%	15%	25%	45%	3.92	.05	650
Aggregated Dining Halls	ENTIRE SAMPLE	3%	5%	14%	29%	50%	4.18	.00	53,749
Respondent Type - YOUR INSTITUTION	Student	4%	6%	14%	27%	49%	4.10	.03	1,868
	Faculty	2%	5%	6%	27%	61%	4.41	.08	130
	Administration/ Staff	3%	7%	12%	27%	52%	4.19	.06	328
	Other	4%	2%	12%	35%	47%	4.19	.11	81
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	13%	29%	51%	4.22	.00	109,362
	Faculty	2%	3%	8%	22%	66%	4.48	.01	3,839
	Administration/Staff	2%	3%	8%	23%	65%	4.45	.01	10,829
	Other	1%	2%	8%	25%	63%	4.47	.02	1,307
Student Class Status - YOUR INSTITUTION	First year	4%	6%	13%	25%	52%	4.15	.05	540
	Sophomore	8%	7%	15%	25%	45%	3.91	.06	384
	Junior	3%	4%	17%	31%	45%	4.11	.05	425
	Senior	2%	8%	12%	28%	51%	4.17	.06	342
	Graduate	5%	5%	12%	27%	52%	4.17	.09	150
	Other	4%	4%	11%	19%	63%	4.33	.21	27
Student Class Status - ENTIRE SAMPLE	First year	3%	4%	13%	28%	53%	4.24	.00	40,913
	Sophomore	3%	4%	14%	29%	50%	4.18	.01	23,625
	Junior	3%	4%	13%	29%	51%	4.21	.01	19,397
	Senior	3%	4%	13%	28%	52%	4.21	.01	17,545
	Graduate	3%	4%	12%	31%	50%	4.22	.01	6,381
	Other	2%	4%	13%	27%	54%	4.25	.03	1,333
Gender - YOUR INSTITUTION	Female	3%	6%	13%	28%	50%	4.17	.03	1,327
	Male	5%	6%	13%	27%	50%	4.10	.04	1,020
	Transgender	12%	4%	28%	20%	36%	3.64	.27	25
	Other Identity	14%	6%	14%	14%	51%	3.83	.25	35
Gender - ENTIRE SAMPLE	Female	3%	4%	12%	27%	54%	4.25	.00	73,118
	Male	3%	4%	12%	29%	52%	4.24	.00	50,481
	Transgender	4%	4%	17%	24%	51%	4.13	.05	483
	Other Identity	4%	4%	13%	23%	55%	4.21	.04	697
Live... - YOUR INSTITUTION	On campus	6%	6%	15%	27%	46%	4.01	.04	801
	Off campus	3%	6%	12%	27%	52%	4.19	.03	1,606
Live... - ENTIRE SAMPLE	On campus	3%	5%	13%	29%	51%	4.20	.00	73,353
	Off campus	2%	4%	11%	27%	57%	4.32	.00	50,332
NACUFS Region - YOUR	Southern	4%	6%	13%	27%	50%	4.13	.02	2,407
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	27%	59%	4.40	.01	13,510
	Mid-Atlantic	4%	6%	14%	26%	51%	4.16	.01	10,266
	Midwest	2%	4%	12%	29%	53%	4.26	.01	31,970
	Northeast	3%	4%	13%	28%	53%	4.25	.01	23,391
	Pacific	3%	5%	13%	28%	51%	4.20	.01	24,373
	Southern	3%	4%	12%	27%	54%	4.24	.01	22,294
Institution Type - YOUR INSTITUTION	Public	4%	6%	13%	27%	50%	4.13	.02	2,407
Institution Type - ENTIRE SAMPLE	Public	3%	4%	13%	28%	52%	4.23	.00	97,061
	Private	3%	4%	10%	26%	57%	4.32	.01	28,743
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	13%	27%	50%	4.13	.02	2,407
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	3%	11%	23%	59%	4.32	.01	4,861
	Primarily 4-year	3%	4%	12%	28%	53%	4.25	.00	120,943
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	13%	27%	50%	4.13	.02	2,407
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	28%	55%	4.29	.00	88,990
	Mainly Contracted	4%	5%	14%	28%	48%	4.10	.01	31,080
	Combination of Both	2%	3%	10%	26%	59%	4.38	.01	5,734
Total Current Enrollment - YOUR	Over 20,000	4%	6%	13%	27%	50%	4.13	.02	2,407
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	9%	22%	63%	4.38	.01	5,400
	2,500 to 10,000	3%	4%	13%	27%	53%	4.25	.01	30,143
	10,001 to 20,000	3%	4%	12%	28%	53%	4.24	.01	38,356
	Over 20,000	3%	4%	12%	28%	53%	4.24	.00	51,905
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	6%	13%	30%	48%	4.14	.09	142
	Express Unit	2%	4%	8%	22%	65%	4.43	.04	665
	Specialty Coffee Shop/ Juice Bar	0%	4%	12%	31%	52%	4.29	.04	403
	Sit-down Restaurant	5%	8%	21%	31%	35%	3.84	.05	469
	Convenience Store	3%	4%	6%	38%	49%	4.27	.11	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	12%	28%	53%	4.26	.01	24,158
	Marketplace	2%	4%	12%	29%	53%	4.26	.01	7,205
	Express Unit	3%	4%	11%	26%	56%	4.29	.01	17,522
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	25%	60%	4.37	.01	8,998
	Sit-down Restaurant	3%	3%	11%	26%	57%	4.31	.02	4,264
	Convenience Store	2%	3%	10%	26%	59%	4.37	.01	9,720
	No type given	2%	4%	11%	19%	64%	4.39	.07	188

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	2%	6%	25%	65%	4.50	.02	2,195
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	6%	23%	70%	4.61	.00	110,889
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	25%	64%	4.48	.02	1,636
Aggregated Retail Units	ENTIRE SAMPLE	0%	1%	6%	22%	71%	4.61	.00	63,403
Aggregated Dining Halls	YOUR INSTITUTION	2%	1%	4%	25%	68%	4.56	.03	559
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	6%	24%	69%	4.61	.00	47,486
Respondent Type - YOUR INSTITUTION	Student	2%	2%	7%	25%	65%	4.47	.02	1,719
	Faculty	1%		2%	29%	68%	4.63	.06	121
	Administration/ Staff	0%	1%	4%	24%	70%	4.62	.04	279
	Other	1%	3%	3%	37%	57%	4.45	.09	76
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	6%	23%	69%	4.59	.00	96,758
	Faculty	0%	0%	4%	19%	76%	4.70	.01	3,305
	Administration/Staff	0%	0%	3%	16%	80%	4.76	.01	9,342
	Other	1%	1%	7%	22%	68%	4.55	.02	1,121
Student Class Status - YOUR INSTITUTION	First year	1%	2%	5%	21%	70%	4.58	.03	489
	Sophomore	5%	3%	7%	24%	61%	4.34	.06	355
	Junior	2%	1%	9%	30%	57%	4.38	.04	402
	Senior	2%	1%	7%	26%	64%	4.50	.05	312
	Graduate	2%	1%	2%	21%	74%	4.62	.07	136
	Other	8%		4%	16%	72%	4.44	.23	25
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	6%	23%	69%	4.59	.00	36,427
	Sophomore	1%	1%	7%	23%	68%	4.58	.00	20,943
	Junior	0%	1%	7%	23%	69%	4.59	.01	17,200
	Senior	0%	1%	6%	24%	69%	4.60	.01	15,436
	Graduate	1%	1%	6%	24%	69%	4.60	.01	5,462
	Other	1%	1%	8%	19%	70%	4.56	.02	1,162
Gender - YOUR INSTITUTION	Female	1%	2%	5%	24%	68%	4.57	.02	1,206
	Male	3%	2%	7%	27%	62%	4.42	.03	931
	Transgender	9%		9%	35%	48%	4.13	.25	23
	Other Identity	6%		3%	34%	57%	4.37	.17	35
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	20%	75%	4.69	.00	63,856
	Male	1%	1%	8%	26%	64%	4.51	.00	45,151
	Transgender	3%	3%	12%	25%	56%	4.29	.05	412
	Other Identity	2%	3%	11%	24%	61%	4.40	.04	619
Live... - YOUR INSTITUTION	On campus	2%	2%	6%	23%	67%	4.52	.03	734
	Off campus	2%	1%	6%	26%	64%	4.49	.02	1,461
Live... - ENTIRE SAMPLE	On campus	0%	1%	6%	24%	69%	4.59	.00	65,157
	Off campus	1%	1%	5%	21%	72%	4.63	.00	43,973
NACUFS Region - YOUR	Southern	2%	2%	6%	25%	65%	4.50	.02	2,195
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	7%	25%	67%	4.57	.01	11,969
	Mid-Atlantic	0%	1%	5%	22%	72%	4.64	.01	9,135
	Midwest	0%	1%	6%	24%	69%	4.60	.00	28,659
	Northeast	0%	1%	6%	22%	71%	4.62	.00	20,239
	Pacific	0%	1%	7%	22%	70%	4.60	.00	21,185
	Southern	1%	1%	6%	21%	72%	4.62	.00	19,702
Institution Type - YOUR INSTITUTION	Public	2%	2%	6%	25%	65%	4.50	.02	2,195
Institution Type - ENTIRE SAMPLE	Public	0%	1%	6%	22%	70%	4.61	.00	85,483
	Private	0%	1%	6%	23%	70%	4.61	.00	25,406
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	6%	25%	65%	4.50	.02	2,195
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	19%	72%	4.60	.01	4,247
	Primarily 4-year	0%	1%	6%	23%	70%	4.61	.00	106,642
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	6%	25%	65%	4.50	.02	2,195
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	6%	22%	70%	4.61	.00	78,471
	Mainly Contracted	0%	1%	6%	23%	70%	4.61	.00	27,264
	Combination of Both	1%	1%	7%	24%	67%	4.55	.01	5,154
Total Current Enrollment - YOUR	Over 20,000	2%	2%	6%	25%	65%	4.50	.02	2,195
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	0%	4%	22%	73%	4.68	.01	4,793
	2,500 to 10,000	0%	1%	6%	22%	71%	4.62	.00	26,546
	10,001 to 20,000	0%	1%	6%	22%	70%	4.61	.00	33,480
	Over 20,000	0%	1%	6%	23%	69%	4.59	.00	46,070
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	5%	22%	68%	4.51	.08	134
	Express Unit	2%	2%	6%	23%	68%	4.54	.03	622
	Specialty Coffee Shop/ Juice Bar	2%	2%	7%	28%	61%	4.45	.04	387
	Sit-down Restaurant	3%	1%	8%	27%	61%	4.43	.04	419
	Convenience Store	4%	3%	9%	27%	57%	4.30	.12	74
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	6%	21%	71%	4.62	.00	21,520
	Marketplace	0%	1%	6%	23%	69%	4.60	.01	6,277
	Express Unit	0%	1%	6%	22%	70%	4.60	.01	15,386
	Specialty Coffee Shop/ Juice Bar	0%	1%	6%	22%	71%	4.62	.01	7,800
	Sit-down Restaurant	1%	1%	5%	19%	74%	4.66	.01	3,683
	Convenience Store	1%	1%	7%	23%	68%	4.57	.01	8,586
	No type given		1%	5%	15%	79%	4.74	.05	151

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

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

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

		Cleanliness: Overall					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	5%	13%	35%	42%	4.04	.02	2,420
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	36%	47%	4.21	.00	126,123
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	12%	36%	46%	4.20	.02	1,767
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	34%	52%	4.32	.00	72,051
Aggregated Dining Halls	YOUR INSTITUTION	12%	10%	15%	33%	30%	3.60	.05	653
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	39%	40%	4.08	.00	54,072
Respondent Type - YOUR INSTITUTION	Student	6%	5%	13%	34%	42%	4.01	.03	1,869
	Faculty	2%	5%	12%	36%	45%	4.17	.08	137
	Administration/ Staff	3%	5%	13%	33%	46%	4.13	.06	333
	Other	4%	2%	6%	53%	35%	4.12	.10	81
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	13%	37%	45%	4.18	.00	109,582
	Faculty	2%	2%	7%	30%	59%	4.42	.01	3,871
	Administration/Staff	2%	2%	7%	29%	60%	4.43	.01	10,876
	Other	2%	3%	11%	31%	54%	4.32	.02	1,327
Student Class Status - YOUR INSTITUTION	First year	9%	6%	13%	28%	44%	3.93	.05	542
	Sophomore	7%	6%	14%	34%	38%	3.90	.06	382
	Junior	4%	4%	14%	38%	39%	4.05	.05	426
	Senior	3%	6%	12%	38%	41%	4.09	.05	341
	Graduate	3%	5%	7%	36%	48%	4.23	.08	151
	Other	4%	4%	4%	41%	48%	4.26	.19	27
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	37%	45%	4.19	.00	41,038
	Sophomore	2%	4%	15%	37%	42%	4.12	.01	23,638
	Junior	2%	4%	12%	37%	45%	4.19	.01	19,429
	Senior	2%	4%	11%	36%	47%	4.22	.01	17,565
	Graduate	2%	3%	10%	38%	48%	4.27	.01	6,402
	Other	1%	4%	14%	33%	48%	4.24	.02	1,338
Gender - YOUR INSTITUTION	Female	4%	6%	12%	35%	43%	4.08	.03	1,338
	Male	6%	5%	13%	36%	41%	4.00	.04	1,022
	Transgender	16%	4%	12%	32%	36%	3.68	.29	25
	Other Identity	11%	6%	17%	20%	46%	3.83	.23	35
Gender - ENTIRE SAMPLE	Female	2%	4%	12%	35%	47%	4.22	.00	73,247
	Male	2%	4%	12%	36%	46%	4.21	.00	50,655
	Transgender	5%	6%	15%	35%	39%	3.97	.05	484
	Other Identity	3%	6%	17%	32%	43%	4.05	.04	700
Live... - YOUR INSTITUTION	On campus	9%	7%	13%	32%	40%	3.87	.04	803
	Off campus	3%	4%	12%	37%	43%	4.12	.03	1,617
Live... - ENTIRE SAMPLE	On campus	2%	4%	13%	37%	43%	4.14	.00	73,482
	Off campus	2%	3%	10%	34%	52%	4.32	.00	50,538
NACUFS Region - YOUR	Southern	5%	5%	13%	35%	42%	4.04	.02	2,420
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	37%	49%	4.30	.01	13,559
	Mid-Atlantic	2%	4%	12%	34%	47%	4.18	.01	10,302
	Midwest	2%	4%	12%	37%	45%	4.19	.01	32,073
	Northeast	2%	4%	13%	35%	46%	4.19	.01	23,382
	Pacific	2%	4%	12%	36%	46%	4.19	.01	24,481
	Southern	2%	3%	10%	35%	50%	4.26	.01	22,326
Institution Type - YOUR INSTITUTION	Public	5%	5%	13%	35%	42%	4.04	.02	2,420
Institution Type - ENTIRE SAMPLE	Public	2%	4%	12%	36%	47%	4.22	.00	97,334
	Private	2%	4%	11%	35%	47%	4.21	.01	28,789
	Primarily 4-year	5%	5%	13%	35%	42%	4.04	.02	2,420
Institution Type - YOUR INSTITUTION	Primarily 2-year	2%	4%	13%	32%	48%	4.20	.01	4,869
	Primarily 4-year	2%	4%	12%	36%	47%	4.22	.00	121,254
	Mainly Contracted	5%	5%	13%	35%	42%	4.04	.02	2,420
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	11%	35%	48%	4.26	.00	89,300
	Mainly Contracted	3%	5%	14%	37%	40%	4.07	.01	31,084
	Combination of Both	1%	2%	8%	34%	55%	4.39	.01	5,739
Total Current Enrollment - YOUR	Over 20,000	5%	5%	13%	35%	42%	4.04	.02	2,420
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	3%	8%	34%	52%	4.30	.01	5,418
	2,500 to 10,000	2%	4%	12%	35%	48%	4.23	.01	30,154
	10,001 to 20,000	2%	4%	13%	36%	45%	4.18	.00	38,456
	Over 20,000	2%	4%	12%	36%	47%	4.22	.00	52,095
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	7%	22%	35%	34%	3.94	.08	145
	Express Unit	3%	2%	8%	31%	56%	4.35	.04	671
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	39%	49%	4.33	.04	408
	Sit-down Restaurant	3%	6%	15%	39%	36%	3.97	.05	465
	Convenience Store	5%	4%	13%	38%	40%	4.04	.12	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	12%	36%	48%	4.25	.01	24,208
	Marketplace	1%	3%	11%	35%	50%	4.29	.01	7,195
	Express Unit	2%	3%	10%	33%	52%	4.32	.01	17,514
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	58%	4.41	.01	9,011
	Sit-down Restaurant	2%	2%	8%	30%	57%	4.39	.01	4,256
	Convenience Store	1%	2%	10%	32%	55%	4.38	.01	9,685
	No type given	3%	2%	10%	24%	60%	4.37	.07	182

