

Results of the Fall 2013 Administration of the Dining Services Survey Compared to Prior Years

		Dine Most Often																			
		Dining Hall/Cafeteria			Bookcliff Cafe			Jazzman's in UC			Jazzman's in ACB			Jazzman's at WCCC			Sandella's	J's Philly Steaks		Yogo Mojo	
		NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	Fall 2013	Fall 2012	Fall 2013	Fall 2012	Fall 2013
Satisfaction Food Overall	Mean	3.54	3.69	3.40	3.78	4.01	3.97	4.43	4.25	4.33	4.38	4.24	3.80	4.00	3.88	4.15	4.16	3.92	4.33	4.42	4.26
	N	503	548	316	251	224	131	109	60	30	96	58	15	28	24	13	31	25	15	45	23
Importance Food Overall	Mean	4.51	4.55	4.54	4.48	4.54	4.30	4.45	4.59	4.80	4.51	4.61	4.67	4.48	4.71	4.67	4.66	4.64	4.54	4.48	4.38
	N	461	500	296	216	201	122	98	54	25	86	56	15	25	21	12	29	25	13	44	21
Satisfaction Food Taste	Mean	3.47	3.67	3.42	3.80	4.00	3.95	4.48	4.18	4.33	4.44	4.27	3.87	3.93	3.92	4.08	4.43	3.88	4.40	4.27	4.17
	N	502	549	318	252	226	131	110	57	30	98	59	15	28	26	13	30	26	15	45	23
Importance Food Taste	Mean	4.71	4.63	4.60	4.75	4.68	4.65	4.73	4.70	4.77	4.82	4.76	4.53	4.48	4.67	4.73	4.87	4.76	4.75	4.59	4.59
	N	460	520	303	217	211	126	99	54	26	88	58	15	25	21	11	30	25	16	44	22
Satisfaction Food Eye Appeal	Mean	3.56	3.76	3.61	3.89	4.03	3.96	4.53	4.17	4.30	4.49	4.28	4.07	4.15	3.85	4.17	4.23	3.65	4.00	4.20	4.00
	N	501	549	315	251	223	131	109	60	30	99	58	15	26	26	12	30	26	15	45	22
Importance Food Eye Appeal	Mean	3.91	3.78	3.51	3.96	3.81	3.71	4.23	3.82	4.08	4.19	3.83	3.33	4.16	4.05	4.18	3.62	3.80	3.73	3.70	3.95
	N	456	518	302	216	209	126	99	55	26	88	58	15	25	21	11	29	25	15	43	21
Satisfaction Food Freshness	Mean	3.49	3.69	3.44	3.88	3.97	3.99	4.42	4.18	4.17	4.38	4.19	3.80	4.00	3.69	3.83	4.23	3.68	4.40	4.36	4.17
	N	506	546	316	252	227	132	108	60	30	98	58	15	28	26	12	30	25	15	44	23
Importance Food Freshness	Mean	4.72	4.60	4.60	4.69	4.68	4.58	4.72	4.73	4.85	4.80	4.63	4.40	4.67	4.82	4.73	4.66	4.67	4.75	4.59	4.29
	N	459	519	305	215	213	125	96	55	26	87	57	15	24	22	11	29	24	16	44	21
Satisfaction Food Nutritional	Mean	3.31	3.42	3.31	3.38	3.78	3.53	3.94	3.74	3.78	3.99	3.91	3.53	3.89	3.35	3.50	4.17	3.39	3.60	3.86	3.70
	N	503	525	303	245	218	123	109	58	27	97	58	15	28	20	12	30	23	15	44	23
Importance Food Nutritional	Mean	4.41	4.44	4.38	4.43	4.38	4.22	4.34	4.44	4.44	4.29	4.16	3.93	4.46	4.25	4.40	4.27	4.04	3.93	4.28	3.82
	N	459	510	301	215	208	123	98	54	25	87	57	15	24	20	10	30	24	15	43	22
Satisfaction Food Value	Mean	3.29	3.49	3.25	2.99	3.30	3.18	3.68	3.42	3.37	3.61	3.51	2.67	3.59	3.50	3.85	3.59	3.38	3.60	3.88	3.96
	N	493	523	301	248	223	131	109	60	30	97	59	15	27	24	13	29	24	15	43	23
