

Results of the Fall 2014 Administration of the Dining Services Survey Compared to Prior Years

		Dine Most Often																						
		Dining Hall/Cafeteria			Bookcliff Cafe			Jazzman's in UC/Starbucks			Jazzman's in Dominguez			Jazzman's at WCCC			Sandella's		Mountain Grind Coffee	Yogo Mojo			The Point	
		Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2013	Fall 2014	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2014	
Satisfaction Food Overall	Mean	3.69	3.40	3.55	4.01	3.97	3.86	4.25	4.33	4.14	4.24	3.80	4.00	3.88	4.15	4.16	4.16	4.11	4.30	4.42	4.26	3.90	4.15	
	N	548	316	485	224	131	263	60	30	64	58	15	38	24	13	19	31	28	10	45	23	20	33	
Importance Food Overall	Mean	4.55	4.54	4.56	4.54	4.30	4.49	4.59	4.80	4.59	4.61	4.67	4.43	4.71	4.67	4.78	4.66	4.54	4.60	4.48	4.38	4.50	4.29	
	N	500	296	447	201	122	239	54	25	59	56	15	35	21	12	18	29	28	10	44	21	18	31	
Satisfaction Food Taste	Mean	3.67	3.42	3.44	4.00	3.95	3.95	4.18	4.33	4.14	4.27	3.87	3.90	3.92	4.08	4.11	4.43	4.19	4.30	4.27	4.17	3.90	4.19	
	N	549	318	486	226	131	261	57	30	66	59	15	39	26	13	19	30	31	10	45	23	20	32	
Importance Food Taste	Mean	4.63	4.60	4.63	4.68	4.65	4.61	4.70	4.77	4.57	4.76	4.53	4.67	4.67	4.73	4.88	4.87	4.67	4.90	4.59	4.59	4.65	4.48	
	N	520	303	464	211	126	244	54	26	61	58	15	36	21	11	17	30	30	10	44	22	20	31	
Satisfaction Food Eye Appeal	Mean	3.76	3.61	3.62	4.03	3.96	3.90	4.17	4.30	4.22	4.28	4.07	4.00	3.85	4.17	4.05	4.23	3.94	4.20	4.20	4.00	3.95	4.15	
	N	549	315	482	223	131	261	60	30	65	58	15	39	26	12	19	30	31	10	45	22	21	33	
Importance Food Eye Appeal	Mean	3.78	3.51	3.64	3.81	3.71	3.75	3.82	4.08	4.07	3.83	3.33	3.68	4.05	4.18	4.24	3.62	3.83	4.44	3.70	3.95	3.68	4.09	
	N	518	302	458	209	126	246	55	26	60	58	15	34	21	11	17	29	30	9	43	21	19	32	
Satisfaction Food Freshness	Mean	3.69	3.44	3.55	3.97	3.99	3.89	4.18	4.17	3.97	4.19	3.80	4.05	3.69	3.83	4.42	4.23	4.19	4.30	4.36	4.17	4.05	4.09	
	N	546	316	484	227	132	256	60	30	64	58	15	38	26	12	19	30	31	10	44	23	20	33	
Importance Food Freshness	Mean	4.60	4.60	4.59	4.68	4.58	4.64	4.73	4.85	4.65	4.63	4.40	4.74	4.82	4.73	4.75	4.66	4.67	4.90	4.59	4.29	4.60	4.59	
	N	519	305	464	213	125	244	55	26	62	57	15	35	22	11	16	29	30	10	44	21	20	32	
Satisfaction Food Nutritional	Mean	3.42	3.31	3.43	3.78	3.53	3.54	3.74	3.78	3.58	3.91	3.53	3.73	3.35	3.50	3.89	4.17	3.84	4.11	3.86	3.70	3.70	3.81	
	N	525	303	472	218	123	253	58	27	64	58	15	37	20	12	19	30	31	9	44	23	20	32	
Importance Food Nutritional	Mean	4.44	4.38	4.44	4.38	4.22	4.30	4.44	4.44	4.20	4.16	3.93	4.28	4.25	4.40	4.71	4.27	4.39	4.75	4.28	3.82	4.25	4.06	