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

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

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

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	1%	7%	28%	63%	4.48	.02	2,180
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	0%	1%	7%	25%	67%	4.56	.00	110,110
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	29%	61%	4.45	.02	1,621
Aggregated Retail Units	ENTIRE SAMPLE	1%	1%	7%	24%	67%	4.55	.00	62,639
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	6%	25%	68%	4.57	.03	559
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	7%	25%	66%	4.56	.00	47,471
Respondent Type - YOUR INSTITUTION	Student	2%	1%	8%	27%	62%	4.45	.02	1,711
	Faculty	1%	1%	1%	31%	67%	4.62	.06	120
	Administration/ Staff	0%	1%	5%	28%	66%	4.58	.04	273
	Other	1%	3%	4%	29%	63%	4.50	.09	76
Respondent Type - ENTIRE SAMPLE	Student	0%	1%	8%	25%	65%	4.54	.00	96,154
	Faculty	0%	1%	4%	21%	74%	4.66	.01	3,261
	Administration/Staff	0%	1%	3%	19%	77%	4.72	.01	9,219
	Other	1%	2%	8%	24%	66%	4.52	.02	1,113
Student Class Status - YOUR INSTITUTION	First year	1%	1%	7%	25%	66%	4.54	.03	483
	Sophomore	3%	3%	8%	29%	57%	4.34	.05	355
	Junior	3%	1%	9%	33%	54%	4.36	.04	399
	Senior	2%	1%	8%	25%	65%	4.50	.05	313
	Graduate	2%	1%	4%	24%	70%	4.58	.07	136
	Other	8%			12%	80%	4.56	.22	25
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	8%	26%	65%	4.54	.00	36,228
	Sophomore	0%	1%	8%	25%	65%	4.53	.01	20,805
	Junior	0%	1%	7%	25%	66%	4.55	.01	17,130
	Senior	0%	1%	7%	26%	66%	4.55	.01	15,312
	Graduate	1%	1%	6%	27%	65%	4.54	.01	5,405
	Other	1%	2%	8%	22%	67%	4.52	.02	1,143
Gender - YOUR INSTITUTION	Female	1%	1%	6%	26%	66%	4.55	.02	1,197
	Male	2%	2%	8%	29%	59%	4.40	.03	925
	Transgender	9%		4%	39%	48%	4.17	.24	23
	Other Identity	3%	6%	3%	34%	54%	4.31	.17	35
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	22%	72%	4.64	.00	63,353
	Male	1%	2%	9%	29%	60%	4.45	.00	44,893
	Transgender	2%	3%	13%	29%	52%	4.26	.05	407
	Other Identity	2%	3%	11%	25%	59%	4.36	.04	612
Live... - YOUR INSTITUTION	On campus	1%	2%	7%	27%	63%	4.49	.03	728
	Off campus	2%	1%	7%	28%	62%	4.47	.02	1,452
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	65%	4.54	.00	64,783
	Off campus	1%	1%	6%	23%	69%	4.58	.00	43,589
NACUFS Region - YOUR	Southern	2%	1%	7%	28%	63%	4.48	.02	2,180
NACUFS Region - ENTIRE SAMPLE	Continental	0%	1%	8%	28%	63%	4.51	.01	11,862
	Mid-Atlantic	0%	1%	6%	24%	69%	4.59	.01	9,108
	Midwest	0%	1%	7%	26%	66%	4.55	.00	28,483
	Northeast	0%	1%	7%	24%	68%	4.57	.01	20,143
	Pacific	0%	1%	8%	24%	66%	4.55	.01	21,009
	Southern	1%	1%	7%	23%	68%	4.57	.01	19,505
Institution Type - YOUR INSTITUTION	Public	2%	1%	7%	28%	63%	4.48	.02	2,180
Institution Type - ENTIRE SAMPLE	Public	0%	1%	7%	25%	67%	4.56	.00	84,873
	Private	0%	1%	7%	25%	67%	4.57	.00	25,237
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	1%	7%	28%	63%	4.48	.02	2,180
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	1%	8%	23%	67%	4.54	.01	4,210
	Primarily 4-year	0%	1%	7%	25%	67%	4.56	.00	105,900
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	1%	7%	28%	63%	4.48	.02	2,180
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	0%	1%	7%	25%	67%	4.56	.00	77,888
	Mainly Contracted	0%	1%	7%	25%	66%	4.56	.00	27,128
	Combination of Both	1%	2%	8%	26%	63%	4.49	.01	5,094
Total Current Enrollment - YOUR	Over 20,000	2%	1%	7%	28%	63%	4.48	.02	2,180
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	4%	24%	71%	4.64	.01	4,737
	2,500 to 10,000	0%	1%	7%	24%	68%	4.58	.00	26,383
	10,001 to 20,000	0%	1%	7%	25%	67%	4.56	.00	33,237
	Over 20,000	0%	1%	7%	26%	65%	4.54	.00	45,753
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	3%	5%	27%	64%	4.49	.07	133
	Express Unit	1%	2%	6%	26%	65%	4.51	.03	622
	Specialty Coffee Shop/ Juice Bar	2%	1%	8%	30%	59%	4.43	.04	384
	Sit-down Restaurant	2%	2%	7%	31%	58%	4.40	.04	422
	Convenience Store	3%	3%	13%	33%	47%	4.17	.13	60
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	23%	68%	4.58	.00	21,458
	Marketplace	0%	1%	7%	25%	67%	4.56	.01	6,250
	Express Unit	1%	1%	7%	25%	66%	4.54	.01	15,224
	Specialty Coffee Shop/ Juice Bar	1%	1%	7%	25%	66%	4.55	.01	7,735
	Sit-down Restaurant	1%	1%	6%	23%	70%	4.61	.01	3,652
	Convenience Store	1%	2%	9%	25%	64%	4.49	.01	8,178
	No type given		2%	4%	23%	71%	4.63	.06	142

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

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

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

		Serving areas					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	6%	13%	35%	41%	4.03	.02	2,404
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	11%	35%	48%	4.25	.00	125,125
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	13%	37%	43%	4.15	.02	1,749
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	33%	51%	4.30	.00	71,116
Aggregated Dining Halls	YOUR INSTITUTION	10%	10%	14%	31%	35%	3.73	.05	655
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	38%	44%	4.17	.00	54,009
Respondent Type - YOUR INSTITUTION	Student	5%	6%	14%	35%	41%	4.01	.03	1,863
	Faculty	1%	6%	13%	37%	43%	4.15	.08	136
	Administration/ Staff	3%	6%	13%	34%	44%	4.10	.06	324
	Other	4%	2%	7%	53%	33%	4.10	.10	81
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	36%	47%	4.22	.00	108,794
	Faculty	2%	3%	8%	29%	58%	4.40	.01	3,820
	Administration/Staff	2%	3%	7%	29%	60%	4.43	.01	10,744
	Other	2%	2%	12%	30%	55%	4.34	.02	1,315
Student Class Status - YOUR INSTITUTION	First year	7%	7%	11%	30%	45%	3.98	.05	539
	Sophomore	6%	7%	16%	37%	34%	3.86	.06	382
	Junior	4%	4%	17%	39%	37%	4.01	.05	424
	Senior	3%	6%	13%	34%	44%	4.11	.06	342
	Graduate	4%	2%	9%	38%	47%	4.21	.08	149
	Other		4%	15%	33%	48%	4.26	.17	27
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	12%	36%	47%	4.24	.00	40,760
	Sophomore	2%	4%	13%	37%	44%	4.17	.01	23,473
	Junior	2%	4%	12%	36%	46%	4.21	.01	19,317
	Senior	2%	4%	11%	36%	47%	4.23	.01	17,417
	Graduate	2%	3%	10%	37%	48%	4.28	.01	6,340
	Other	2%	3%	13%	34%	48%	4.24	.03	1,322
Gender - YOUR INSTITUTION	Female	3%	6%	13%	34%	43%	4.07	.03	1,328
	Male	5%	5%	13%	37%	39%	4.00	.03	1,016
	Transgender	16%	4%	16%	20%	44%	3.72	.30	25
	Other Identity	11%	6%	17%	29%	37%	3.74	.23	35
Gender - ENTIRE SAMPLE	Female	2%	3%	11%	35%	49%	4.26	.00	72,638
	Male	2%	3%	12%	36%	47%	4.23	.00	50,296
	Transgender	5%	6%	15%	31%	42%	3.98	.05	480
	Other Identity	3%	6%	15%	32%	44%	4.10	.04	689
Live... - YOUR INSTITUTION	On campus	7%	8%	13%	33%	39%	3.89	.04	801
	Off campus	3%	5%	13%	37%	42%	4.10	.03	1,603
Live... - ENTIRE SAMPLE	On campus	2%	4%	12%	37%	45%	4.20	.00	72,965
	Off campus	2%	3%	10%	33%	52%	4.31	.00	50,080
NACUFS Region - YOUR	Southern	4%	6%	13%	35%	41%	4.03	.02	2,404
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	10%	36%	50%	4.32	.01	13,412
	Mid-Atlantic	2%	4%	12%	34%	48%	4.22	.01	10,266
	Midwest	1%	3%	11%	37%	47%	4.25	.00	31,846
	Northeast	2%	3%	12%	35%	48%	4.22	.01	23,266
	Pacific	2%	4%	12%	35%	47%	4.20	.01	24,244
	Southern	2%	3%	10%	34%	50%	4.28	.01	22,091
Institution Type - YOUR INSTITUTION	Public	4%	6%	13%	35%	41%	4.03	.02	2,404
Institution Type - ENTIRE SAMPLE	Public	2%	3%	12%	35%	48%	4.25	.00	96,562
	Private	2%	4%	11%	35%	49%	4.25	.01	28,563
Institution Type - YOUR INSTITUTION	Primarily 4-year	4%	6%	13%	35%	41%	4.03	.02	2,404
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	4%	13%	32%	48%	4.19	.01	4,837
	Primarily 4-year	2%	3%	11%	35%	48%	4.25	.00	120,288
Operation Type - YOUR INSTITUTION	Mainly Contracted	4%	6%	13%	35%	41%	4.03	.02	2,404
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	35%	50%	4.28	.00	88,587
	Mainly Contracted	3%	5%	13%	37%	42%	4.11	.01	30,878
	Combination of Both	1%	2%	8%	33%	56%	4.41	.01	5,660
Total Current Enrollment - YOUR	Over 20,000	4%	6%	13%	35%	41%	4.03	.02	2,404
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	3%	8%	32%	54%	4.32	.01	5,347
	2,500 to 10,000	2%	3%	11%	35%	49%	4.25	.01	29,972
	10,001 to 20,000	2%	4%	12%	36%	47%	4.22	.00	38,132
	Over 20,000	2%	3%	11%	35%	48%	4.25	.00	51,674
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	17%	38%	38%	4.06	.08	143
	Express Unit	2%	3%	10%	31%	53%	4.30	.04	669
	Specialty Coffee Shop/ Juice Bar	1%	2%	13%	40%	43%	4.21	.04	408
	Sit-down Restaurant	3%	6%	15%	41%	33%	3.95	.05	466
	Convenience Store	5%	11%	16%	43%	25%	3.73	.14	63
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	35%	49%	4.26	.01	24,132
	Marketplace	1%	3%	11%	35%	51%	4.30	.01	7,163
	Express Unit	2%	3%	11%	34%	51%	4.29	.01	17,327
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	30%	56%	4.37	.01	8,939
	Sit-down Restaurant	1%	3%	9%	30%	57%	4.39	.01	4,227
	Convenience Store	1%	2%	11%	33%	53%	4.33	.01	9,159
	No type given	3%	2%	12%	28%	54%	4.28	.08	169

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

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

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

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	2%	7%	26%	63%	4.47	.02	2,160
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	1%	7%	25%	66%	4.54	.00	108,575
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	7%	27%	62%	4.44	.02	1,603
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	8%	25%	65%	4.52	.00	61,272
Aggregated Dining Halls	YOUR INSTITUTION	1%	1%	5%	26%	66%	4.55	.03	557
Aggregated Dining Halls	ENTIRE SAMPLE	0%	1%	6%	26%	66%	4.57	.00	47,303
Respondent Type - YOUR INSTITUTION	Student	2%	2%	8%	26%	62%	4.44	.02	1,701
	Faculty	2%	1%	2%	29%	67%	4.58	.07	117
	Administration/ Staff	0%	1%	4%	28%	66%	4.57	.04	267
	Other	1%	1%	4%	27%	67%	4.56	.09	75
Respondent Type - ENTIRE SAMPLE	Student	1%	1%	7%	26%	65%	4.53	.00	95,059
	Faculty	0%	1%	6%	24%	69%	4.59	.01	3,162
	Administration/Staff	1%	1%	4%	21%	73%	4.64	.01	8,888
	Other	1%	2%	8%	23%	66%	4.50	.03	1,101
Student Class Status - YOUR INSTITUTION	First year	1%	2%	6%	26%	65%	4.53	.03	480
	Sophomore	4%	3%	9%	25%	59%	4.32	.05	354
	Junior	3%	1%	8%	30%	58%	4.40	.04	400
	Senior	2%	1%	9%	25%	63%	4.46	.05	310
	Graduate	3%	2%	8%	22%	66%	4.46	.08	132
	Other	8%			8%	84%	4.60	.22	25
Student Class Status - ENTIRE SAMPLE	First year	0%	1%	7%	26%	65%	4.54	.00	35,934
	Sophomore	1%	1%	8%	26%	65%	4.52	.01	20,586
	Junior	1%	1%	8%	25%	66%	4.54	.01	16,901
	Senior	0%	1%	7%	26%	65%	4.53	.01	15,095
	Graduate	1%	1%	7%	27%	63%	4.50	.01	5,282
	Other	2%	2%	9%	21%	66%	4.49	.03	1,132
Gender - YOUR INSTITUTION	Female	1%	2%	6%	26%	65%	4.53	.02	1,184
	Male	3%	2%	8%	27%	60%	4.40	.03	919
	Transgender	9%		9%	27%	55%	4.18	.26	22
	Other Identity	3%	3%	3%	26%	66%	4.49	.16	35
Gender - ENTIRE SAMPLE	Female	0%	1%	5%	23%	70%	4.62	.00	62,317
	Male	1%	2%	9%	28%	60%	4.44	.00	44,403
	Transgender	3%	3%	15%	27%	52%	4.24	.05	399
	Other Identity	2%	4%	10%	25%	59%	4.34	.04	599
Live... - YOUR INSTITUTION	On campus	2%	2%	7%	26%	63%	4.46	.03	724
	Off campus	2%	1%	7%	27%	63%	4.47	.02	1,436
Live... - ENTIRE SAMPLE	On campus	0%	1%	7%	26%	65%	4.54	.00	64,128
	Off campus	1%	1%	7%	24%	67%	4.55	.00	42,701
NACUFS Region - YOUR	Southern	2%	2%	7%	26%	63%	4.47	.02	2,160
NACUFS Region - ENTIRE SAMPLE	Continental	1%	1%	8%	28%	62%	4.50	.01	11,723
	Mid-Atlantic	0%	1%	6%	25%	67%	4.57	.01	9,032
	Midwest	0%	1%	7%	26%	65%	4.54	.00	28,130
	Northeast	1%	1%	7%	24%	67%	4.55	.01	19,898
	Pacific	1%	1%	8%	24%	66%	4.53	.01	20,677
	Southern	1%	2%	7%	24%	67%	4.54	.01	19,115
Institution Type - YOUR INSTITUTION	Public	2%	2%	7%	26%	63%	4.47	.02	2,160
Institution Type - ENTIRE SAMPLE	Public	1%	1%	7%	25%	66%	4.54	.00	83,564
	Private	0%	1%	7%	26%	65%	4.55	.00	25,011
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	2%	7%	26%	63%	4.47	.02	2,160
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	2%	9%	21%	67%	4.52	.01	4,142
	Primarily 4-year	1%	1%	7%	25%	66%	4.54	.00	104,433
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	2%	7%	26%	63%	4.47	.02	2,160
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	1%	7%	25%	66%	4.55	.00	76,724
	Mainly Contracted	1%	1%	7%	26%	65%	4.53	.00	26,818
	Combination of Both	1%	2%	8%	26%	63%	4.50	.01	5,033
Total Current Enrollment - YOUR	Over 20,000	2%	2%	7%	26%	63%	4.47	.02	2,160
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	0%	1%	4%	25%	69%	4.62	.01	4,681
	2,500 to 10,000	1%	1%	7%	24%	67%	4.56	.00	26,084
	10,001 to 20,000	1%	1%	7%	25%	66%	4.54	.00	32,721
	Over 20,000	1%	2%	7%	26%	65%	4.52	.00	45,089
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	2%	6%	25%	65%	4.47	.08	130
	Express Unit	2%	2%	7%	24%	65%	4.50	.03	617
	Specialty Coffee Shop/ Juice Bar	2%	2%	7%	29%	60%	4.44	.04	381
	Sit-down Restaurant	3%	1%	8%	28%	59%	4.39	.05	419
	Convenience Store	4%	7%	13%	29%	48%	4.11	.15	56
Type of Retail Unit - ENTIRE SAMPLE	Food Court	0%	1%	7%	24%	67%	4.55	.01	21,209
	Marketplace	1%	2%	7%	27%	64%	4.51	.01	6,147
	Express Unit	1%	2%	8%	25%	64%	4.49	.01	14,855
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	24%	65%	4.51	.01	7,524
	Sit-down Restaurant	1%	1%	6%	22%	70%	4.61	.01	3,644
	Convenience Store	1%	2%	9%	25%	62%	4.44	.01	7,756
	No type given	2%	1%	7%	24%	66%	4.50	.07	137

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

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

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

		Eating areas (tables, chairs, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	6%	8%	16%	33%	37%	3.87	.02	2,381
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	7%	16%	35%	39%	4.01	.00	123,229
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	16%	33%	41%	4.00	.03	1,731
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	15%	33%	43%	4.09	.00	69,355
Aggregated Dining Halls	YOUR INSTITUTION	12%	12%	17%	32%	27%	3.51	.05	650
Aggregated Dining Halls	ENTIRE SAMPLE	3%	8%	18%	37%	34%	3.90	.00	53,874
Respondent Type - YOUR INSTITUTION	Student	6%	8%	17%	32%	37%	3.86	.03	1,848
	Faculty	5%	7%	15%	35%	38%	3.96	.10	133
	Administration/ Staff	6%	12%	13%	32%	37%	3.84	.07	321
	Other	5%	3%	6%	53%	33%	4.06	.11	79
Respondent Type - ENTIRE SAMPLE	Student	3%	7%	17%	35%	38%	3.98	.00	107,511
	Faculty	2%	5%	12%	32%	48%	4.18	.02	3,691
	Administration/Staff	2%	5%	12%	31%	50%	4.21	.01	10,264
	Other	2%	5%	12%	32%	49%	4.21	.03	1,310
Student Class Status - YOUR INSTITUTION	First year	9%	9%	13%	30%	39%	3.81	.06	536
	Sophomore	7%	9%	18%	32%	34%	3.79	.06	382
	Junior	5%	6%	22%	34%	34%	3.85	.05	423
	Senior	3%	8%	20%	32%	37%	3.92	.06	337
	Graduate	5%	7%	13%	32%	43%	4.01	.09	143
	Other		11%	7%	26%	56%	4.26	.20	27
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	17%	36%	38%	3.99	.01	40,436
	Sophomore	3%	8%	18%	36%	36%	3.94	.01	23,229
	Junior	3%	7%	17%	35%	38%	3.98	.01	19,046
	Senior	3%	7%	17%	35%	39%	3.99	.01	17,130
	Graduate	3%	6%	15%	36%	41%	4.07	.01	6,198
	Other	2%	7%	16%	32%	43%	4.07	.03	1,312
Gender - YOUR INSTITUTION	Female	5%	9%	15%	34%	37%	3.89	.03	1,314
	Male	6%	8%	17%	32%	37%	3.85	.04	1,008
	Transgender	17%	4%	13%	25%	42%	3.71	.30	24
	Other Identity	14%	6%	17%	20%	43%	3.71	.24	35
Gender - ENTIRE SAMPLE	Female	3%	7%	17%	34%	39%	4.00	.00	71,327
	Male	3%	6%	16%	35%	40%	4.03	.00	49,742
	Transgender	6%	8%	18%	34%	34%	3.81	.05	474
	Other Identity	5%	9%	18%	32%	37%	3.88	.04	674
Live... - YOUR INSTITUTION	On campus	9%	9%	16%	31%	35%	3.75	.04	797
	Off campus	4%	8%	16%	33%	38%	3.93	.03	1,584
Live... - ENTIRE SAMPLE	On campus	3%	7%	17%	36%	36%	3.95	.00	72,243
	Off campus	2%	6%	15%	33%	43%	4.09	.00	48,927
NACUFS Region - YOUR	Southern	6%	8%	16%	33%	37%	3.87	.02	2,381
NACUFS Region - ENTIRE SAMPLE	Continental	2%	6%	17%	36%	39%	4.04	.01	13,203
	Mid-Atlantic	3%	7%	16%	34%	40%	4.01	.01	10,175
	Midwest	3%	8%	17%	35%	37%	3.97	.01	31,422
	Northeast	3%	7%	17%	35%	39%	4.00	.01	22,971
	Pacific	3%	7%	17%	34%	39%	3.99	.01	23,865
	Southern	3%	6%	15%	34%	43%	4.08	.01	21,593
Institution Type - YOUR INSTITUTION	Public	6%	8%	16%	33%	37%	3.87	.02	2,381
Institution Type - ENTIRE SAMPLE	Public	3%	7%	17%	35%	39%	4.01	.00	94,962
	Private	3%	7%	16%	35%	40%	4.03	.01	28,267
Institution Type - YOUR INSTITUTION	Primarily 4-year	6%	8%	16%	33%	37%	3.87	.02	2,381
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	8%	18%	30%	41%	3.97	.02	4,748
	Primarily 4-year	3%	7%	16%	35%	39%	4.01	.00	118,481
Operation Type - YOUR INSTITUTION	Mainly Contracted	6%	8%	16%	33%	37%	3.87	.02	2,381
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	7%	16%	35%	40%	4.03	.00	87,136
	Mainly Contracted	4%	8%	18%	35%	34%	3.89	.01	30,491
	Combination of Both	2%	3%	11%	34%	50%	4.29	.01	5,602
Total Current Enrollment - YOUR	Over 20,000	6%	8%	16%	33%	37%	3.87	.02	2,381
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	6%	13%	36%	42%	4.08	.01	5,264
	2,500 to 10,000	3%	7%	16%	34%	41%	4.04	.01	29,585
	10,001 to 20,000	3%	7%	17%	35%	37%	3.97	.01	37,540
	Over 20,000	3%	7%	17%	35%	39%	4.01	.00	50,840
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	8%	21%	38%	29%	3.79	.09	141
	Express Unit	3%	7%	12%	29%	48%	4.10	.04	661
	Specialty Coffee Shop/ Juice Bar	3%	6%	16%	33%	42%	4.04	.05	406
	Sit-down Restaurant	4%	7%	17%	38%	34%	3.92	.05	464
	Convenience Store	5%	3%	36%	24%	32%	3.75	.14	59
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	35%	40%	4.04	.01	23,812
	Marketplace	2%	6%	16%	35%	41%	4.06	.01	7,067
	Express Unit	3%	6%	15%	33%	43%	4.07	.01	16,785
	Specialty Coffee Shop/ Juice Bar	2%	5%	13%	31%	48%	4.18	.01	8,642
	Sit-down Restaurant	2%	5%	11%	31%	52%	4.26	.01	4,227
	Convenience Store	2%	5%	15%	32%	45%	4.13	.01	8,657
	No type given	3%	4%	13%	27%	52%	4.21	.08	165