Importance Food Value	Mean	4.36	4.32	4.29	4.65	4.65	4.57	4.66	4.63	4.54	4.73	4.58	4.53	4.54	4.64	4.18	4.67	4.91	4.60	4.57	4.41
	N	448	500	294	216	210	125	98	54	26	85	57	15	24	22	11	30	23	15	44	22
Satisfaction Availability Menu Items	Mean	3.67	3.88	3.76	4.06	4.22	4.18	4.41	4.39	4.43	4.29	4.19	4.07	3.92	3.86	4.36	4.35	4.11	4.47	4.23	4.05
	N	493	523	301	247	217	128	107	56	30	97	57	15	25	22	11	31	27	15	40	22
Importance Availability Menu Items	Mean	4.08	4.19	4.11	4.31	4.36	4.33	4.47	4.25	4.21	4.44	4.32	3.88	4.20	4.24	4.36	4.59	4.30	4.50	4.37	4.18
	N	445	497	287	216	202	124	97	53	24	85	56	16	25	21	11	29	27	16	41	22
Satisfaction Variety Menu	Mean	3.21	3.41	3.23	3.45	3.76	3.78	4.13	3.89	3.97	4.08	3.79	3.63	3.39	3.04	3.54	3.70	3.59	3.87	4.21	3.96
	N	499	545	311	250	225	130	112	57	30	98	58	16	28	26	13	30	27	15	42	23
Importance Variety Menu	Mean	4.46	4.45	4.47	4.46	4.50	4.35	4.39	4.36	4.36	4.41	4.33	4.19	4.40	4.40	4.42	4.48	4.48	4.25	4.47	4.41
	N	447	512	292	216	207	126	99	53	25	86	57	16	25	20	12	29	27	16	43	22

Results of the Fall 2013 Administration of the Dining Services Survey Compared to Prior Years

		Dine Most Often																			
		Dining Hall/Cafeteria			Bookcliff Cafe			Jazzman's in UC			Jazzman's in ACB			Jazzman's at WCCC			Sandella's	J's Philly Steaks		Yogo Mojo	
		NACUPS Fall '11	Fall 2012	Fall 2013	NACUPS Fall '11	Fall 2012	Fall 2013	NACUPS Fall '11	Fall 2012	Fall 2013	NACUPS Fall '11	Fall 2012	Fall 2013	NACUPS Fall '11	Fall 2012	Fall 2013	Fall 2013	Fall 2012	Fall 2013	Fall 2012	Fall 2013
Satisfaction Healthy Menu	Mean	3.19	3.44	3.25	3.31	3.71	3.36	3.91	3.74	3.68	4.03	3.81	3.53	3.82	3.20	3.33	3.87	3.28	3.36	4.02	4.00
	N	495	534	308	244	221	125	111	54	28	98	58	15	28	25	12	31	25	14	42	23
Importance Healthy Menu	Mean	4.37	4.38	4.38	4.41	4.45	4.30	4.29	4.51	4.33	4.33	4.38	4.07	4.42	4.38	4.27	4.30	4.00	3.50	4.26	3.86
	N	446	504	291	212	207	123	99	49	24	86	55	15	26	21	11	30	25	14	43	22
Satisfaction Vegetarian Menu	Mean	3.35	3.49	3.11	3.23	3.57	3.37	3.71	3.69	3.67	3.88	3.82	3.10	3.80	3.12	3.50	4.28	3.24	2.70	4.00	3.67
	N	394	336	199	179	117	65	84	36	18	77	34	10	20	17	8	18	17	10	32	15
Importance Vegetarian Menu	Mean	3.06	3.42	3.47	3.35	3.68	3.55	3.25	3.76	3.78	3.03	3.64	2.77	3.25	3.60	2.89	3.32	3.15	3.00	2.71	3.40
	N	396	352	214	180	133	76	87	41	18	72	39	13	20	15	9	22	20	14	38	15
Satisfaction Service Overall	Mean	4.05	4.21	4.12	4.22	4.28	4.25	4.62	4.34	4.43	4.65	4.46	4.20	4.65	4.16	4.45	4.16	4.12	4.13	4.56	4.19
	N	496	540	304	251	218	127	112	58	28	97	57	15	26	25	11	31	25	16	43	21
Importance Service Overall	Mean	4.50	4.50	4.47	4.62	4.62	4.52	4.70	4.77	4.76	4.78	4.56	4.56	4.58	4.45	4.58	4.63	4.40	4.60	4.64	4.37
	N	444	497	281	216	195	124	100	53	25	85	55	16	24	22	12	30	25	15	42	19