	N	510	301	455	208	123	239	54	25	61	57	15	36	20	10	17	30	31	8	43	22	20	32	
Satisfaction Food Value	Mean	3.49	3.25	3.32	3.30	3.18	3.31	3.42	3.37	3.58	3.51	2.67	3.38	3.50	3.85	3.63	3.59	3.57	3.90	3.88	3.96	3.58	4.06	
	N	523	301	466	223	131	258	60	30	65	59	15	39	24	13	19	29	30	10	43	23	19	33	
Importance Food Value	Mean	4.32	4.29	4.38	4.65	4.57	4.60	4.63	4.54	4.40	4.58	4.53	4.59	4.64	4.18	4.24	4.67	4.68	4.70	4.57	4.41	4.65	4.50	
	N	500	294	441	210	125	242	54	26	62	57	15	37	22	11	17	30	28	10	44	22	20	32	
Satisfaction Availability Menu Items	Mean	3.88	3.76	3.74	4.22	4.18	4.07	4.39	4.43	4.16	4.19	4.07	4.05	3.86	4.36	4.53	4.35	4.32	4.20	4.23	4.05	3.80	3.91	
	N	523	301	457	217	128	252	56	30	62	57	15	37	22	11	19	31	31	10	40	22	20	32	
Importance Availability Menu Items	Mean	4.19	4.11	4.10	4.36	4.33	4.33	4.25	4.21	4.38	4.32	3.88	4.43	4.24	4.36	4.39	4.59	4.57	4.78	4.37	4.18	4.37	4.16	
	N	497	287	441	202	124	232	53	24	58	56	16	35	21	11	18	29	30	9	41	22	19	31	
Satisfaction Variety Menu	Mean	3.41	3.23	3.43	3.76	3.78	3.77	3.89	3.97	4.02	3.79	3.63	3.74	3.04	3.54	3.58	3.70	3.81	4.10	4.21	3.96	3.95	3.66	
	N	545	311	487	225	130	260	57	30	64	58	16	38	26	13	19	30	31	10	42	23	21	32	
Importance Variety Menu	Mean	4.45	4.47	4.39	4.50	4.35	4.38	4.36	4.36	4.16	4.33	4.19	4.14	4.40	4.42	4.44	4.48	4.63	4.38	4.47	4.41	4.21	4.35	
	N	512	292	461	207	126	240	53	25	58	57	16	36	20	12	18	29	30	8	43	22	19	31	
Satisfaction Healthy Menu	Mean	3.44	3.25	3.39	3.71	3.36	3.52	3.74	3.68	3.63	3.81	3.53	3.55	3.20	3.33	3.79	3.87	3.90	3.80	4.02	4.00	3.45	3.50	
	N	534	308	480	221	125	254	54	28	63	58	15	38	25	12	19	31	31	10	42	23	20	32	
Importance Healthy Menu	Mean	4.38	4.38	4.32	4.45	4.30	4.32	4.51	4.33	4.37	4.38	4.07	4.17	4.38	4.27	4.72	4.30	4.53	4.63	4.26	3.86	4.44	4.30	
	N	504	291	453	207	123	242	49	24	57	55	15	36	21	11	18	30	30	8	43	22	18	30	
Satisfaction Vegetarian Menu	Mean	3.49	3.11	3.12	3.57	3.37	3.40	3.69	3.67	3.59	3.82	3.10	3.63	3.12	3.50	3.18	4.28	3.52	3.43	4.00	3.67	3.38	3.09	
	N	336	199	304	117	65	158	36	18	39	34	10	24	17	8	17	18	23	7	32	15	13	22	
Importance Vegetarian Menu	Mean	3.42	3.47	3.43	3.68	3.55	3.40	3.76	3.78	3.71	3.64	2.77	2.67	3.60	2.89	3.35	3.32	3.48	4.25	2.71	3.40	3.33	3.36	
	N	352	214	332	133	76	172	41	18	38	39	13	27	15	9	17	22	25	8	38	15	15	25	
Satisfaction Service Overall	Mean	4.21	4.12	4.10	4.28	4.25	4.15	4.34	4.43	4.29	4.46	4.20	4.36	4.16	4.45	4.50	4.16	4.31	4.30	4.56	4.19	3.60	4.16	
	N	540	304	471	218	127	254	58	28	62	57	15	33	25	11	18	31	29	10	43	21	20	32	