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

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

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

		Location					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	8%	33%	54%	4.35	.02	2,182
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	11%	34%	51%	4.29	.00	110,490
Aggregated Retail Units	YOUR INSTITUTION	2%	2%	8%	32%	56%	4.38	.02	1,622
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	11%	33%	52%	4.31	.00	62,937
Aggregated Dining Halls	YOUR INSTITUTION	2%	4%	8%	38%	49%	4.28	.04	560
Aggregated Dining Halls	ENTIRE SAMPLE	1%	4%	12%	34%	49%	4.27	.00	47,553
Respondent Type - YOUR INSTITUTION	Student	2%	3%	8%	32%	54%	4.33	.02	1,718
	Faculty		3%	4%	35%	58%	4.49	.06	117
	Administration/ Staff	1%	0%	7%	38%	54%	4.43	.04	271
	Other	3%	3%	4%	37%	54%	4.37	.10	76
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	34%	50%	4.28	.00	96,584
	Faculty	1%	2%	8%	35%	53%	4.38	.01	3,255
	Administration/Staff	1%	2%	7%	35%	55%	4.41	.01	9,205
	Other	2%	4%	15%	31%	47%	4.18	.03	1,091
Student Class Status - YOUR INSTITUTION	First year	1%	3%	8%	29%	59%	4.42	.04	488
	Sophomore	3%	5%	8%	32%	51%	4.24	.05	352
	Junior	2%	3%	11%	36%	48%	4.26	.04	400
	Senior	2%	2%	7%	32%	56%	4.38	.05	315
	Graduate	4%	4%	3%	36%	54%	4.33	.08	137
	Other	4%	4%	12%	15%	65%	4.35	.21	26
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	33%	51%	4.30	.00	36,437
	Sophomore	1%	4%	13%	33%	49%	4.25	.01	20,881
	Junior	1%	4%	12%	34%	50%	4.27	.01	17,154
	Senior	1%	3%	12%	34%	50%	4.28	.01	15,378
	Graduate	1%	3%	11%	35%	49%	4.29	.01	5,447
	Other	2%	3%	15%	33%	48%	4.23	.03	1,158
Gender - YOUR INSTITUTION	Female	1%	2%	8%	32%	56%	4.40	.02	1,201
	Male	2%	4%	7%	34%	52%	4.30	.03	923
	Transgender	8%	4%	4%	46%	38%	4.00	.24	24
	Other Identity	6%		6%	38%	50%	4.26	.18	34
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	33%	54%	4.37	.00	63,688
	Male	1%	4%	14%	35%	46%	4.19	.00	44,964
	Transgender	3%	4%	19%	27%	46%	4.09	.05	407
	Other Identity	2%	4%	17%	32%	45%	4.13	.04	609
Live... - YOUR INSTITUTION	On campus	1%	4%	8%	31%	56%	4.36	.03	731
	Off campus	2%	2%	7%	35%	54%	4.35	.02	1,451
Live... - ENTIRE SAMPLE	On campus	1%	3%	12%	34%	50%	4.29	.00	65,112
	Off campus	1%	3%	11%	34%	51%	4.31	.00	43,651
NACUFS Region - YOUR	Southern	2%	3%	8%	33%	54%	4.35	.02	2,182
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	37%	45%	4.21	.01	11,872
	Mid-Atlantic	1%	4%	10%	35%	50%	4.30	.01	9,138
	Midwest	1%	3%	11%	34%	52%	4.32	.01	28,672
	Northeast	1%	3%	11%	33%	52%	4.32	.01	20,242
	Pacific	1%	4%	13%	34%	49%	4.25	.01	21,027
	Southern	1%	3%	11%	32%	53%	4.32	.01	19,539
Institution Type - YOUR INSTITUTION	Public	2%	3%	8%	33%	54%	4.35	.02	2,182
Institution Type - ENTIRE SAMPLE	Public	1%	3%	11%	33%	52%	4.31	.00	85,263
	Private	1%	4%	12%	36%	47%	4.24	.01	25,227
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	8%	33%	54%	4.35	.02	2,182
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	4%	14%	31%	49%	4.23	.01	4,217
	Primarily 4-year	1%	3%	11%	34%	51%	4.30	.00	106,273
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	8%	33%	54%	4.35	.02	2,182
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	34%	51%	4.30	.00	78,266
	Mainly Contracted	1%	4%	11%	34%	50%	4.28	.01	27,200
	Combination of Both	1%	4%	14%	34%	46%	4.19	.01	5,024
Total Current Enrollment - YOUR	Over 20,000	2%	3%	8%	33%	54%	4.35	.02	2,182
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	4%	11%	37%	46%	4.23	.01	4,749
	2,500 to 10,000	1%	4%	12%	34%	50%	4.29	.01	26,517
	10,001 to 20,000	1%	3%	12%	34%	51%	4.30	.00	33,368
	Over 20,000	1%	3%	11%	33%	51%	4.30	.00	45,856
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	6%	38%	50%	4.29	.08	133
	Express Unit	1%	2%	8%	30%	59%	4.44	.03	623
	Specialty Coffee Shop/ Juice Bar	2%	2%	6%	30%	61%	4.46	.04	385
	Sit-down Restaurant	3%	2%	9%	35%	51%	4.28	.05	416
	Convenience Store	2%	6%	9%	32%	51%	4.25	.12	65
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	34%	50%	4.28	.01	21,479
	Marketplace	1%	4%	12%	37%	47%	4.25	.01	6,267
	Express Unit	1%	3%	10%	33%	53%	4.34	.01	15,335
	Specialty Coffee Shop/ Juice Bar	1%	3%	10%	31%	56%	4.39	.01	7,745
	Sit-down Restaurant	1%	3%	10%	34%	52%	4.33	.01	3,671
	Convenience Store	1%	3%	12%	31%	52%	4.30	.01	8,312
	No type given		5%	8%	33%	55%	4.38	.07	128

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

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

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

		Location					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	3%	10%	30%	53%	4.28	.02	2,400
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	9%	30%	57%	4.38	.00	125,537
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	10%	31%	54%	4.30	.02	1,749
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	30%	57%	4.38	.00	71,494
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	10%	29%	53%	4.23	.04	651
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	9%	29%	57%	4.38	.00	54,043
Respondent Type - YOUR INSTITUTION	Student	3%	3%	11%	31%	52%	4.26	.02	1,863
	Faculty	3%	4%	4%	25%	64%	4.43	.08	136
	Administration/ Staff	2%	7%	7%	28%	58%	4.33	.05	320
	Other	2%	2%	6%	38%	51%	4.32	.10	81
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	10%	30%	56%	4.36	.00	109,282
	Faculty	1%	2%	7%	25%	64%	4.49	.01	3,826
	Administration/Staff	1%	2%	6%	27%	64%	4.50	.01	10,685
	Other	2%	2%	9%	28%	60%	4.42	.02	1,285
Student Class Status - YOUR INSTITUTION	First year	2%	3%	10%	28%	58%	4.35	.04	538
	Sophomore	5%	3%	13%	29%	51%	4.17	.06	382
	Junior	3%	2%	12%	35%	47%	4.21	.05	425
	Senior	3%	3%	13%	36%	46%	4.19	.05	340
	Graduate	3%	3%	7%	28%	60%	4.38	.08	151
	Other			11%	19%	70%	4.59	.13	27
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	9%	27%	59%	4.41	.00	41,006
	Sophomore	2%	2%	11%	31%	55%	4.35	.01	23,573
	Junior	2%	3%	10%	32%	54%	4.35	.01	19,341
	Senior	2%	3%	10%	32%	53%	4.33	.01	17,496
	Graduate	2%	3%	10%	34%	51%	4.29	.01	6,369
	Other	1%	3%	13%	32%	52%	4.30	.02	1,334
Gender - YOUR INSTITUTION	Female	1%	3%	10%	31%	55%	4.35	.02	1,325
	Male	4%	4%	10%	29%	53%	4.23	.03	1,016
	Transgender	16%	8%	12%	40%	24%	3.48	.28	25
	Other Identity	9%	9%	12%	44%	26%	3.71	.21	34
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	29%	59%	4.42	.00	72,964
	Male	2%	3%	10%	31%	54%	4.34	.00	50,395
	Transgender	4%	4%	15%	25%	51%	4.14	.05	470
	Other Identity	3%	4%	14%	32%	47%	4.17	.04	696
Live... - YOUR INSTITUTION	On campus	4%	3%	11%	30%	52%	4.23	.04	799
	Off campus	2%	3%	10%	31%	54%	4.31	.02	1,601
Live... - ENTIRE SAMPLE	On campus	1%	3%	9%	29%	58%	4.39	.00	73,348
	Off campus	2%	2%	9%	31%	56%	4.38	.00	50,118
NACUFS Region - YOUR	Southern	3%	3%	10%	30%	53%	4.28	.02	2,400
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	8%	29%	60%	4.45	.01	13,422
	Mid-Atlantic	2%	3%	9%	30%	56%	4.36	.01	10,295
	Midwest	1%	2%	9%	29%	58%	4.41	.00	32,061
	Northeast	2%	3%	10%	30%	55%	4.34	.01	23,338
	Pacific	2%	3%	10%	30%	55%	4.34	.01	24,258
	Southern	2%	2%	9%	29%	57%	4.39	.01	22,163
Institution Type - YOUR INSTITUTION	Public	3%	3%	10%	30%	53%	4.28	.02	2,400
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	29%	57%	4.38	.00	96,962
	Private	2%	2%	9%	30%	57%	4.39	.01	28,575
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	3%	10%	30%	53%	4.28	.02	2,400
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	13%	31%	51%	4.25	.01	4,836
	Primarily 4-year	1%	2%	9%	30%	57%	4.39	.00	120,701
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	3%	10%	30%	53%	4.28	.02	2,400
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	2%	9%	29%	58%	4.41	.00	88,905
	Mainly Contracted	2%	3%	11%	31%	53%	4.30	.01	31,010
	Combination of Both	1%	3%	9%	30%	58%	4.40	.01	5,622
Total Current Enrollment - YOUR	Over 20,000	3%	3%	10%	30%	53%	4.28	.02	2,400
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	2%	1%	6%	28%	62%	4.48	.01	5,371
	2,500 to 10,000	1%	2%	10%	30%	56%	4.38	.00	30,088
	10,001 to 20,000	2%	3%	10%	29%	57%	4.37	.00	38,298
	Over 20,000	1%	3%	9%	30%	57%	4.38	.00	51,780
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	10%	33%	53%	4.31	.08	144
	Express Unit	3%	5%	8%	28%	57%	4.30	.04	665
	Specialty Coffee Shop/ Juice Bar	1%	1%	12%	32%	55%	4.39	.04	407
	Sit-down Restaurant	1%	2%	11%	33%	50%	4.25	.04	462
	Convenience Store	4%	1%	17%	35%	42%	4.10	.12	71
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	2%	10%	31%	55%	4.35	.01	24,146
	Marketplace	1%	2%	9%	32%	56%	4.39	.01	7,188
	Express Unit	2%	3%	10%	29%	57%	4.37	.01	17,420
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	28%	59%	4.41	.01	8,950
	Sit-down Restaurant	1%	2%	8%	28%	60%	4.44	.01	4,251
	Convenience Store	1%	3%	10%	28%	58%	4.39	.01	9,388
	No type given	2%	3%	11%	29%	56%	4.34	.07	151

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

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

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

		Layout of facility					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	3%	7%	13%	37%	40%	4.05	.02	2,172
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	7%	16%	38%	38%	4.03	.00	110,130
Aggregated Retail Units	YOUR INSTITUTION	2%	6%	13%	36%	43%	4.12	.02	1,615
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	16%	38%	39%	4.06	.00	62,647
Aggregated Dining Halls	YOUR INSTITUTION	3%	11%	15%	39%	32%	3.86	.05	557
Aggregated Dining Halls	ENTIRE SAMPLE	2%	7%	17%	38%	36%	3.99	.00	47,483
Respondent Type - YOUR INSTITUTION	Student	3%	8%	14%	35%	40%	4.03	.03	1,713
	Faculty	3%	4%	9%	42%	43%	4.17	.09	115
	Administration/ Staff	1%	4%	13%	44%	37%	4.11	.05	268
	Other	4%	3%	7%	39%	47%	4.24	.11	76
Respondent Type - ENTIRE SAMPLE	Student	2%	7%	17%	37%	37%	4.02	.00	96,275
	Faculty	1%	5%	15%	42%	37%	4.09	.02	3,253
	Administration/Staff	1%	4%	12%	42%	41%	4.19	.01	9,149
	Other	2%	6%	16%	33%	43%	4.08	.03	1,090
Student Class Status - YOUR INSTITUTION	First year	2%	9%	12%	35%	42%	4.06	.05	487
	Sophomore	4%	8%	14%	35%	40%	3.99	.06	353
	Junior	3%	8%	18%	36%	35%	3.94	.05	398
	Senior	3%	6%	11%	38%	42%	4.12	.06	313
	Graduate	4%	9%	14%	32%	41%	3.99	.10	136
	Other	8%		15%	12%	65%	4.27	.24	26
Student Class Status - ENTIRE SAMPLE	First year	2%	7%	17%	37%	36%	3.99	.01	36,319
	Sophomore	2%	7%	17%	37%	38%	4.01	.01	20,819
	Junior	2%	6%	17%	37%	39%	4.05	.01	17,122
	Senior	1%	6%	16%	38%	38%	4.05	.01	15,338
	Graduate	2%	8%	17%	40%	34%	3.96	.01	5,400
	Other	2%	5%	19%	35%	39%	4.05	.03	1,152
Gender - YOUR INSTITUTION	Female	2%	6%	13%	36%	42%	4.10	.03	1,194
	Male	3%	8%	14%	37%	38%	3.99	.03	920
	Transgender	8%		17%	38%	38%	3.96	.24	24
	Other Identity	3%	15%	9%	38%	35%	3.88	.20	34
Gender - ENTIRE SAMPLE	Female	1%	6%	14%	38%	40%	4.10	.00	63,481
	Male	2%	8%	19%	37%	34%	3.94	.00	44,804
	Transgender	4%	7%	22%	28%	39%	3.91	.06	406
	Other Identity	3%	9%	20%	36%	32%	3.83	.04	605
Live... - YOUR INSTITUTION	On campus	2%	9%	15%	35%	39%	4.00	.04	729
	Off campus	3%	6%	12%	38%	41%	4.08	.03	1,443
Live... - ENTIRE SAMPLE	On campus	2%	7%	17%	38%	37%	4.00	.00	64,942
	Off campus	1%	6%	15%	38%	39%	4.07	.00	43,463
NACUFS Region - YOUR	Southern	3%	7%	13%	37%	40%	4.05	.02	2,172
NACUFS Region - ENTIRE SAMPLE	Continental	2%	8%	19%	40%	32%	3.93	.01	11,841
	Mid-Atlantic	1%	7%	15%	39%	38%	4.05	.01	9,131
	Midwest	2%	7%	17%	39%	36%	4.01	.01	28,623
	Northeast	1%	6%	15%	38%	40%	4.10	.01	20,149
	Pacific	2%	6%	17%	36%	39%	4.05	.01	20,934
	Southern	2%	7%	16%	37%	38%	4.03	.01	19,452
Institution Type - YOUR INSTITUTION	Public	3%	7%	13%	37%	40%	4.05	.02	2,172
Institution Type - ENTIRE SAMPLE	Public	2%	7%	16%	37%	38%	4.04	.00	84,944
	Private	2%	7%	17%	39%	36%	4.02	.01	25,186
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	7%	13%	37%	40%	4.05	.02	2,172
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	5%	17%	34%	43%	4.11	.01	4,203
	Primarily 4-year	2%	7%	16%	38%	37%	4.03	.00	105,927
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	7%	13%	37%	40%	4.05	.02	2,172
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	6%	16%	38%	38%	4.06	.00	77,990
	Mainly Contracted	2%	8%	17%	37%	37%	3.99	.01	27,124
	Combination of Both	2%	9%	20%	37%	32%	3.88	.01	5,016
Total Current Enrollment - YOUR	Over 20,000	3%	7%	13%	37%	40%	4.05	.02	2,172
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	13%	42%	38%	4.11	.01	4,747
	2,500 to 10,000	1%	6%	16%	38%	39%	4.08	.01	26,458
	10,001 to 20,000	2%	6%	17%	37%	38%	4.05	.01	33,260
	Over 20,000	2%	7%	17%	38%	36%	3.99	.00	45,665
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	10%	13%	40%	35%	3.96	.09	133
	Express Unit	2%	5%	12%	36%	46%	4.19	.04	619
	Specialty Coffee Shop/ Juice Bar	2%	4%	10%	35%	48%	4.24	.05	386
	Sit-down Restaurant	4%	7%	15%	36%	39%	4.00	.05	412
	Convenience Store	3%	12%	17%	32%	35%	3.85	.14	65
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	16%	37%	39%	4.05	.01	21,415
	Marketplace	1%	7%	17%	41%	35%	4.00	.01	6,255
	Express Unit	2%	6%	15%	38%	39%	4.08	.01	15,202
	Specialty Coffee Shop/ Juice Bar	1%	5%	15%	37%	42%	4.13	.01	7,718
	Sit-down Restaurant	1%	6%	15%	39%	39%	4.08	.02	3,653
	Convenience Store	2%	6%	17%	36%	39%	4.04	.01	8,278
	No type given		6%	17%	37%	41%	4.13	.08	126