Satisfaction Speed Service	Mean	3.91	4.04	4.10	4.13	4.05	4.06	4.40	4.12	4.37	4.40	4.21	3.88	4.33	3.81	4.23	3.84	3.85	3.94	4.36	4.20
	N	497	544	309	252	225	129	111	58	30	98	56	16	27	26	13	31	26	16	42	20
Importance Speed Service	Mean	4.42	4.40	4.41	4.59	4.56	4.46	4.71	4.62	4.48	4.79	4.65	4.38	4.60	4.27	4.42	4.62	4.27	4.25	4.62	4.45
	N	447	512	287	215	212	125	100	53	25	87	55	16	25	22	12	29	26	16	42	20
Satisfaction Hours Operation	Mean	3.58	3.64	3.61	4.36	4.42	4.32	4.52	4.22	4.50	4.36	4.20	3.60	3.58	2.73	3.08	4.39	3.88	4.33	4.35	4.05
	N	497	536	303	248	217	128	111	58	30	97	56	15	26	26	13	31	26	15	43	21
Importance Hours Operation	Mean	4.48	4.39	4.45	4.40	4.42	4.27	4.57	4.51	4.40	4.59	4.37	4.13	4.46	4.64	4.45	4.47	4.42	4.00	4.50	4.25
	N	448	502	287	216	204	124	99	51	25	86	54	15	24	22	11	30	26	14	42	20
Satisfaction Helpfulness Staff	Mean	4.02	4.28	4.16	4.32	4.46	4.38	4.60	4.31	4.61	4.71	4.49	4.50	4.70	4.44	4.54	4.52	4.12	4.20	4.35	4.29
	N	498	534	304	248	223	129	112	59	28	98	57	16	27	25	13	29	26	15	43	21
Importance Helpfulness Staff	Mean	4.38	4.44	4.33	4.55	4.63	4.59	4.65	4.62	4.68	4.80	4.47	4.19	4.68	4.50	4.75	4.67	4.38	4.63	4.55	4.15
	N	446	504	291	216	210	126	100	53	25	86	55	16	25	22	12	30	26	16	42	21
Satisfaction Friendliness Staff	Mean	4.15	4.38	4.24	4.42	4.55	4.43	4.70	4.46	4.61	4.74	4.65	4.50	4.85	4.72	4.85	4.53	4.42	4.00	4.42	4.52
	N	499	542	308	250	224	130	110	59	28	98	57	16	27	25	13	30	26	16	43	21
Importance Friendliness Staff	Mean	4.46	4.49	4.41	4.63	4.68	4.67	4.69	4.64	4.76	4.83	4.73	4.38	4.71	4.73	4.67	4.87	4.52	4.96	4.74	4.45
	N	449	511	294	216	211	25	100	53	25	86	55	16	24	22	12	30	25	16	42	20
Satisfaction Cleanliness Overall	Mean	3.94	4.24	4.12	4.45	4.49	4.43	4.73	4.52	4.66	4.85	4.72	4.56	4.82	4.81	4.92	4.58	4.40	4.56	4.66	4.57
	N	501	539	307	248	216	129	110	56	29	97	58	16	28	26	13	31	25	16	44	21
Importance Cleanliness Overall	Mean	4.76	4.71	4.74	4.77	4.81	4.74	4.81	4.86	4.76	4.87	4.80	4.67	4.81	4.90	4.83	4.79	4.56	4.81	4.88	4.50
	N	451	505	289	213	206	126	100	51	25	87	56	15	41	21	12	29	25	16	43	18
Satisfaction Cleanliness Serving Areas	Mean	4.15	4.35	4.25	4.51	4.50	4.45	4.70	4.48	4.59	4.67	4.55	4.44	4.82	4.42	4.77	4.58	4.44	4.44	4.55	4.45
	N	500	539	309	245	222	131	111	56	29	96	56	16	28	26	13	31	25	16	44	20
Importance Cleanliness Serving Areas	Mean	4.73	4.65	4.66	4.72	4.72	4.75	4.74	4.76	4.67	4.78	4.56	4.53	4.81	4.82	4.92	4.80	4.52	4.75	4.84	4.61
	N	451	512	292	210	210	127	100	51	24	85	54	15	26	22	12	30	25	16	43	18

Results of the Fall 2013 Administration of the Dining Services Survey Compared to Prior Years

		Dine Most Often																			