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

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

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

		Layout of facility					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	4%	13%	36%	44%	4.14	.02	2,386
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	4%	12%	35%	47%	4.22	.00	125,067
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	13%	36%	44%	4.13	.02	1,740
Aggregated Retail Units	ENTIRE SAMPLE	2%	4%	13%	35%	47%	4.22	.00	71,062
Aggregated Dining Halls	YOUR INSTITUTION	3%	3%	12%	37%	45%	4.19	.04	646
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	12%	35%	48%	4.23	.00	54,005
Respondent Type - YOUR INSTITUTION	Student	3%	4%	13%	36%	44%	4.16	.02	1,851
	Faculty	1%	5%	8%	38%	47%	4.24	.08	136
	Administration/ Staff	4%	7%	14%	34%	40%	3.98	.06	319
	Other	4%	1%	5%	45%	45%	4.26	.10	80
Respondent Type - ENTIRE SAMPLE	Student	2%	4%	12%	35%	47%	4.22	.00	108,864
	Faculty	2%	4%	12%	33%	48%	4.21	.02	3,817
	Administration/Staff	3%	4%	12%	32%	50%	4.24	.01	10,650
	Other	2%	3%	11%	31%	53%	4.30	.03	1,290
Student Class Status - YOUR INSTITUTION	First year	2%	2%	8%	36%	52%	4.33	.04	535
	Sophomore	5%	5%	14%	35%	42%	4.04	.06	380
	Junior	3%	3%	16%	40%	38%	4.08	.05	422
	Senior	2%	4%	17%	38%	38%	4.06	.05	338
	Graduate	4%	5%	9%	30%	52%	4.21	.09	149
	Other		4%	11%	15%	70%	4.52	.16	27
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	34%	51%	4.30	.00	40,863
	Sophomore	2%	4%	13%	36%	46%	4.19	.01	23,491
	Junior	2%	4%	13%	36%	46%	4.18	.01	19,292
	Senior	2%	4%	13%	36%	44%	4.15	.01	17,408
	Graduate	2%	4%	14%	39%	41%	4.13	.01	6,325
	Other	2%	4%	15%	35%	45%	4.17	.03	1,322
Gender - YOUR INSTITUTION	Female	2%	4%	13%	36%	45%	4.18	.03	1,319
	Male	4%	4%	12%	36%	44%	4.12	.03	1,008
	Transgender	16%	4%	20%	32%	28%	3.52	.28	25
	Other Identity	9%	6%	12%	41%	32%	3.82	.21	34
Gender - ENTIRE SAMPLE	Female	2%	3%	11%	34%	49%	4.25	.00	72,638
	Male	2%	4%	13%	36%	45%	4.19	.00	50,264
	Transgender	4%	6%	19%	31%	40%	3.98	.05	476
	Other Identity	2%	7%	17%	33%	40%	4.02	.04	686
Live... - YOUR INSTITUTION	On campus	3%	3%	10%	38%	46%	4.21	.03	793
	Off campus	3%	5%	14%	36%	43%	4.11	.03	1,593
Live... - ENTIRE SAMPLE	On campus	2%	3%	12%	35%	48%	4.24	.00	73,154
	Off campus	2%	4%	13%	35%	47%	4.20	.00	49,858
NACUFS Region - YOUR	Southern	3%	4%	13%	36%	44%	4.14	.02	2,386
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	35%	51%	4.31	.01	13,382
	Mid-Atlantic	3%	5%	14%	35%	43%	4.10	.01	10,267
	Midwest	2%	3%	12%	35%	48%	4.26	.01	31,987
	Northeast	2%	4%	13%	35%	45%	4.18	.01	23,270
	Pacific	2%	4%	13%	34%	47%	4.20	.01	24,151
	Southern	2%	3%	11%	34%	49%	4.26	.01	22,010
Institution Type - YOUR INSTITUTION	Public	3%	4%	13%	36%	44%	4.14	.02	2,386
Institution Type - ENTIRE SAMPLE	Public	2%	4%	13%	35%	47%	4.22	.00	96,535
	Private	2%	3%	11%	35%	49%	4.24	.01	28,532
	Primarily 4-year	3%	4%	13%	36%	44%	4.14	.02	2,386
Institution Type - YOUR INSTITUTION	Primarily 2-year	2%	4%	15%	34%	45%	4.16	.01	4,805
	Primarily 4-year	2%	4%	12%	35%	48%	4.23	.00	120,262
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	4%	13%	36%	44%	4.14	.02	2,386
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	12%	34%	48%	4.24	.00	88,631
	Mainly Contracted	2%	4%	13%	36%	44%	4.16	.01	30,842
	Combination of Both	1%	2%	10%	35%	52%	4.34	.01	5,594
Total Current Enrollment - YOUR	Over 20,000	3%	4%	13%	36%	44%	4.14	.02	2,386
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	10%	32%	51%	4.24	.01	5,368
	2,500 to 10,000	2%	4%	12%	35%	48%	4.22	.01	29,999
	10,001 to 20,000	2%	3%	12%	35%	48%	4.23	.00	38,177
	Over 20,000	2%	4%	13%	35%	47%	4.22	.00	51,523
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	3%	15%	36%	45%	4.20	.07	143
	Express Unit	3%	5%	11%	32%	49%	4.19	.04	660
	Specialty Coffee Shop/ Juice Bar	3%	6%	13%	35%	43%	4.09	.05	407
	Sit-down Restaurant	4%	3%	14%	41%	38%	4.07	.05	459
	Convenience Store	1%	8%	17%	42%	31%	3.93	.12	71
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	4%	13%	36%	46%	4.21	.01	24,055
	Marketplace	2%	4%	13%	36%	46%	4.20	.01	7,156
	Express Unit	2%	4%	13%	34%	46%	4.17	.01	17,233
	Specialty Coffee Shop/ Juice Bar	2%	4%	12%	33%	49%	4.23	.01	8,893
	Sit-down Restaurant	2%	3%	11%	33%	52%	4.31	.01	4,239
	Convenience Store	1%	3%	12%	34%	50%	4.29	.01	9,336
	No type given	2%	4%	13%	41%	40%	4.13	.08	150

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

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

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

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	5%	14%	36%	44%	4.14	.02	2,174
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	6%	17%	37%	39%	4.05	.00	110,190
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	13%	34%	46%	4.19	.02	1,618
Aggregated Retail Units	ENTIRE SAMPLE	2%	5%	16%	36%	41%	4.09	.00	62,704
Aggregated Dining Halls	YOUR INSTITUTION	2%	7%	17%	40%	35%	4.00	.04	556
Aggregated Dining Halls	ENTIRE SAMPLE	2%	7%	18%	37%	36%	3.99	.00	47,486
Respondent Type - YOUR INSTITUTION	Student	2%	5%	15%	34%	44%	4.12	.02	1,717
	Faculty		4%	13%	36%	48%	4.29	.08	112
	Administration/ Staff	0%	4%	12%	45%	39%	4.18	.05	269
	Other	3%	3%	8%	36%	51%	4.30	.11	76
Respondent Type - ENTIRE SAMPLE	Student	2%	7%	17%	36%	38%	4.02	.00	96,325
	Faculty	1%	4%	15%	41%	39%	4.14	.02	3,237
	Administration/Staff	1%	3%	11%	39%	46%	4.28	.01	9,179
	Other	1%	4%	15%	34%	45%	4.18	.03	1,091
Student Class Status - YOUR INSTITUTION	First year	1%	6%	14%	35%	43%	4.13	.04	487
	Sophomore	3%	6%	11%	35%	44%	4.12	.06	353
	Junior	2%	5%	18%	33%	41%	4.06	.05	401
	Senior	2%	3%	15%	36%	45%	4.18	.05	314
	Graduate	3%	7%	15%	32%	43%	4.05	.09	136
	Other	4%		15%	8%	73%	4.46	.20	26
Student Class Status - ENTIRE SAMPLE	First year	2%	7%	17%	36%	37%	4.00	.01	36,308
	Sophomore	2%	7%	18%	36%	38%	4.01	.01	20,841
	Junior	2%	6%	18%	35%	40%	4.04	.01	17,119
	Senior	2%	6%	16%	37%	38%	4.05	.01	15,350
	Graduate	2%	7%	19%	39%	34%	3.96	.01	5,421
	Other	2%	4%	20%	34%	40%	4.05	.03	1,165
Gender - YOUR INSTITUTION	Female	2%	5%	13%	36%	45%	4.17	.03	1,192
	Male	2%	5%	15%	36%	43%	4.12	.03	924
	Transgender	4%	8%	21%	29%	38%	3.88	.24	24
	Other Identity	3%	6%	15%	38%	38%	4.03	.18	34
Gender - ENTIRE SAMPLE	Female	1%	5%	15%	37%	41%	4.12	.00	63,508
	Male	2%	7%	20%	36%	35%	3.94	.00	44,847
	Transgender	4%	6%	26%	25%	39%	3.89	.06	404
	Other Identity	3%	8%	24%	35%	31%	3.82	.04	602
Live... - YOUR INSTITUTION	On campus	1%	7%	15%	35%	42%	4.10	.04	729
	Off campus	2%	4%	13%	36%	44%	4.16	.03	1,445
Live... - ENTIRE SAMPLE	On campus	2%	7%	18%	37%	37%	4.00	.00	64,936
	Off campus	1%	5%	16%	37%	41%	4.11	.00	43,541
NACUFS Region - YOUR	Southern	2%	5%	14%	36%	44%	4.14	.02	2,174
NACUFS Region - ENTIRE SAMPLE	Continental	2%	7%	19%	39%	34%	3.95	.01	11,818
	Mid-Atlantic	1%	7%	16%	38%	38%	4.03	.01	9,127
	Midwest	2%	7%	17%	38%	37%	4.01	.01	28,618
	Northeast	1%	5%	16%	37%	41%	4.11	.01	20,167
	Pacific	2%	6%	17%	35%	41%	4.07	.01	20,981
	Southern	2%	6%	16%	35%	41%	4.07	.01	19,479
Institution Type - YOUR INSTITUTION	Public	2%	5%	14%	36%	44%	4.14	.02	2,174
Institution Type - ENTIRE SAMPLE	Public	2%	6%	17%	36%	39%	4.05	.00	85,001
	Private	2%	6%	17%	38%	37%	4.03	.01	25,189
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	5%	14%	36%	44%	4.14	.02	2,174
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	4%	16%	32%	46%	4.16	.01	4,207
	Primarily 4-year	2%	6%	17%	37%	38%	4.04	.00	105,983
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	5%	14%	36%	44%	4.14	.02	2,174
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	6%	17%	37%	39%	4.06	.00	78,050
	Mainly Contracted	2%	7%	17%	36%	38%	4.02	.01	27,145
	Combination of Both	2%	8%	20%	35%	34%	3.90	.01	4,995
Total Current Enrollment - YOUR	Over 20,000	2%	5%	14%	36%	44%	4.14	.02	2,174
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	5%	13%	41%	39%	4.13	.01	4,748
	2,500 to 10,000	1%	5%	16%	36%	41%	4.10	.01	26,478
	10,001 to 20,000	2%	6%	17%	36%	39%	4.05	.01	33,293
	Over 20,000	2%	7%	17%	37%	37%	4.00	.00	45,671
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	16%	36%	40%	4.05	.09	133
	Express Unit	2%	3%	12%	33%	51%	4.28	.04	621
	Specialty Coffee Shop/ Juice Bar	1%	5%	12%	31%	51%	4.26	.05	384
	Sit-down Restaurant	3%	5%	14%	39%	40%	4.09	.05	414
	Convenience Store	2%	14%	14%	39%	32%	3.86	.13	66
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	6%	17%	36%	40%	4.08	.01	21,417
	Marketplace	2%	6%	17%	39%	36%	4.01	.01	6,245
	Express Unit	2%	5%	16%	36%	41%	4.09	.01	15,270
	Specialty Coffee Shop/ Juice Bar	1%	4%	15%	36%	43%	4.16	.01	7,700
	Sit-down Restaurant	1%	4%	14%	38%	43%	4.17	.01	3,672
	Convenience Store	2%	6%	17%	35%	41%	4.07	.01	8,272
	No type given		4%	20%	38%	38%	4.09	.08	128

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

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

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

		Appearance					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	3%	3%	13%	36%	45%	4.18	.02	2,390
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	3%	12%	35%	49%	4.27	.00	125,116
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	13%	35%	46%	4.21	.02	1,742
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	35%	49%	4.27	.00	71,154
Aggregated Dining Halls	YOUR INSTITUTION	4%	4%	12%	39%	41%	4.11	.04	648
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	36%	49%	4.27	.00	53,962
Respondent Type - YOUR INSTITUTION	Student	3%	3%	13%	35%	46%	4.19	.02	1,853
	Faculty	1%	6%	8%	43%	42%	4.20	.08	135
	Administration/ Staff	2%	5%	12%	37%	43%	4.15	.05	321
	Other	4%	1%	6%	51%	38%	4.19	.10	81
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	12%	36%	48%	4.27	.00	108,868
	Faculty	2%	3%	11%	34%	49%	4.25	.02	3,823
	Administration/Staff	2%	3%	10%	33%	53%	4.31	.01	10,689
	Other	2%	2%	11%	31%	54%	4.34	.02	1,290
Student Class Status - YOUR INSTITUTION	First year	2%	3%	9%	36%	51%	4.31	.04	535
	Sophomore	4%	3%	15%	32%	45%	4.11	.05	381
	Junior	2%	2%	17%	39%	39%	4.10	.05	422
	Senior	2%	4%	16%	38%	40%	4.10	.05	338
	Graduate	3%	3%	10%	28%	56%	4.31	.08	150
	Other			11%	19%	70%	4.59	.13	27
Student Class Status - ENTIRE SAMPLE	First year	1%	2%	11%	34%	52%	4.33	.00	40,819
	Sophomore	2%	3%	13%	36%	47%	4.25	.01	23,486
	Junior	2%	3%	12%	36%	47%	4.24	.01	19,298
	Senior	2%	3%	12%	37%	46%	4.22	.01	17,430
	Graduate	2%	3%	13%	39%	42%	4.18	.01	6,332
	Other	1%	3%	15%	36%	45%	4.21	.02	1,332
Gender - YOUR INSTITUTION	Female	1%	3%	13%	36%	47%	4.25	.02	1,321
	Male	4%	4%	12%	37%	43%	4.13	.03	1,010
	Transgender	16%	8%	24%	24%	28%	3.40	.28	25
	Other Identity	9%	9%	12%	35%	35%	3.79	.22	34
Gender - ENTIRE SAMPLE	Female	1%	3%	11%	34%	51%	4.31	.00	72,723
	Male	2%	3%	13%	37%	46%	4.22	.00	50,242
	Transgender	4%	4%	18%	30%	45%	4.10	.05	475
	Other Identity	3%	5%	18%	35%	39%	4.02	.04	678
Live... - YOUR INSTITUTION	On campus	3%	2%	11%	38%	46%	4.21	.03	794
	Off campus	2%	4%	14%	36%	45%	4.17	.02	1,596
Live... - ENTIRE SAMPLE	On campus	1%	3%	11%	36%	49%	4.28	.00	73,106
	Off campus	2%	3%	12%	35%	48%	4.25	.00	49,958
NACUFS Region - YOUR	Southern	3%	3%	13%	36%	45%	4.18	.02	2,390
NACUFS Region - ENTIRE SAMPLE	Continental	1%	2%	10%	34%	53%	4.37	.01	13,361
	Mid-Atlantic	2%	4%	13%	35%	46%	4.18	.01	10,262
	Midwest	1%	2%	11%	36%	50%	4.31	.00	31,937
	Northeast	2%	3%	12%	35%	48%	4.24	.01	23,305
	Pacific	2%	3%	13%	35%	46%	4.20	.01	24,199
	Southern	1%	2%	11%	36%	50%	4.30	.01	22,052
Institution Type - YOUR INSTITUTION	Public	3%	3%	13%	36%	45%	4.18	.02	2,390
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	35%	49%	4.27	.00	96,575
	Private	2%	3%	11%	36%	48%	4.26	.01	28,541
Institution Type - YOUR INSTITUTION	Primarily 4-year	3%	3%	13%	36%	45%	4.18	.02	2,390
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	5%	16%	33%	44%	4.12	.01	4,814
	Primarily 4-year	1%	3%	11%	35%	49%	4.28	.00	120,302
Operation Type - YOUR INSTITUTION	Mainly Contracted	3%	3%	13%	36%	45%	4.18	.02	2,390
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	11%	34%	50%	4.29	.00	88,644
	Mainly Contracted	2%	3%	13%	37%	45%	4.19	.01	30,882
	Combination of Both	1%	2%	10%	37%	50%	4.33	.01	5,590
Total Current Enrollment - YOUR	Over 20,000	3%	3%	13%	36%	45%	4.18	.02	2,390
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	4%	10%	32%	52%	4.27	.01	5,367
	2,500 to 10,000	1%	3%	11%	35%	50%	4.29	.01	30,023
	10,001 to 20,000	1%	2%	12%	36%	49%	4.28	.00	38,156
	Over 20,000	2%	3%	12%	35%	48%	4.26	.00	51,570
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	21%	38%	32%	3.91	.08	144
	Express Unit	2%	2%	8%	32%	55%	4.35	.04	661
	Specialty Coffee Shop/ Juice Bar	1%	2%	12%	38%	46%	4.25	.04	404
	Sit-down Restaurant	3%	3%	17%	37%	40%	4.09	.05	460
	Convenience Store	1%	5%	14%	40%	40%	4.11	.11	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	13%	36%	46%	4.22	.01	24,035
	Marketplace	1%	3%	11%	36%	48%	4.27	.01	7,163
	Express Unit	2%	3%	12%	35%	49%	4.26	.01	17,301
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	54%	4.35	.01	8,905
	Sit-down Restaurant	1%	2%	10%	31%	56%	4.38	.01	4,251
	Convenience Store	1%	3%	12%	34%	50%	4.29	.01	9,346
	No type given	2%	3%	14%	37%	44%	4.18	.08	153