		Dining Hall/Cafeteria			Bookcliff Cafe			Jazzman's in UC			Jazzman's in ACB			Jazzman's at WCCC			Sandella's	J's Philly Steaks		Yogo Mojo	
		NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	NACUFS Fall '11	Fall 2012	Fall 2013	Fall 2013	Fall 2012	Fall 2013	Fall 2012	Fall 2013
Satisfaction Cleanliness	Mean	3.81	4.11	4.00	4.16	4.26	4.06	4.55	4.26	3.96	4.49	4.13	4.06	4.64	4.09	4.25	4.37	4.00	4.38	4.45	4.40
Eating Areas	N	501	539	309	245	212	126	105	53	27	95	56	16	28	23	12	30	24	16	42	20
Importance Cleanliness	Mean	4.74	4.64	4.58	4.62	4.60	4.64	4.62	4.65	4.50	4.65	4.30	4.31	4.77	4.86	4.50	4.73	4.60	4.69	4.84	4.50
Eating Areas	N	452	512	292	208	205	125	208	49	22	86	54	16	26	21	12	30	25	16	43	18
Satisfaction Location	Mean	4.40	4.50	4.40	4.52	4.54	4.46	4.58	4.62	4.31	4.68	4.44	4.56	4.54	4.56	4.69	4.65	4.38	4.56	4.52	4.24
	N	500	542	308	253	223	128	108	55	29	97	57	16	26	25	13	31	26	16	44	21
Importance Location	Mean	4.12	4.26	4.23	4.35	4.38	4.35	4.35	4.45	4.80	4.53	4.38	4.00	4.28	4.57	4.33	4.52	4.23	4.71	4.30	4.40
	N	452	507	282	97	208	122	97	51	25	85	55	16	25	21	12	29	26	14	43	20
Satisfaction Layout	Mean	4.20	4.33	4.28	4.35	4.33	4.13	4.56	4.39	4.31	4.49	4.26	4.25	4.21	4.33	3.85	4.32	4.04	4.13	4.45	4.15
	N	498	542	309	250	223	128	108	56	29	97	54	16	28	24	13	31	26	16	44	20
Importance Layout	Mean	4.03	4.10	3.99	4.09	4.13	4.10	4.07	4.15	4.08	4.21	4.02	3.94	4.16	4.37	4.18	3.86	3.81	4.27	4.19	3.90
	N	449	508	283	219	210	121	96	52	25	84	51	16	25	19	11	29	26	15	43	20
Satisfaction Appearance	Mean	4.39	4.44	4.33	4.42	4.40	4.28	4.62	4.45	4.38	4.71	4.43	4.44	4.44	4.58	4.00	4.55	4.19	4.13	4.66	4.24
	N	501	541	305	252	219	128	109	56	29	97	56	16	27	24	13	31	26	16	44	21
Importance Appearance	Mean	4.12	4.18	4.08	4.15	4.16	4.14	4.33	4.23	4.48	4.34	4.02	3.69	4.35	4.47	4.08	4.10	3.96	4.33	4.47	4.15
	N	452	511	283	218	209	120	97	52	25	85	54	16	26	19	12	29	26	15	43	20
Satisfaction Availability	Mean	4.32	4.44	4.29	4.37	4.35	4.04	4.44	4.16	4.00	3.91	3.73	3.75	4.29	3.57	3.73	4.20	3.81	3.87	4.30	4.15
Seating	N	501	540	308	252	217	123	105	55	25	94	55	16	28	23	11	30	26	15	44	20
Importance Availability	Mean	4.38	4.47	4.34	4.38	4.44	4.41	4.12	4.39	4.13	4.35	4.15	4.20	4.38	4.25	4.18	4.54	4.35	4.25	4.63	4.26
Seating	N	451	511	285	218	207	120	95	51	23	85	53	15	26	20	11	28	26	16	43	19
Satisfaction Comfort	Mean	4.23	4.34	4.30	4.12	4.25	4.12	4.28	4.16	3.83	4.05	3.96	4.07	4.21	3.71	4.00	4.10	3.92	3.87	4.25	4.20
	N	498	542	308	250	214	121	104	55	23	93	55	15	28	21	11	30	26	15	44	20
Importance Comfort	Mean	4.35	4.38	4.29	4.34	4.37	4.27	4.19	4.24	4.22	4.42	4.10	4.20	4.27	4.11	4.18	4.54	4.27	4.40	4.53	4.42
	N	450	510	284	215	202	120	94	51	23	83	52	15	26	19	11	28	26	15	43	19