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

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

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

		Availability of seating					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	3%	9%	33%	53%	4.33	.02	2,156
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	10%	32%	53%	4.34	.00	108,531
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	10%	32%	53%	4.30	.02	1,600
Aggregated Retail Units	ENTIRE SAMPLE	1%	4%	11%	32%	51%	4.29	.00	61,028
Aggregated Dining Halls	YOUR INSTITUTION	1%	2%	6%	36%	54%	4.40	.03	556
Aggregated Dining Halls	ENTIRE SAMPLE	1%	2%	9%	32%	56%	4.41	.00	47,503
Respondent Type - YOUR INSTITUTION	Student	2%	3%	10%	31%	53%	4.31	.02	1,709
	Faculty	2%	3%	2%	34%	60%	4.47	.08	112
	Administration/ Staff	0%	3%	7%	40%	51%	4.38	.05	260
	Other	3%	4%	3%	35%	56%	4.37	.11	75
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	11%	32%	53%	4.34	.00	95,127
	Faculty	2%	4%	9%	36%	49%	4.26	.02	3,152
	Administration/Staff	2%	3%	8%	34%	54%	4.35	.01	8,834
	Other	1%	4%	11%	32%	53%	4.31	.03	1,062
Student Class Status - YOUR INSTITUTION	First year	1%	2%	9%	33%	55%	4.39	.04	487
	Sophomore	3%	3%	9%	32%	53%	4.29	.05	354
	Junior	2%	4%	15%	31%	48%	4.20	.05	397
	Senior	3%	2%	9%	31%	55%	4.34	.05	314
	Graduate	3%	4%	7%	33%	53%	4.30	.09	131
	Other	4%		12%	8%	77%	4.54	.19	26
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	11%	33%	53%	4.34	.00	35,942
	Sophomore	1%	3%	11%	31%	54%	4.34	.01	20,585
	Junior	1%	3%	11%	30%	55%	4.36	.01	16,916
	Senior	1%	2%	10%	32%	54%	4.36	.01	15,117
	Graduate	1%	4%	11%	35%	49%	4.26	.01	5,316
	Other	2%	2%	13%	31%	53%	4.31	.03	1,136
Gender - YOUR INSTITUTION	Female	2%	2%	9%	31%	55%	4.36	.03	1,182
	Male	2%	3%	9%	34%	51%	4.30	.03	918
	Transgender	5%		9%	36%	50%	4.27	.21	22
	Other Identity	3%	6%	15%	32%	44%	4.09	.18	34
Gender - ENTIRE SAMPLE	Female	1%	2%	9%	31%	57%	4.41	.00	62,377
	Male	1%	3%	13%	34%	49%	4.25	.00	44,360
	Transgender	4%	4%	18%	27%	47%	4.09	.05	395
	Other Identity	2%	5%	15%	31%	47%	4.15	.04	590
Live... - YOUR INSTITUTION	On campus	1%	2%	10%	33%	53%	4.34	.03	726
	Off campus	2%	3%	9%	33%	53%	4.32	.02	1,430
Live... - ENTIRE SAMPLE	On campus	1%	3%	10%	33%	53%	4.35	.00	64,218
	Off campus	1%	3%	10%	32%	54%	4.33	.00	42,630
NACUFS Region - YOUR	Southern	2%	3%	9%	33%	53%	4.33	.02	2,156
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	11%	34%	51%	4.32	.01	11,569
	Mid-Atlantic	1%	3%	9%	32%	55%	4.38	.01	9,077
	Midwest	1%	3%	10%	33%	53%	4.35	.00	28,192
	Northeast	1%	3%	10%	32%	54%	4.36	.01	19,985
	Pacific	1%	3%	11%	32%	53%	4.32	.01	20,637
	Southern	1%	3%	11%	31%	53%	4.32	.01	19,071
Institution Type - YOUR INSTITUTION	Public	2%	3%	9%	33%	53%	4.33	.02	2,156
Institution Type - ENTIRE SAMPLE	Public	1%	3%	10%	32%	54%	4.34	.00	83,682
	Private	1%	3%	11%	34%	52%	4.32	.01	24,849
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	3%	9%	33%	53%	4.33	.02	2,156
Institution Type - ENTIRE SAMPLE	Primarily 2-year	2%	3%	13%	30%	52%	4.28	.01	4,110
	Primarily 4-year	1%	3%	10%	32%	53%	4.34	.00	104,421
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	3%	9%	33%	53%	4.33	.02	2,156
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	10%	32%	54%	4.35	.00	76,767
	Mainly Contracted	1%	3%	10%	33%	53%	4.33	.01	26,818
	Combination of Both	1%	4%	14%	35%	47%	4.23	.01	4,946
Total Current Enrollment - YOUR	Over 20,000	2%	3%	9%	33%	53%	4.33	.02	2,156
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	8%	34%	55%	4.41	.01	4,662
	2,500 to 10,000	1%	3%	10%	32%	54%	4.35	.01	26,095
	10,001 to 20,000	1%	3%	11%	32%	54%	4.34	.00	32,783
	Over 20,000	1%	3%	11%	32%	53%	4.32	.00	44,991
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	4%	8%	33%	52%	4.25	.09	132
	Express Unit	2%	2%	11%	28%	58%	4.38	.04	617
	Specialty Coffee Shop/ Juice Bar	2%	2%	10%	34%	53%	4.34	.04	384
	Sit-down Restaurant	3%	5%	10%	34%	49%	4.22	.05	413
	Convenience Store	6%	6%	19%	33%	37%	3.91	.15	54
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	11%	32%	53%	4.33	.01	21,208
	Marketplace	1%	3%	11%	35%	50%	4.28	.01	6,201
	Express Unit	2%	4%	11%	33%	50%	4.26	.01	14,795
	Specialty Coffee Shop/ Juice Bar	2%	3%	11%	32%	51%	4.28	.01	7,484
	Sit-down Restaurant	1%	2%	8%	33%	56%	4.39	.01	3,643
	Convenience Store	2%	5%	14%	32%	47%	4.17	.01	7,570
	No type given	1%	2%	10%	35%	52%	4.35	.07	127

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

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

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

		Availability of seating					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	7%	16%	35%	37%	3.91	.02	2,360
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	8%	17%	32%	40%	3.96	.00	122,975
Aggregated Retail Units	YOUR INSTITUTION	6%	7%	16%	34%	37%	3.88	.03	1,716
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	17%	31%	40%	3.96	.00	68,961
Aggregated Dining Halls	YOUR INSTITUTION	4%	7%	13%	37%	39%	3.98	.04	644
Aggregated Dining Halls	ENTIRE SAMPLE	4%	8%	17%	33%	39%	3.97	.00	54,014
Respondent Type - YOUR INSTITUTION	Student	5%	7%	16%	34%	37%	3.91	.03	1,841
	Faculty	5%	7%	14%	33%	42%	3.98	.10	132
	Administration/ Staff	7%	9%	14%	37%	34%	3.82	.07	308
	Other	5%	4%	10%	42%	39%	4.06	.12	79
Respondent Type - ENTIRE SAMPLE	Student	4%	8%	17%	32%	39%	3.94	.00	107,412
	Faculty	3%	7%	14%	30%	45%	4.07	.02	3,679
	Administration/Staff	3%	5%	13%	31%	47%	4.14	.01	10,151
	Other	2%	4%	13%	28%	53%	4.25	.03	1,276
Student Class Status - YOUR INSTITUTION	First year	4%	6%	15%	32%	43%	4.05	.05	529
	Sophomore	8%	8%	15%	34%	35%	3.80	.06	381
	Junior	5%	7%	19%	38%	32%	3.84	.05	421
	Senior	5%	8%	18%	36%	33%	3.83	.06	338
	Graduate	4%	9%	13%	28%	46%	4.03	.10	145
	Other	4%	4%	7%	30%	56%	4.30	.20	27
Student Class Status - ENTIRE SAMPLE	First year	3%	7%	16%	32%	43%	4.05	.01	40,384
	Sophomore	4%	9%	18%	32%	37%	3.90	.01	23,194
	Junior	4%	10%	18%	32%	37%	3.87	.01	19,024
	Senior	5%	10%	19%	32%	35%	3.82	.01	17,140
	Graduate	4%	9%	17%	33%	37%	3.90	.01	6,204
	Other	3%	7%	18%	30%	42%	4.00	.03	1,301
Gender - YOUR INSTITUTION	Female	4%	8%	16%	36%	36%	3.92	.03	1,296
	Male	6%	7%	15%	34%	38%	3.92	.04	1,006
	Transgender	21%	4%	21%	21%	33%	3.42	.31	24
	Other Identity	12%	15%	15%	21%	38%	3.59	.25	34
Gender - ENTIRE SAMPLE	Female	4%	8%	17%	31%	40%	3.96	.00	71,151
	Male	4%	8%	16%	33%	40%	3.98	.00	49,678
	Transgender	5%	9%	22%	26%	38%	3.84	.05	467
	Other Identity	5%	10%	20%	29%	36%	3.81	.05	673
Live... - YOUR INSTITUTION	On campus	6%	5%	16%	35%	38%	3.95	.04	788
	Off campus	5%	8%	15%	34%	37%	3.89	.03	1,572
Live... - ENTIRE SAMPLE	On campus	3%	7%	17%	32%	40%	3.99	.00	72,215
	Off campus	4%	9%	17%	31%	40%	3.93	.01	48,712
NACUFS Region - YOUR	Southern	5%	7%	16%	35%	37%	3.91	.02	2,360
NACUFS Region - ENTIRE SAMPLE	Continental	3%	9%	18%	32%	38%	3.94	.01	13,114
	Mid-Atlantic	6%	11%	18%	30%	36%	3.80	.01	10,185
	Midwest	3%	7%	16%	32%	41%	4.01	.01	31,453
	Northeast	3%	7%	17%	32%	41%	3.99	.01	23,018
	Pacific	4%	8%	17%	32%	39%	3.94	.01	23,739
	Southern	4%	7%	16%	31%	41%	3.99	.01	21,466
Institution Type - YOUR INSTITUTION	Public	5%	7%	16%	35%	37%	3.91	.02	2,360
Institution Type - ENTIRE SAMPLE	Public	4%	8%	17%	32%	40%	3.96	.00	94,801
	Private	3%	8%	16%	32%	41%	4.00	.01	28,174
	Primarily 4-year	5%	7%	16%	35%	37%	3.91	.02	2,360
Institution Type - YOUR INSTITUTION	Primarily 2-year	4%	7%	17%	31%	41%	3.99	.02	4,693
	Primarily 4-year	4%	8%	17%	32%	40%	3.96	.00	118,282
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	7%	16%	35%	37%	3.91	.02	2,360
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	3%	8%	17%	32%	41%	3.98	.00	87,008
	Mainly Contracted	5%	9%	18%	32%	37%	3.88	.01	30,442
	Combination of Both	2%	4%	13%	34%	47%	4.21	.01	5,525
Total Current Enrollment - YOUR	Over 20,000	5%	7%	16%	35%	37%	3.91	.02	2,360
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	7%	17%	31%	41%	3.98	.02	5,253
	2,500 to 10,000	3%	7%	16%	32%	41%	4.01	.01	29,538
	10,001 to 20,000	3%	8%	17%	32%	40%	3.97	.01	37,524
	Over 20,000	4%	8%	17%	31%	39%	3.94	.00	50,660
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	17%	39%	37%	4.04	.08	144
	Express Unit	7%	9%	15%	30%	38%	3.84	.05	658
	Specialty Coffee Shop/ Juice Bar	8%	8%	18%	33%	33%	3.75	.06	400
	Sit-down Restaurant	3%	4%	16%	38%	38%	4.03	.05	459
	Convenience Store	11%	7%	16%	35%	31%	3.67	.17	55
	No type given	4%	5%	17%	32%	42%	4.03	.09	151
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	17%	31%	39%	3.93	.01	23,789
	Marketplace	3%	8%	16%	32%	40%	3.98	.01	7,073
	Express Unit	4%	9%	17%	31%	39%	3.93	.01	16,694
	Specialty Coffee Shop/ Juice Bar	4%	9%	17%	31%	39%	3.93	.01	8,613
	Sit-down Restaurant	3%	7%	14%	30%	46%	4.07	.02	4,226
	Convenience Store	3%	6%	16%	32%	44%	4.08	.01	8,415
	No type given	4%	5%	17%	32%	42%	4.03	.09	151

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

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

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

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	2%	4%	11%	35%	49%	4.26	.02	2,143
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	1%	3%	12%	36%	47%	4.25	.00	108,241
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	11%	32%	51%	4.28	.02	1,594
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	35%	48%	4.25	.00	61,023
Aggregated Dining Halls	YOUR INSTITUTION	1%	4%	10%	41%	43%	4.20	.04	549
Aggregated Dining Halls	ENTIRE SAMPLE	1%	3%	12%	38%	46%	4.26	.00	47,218
Respondent Type - YOUR INSTITUTION	Student	2%	4%	11%	34%	49%	4.24	.02	1,698
	Faculty	2%	5%	6%	39%	48%	4.27	.09	110
	Administration/ Staff		3%	9%	40%	48%	4.32	.05	260
	Other	3%	3%	7%	36%	52%	4.32	.11	75
Respondent Type - ENTIRE SAMPLE	Student	1%	3%	13%	36%	47%	4.25	.00	94,906
	Faculty	2%	3%	10%	39%	45%	4.23	.02	3,147
	Administration/Staff	1%	3%	9%	38%	49%	4.31	.01	8,794
	Other	1%	4%	13%	33%	49%	4.24	.03	1,049
Student Class Status - YOUR INSTITUTION	First year	1%	5%	11%	35%	49%	4.27	.04	483
	Sophomore	3%	5%	10%	33%	49%	4.19	.05	345
	Junior	2%	3%	15%	33%	47%	4.19	.05	397
	Senior	2%	1%	12%	34%	51%	4.32	.05	309
	Graduate	4%	4%	9%	36%	49%	4.22	.09	138
	Other	8%		8%	15%	69%	4.38	.23	26
Student Class Status - ENTIRE SAMPLE	First year	1%	3%	13%	36%	47%	4.25	.00	35,877
	Sophomore	1%	3%	13%	36%	46%	4.23	.01	20,538
	Junior	1%	3%	12%	35%	49%	4.26	.01	16,837
	Senior	1%	3%	12%	36%	48%	4.27	.01	15,100
	Graduate	1%	4%	13%	38%	44%	4.18	.01	5,305
	Other	2%	2%	13%	34%	50%	4.27	.03	1,135
Gender - YOUR INSTITUTION	Female	2%	4%	10%	35%	49%	4.27	.03	1,175
	Male	2%	3%	12%	34%	49%	4.25	.03	910
	Transgender	8%		17%	25%	50%	4.08	.25	24
	Other Identity	3%	3%	6%	41%	47%	4.26	.16	34
Gender - ENTIRE SAMPLE	Female	1%	3%	10%	36%	50%	4.32	.00	62,211
	Male	1%	4%	15%	37%	43%	4.17	.00	44,238
	Transgender	3%	4%	18%	29%	47%	4.12	.05	399
	Other Identity	3%	5%	15%	33%	44%	4.09	.04	595
Live... - YOUR INSTITUTION	On campus	1%	5%	11%	36%	48%	4.24	.03	719
	Off campus	2%	3%	11%	34%	50%	4.27	.02	1,424
Live... - ENTIRE SAMPLE	On campus	1%	3%	13%	37%	46%	4.24	.00	64,066
	Off campus	1%	3%	12%	35%	49%	4.27	.00	42,512
NACUFS Region - YOUR	Southern	2%	4%	11%	35%	49%	4.26	.02	2,143
NACUFS Region - ENTIRE SAMPLE	Continental	1%	3%	14%	39%	43%	4.19	.01	11,535
	Mid-Atlantic	1%	4%	11%	37%	47%	4.27	.01	8,996
	Midwest	1%	3%	12%	38%	46%	4.24	.01	28,160
	Northeast	1%	3%	11%	35%	49%	4.29	.01	19,895
	Pacific	1%	3%	13%	34%	49%	4.27	.01	20,581
	Southern	1%	4%	12%	35%	48%	4.24	.01	19,074
Institution Type - YOUR INSTITUTION	Public	2%	4%	11%	35%	49%	4.26	.02	2,143
Institution Type - ENTIRE SAMPLE	Public	1%	3%	12%	36%	48%	4.25	.00	83,512
	Private	1%	3%	12%	38%	46%	4.25	.01	24,729
Institution Type - YOUR INSTITUTION	Primarily 4-year	2%	4%	11%	35%	49%	4.26	.02	2,143
Institution Type - ENTIRE SAMPLE	Primarily 2-year	1%	3%	13%	31%	51%	4.27	.01	4,096
	Primarily 4-year	1%	3%	12%	36%	47%	4.25	.00	104,145
Operation Type - YOUR INSTITUTION	Mainly Contracted	2%	4%	11%	35%	49%	4.26	.02	2,143
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	1%	3%	12%	36%	48%	4.26	.00	76,610
	Mainly Contracted	1%	4%	12%	36%	47%	4.24	.01	26,695
	Combination of Both	1%	4%	15%	37%	43%	4.16	.01	4,936
Total Current Enrollment - YOUR	Over 20,000	2%	4%	11%	35%	49%	4.26	.02	2,143
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	1%	2%	9%	39%	49%	4.33	.01	4,658
	2,500 to 10,000	1%	3%	12%	36%	49%	4.28	.01	25,998
	10,001 to 20,000	1%	3%	12%	35%	48%	4.26	.00	32,746
	Over 20,000	1%	4%	13%	37%	46%	4.22	.00	44,839
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	5%	8%	34%	50%	4.22	.09	133
	Express Unit	1%	3%	11%	31%	55%	4.34	.04	612
	Specialty Coffee Shop/ Juice Bar	2%	3%	10%	31%	54%	4.33	.05	381
	Sit-down Restaurant	3%	3%	11%	36%	47%	4.22	.05	412
	Convenience Store	4%	7%	29%	29%	32%	3.79	.15	56
Type of Retail Unit - ENTIRE SAMPLE	Food Court	1%	3%	12%	35%	49%	4.27	.01	21,107
	Marketplace	1%	3%	12%	38%	45%	4.22	.01	6,150
	Express Unit	2%	4%	12%	35%	47%	4.22	.01	14,765
	Specialty Coffee Shop/ Juice Bar	1%	3%	11%	34%	49%	4.27	.01	7,477
	Sit-down Restaurant	1%	2%	10%	35%	53%	4.36	.01	3,632
	Convenience Store	2%	4%	15%	33%	46%	4.17	.01	7,764
	No type given	1%	2%	13%	38%	46%	4.26	.07	128

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

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

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

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

		Comfort (seats, temperature, lighting, sound level, etc.)					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	4%	6%	16%	34%	41%	4.02	.02	2,367
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	2%	5%	15%	35%	43%	4.12	.00	123,182
Aggregated Retail Units	YOUR INSTITUTION	4%	6%	16%	33%	42%	4.03	.03	1,721
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	16%	34%	43%	4.08	.00	69,287
Aggregated Dining Halls	YOUR INSTITUTION	4%	6%	15%	37%	39%	4.00	.04	646
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	14%	36%	44%	4.16	.00	53,895
Respondent Type - YOUR INSTITUTION	Student	4%	5%	16%	32%	43%	4.06	.02	1,842
	Faculty	1%	9%	17%	39%	34%	3.95	.09	135
	Administration/ Staff	5%	8%	17%	35%	35%	3.86	.06	311
	Other	5%	4%	13%	49%	29%	3.94	.11	79
Respondent Type - ENTIRE SAMPLE	Student	2%	5%	15%	35%	43%	4.12	.00	107,600
	Faculty	3%	7%	17%	31%	43%	4.05	.02	3,690
	Administration/Staff	3%	6%	14%	33%	44%	4.10	.01	10,186
	Other	2%	3%	13%	32%	50%	4.24	.03	1,267
Student Class Status - YOUR INSTITUTION	First year	2%	4%	11%	33%	50%	4.25	.04	534
	Sophomore	6%	3%	16%	33%	42%	4.01	.06	378
	Junior	4%	6%	19%	35%	36%	3.92	.05	418
	Senior	4%	6%	21%	32%	38%	3.96	.06	336
	Graduate	4%	9%	11%	26%	50%	4.07	.10	149
	Other	4%	4%	11%	19%	63%	4.33	.21	27
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	13%	34%	48%	4.23	.00	40,474
	Sophomore	2%	5%	16%	36%	42%	4.10	.01	23,196
	Junior	2%	6%	16%	35%	41%	4.06	.01	19,045
	Senior	3%	6%	17%	35%	39%	4.02	.01	17,205
	Graduate	3%	6%	17%	37%	37%	3.98	.01	6,219
	Other	2%	6%	17%	33%	41%	4.06	.03	1,312
Gender - YOUR INSTITUTION	Female	2%	5%	17%	35%	40%	4.06	.03	1,302
	Male	5%	6%	15%	32%	42%	3.99	.04	1,006
	Transgender	16%	8%	16%	32%	28%	3.48	.28	25
	Other Identity	15%	9%	18%	21%	38%	3.59	.25	34
Gender - ENTIRE SAMPLE	Female	2%	5%	15%	34%	44%	4.13	.00	71,351
	Male	2%	5%	15%	36%	42%	4.11	.00	49,704
	Transgender	5%	6%	20%	30%	39%	3.91	.05	469
	Other Identity	5%	7%	19%	34%	36%	3.89	.04	678
Live... - YOUR INSTITUTION	On campus	4%	4%	13%	36%	43%	4.12	.04	790
	Off campus	4%	7%	17%	32%	40%	3.97	.03	1,577
Live... - ENTIRE SAMPLE	On campus	2%	4%	14%	35%	45%	4.16	.00	72,361
	Off campus	3%	6%	16%	34%	41%	4.05	.00	48,813
NACUFS Region - YOUR	Southern	4%	6%	16%	34%	41%	4.02	.02	2,367
NACUFS Region - ENTIRE SAMPLE	Continental	1%	4%	13%	35%	46%	4.21	.01	13,130
	Mid-Atlantic	3%	6%	16%	35%	41%	4.03	.01	10,179
	Midwest	2%	4%	13%	35%	45%	4.18	.01	31,542
	Northeast	2%	5%	16%	34%	42%	4.08	.01	22,985
	Pacific	3%	6%	17%	34%	40%	4.02	.01	23,775
	Southern	2%	5%	15%	34%	45%	4.15	.01	21,571
Institution Type - YOUR INSTITUTION	Public	4%	6%	16%	34%	41%	4.02	.02	2,367
Institution Type - ENTIRE SAMPLE	Public	2%	5%	15%	34%	43%	4.12	.00	95,003
	Private	2%	5%	15%	35%	43%	4.10	.01	28,179
	Primarily 4-year	4%	6%	16%	34%	41%	4.02	.02	2,367
Institution Type - YOUR INSTITUTION	Primarily 2-year	4%	8%	18%	31%	39%	3.94	.02	4,702
	Primarily 4-year	2%	5%	15%	35%	44%	4.13	.00	118,480
	Mainly Contracted	4%	6%	16%	34%	41%	4.02	.02	2,367
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	5%	15%	34%	44%	4.14	.00	87,221
	Mainly Contracted	3%	6%	17%	35%	40%	4.04	.01	30,441
	Combination of Both	1%	3%	12%	35%	49%	4.28	.01	5,520
Total Current Enrollment - YOUR	Over 20,000	4%	6%	16%	34%	41%	4.02	.02	2,367
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	3%	6%	14%	34%	43%	4.06	.01	5,274
	2,500 to 10,000	2%	5%	14%	34%	45%	4.15	.01	29,566
	10,001 to 20,000	2%	5%	15%	35%	43%	4.11	.01	37,576
	Over 20,000	2%	5%	15%	35%	43%	4.11	.00	50,766
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	8%	22%	33%	34%	3.88	.09	144
	Express Unit	4%	5%	13%	31%	47%	4.12	.04	658
	Specialty Coffee Shop/ Juice Bar	5%	5%	18%	32%	41%	3.99	.05	400
	Sit-down Restaurant	5%	5%	17%	35%	40%	4.03	.05	458
	Convenience Store	5%	15%	25%	28%	28%	3.59	.15	61
	No type given	3%	6%	19%	26%	46%	4.07	.09	149
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	6%	16%	35%	40%	4.04	.01	23,756
	Marketplace	2%	5%	15%	35%	43%	4.12	.01	7,059
	Express Unit	3%	6%	16%	33%	42%	4.06	.01	16,734
	Specialty Coffee Shop/ Juice Bar	2%	5%	15%	32%	45%	4.13	.01	8,626
	Sit-down Restaurant	2%	4%	14%	33%	47%	4.18	.01	4,217
	Convenience Store	2%	4%	16%	32%	45%	4.14	.01	8,746
	No type given	3%	6%	19%	26%	46%	4.07	.09	149

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

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

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

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp
		(1) Not at All Important	(2) Not Very Important	(3) Mixed	(4) Somewhat Important	(5) Very Important			
Aggregated Dining Halls & Retail Units	Florida State University	5%	4%	14%	31%	46%	4.09	.02	1,946
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	4%	5%	16%	29%	45%	4.07	.00	98,639
Aggregated Retail Units	YOUR INSTITUTION	4%	3%	13%	32%	48%	4.15	.03	1,459
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	15%	28%	48%	4.11	.00	56,302
Aggregated Dining Halls	YOUR INSTITUTION	6%	7%	17%	30%	40%	3.92	.05	487
Aggregated Dining Halls	ENTIRE SAMPLE	4%	6%	17%	30%	43%	4.00	.01	42,337
Respondent Type - YOUR INSTITUTION	Student	5%	5%	14%	30%	46%	4.08	.03	1,542
	Faculty	4%	2%	8%	35%	51%	4.28	.09	107
	Administration/ Staff	6%	4%	14%	35%	40%	4.00	.08	223
	Other	4%	1%	5%	31%	58%	4.38	.11	74
Respondent Type - ENTIRE SAMPLE	Student	4%	5%	17%	29%	45%	4.05	.00	86,205
	Faculty	4%	4%	11%	32%	48%	4.16	.02	2,898
	Administration/Staff	3%	4%	13%	33%	47%	4.17	.01	8,228
	Other	5%	5%	16%	26%	48%	4.07	.04	992
Student Class Status - YOUR INSTITUTION	First year	6%	7%	14%	28%	46%	4.00	.06	426
	Sophomore	5%	8%	15%	29%	44%	3.99	.06	322
	Junior	4%	2%	15%	36%	44%	4.14	.05	363
	Senior	5%	2%	16%	31%	46%	4.12	.06	295
	Graduate	4%		15%	32%	49%	4.20	.09	113
	Other	9%			13%	78%	4.52	.24	23
Student Class Status - ENTIRE SAMPLE	First year	4%	6%	17%	29%	44%	4.01	.01	32,286
	Sophomore	4%	5%	18%	28%	45%	4.04	.01	18,550
	Junior	4%	5%	16%	29%	47%	4.10	.01	15,536
	Senior	4%	5%	15%	28%	48%	4.11	.01	13,859
	Graduate	4%	5%	15%	32%	44%	4.07	.02	4,859
	Other	4%	4%	17%	26%	49%	4.11	.03	1,017
Gender - YOUR INSTITUTION	Female	4%	3%	14%	30%	48%	4.16	.03	1,042
	Male	6%	6%	13%	33%	42%	3.99	.04	848
	Transgender	5%		14%	18%	64%	4.36	.22	22
	Other Identity	3%		6%	29%	62%	4.47	.15	34
Gender - ENTIRE SAMPLE	Female	2%	4%	15%	29%	50%	4.20	.00	57,045
	Male	6%	7%	18%	29%	39%	3.87	.01	39,957
	Transgender	6%	7%	20%	20%	48%	3.97	.06	364
	Other Identity	5%	5%	16%	24%	50%	4.09	.05	530
Live... - YOUR INSTITUTION	On campus	5%	7%	15%	28%	44%	4.00	.05	654
	Off campus	5%	3%	13%	33%	47%	4.14	.03	1,292
Live... - ENTIRE SAMPLE	On campus	4%	6%	17%	29%	44%	4.02	.00	57,666
	Off campus	4%	5%	14%	29%	48%	4.14	.01	39,442
NACUFS Region - YOUR	Southern	5%	4%	14%	31%	46%	4.09	.02	1,946
NACUFS Region - ENTIRE SAMPLE	Continental	5%	6%	18%	30%	40%	3.94	.01	10,617
	Mid-Atlantic	5%	6%	15%	29%	45%	4.04	.01	7,943
	Midwest	4%	6%	17%	30%	43%	4.02	.01	25,256
	Northeast	4%	5%	16%	28%	47%	4.10	.01	17,941
	Pacific	3%	5%	16%	28%	48%	4.14	.01	19,163
	Southern	4%	5%	16%	29%	47%	4.10	.01	17,719
Institution Type - YOUR INSTITUTION	Public	5%	4%	14%	31%	46%	4.09	.02	1,946
Institution Type - ENTIRE SAMPLE	Public	4%	5%	16%	29%	46%	4.08	.00	76,223
	Private	5%	6%	16%	29%	44%	4.02	.01	22,416
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	4%	14%	31%	46%	4.09	.02	1,946
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	3%	16%	26%	50%	4.17	.02	3,836
	Primarily 4-year	4%	5%	16%	29%	45%	4.06	.00	94,803
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	4%	14%	31%	46%	4.09	.02	1,946
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	5%	16%	29%	46%	4.07	.00	70,127
	Mainly Contracted	4%	6%	16%	29%	45%	4.04	.01	23,812
	Combination of Both	4%	6%	16%	27%	46%	4.06	.02	4,700
Total Current Enrollment - YOUR	Over 20,000	5%	4%	14%	31%	46%	4.09	.02	1,946
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	5%	15%	31%	46%	4.11	.02	4,304
	2,500 to 10,000	4%	5%	16%	29%	47%	4.09	.01	23,717
	10,001 to 20,000	4%	5%	16%	28%	46%	4.08	.01	29,853
	Over 20,000	4%	6%	16%	30%	44%	4.03	.01	40,765
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	5%	14%	33%	42%	3.99	.11	115
	Express Unit	3%	4%	12%	29%	52%	4.23	.04	566
	Specialty Coffee Shop/ Juice Bar	3%	3%	10%	34%	50%	4.26	.05	351
	Sit-down Restaurant	7%	3%	14%	34%	42%	4.00	.06	371
	Convenience Store	7%	4%	23%	27%	39%	3.88	.16	56
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	15%	28%	47%	4.11	.01	19,294
	Marketplace	4%	6%	16%	30%	44%	4.04	.01	5,541
	Express Unit	4%	5%	15%	29%	47%	4.11	.01	13,722
	Specialty Coffee Shop/ Juice Bar	3%	4%	14%	28%	50%	4.18	.01	6,861
	Sit-down Restaurant	5%	4%	14%	28%	49%	4.12	.02	3,184
	Convenience Store	4%	5%	16%	27%	48%	4.11	.01	7,554
	No type given	2%	3%	11%	27%	57%	4.34	.08	146

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

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

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

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

		Environmentally friendly practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	6%	22%	32%	35%	3.87	.02	2,079
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	19%	35%	39%	4.03	.00	111,192
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	20%	33%	39%	3.98	.03	1,541
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	19%	33%	42%	4.06	.00	63,416
Aggregated Dining Halls	YOUR INSTITUTION	9%	9%	25%	31%	26%	3.56	.05	538
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	20%	37%	36%	3.98	.00	47,776
Respondent Type - YOUR INSTITUTION	Student	5%	6%	22%	31%	35%	3.85	.03	1,634
	Faculty	5%	3%	14%	37%	41%	4.05	.10	113
	Administration/ Staff	4%	7%	24%	33%	33%	3.84	.07	255
	Other	4%		13%	48%	35%	4.10	.10	77
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	20%	35%	38%	4.01	.00	96,882
	Faculty	3%	5%	17%	34%	42%	4.06	.02	3,328
	Administration/Staff	2%	3%	15%	33%	46%	4.17	.01	9,400
	Other	2%	4%	16%	30%	48%	4.19	.03	1,170
Student Class Status - YOUR INSTITUTION	First year	4%	9%	23%	27%	36%	3.82	.05	459
	Sophomore	7%	6%	25%	33%	30%	3.73	.06	342
	Junior	5%	3%	22%	36%	34%	3.91	.05	380
	Senior	4%	7%	20%	32%	37%	3.89	.06	307
	Graduate	8%	3%	18%	29%	41%	3.92	.11	121
	Other	4%	4%	12%	20%	60%	4.28	.22	25
Student Class Status - ENTIRE SAMPLE	First year	2%	4%	19%	35%	41%	4.08	.01	36,100
	Sophomore	3%	4%	22%	35%	36%	3.97	.01	20,855
	Junior	3%	4%	20%	35%	38%	3.99	.01	17,386
	Senior	3%	5%	20%	34%	37%	3.96	.01	15,650
	Graduate	4%	5%	20%	37%	35%	3.94	.01	5,603
	Other	3%	6%	22%	31%	38%	3.94	.03	1,137
Gender - YOUR INSTITUTION	Female	4%	5%	23%	33%	35%	3.89	.03	1,126
	Male	5%	7%	19%	33%	35%	3.86	.04	896
	Transgender	21%		17%	17%	46%	3.67	.32	24
	Other Identity	15%	6%	21%	9%	48%	3.70	.26	33
Gender - ENTIRE SAMPLE	Female	3%	4%	19%	34%	40%	4.03	.00	64,921
	Male	3%	4%	20%	35%	38%	4.03	.00	44,352
	Transgender	7%	8%	21%	26%	38%	3.79	.06	433
	Other Identity	9%	8%	25%	28%	30%	3.63	.05	578
Live... - YOUR INSTITUTION	On campus	6%	8%	24%	31%	32%	3.75	.04	696
	Off campus	5%	5%	20%	33%	37%	3.93	.03	1,383
Live... - ENTIRE SAMPLE	On campus	3%	4%	21%	35%	37%	4.00	.00	64,615
	Off campus	3%	4%	18%	34%	42%	4.07	.00	44,719
NACUFS Region - YOUR INSTITUTION	Southern	5%	6%	22%	32%	35%	3.87	.02	2,079
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	18%	36%	41%	4.11	.01	12,045
	Mid-Atlantic	4%	6%	21%	33%	36%	3.92	.01	8,805
	Midwest	2%	4%	20%	36%	38%	4.04	.01	27,990
	Northeast	3%	4%	21%	34%	37%	3.98	.01	20,502
	Pacific	3%	4%	19%	34%	40%	4.04	.01	21,992
	Southern	3%	4%	18%	34%	41%	4.07	.01	19,858
Institution Type - YOUR INSTITUTION	Public	5%	6%	22%	32%	35%	3.87	.02	2,079
Institution Type - ENTIRE SAMPLE	Public	3%	4%	19%	34%	39%	4.04	.00	85,882
	Private	3%	5%	19%	35%	38%	4.00	.01	25,310
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	6%	22%	32%	35%	3.87	.02	2,079
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	5%	21%	30%	41%	4.01	.02	4,393
	Primarily 4-year	3%	4%	19%	35%	39%	4.03	.00	106,799
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	6%	22%	32%	35%	3.87	.02	2,079
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	4%	19%	35%	41%	4.07	.00	79,195
	Mainly Contracted	4%	6%	23%	35%	33%	3.86	.01	26,774
	Combination of Both	2%	2%	15%	34%	48%	4.25	.01	5,223
Total Current Enrollment - YOUR INSTITUTION	Over 20,000	5%	6%	22%	32%	35%	3.87	.02	2,079
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	5%	5%	18%	35%	38%	3.96	.02	4,860
	2,500 to 10,000	3%	4%	20%	34%	39%	4.02	.01	26,694
	10,001 to 20,000	3%	4%	20%	35%	38%	4.02	.01	34,003
	Over 20,000	2%	4%	19%	34%	40%	4.05	.00	45,635
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	10%	26%	29%	27%	3.57	.11	122
	Express Unit	4%	4%	16%	28%	47%	4.09	.04	603
	Specialty Coffee Shop/ Juice Bar	2%	3%	18%	37%	40%	4.12	.05	365
	Sit-down Restaurant	4%	4%	26%	37%	30%	3.84	.05	394
	Convenience Store	4%	9%	26%	33%	28%	3.74	.14	57
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	5%	20%	33%	39%	4.01	.01	21,633
	Marketplace	2%	4%	19%	35%	40%	4.05	.01	6,303
	Express Unit	3%	4%	19%	33%	42%	4.07	.01	15,383
	Specialty Coffee Shop/ Juice Bar	3%	4%	17%	32%	45%	4.12	.01	7,852
	Sit-down Restaurant	2%	3%	18%	32%	45%	4.13	.02	3,575
	Convenience Store	2%	3%	18%	32%	45%	4.13	.01	8,497
	No type given	5%	7%	18%	31%	39%	3.92	.09	173

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

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

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

		(1) Not at All Important	Social/ ethical practices related to food			(5) Very Important	Mean*	Sampling Error**	# Resp
			(2) Not Very Important	(3) Mixed	(4) Somewhat Important				
Aggregated Dining Halls & Retail Units	Florida State University	5%	4%	15%	29%	47%	4.08	.03	1,916
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	5%	6%	17%	28%	44%	4.02	.00	96,201
Aggregated Retail Units	YOUR INSTITUTION	5%	3%	14%	30%	48%	4.13	.03	1,444
Aggregated Retail Units	ENTIRE SAMPLE	4%	5%	16%	27%	47%	4.07	.00	54,805
Aggregated Dining Halls	YOUR INSTITUTION	6%	7%	17%	27%	42%	3.92	.05	472
Aggregated Dining Halls	ENTIRE SAMPLE	5%	6%	18%	29%	41%	3.96	.01	41,396
Respondent Type - YOUR INSTITUTION	Student	5%	4%	15%	29%	47%	4.08	.03	1,526
	Faculty	5%	4%	9%	35%	48%	4.17	.11	103
	Administration/ Staff	6%	6%	18%	30%	40%	3.93	.08	216
	Other	3%	1%	8%	28%	59%	4.39	.11	71
Respondent Type - ENTIRE SAMPLE	Student	5%	6%	18%	28%	44%	4.01	.00	84,296
	Faculty	5%	5%	13%	31%	47%	4.09	.02	2,777
	Administration/Staff	5%	5%	14%	32%	45%	4.08	.01	7,869
	Other	5%	5%	17%	26%	47%	4.04	.04	949
Student Class Status - YOUR INSTITUTION	First year	5%	7%	15%	26%	47%	4.02	.06	421
	Sophomore	5%	7%	16%	28%	44%	3.99	.06	318
	Junior	5%	2%	15%	33%	45%	4.12	.06	362
	Senior	5%	2%	15%	29%	49%	4.16	.06	294
	Graduate	5%	1%	14%	33%	47%	4.18	.10	108
	Other	4%			17%	78%	4.65	.18	23
Student Class Status - ENTIRE SAMPLE	First year	5%	6%	18%	28%	43%	3.97	.01	31,568
	Sophomore	4%	6%	18%	27%	44%	4.00	.01	18,190
	Junior	4%	5%	17%	28%	46%	4.05	.01	15,189
	Senior	4%	5%	16%	27%	47%	4.07	.01	13,535
	Graduate	4%	5%	16%	31%	43%	4.03	.02	4,724
	Other	5%	4%	16%	27%	49%	4.10	.04	988
Gender - YOUR INSTITUTION	Female	4%	3%	15%	29%	48%	4.15	.03	1,022
	Male	6%	6%	15%	30%	43%	3.97	.04	838
	Transgender	5%	5%	9%	18%	64%	4.32	.24	22
	Other Identity	3%		6%	24%	68%	4.53	.15	34
Gender - ENTIRE SAMPLE	Female	3%	5%	16%	29%	49%	4.16	.00	55,500
	Male	7%	7%	19%	28%	38%	3.83	.01	39,101
	Transgender	7%	5%	19%	22%	48%	3.98	.06	353
	Other Identity	5%	5%	16%	23%	51%	4.09	.05	523
Live... - YOUR INSTITUTION	On campus	5%	6%	17%	27%	45%	4.00	.05	645
	Off campus	5%	3%	14%	30%	47%	4.12	.03	1,271
Live... - ENTIRE SAMPLE	On campus	5%	6%	18%	28%	43%	3.98	.00	56,375
	Off campus	4%	5%	15%	28%	47%	4.08	.01	38,334
NACUFS Region - YOUR	Southern	5%	4%	15%	29%	47%	4.08	.03	1,916
NACUFS Region - ENTIRE SAMPLE	Continental	5%	7%	19%	30%	39%	3.89	.01	10,361
	Mid-Atlantic	5%	7%	16%	28%	44%	3.99	.01	7,718
	Midwest	5%	6%	18%	29%	42%	3.98	.01	24,640
	Northeast	5%	5%	17%	28%	46%	4.05	.01	17,456
	Pacific	4%	5%	17%	27%	47%	4.10	.01	18,651
	Southern	4%	5%	16%	28%	46%	4.06	.01	17,375
Institution Type - YOUR INSTITUTION	Public	5%	4%	15%	29%	47%	4.08	.03	1,916
Institution Type - ENTIRE SAMPLE	Public	4%	6%	17%	28%	45%	4.03	.00	74,499
	Private	5%	6%	17%	29%	43%	3.98	.01	21,702
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	4%	15%	29%	47%	4.08	.03	1,916
Institution Type - ENTIRE SAMPLE	Primarily 2-year	4%	4%	18%	25%	50%	4.13	.02	3,706
	Primarily 4-year	5%	6%	17%	28%	44%	4.02	.00	92,495
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	4%	15%	29%	47%	4.08	.03	1,916
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	4%	6%	17%	28%	45%	4.03	.00	68,302
	Mainly Contracted	5%	6%	17%	28%	44%	4.00	.01	23,294
	Combination of Both	4%	6%	17%	26%	45%	4.02	.02	4,605
Total Current Enrollment - YOUR	Over 20,000	5%	4%	15%	29%	47%	4.08	.03	1,916
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	6%	15%	31%	44%	4.05	.02	4,153
	2,500 to 10,000	4%	6%	17%	28%	45%	4.04	.01	23,078
	10,001 to 20,000	4%	5%	17%	28%	45%	4.04	.01	29,134
	Over 20,000	5%	6%	17%	28%	43%	3.99	.01	39,836
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	3%	16%	32%	42%	3.99	.11	116
	Express Unit	3%	4%	13%	28%	52%	4.21	.04	560
	Specialty Coffee Shop/ Juice Bar	3%	3%	11%	33%	50%	4.26	.05	347
	Sit-down Restaurant	7%	3%	16%	32%	42%	3.98	.06	366
	Convenience Store	7%	4%	22%	25%	42%	3.91	.16	55
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	5%	17%	28%	46%	4.06	.01	18,782
	Marketplace	5%	7%	17%	29%	43%	3.98	.02	5,384
	Express Unit	4%	5%	16%	28%	46%	4.07	.01	13,355
	Specialty Coffee Shop/ Juice Bar	4%	5%	15%	27%	49%	4.13	.01	6,670
	Sit-down Restaurant	6%	4%	15%	27%	47%	4.06	.02	3,094
	Convenience Store	4%	5%	16%	26%	48%	4.09	.01	7,380
	No type given	3%	4%	12%	27%	54%	4.26	.08	140

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

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

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

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

		Social/ ethical practices related to food					Mean*	Sampling Error**	# Resp
		(1) Very Dis-satisfied	(2) Somewhat Dis-satisfied	(3) Mixed	(4) Somewhat Satisfied	(5) Very Satisfied			
Aggregated Dining Halls & Retail Units	Florida State University	5%	5%	22%	31%	37%	3.89	.02	2,045
Aggregated Dining Halls & Retail Units	ENTIRE SAMPLE	3%	4%	20%	34%	40%	4.04	.00	108,445
Aggregated Retail Units	YOUR INSTITUTION	4%	4%	20%	33%	40%	4.01	.03	1,529
Aggregated Retail Units	ENTIRE SAMPLE	3%	4%	19%	32%	42%	4.08	.00	61,689
Aggregated Dining Halls	YOUR INSTITUTION	10%	8%	27%	27%	28%	3.55	.05	516
Aggregated Dining Halls	ENTIRE SAMPLE	3%	4%	21%	36%	36%	3.99	.00	46,756
Respondent Type - YOUR INSTITUTION	Student	5%	5%	22%	30%	37%	3.88	.03	1,619
	Faculty	6%	4%	14%	35%	41%	4.02	.11	105
	Administration/ Staff	4%	6%	24%	34%	32%	3.84	.07	244
	Other	4%		14%	45%	36%	4.10	.11	77
Respondent Type - ENTIRE SAMPLE	Student	3%	4%	20%	34%	39%	4.03	.00	94,850
	Faculty	3%	5%	18%	31%	42%	4.05	.02	3,143
	Administration/Staff	2%	3%	16%	32%	46%	4.17	.01	8,905
	Other	2%	3%	15%	29%	50%	4.23	.03	1,129
Student Class Status - YOUR INSTITUTION	First year	5%	7%	25%	26%	37%	3.83	.05	454
	Sophomore	7%	5%	24%	28%	35%	3.80	.06	337
	Junior	5%	3%	20%	37%	35%	3.94	.05	376
	Senior	4%	7%	21%	33%	36%	3.89	.06	307
	Graduate	8%	2%	19%	26%	44%	3.95	.11	121
	Other	4%		8%	21%	67%	4.46	.20	24
Student Class Status - ENTIRE SAMPLE	First year	2%	3%	19%	34%	41%	4.09	.01	35,330
	Sophomore	3%	4%	22%	34%	37%	3.98	.01	20,464
	Junior	3%	4%	20%	34%	39%	4.01	.01	17,055
	Senior	3%	4%	21%	33%	38%	3.99	.01	15,292
	Graduate	3%	5%	21%	36%	35%	3.94	.01	5,451
	Other	3%	4%	24%	32%	36%	3.94	.03	1,108
Gender - YOUR INSTITUTION	Female	5%	5%	23%	32%	35%	3.89	.03	1,107
	Male	5%	6%	20%	32%	37%	3.90	.04	882
	Transgender	21%		13%	25%	42%	3.67	.32	24
	Other Identity	16%	3%	22%	9%	50%	3.75	.27	32
Gender - ENTIRE SAMPLE	Female	3%	4%	20%	34%	40%	4.05	.00	63,136
	Male	3%	3%	20%	35%	39%	4.04	.00	43,399
	Transgender	8%	6%	22%	26%	38%	3.81	.06	418
	Other Identity	8%	7%	28%	28%	28%	3.61	.05	574
Live... - YOUR INSTITUTION	On campus	6%	6%	25%	30%	33%	3.77	.04	687
	Off campus	5%	5%	20%	32%	38%	3.95	.03	1,358
Live... - ENTIRE SAMPLE	On campus	3%	4%	21%	35%	38%	4.01	.00	63,252
	Off campus	3%	4%	19%	33%	42%	4.08	.00	43,338
NACUFS Region - YOUR	Southern	5%	5%	22%	31%	37%	3.89	.02	2,045
NACUFS Region - ENTIRE SAMPLE	Continental	2%	3%	18%	35%	42%	4.13	.01	11,794
	Mid-Atlantic	4%	5%	22%	33%	37%	3.95	.01	8,557
	Midwest	2%	4%	20%	35%	39%	4.04	.01	27,295
	Northeast	3%	4%	21%	33%	39%	4.00	.01	19,912
	Pacific	3%	4%	19%	34%	40%	4.03	.01	21,444
	Southern	3%	3%	19%	33%	42%	4.08	.01	19,443
Institution Type - YOUR INSTITUTION	Public	5%	5%	22%	31%	37%	3.89	.02	2,045
Institution Type - ENTIRE SAMPLE	Public	3%	4%	20%	34%	40%	4.05	.00	83,872
	Private	3%	4%	20%	34%	39%	4.02	.01	24,573
Institution Type - YOUR INSTITUTION	Primarily 4-year	5%	5%	22%	31%	37%	3.89	.02	2,045
Institution Type - ENTIRE SAMPLE	Primarily 2-year	3%	5%	21%	29%	42%	4.02	.02	4,278
	Primarily 4-year	3%	4%	20%	34%	40%	4.04	.00	104,167
Operation Type - YOUR INSTITUTION	Mainly Contracted	5%	5%	22%	31%	37%	3.89	.02	2,045
Operation Type - ENTIRE SAMPLE	Mainly Self-operated	2%	3%	19%	34%	41%	4.09	.00	77,145
	Mainly Contracted	4%	5%	23%	34%	34%	3.88	.01	26,186
	Combination of Both	2%	2%	16%	34%	47%	4.21	.01	5,114
Total Current Enrollment - YOUR	Over 20,000	5%	5%	22%	31%	37%	3.89	.02	2,045
Total Current Enrollment - ENTIRE SAMPLE	Under 2,500	4%	4%	19%	34%	38%	3.97	.02	4,662
	2,500 to 10,000	3%	4%	21%	34%	39%	4.03	.01	25,983
	10,001 to 20,000	3%	4%	20%	34%	39%	4.03	.01	33,203
	Over 20,000	2%	4%	20%	34%	40%	4.07	.00	44,597
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	10%	25%	32%	27%	3.65	.10	122
	Express Unit	5%	4%	15%	28%	48%	4.12	.04	598
	Specialty Coffee Shop/ Juice Bar	1%	3%	19%	37%	40%	4.13	.05	364
	Sit-down Restaurant	4%	4%	26%	36%	31%	3.85	.05	390
	Convenience Store	4%	7%	22%	36%	31%	3.84	.14	55
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	4%	20%	33%	40%	4.02	.01	21,065
	Marketplace	2%	4%	20%	34%	40%	4.06	.01	6,087
	Express Unit	3%	3%	19%	32%	42%	4.09	.01	14,963
	Specialty Coffee Shop/ Juice Bar	2%	4%	18%	31%	46%	4.14	.01	7,613
	Sit-down Restaurant	2%	2%	18%	31%	47%	4.17	.02	3,458
	Convenience Store	2%	3%	18%	32%	45%	4.15	.01	8,338
	No type given	4%	7%	19%	33%	38%	3.93	.08	165

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

		In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?					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	11%	17%	22%	34%	16%	3.27	.05	561
Aggregated Dining Halls	ENTIRE SAMPLE	4%	9%	20%	41%	25%	3.74	.00	47,013
Dining Hall	# 1	15%	21%	24%	28%	11%	2.98	.07	286
Dining Hall	# 2	6%	13%	22%	42%	17%	3.52	.07	218
Dining Hall	# 3	14%	7%	9%	32%	39%	3.74	.19	57
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	14%	41%	33%	3.92	.03	1,606
Aggregated Retail Units	ENTIRE SAMPLE	4%	6%	17%	40%	33%	3.92	.00	63,068
Type of Retail Unit - YOUR INSTITUTION	Food Court	4%	13%	14%	43%	25%	3.71	.10	135
	Express Unit	4%	4%	13%	38%	42%	4.09	.04	611
	Specialty Coffee Shop/ Juice Bar	1%	4%	12%	45%	38%	4.14	.04	378
	Sit-down Restaurant	7%	11%	16%	44%	22%	3.62	.06	413
	Convenience Store	4%	14%	29%	38%	14%	3.43	.13	69
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	8%	19%	40%	30%	3.84	.01	21,142
	Marketplace	4%	7%	17%	42%	30%	3.87	.01	6,284
	Express Unit	4%	6%	16%	39%	35%	3.95	.01	15,383
	Specialty Coffee Shop/ Juice Bar	4%	5%	14%	39%	38%	4.03	.01	7,933
	Sit-down Restaurant	5%	6%	14%	38%	38%	3.99	.02	3,608
	Convenience Store	3%	5%	16%	40%	36%	4.01	.01	8,548
	No type given	6%	3%	20%	39%	32%	3.88	.08	170
Retail Unit	# 1	5%	10%	19%	46%	20%	3.66	.08	162
Retail Unit	# 2	8%	2%	16%	37%	36%	3.92	.12	91
Retail Unit	# 3	4%	6%	16%	42%	32%	3.92	.10	119
Retail Unit	# 4		6%	11%	49%	34%	4.11	.06	175
Retail Unit	# 5	4%	13%	14%	43%	25%	3.71	.10	135
Retail Unit	# 6	2%	4%	12%	40%	43%	4.17	.09	101
Retail Unit	# 7	1%	3%	14%	44%	38%	4.16	.08	102
Retail Unit	# 8	3%	5%	10%	36%	46%	4.17	.05	422
Retail Unit	# 9	3%	3%	20%	44%	30%	3.94	.10	98
Retail Unit	# 10	4%	14%	29%	38%	14%	3.43	.13	69
Retail Unit	# 11	13%	17%	13%	42%	15%	3.30	.11	132
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

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

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

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

TABLE 28a

[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 28b

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

TABLE 29a

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

		Taste					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	10%	19%	21%	32%	18%	3.27	.05	649
Aggregated Dining Halls	ENTIRE SAMPLE	4%	11%	26%	40%	19%	3.59	.00	54,489
Dining Hall	# 1	16%	25%	23%	26%	9%	2.87	.07	334
Dining Hall	# 2	3%	15%	23%	38%	20%	3.57	.07	248
Dining Hall	# 3	7%	4%	3%	34%	51%	4.16	.14	67
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	12%	37%	44%	4.15	.02	1,770
Aggregated Retail Units	ENTIRE SAMPLE	2%	6%	16%	39%	37%	4.03	.00	72,318
Type of Retail Unit - YOUR INSTITUTION	Food Court	5%	7%	16%	42%	30%	3.85	.09	142
	Express Unit	3%	3%	7%	27%	60%	4.39	.04	674
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	44%	44%	4.27	.04	406
	Sit-down Restaurant	4%	8%	16%	41%	30%	3.85	.05	471
	Convenience Store	1%	6%	23%	45%	23%	3.83	.10	77
Type of Retail Unit - ENTIRE SAMPLE	Food Court	3%	7%	18%	40%	32%	3.91	.01	24,365
	Marketplace	3%	7%	17%	38%	35%	3.96	.01	7,258
	Express Unit	2%	5%	14%	38%	41%	4.10	.01	17,616
	Specialty Coffee Shop/ Juice Bar	2%	4%	14%	35%	44%	4.15	.01	8,900
	Sit-down Restaurant	2%	4%	12%	36%	45%	4.18	.01	4,300
	Convenience Store	2%	5%	17%	41%	35%	4.04	.01	9,687
	No type given	4%	6%	20%	37%	34%	3.92	.08	192
Retail Unit	# 1	4%	6%	12%	51%	27%	3.90	.07	188
Retail Unit	# 2	10%	4%	8%	30%	47%	4.00	.13	97
Retail Unit	# 3	2%	5%	13%	36%	44%	4.15	.08	142
Retail Unit	# 4		2%	11%	49%	38%	4.24	.05	189
Retail Unit	# 5	5%	7%	16%	42%	30%	3.85	.09	142
Retail Unit	# 6	2%	4%	8%	36%	50%	4.29	.09	109
Retail Unit	# 7	3%	1%	7%	42%	47%	4.30	.08	108
Retail Unit	# 8	1%	2%	5%	24%	67%	4.53	.04	467
Retail Unit	# 9	2%	4%	15%	36%	43%	4.15	.09	110
Retail Unit	# 10	1%	6%	23%	45%	23%	3.83	.10	77
Retail Unit	# 11	7%	13%	26%	34%	21%	3.48	.10	141
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

[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 30b

[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 31a

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

		Freshness					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	13%	19%	19%	27%	21%	3.23	.05	650
Aggregated Dining Halls	ENTIRE SAMPLE	5%	14%	26%	34%	21%	3.51	.00	54,337
Dining Hall	# 1	20%	29%	20%	19%	11%	2.71	.07	334
Dining Hall	# 2	6%	10%	21%	38%	25%	3.67	.07	249
Dining Hall	# 3	7%	3%	6%	27%	57%	4.22	.14	67
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	5%	16%	33%	43%	4.06	.02	1,765
Aggregated Retail Units	ENTIRE SAMPLE	3%	8%	20%	34%	35%	3.90	.00	72,019
Type of Retail Unit - YOUR INSTITUTION	Food Court	6%	10%	24%	32%	28%	3.67	.10	144
	Express Unit	3%	2%	11%	27%	57%	4.33	.04	671
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	38%	44%	4.20	.04	402
	Sit-down Restaurant	5%	8%	23%	36%	28%	3.75	.05	471
	Convenience Store	1%	12%	26%	35%	26%	3.73	.12	77
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	10%	22%	34%	30%	3.77	.01	24,243
	Marketplace	3%	9%	20%	35%	33%	3.85	.01	7,232
	Express Unit	3%	7%	19%	34%	38%	3.96	.01	17,549
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	32%	43%	4.07	.01	8,882
	Sit-down Restaurant	2%	6%	16%	32%	44%	4.10	.02	4,290
	Convenience Store	3%	8%	22%	34%	34%	3.89	.01	9,634
	No type given	3%	6%	24%	28%	40%	3.95	.08	189
Retail Unit	# 1	5%	6%	21%	41%	26%	3.77	.08	189
Retail Unit	# 2	9%	4%	10%	26%	51%	4.04	.13	97
Retail Unit	# 3	2%	4%	18%	37%	40%	4.09	.08	142
Retail Unit	# 4		2%	11%	44%	42%	4.27	.05	187
Retail Unit	# 5	6%	10%	24%	32%	28%	3.67	.10	144
Retail Unit	# 6	4%	4%	13%	33%	47%	4.16	.10	109
Retail Unit	# 7	2%	6%	15%	33%	44%	4.12	.10	106
Retail Unit	# 8	2%	2%	9%	26%	61%	4.42	.04	464
Retail Unit	# 9	1%	4%	16%	32%	47%	4.21	.09	110
Retail Unit	# 10	1%	12%	26%	35%	26%	3.73	.12	77
Retail Unit	# 11	8%	14%	32%	28%	19%	3.36	.10	140
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

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

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

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

TABLE 32a

[illegible]

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

TABLE 32b

[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 33a

[illegible]

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

[illegible]

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

TABLE 34a

[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 34b

*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

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

		Variety of menu choices					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	14%	19%	20%	28%	19%	3.19	.05	646
Aggregated Dining Halls	ENTIRE SAMPLE	7%	15%	24%	33%	22%	3.47	.01	53,944
Dining Hall	# 1	17%	24%	19%	28%	11%	2.91	.07	332
Dining Hall	# 2	11%	15%	23%	28%	22%	3.36	.08	247
Dining Hall	# 3	9%	3%	13%	30%	45%	3.99	.15	67
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	8%	15%	33%	40%	3.97	.03	1,756
Aggregated Retail Units	ENTIRE SAMPLE	5%	10%	19%	33%	33%	3.80	.00	71,363
Type of Retail Unit - YOUR INSTITUTION	Food Court	7%	12%	17%	34%	29%	3.66	.10	145
	Express Unit	4%	8%	14%	29%	45%	4.03	.04	670
	Specialty Coffee Shop/ Juice Bar	1%	3%	13%	39%	45%	4.23	.04	406
	Sit-down Restaurant	5%	10%	16%	33%	36%	3.84	.05	468
	Convenience Store	3%	19%	22%	37%	18%	3.48	.13	67
Type of Retail Unit - ENTIRE SAMPLE	Food Court	5%	12%	20%	33%	29%	3.69	.01	24,154
	Marketplace	5%	12%	20%	33%	29%	3.69	.01	7,214
	Express Unit	5%	10%	18%	33%	34%	3.83	.01	17,439
	Specialty Coffee Shop/ Juice Bar	4%	8%	16%	32%	40%	3.96	.01	8,903
	Sit-down Restaurant	4%	8%	16%	32%	41%	4.00	.02	4,256
	Convenience Store	3%	10%	20%	35%	32%	3.82	.01	9,219
	No type given	4%	11%	21%	30%	33%	3.75	.09	178
Retail Unit	# 1	3%	5%	14%	39%	39%	4.05	.07	188
Retail Unit	# 2	8%	11%	9%	31%	40%	3.84	.13	97
Retail Unit	# 3		3%	17%	31%	49%	4.26	.07	141
Retail Unit	# 4		2%	12%	46%	41%	4.26	.05	189
Retail Unit	# 5	7%	12%	17%	34%	29%	3.66	.10	145
Retail Unit	# 6	4%	3%	13%	31%	50%	4.20	.10	108
Retail Unit	# 7		6%	14%	34%	47%	4.22	.08	109
Retail Unit	# 8	4%	8%	14%	27%	46%	4.03	.05	463
Retail Unit	# 9	2%	4%	15%	34%	46%	4.19	.09	110
Retail Unit	# 10	3%	19%	22%	37%	18%	3.48	.13	67
Retail Unit	# 11	14%	24%	17%	27%	19%	3.14	.11	139
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

[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 36b

*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

[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 37b

[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 38b

[illegible]

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

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

TABLE 39a

[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 39b

*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

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

		Hours of operation					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	11%	13%	16%	30%	29%	3.53	.05	645
Aggregated Dining Halls	ENTIRE SAMPLE	8%	13%	17%	29%	33%	3.68	.01	53,979
Dining Hall	# 1	10%	16%	16%	29%	28%	3.49	.07	330
Dining Hall	# 2	7%	12%	15%	34%	31%	3.69	.08	247
Dining Hall	# 3	29%	6%	18%	19%	28%	3.10	.19	68
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	4%	7%	15%	31%	42%	3.99	.03	1,757
Aggregated Retail Units	ENTIRE SAMPLE	4%	9%	15%	30%	42%	3.96	.00	71,922
Type of Retail Unit - YOUR INSTITUTION	Food Court	8%	10%	19%	35%	28%	3.64	.10	145
	Express Unit	4%	7%	15%	28%	46%	4.06	.04	661
	Specialty Coffee Shop/ Juice Bar	2%	7%	16%	30%	44%	4.08	.05	407
	Sit-down Restaurant	5%	6%	14%	35%	41%	3.99	.05	466
	Convenience Store	6%	17%	13%	35%	29%	3.64	.14	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	16%	31%	39%	3.91	.01	24,134
	Marketplace	6%	11%	17%	31%	35%	3.79	.01	7,179
	Express Unit	4%	9%	15%	29%	42%	3.96	.01	17,479
	Specialty Coffee Shop/ Juice Bar	4%	8%	14%	29%	45%	4.03	.01	8,975
	Sit-down Restaurant	4%	8%	14%	28%	45%	4.02	.02	4,251
	Convenience Store	3%	7%	14%	28%	48%	4.11	.01	9,721
	No type given	5%	9%	15%	26%	45%	3.96	.09	183
Retail Unit	# 1	5%	6%	17%	37%	34%	3.88	.08	186
Retail Unit	# 2	10%	8%	24%	24%	33%	3.61	.13	96
Retail Unit	# 3	1%	6%	8%	37%	47%	4.22	.08	142
Retail Unit	# 4	2%	9%	21%	35%	33%	3.88	.08	189
Retail Unit	# 5	8%	10%	19%	35%	28%	3.64	.10	145
Retail Unit	# 6	4%	7%	17%	25%	47%	4.05	.11	108
Retail Unit	# 7	1%	4%	7%	26%	62%	4.45	.08	110
Retail Unit	# 8	3%	6%	12%	27%	52%	4.19	.05	459
Retail Unit	# 9	2%	8%	19%	38%	33%	3.92	.10	106
Retail Unit	# 10	6%	17%	13%	35%	29%	3.64	.14	78
Retail Unit	# 11	8%	7%	14%	30%	42%	3.91	.11	138
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

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

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

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

[illegible]

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

TABLE 41b

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

[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 42b

*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

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

		Cleanliness: Overall					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	12%	10%	15%	33%	30%	3.60	.05	653
Aggregated Dining Halls	ENTIRE SAMPLE	2%	5%	14%	39%	40%	4.08	.00	54,072
Dining Hall	# 1	19%	14%	19%	28%	20%	3.16	.08	335
Dining Hall	# 2	4%	6%	12%	38%	39%	4.02	.07	250
Dining Hall	# 3	6%	3%	6%	34%	51%	4.22	.13	68
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	4%	12%	36%	46%	4.20	.02	1,767
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	10%	34%	52%	4.32	.00	72,051
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	7%	22%	35%	34%	3.94	.08	145
	Express Unit	3%	2%	8%	31%	56%	4.35	.04	671
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	39%	49%	4.33	.04	408
	Sit-down Restaurant	3%	6%	15%	39%	36%	3.97	.05	465
	Convenience Store	5%	4%	13%	38%	40%	4.04	.12	78
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	12%	36%	48%	4.25	.01	24,208
	Marketplace	1%	3%	11%	35%	50%	4.29	.01	7,195
	Express Unit	2%	3%	10%	33%	52%	4.32	.01	17,514
	Specialty Coffee Shop/ Juice Bar	1%	2%	8%	30%	58%	4.41	.01	9,011
	Sit-down Restaurant	2%	2%	8%	30%	57%	4.39	.01	4,256
	Convenience Store	1%	2%	10%	32%	55%	4.38	.01	9,685
	No type given	3%	2%	10%	24%	60%	4.37	.07	182
Retail Unit	# 1	3%	6%	13%	44%	33%	3.97	.07	187
Retail Unit	# 2	8%	3%	11%	30%	48%	4.06	.12	98
Retail Unit	# 3	1%	2%	15%	33%	50%	4.28	.07	141
Retail Unit	# 4	1%	1%	10%	47%	43%	4.30	.05	187
Retail Unit	# 5	1%	7%	22%	35%	34%	3.94	.08	145
Retail Unit	# 6	1%	1%	8%	35%	55%	4.42	.07	109
Retail Unit	# 7	3%	4%	8%	32%	53%	4.28	.09	112
Retail Unit	# 8	2%	2%	7%	30%	59%	4.43	.04	463
Retail Unit	# 9	2%	3%	10%	35%	50%	4.29	.09	110
Retail Unit	# 10	5%	4%	13%	38%	40%	4.04	.12	78
Retail Unit	# 11	7%	10%	19%	39%	26%	3.66	.10	137
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

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

		Serving areas					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	10%	10%	14%	31%	35%	3.73	.05	655
Aggregated Dining Halls	ENTIRE SAMPLE	2%	4%	13%	38%	44%	4.17	.00	54,009
Dining Hall	# 1	15%	13%	17%	31%	25%	3.39	.07	337
Dining Hall	# 2	4%	8%	12%	33%	43%	4.03	.07	250
Dining Hall	# 3	6%	3%	6%	29%	56%	4.26	.13	68
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	4%	13%	37%	43%	4.15	.02	1,749
Aggregated Retail Units	ENTIRE SAMPLE	2%	3%	11%	33%	51%	4.30	.00	71,116
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	4%	17%	38%	38%	4.06	.08	143
	Express Unit	2%	3%	10%	31%	53%	4.30	.04	669
	Specialty Coffee Shop/ Juice Bar	1%	2%	13%	40%	43%	4.21	.04	408
	Sit-down Restaurant	3%	6%	15%	41%	33%	3.95	.05	466
	Convenience Store	5%	11%	16%	43%	25%	3.73	.14	63
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	11%	35%	49%	4.26	.01	24,132
	Marketplace	1%	3%	11%	35%	51%	4.30	.01	7,163
	Express Unit	2%	3%	11%	34%	51%	4.29	.01	17,327
	Specialty Coffee Shop/ Juice Bar	1%	3%	9%	30%	56%	4.37	.01	8,939
	Sit-down Restaurant	1%	3%	9%	30%	57%	4.39	.01	4,227
	Convenience Store	1%	2%	11%	33%	53%	4.33	.01	9,159
	No type given	3%	2%	12%	28%	54%	4.28	.08	169
Retail Unit	# 1	3%	5%	14%	47%	30%	3.96	.07	188
Retail Unit	# 2	7%	7%	12%	35%	39%	3.91	.12	98
Retail Unit	# 3	1%	2%	18%	33%	45%	4.19	.08	141
Retail Unit	# 4	1%	3%	13%	49%	34%	4.13	.06	189
Retail Unit	# 5	2%	4%	17%	38%	38%	4.06	.08	143
Retail Unit	# 6	1%	1%	13%	35%	50%	4.33	.08	109
Retail Unit	# 7	2%	4%	15%	29%	51%	4.24	.09	110
Retail Unit	# 8	2%	2%	10%	28%	58%	4.39	.04	462
Retail Unit	# 9	1%	3%	9%	43%	44%	4.27	.08	109
Retail Unit	# 10	5%	11%	16%	43%	25%	3.73	.14	63
Retail Unit	# 11	5%	12%	15%	42%	26%	3.70	.10	137
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

[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 45b

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

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

		Location					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	4%	4%	10%	29%	53%	4.23	.04	651
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	9%	29%	57%	4.38	.00	54,043
Dining Hall	# 1	3%	4%	9%	30%	54%	4.28	.05	333
Dining Hall	# 2	3%	6%	9%	29%	53%	4.24	.06	250
Dining Hall	# 3	10%	4%	15%	22%	49%	3.94	.16	68
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	3%	3%	10%	31%	54%	4.30	.02	1,749
Aggregated Retail Units	ENTIRE SAMPLE	1%	2%	10%	30%	57%	4.38	.00	71,494
Type of Retail Unit - YOUR INSTITUTION	Food Court	3%	2%	10%	33%	53%	4.31	.08	144
	Express Unit	3%	5%	8%	28%	57%	4.30	.04	665
	Specialty Coffee Shop/ Juice Bar	1%	1%	12%	32%	55%	4.39	.04	407
	Sit-down Restaurant	3%	2%	11%	33%	50%	4.25	.04	462
	Convenience Store	4%	1%	17%	35%	42%	4.10	.12	71
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	2%	10%	31%	55%	4.35	.01	24,146
	Marketplace	1%	2%	9%	32%	56%	4.39	.01	7,188
	Express Unit	2%	3%	10%	29%	57%	4.37	.01	17,420
	Specialty Coffee Shop/ Juice Bar	1%	2%	9%	28%	59%	4.41	.01	8,950
	Sit-down Restaurant	1%	2%	8%	28%	60%	4.44	.01	4,251
	Convenience Store	1%	3%	10%	28%	58%	4.39	.01	9,388
	No type given	2%	3%	11%	29%	56%	4.34	.07	151
Retail Unit	# 1	3%	2%	11%	33%	51%	4.28	.07	186
Retail Unit	# 2	9%	10%	6%	22%	52%	3.97	.14	96
Retail Unit	# 3		2%	11%	32%	55%	4.40	.07	139
Retail Unit	# 4	1%	2%	16%	35%	47%	4.26	.06	189
Retail Unit	# 5	3%	2%	10%	33%	53%	4.31	.08	144
Retail Unit	# 6	1%	1%	10%	29%	59%	4.44	.08	107
Retail Unit	# 7	1%		6%	30%	63%	4.54	.07	111
Retail Unit	# 8	2%	3%	7%	28%	59%	4.40	.04	459
Retail Unit	# 9	2%	5%	14%	32%	48%	4.20	.09	110
Retail Unit	# 10	4%	1%	17%	35%	42%	4.10	.12	71
Retail Unit	# 11	7%	3%	12%	34%	45%	4.07	.10	137
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

[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 47b

[illegible]

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

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

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

TABLE 48a

[illegible]

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

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

		Appearance					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	4%	4%	12%	39%	41%	4.11	.04	648
Aggregated Dining Halls	ENTIRE SAMPLE	2%	3%	11%	36%	49%	4.27	.00	53,962
Dining Hall	# 1	4%	4%	14%	37%	42%	4.09	.06	333
Dining Hall	# 2	2%	4%	11%	40%	42%	4.15	.06	249
Dining Hall	# 3	6%	2%	11%	45%	36%	4.05	.13	66
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Aggregated Retail Units	YOUR INSTITUTION	2%	3%	13%	35%	46%	4.21	.02	1,742
Aggregated Retail Units	ENTIRE SAMPLE	1%	3%	12%	35%	49%	4.27	.00	71,154
Type of Retail Unit - YOUR INSTITUTION	Food Court	2%	7%	21%	38%	32%	3.91	.08	144
	Express Unit	2%	2%	8%	32%	55%	4.35	.04	661
	Specialty Coffee Shop/ Juice Bar	1%	2%	12%	38%	46%	4.25	.04	404
	Sit-down Restaurant	3%	3%	17%	37%	40%	4.09	.05	460
	Convenience Store	1%	5%	14%	40%	40%	4.11	.11	73
Type of Retail Unit - ENTIRE SAMPLE	Food Court	2%	3%	13%	36%	46%	4.22	.01	24,035
	Marketplace	1%	3%	11%	36%	48%	4.27	.01	7,163
	Express Unit	2%	3%	12%	35%	49%	4.26	.01	17,301
	Specialty Coffee Shop/ Juice Bar	1%	2%	10%	32%	54%	4.35	.01	8,905
	Sit-down Restaurant	1%	2%	10%	31%	56%	4.38	.01	4,251
	Convenience Store	1%	3%	12%	34%	50%	4.29	.01	9,346
	No type given	2%	3%	14%	37%	44%	4.18	.08	153
Retail Unit	# 1	2%	2%	14%	43%	39%	4.16	.06	186
Retail Unit	# 2	8%	8%	14%	27%	42%	3.86	.13	95
Retail Unit	# 3		2%	15%	31%	51%	4.31	.07	137
Retail Unit	# 4	1%	2%	14%	42%	41%	4.20	.06	187
Retail Unit	# 5	2%	7%	21%	38%	32%	3.91	.08	144
Retail Unit	# 6	1%	2%	11%	36%	50%	4.32	.08	106
Retail Unit	# 7	2%	5%	9%	34%	50%	4.27	.09	111
Retail Unit	# 8	1%	1%	5%	31%	61%	4.49	.04	458
Retail Unit	# 9	1%	2%	17%	40%	41%	4.18	.08	108
Retail Unit	# 10	1%	5%	14%	40%	40%	4.11	.11	73
Retail Unit	# 11	7%	6%	23%	33%	31%	3.77	.10	137
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

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

		Availability of seating					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	4%	7%	13%	37%	39%	3.98	.04	644
Aggregated Dining Halls	ENTIRE SAMPLE	4%	8%	17%	33%	39%	3.97	.00	54,014
Dining Hall	# 1	5%	7%	16%	40%	32%	3.85	.06	331
Dining Hall	# 2	2%	5%	9%	36%	48%	4.23	.06	246
Dining Hall	# 3	6%	16%	13%	27%	37%	3.73	.16	67
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
Dining Hall	.						.	.	
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	6%	7%	16%	34%	37%	3.88	.03	1,716
Aggregated Retail Units	ENTIRE SAMPLE	4%	8%	17%	31%	40%	3.96	.00	68,961
Type of Retail Unit - YOUR INSTITUTION	Food Court	1%	6%	17%	39%	37%	4.04	.08	144
	Express Unit	7%	9%	15%	30%	38%	3.84	.05	658
	Specialty Coffee Shop/ Juice Bar	8%	8%	18%	33%	33%	3.75	.06	400
	Sit-down Restaurant	3%	4%	16%	38%	38%	4.03	.05	459
	Convenience Store	11%	7%	16%	35%	31%	3.67	.17	55
Type of Retail Unit - ENTIRE SAMPLE	Food Court	4%	9%	17%	31%	39%	3.93	.01	23,789
	Marketplace	3%	8%	16%	32%	40%	3.98	.01	7,073
	Express Unit	4%	9%	17%	31%	39%	3.93	.01	16,694
	Specialty Coffee Shop/ Juice Bar	4%	9%	17%	31%	39%	3.93	.01	8,613
	Sit-down Restaurant	3%	7%	14%	30%	46%	4.07	.02	4,226
	Convenience Store	3%	6%	16%	32%	44%	4.08	.01	8,415
	No type given	4%	5%	17%	32%	42%	4.03	.09	151
Retail Unit	# 1	3%	3%	15%	42%	38%	4.10	.07	185
Retail Unit	# 2	18%	16%	16%	21%	30%	3.30	.15	96
Retail Unit	# 3	1%	6%	14%	40%	39%	4.11	.08	138
Retail Unit	# 4	8%	9%	17%	37%	29%	3.70	.09	186
Retail Unit	# 5	1%	6%	17%	39%	37%	4.04	.08	144
Retail Unit	# 6	9%	6%	17%	30%	38%	3.82	.12	107
Retail Unit	# 7	7%	9%	21%	28%	35%	3.75	.12	107
Retail Unit	# 8	5%	8%	13%	30%	43%	3.99	.05	455
Retail Unit	# 9	5%	10%	21%	38%	25%	3.69	.11	107
Retail Unit	# 10	11%	7%	16%	35%	31%	3.67	.17	55
Retail Unit	# 11	7%	4%	21%	29%	38%	3.87	.10	136
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	
Retail Unit	.						.	.	

*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

[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 50b

*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

[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 51b

[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 52a

*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

[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.

Appendix

The National Association of College & University Food Services

CUSTOMER SATISFACTION SURVEY

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

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

Not like this:   

Demographics (For data classification purposes)

- 1. Which of the following best describes you? (Mark only one)**

☐ Faculty

○ Administration/Staff

☐ Other

- 2. If you are a student, what is your class status? (Mark only one)**

☐ Sophomore

☐ Junior

○ Senior

☐ Graduate

☐ Other

- ### 3. Gender Identity . . .

○ Female

○ Male

☐ Transgender

☐ Other Identity

- 4. Do you live . . .**

☐ On campus (university-owned housing)

○ Off campus

Your Thoughts . . .

- 1. In general, how satisfied or dissatisfied are you with the dining services provided by your college/university?**

○ Very Dissatisfied

○ Somewhat Dissatisfied

○ Mixed

☐ Somewhat Satisfied

○ Very Satisfied

2. Please rate your satisfaction with the following items and their importance to you. (Rate the items as they apply to this facility in general, without regard to any specific meal.)
- | | SATISFACTION | IMPORTANCE |
|-----------------------|--------------|------------|
| 1. The food is good | | |
| 2. The food is good | | |
| 3. The food is good | | |
| 4. The food is good | | |
| 5. The food is good | | |
| 6. The food is good | | |
| 7. The food is good | | |
| 8. The food is good | | |
| 9. The food is good | | |
| 10. The food is good | | |
| 11. The food is good | | |
| 12. The food is good | | |
| 13. The food is good | | |
| 14. The food is good | | |
| 15. The food is good | | |
| 16. The food is good | | |
| 17. The food is good | | |
| 18. The food is good | | |
| 19. The food is good | | |
| 20. The food is good | | |
| 21. The food is good | | |
| 22. The food is good | | |
| 23. The food is good | | |
| 24. The food is good | | |
| 25. The food is good | | |
| 26. The food is good | | |
| 27. The food is good | | |
| 28. The food is good | | |
| 29. The food is good | | |
| 30. The food is good | | |
| 31. The food is good | | |
| 32. The food is good | | |
| 33. The food is good | | |
| 34. The food is good | | |
| 35. The food is good | | |
| 36. The food is good | | |
| 37. The food is good | | |
| 38. The food is good | | |
| 39. The food is good | | |
| 40. The food is good | | |
| 41. The food is good | | |
| 42. The food is good | | |
| 43. The food is good | | |
| 44. The food is good | | |
| 45. The food is good | | |
| 46. The food is good | | |
| 47. The food is good | | |
| 48. The food is good | | |
| 49. The food is good | | |
| 50. The food is good | | |
| 51. The food is good | | |
| 52. The food is good | | |
| 53. The food is good | | |
| 54. The food is good | | |
| 55. The food is good | | |
| 56. The food is good | | |
| 57. The food is good | | |
| 58. The food is good | | |
| 59. The food is good | | |
| 60. The food is good | | |
| 61. The food is good | | |
| 62. The food is good | | |
| 63. The food is good | | |
| 64. The food is good | | |
| 65. The food is good | | |
| 66. The food is good | | |
| 67. The food is good | | |
| 68. The food is good | | |
| 69. The food is good | | |
| 70. The food is good | | |
| 71. The food is good | | |
| 72. The food is good | | |
| 73. The food is good | | |
| 74. The food is good | | |
| 75. The food is good | | |
| 76. The food is good | | |
| 77. The food is good | | |
| 78. The food is good | | |
| 79. The food is good | | |
| 80. The food is good | | |
| 81. The food is good | | |
| 82. The food is good | | |
| 83. The food is good | | |
| 84. The food is good | | |
| 85. The food is good | | |
| 86. The food is good | | |
| 87. The food is good | | |
| 88. The food is good | | |
| 89. The food is good | | |
| 90. The food is good | | |
| 91. The food is good | | |
| 92. The food is good | | |
| 93. The food is good | | |
| 94. The food is good | | |
| 95. The food is good | | |
| 96. The food is good | | |
| 97. The food is good | | |
| 98. The food is good | | |
| 99. The food is good | | |
| 100. The food is good | | |

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

We welcome your comments on the back of this page.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Copyright © 2014. The National Association of College & University Food Services. All Rights Reserved.