Importance Service Overall	Mean	4.50	4.47	4.47	4.62	4.52	4.56	4.77	4.76	4.53	4.56	4.56	4.55	4.45	4.58	4.83	4.63	4.57	4.78	4.64	4.37	4.26	4.52	
	N	497	281	445	195	124	236	53	25	57	55	16	31	22	12	18	30	30	9	42	19	19	29	

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		Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2013	Fall 2014	Fall 2014	Fall 2012	Fall 2013	Fall 2014	Fall 2014
Satisfaction Speed Service	Mean	4.04	4.10	4.11	4.05	4.06	4.04	4.12	4.37	4.13	4.21	3.88	4.03	3.81	4.23	4.67	3.84	4.03	4.20	4.36	4.20	4.00	3.88
	N	544	309	482	225	129	257	58	30	62	56	16	35	26	13	18	31	30	10	42	20	19	32
Importance Speed Service	Mean	4.40	4.41	4.40	4.56	4.46	4.50	4.62	4.48	4.50	4.65	4.38	4.47	4.27	4.42	4.83	4.62	4.57	4.70	4.62	4.45	4.26	4.37
	N	512	287	458	212	125	242	53	25	58	55	16	32	22	12	18	29	30	10	42	20	19	30
Satisfaction Hours Operation	Mean	3.64	3.61	3.63	4.42	4.32	4.22	4.22	4.50	4.03	4.20	3.60	3.82	2.73	3.08	3.22	4.39	4.38	4.00	4.35	4.05	3.85	3.84
	N	536	303	473	217	128	252	58	30	61	56	15	34	26	13	18	31	29	10	43	21	20	31
Importance Hours Operation	Mean	4.39	4.45	4.42	4.42	4.27	4.36	4.51	4.40	4.38	4.37	4.13	4.41	4.64	4.45	4.61	4.47	4.40	4.40	4.50	4.25	4.42	4.28
	N	502	287	452	204	124	237	51	25	58	54	15	32	22	11	18	30	30	10	42	20	19	29
Satisfaction Helpfulness Staff	Mean	4.28	4.16	4.20	4.46	4.38	4.11	4.31	4.61	4.29	4.49	4.50	4.46	4.44	4.54	4.94	4.52	4.27	4.50	4.35	4.29	3.80	3.97
	N	534	304	478	223	129	255	59	28	63	57	16	35	25	13	18	29	30	10	43	21	20	32
Importance Helpfulness Staff	Mean	4.44	4.33	4.40	4.63	4.59	4.50	4.62	4.68	4.47	4.47	4.19	4.47	4.50	4.75	4.94	4.67	4.52	4.78	4.55	4.15	4.32	4.27
	N	504	291	450	210	126	242	53	25	59	55	16	32	22	12	18	30	29	9	42	21	19	30
Satisfaction Friendliness Staff	Mean	4.38	4.24	4.26	4.55	4.43	4.25	4.46	4.61	4.31	4.65	4.50	4.54	4.72	4.85	5.00	4.53	4.40	4.60	4.42	4.52	3.95	4.22
	N	542	308	481	224	130	254	59	28	62	57	16	35	25	13	18	30	30	10	43	21	20	32
Importance Friendliness Staff	Mean	4.49	4.41	4.48	4.68	4.67	4.61	4.64	4.76	4.57	4.73	4.38	4.44	4.73	4.67	4.94	4.87	4.67	4.80	4.74	4.45	4.42	4.50
	N	511	294	459	211	125	240	53	25	58	55	16	32	22	12	18	30	30	10	42	20	19	30
Satisfaction Cleanliness Overall	Mean	4.24	4.12	4.16	4.49	4.43	4.32	4.52	4.66	4.28	4.72	4.56	4.40	4.81	4.92	4.68	4.58	4.47	4.70	4.66	4.57	4.14	4.21
	N	539	307	480	216	129	257	56	29	64	58	16	35	26	13	19	31	30	10	44	21	21	33
Importance Cleanliness Overall	Mean	4.71	4.74	4.69	4.81	4.74	4.69	4.86	4.76	4.71	4.80	4.67	4.67	4.90	4.83	4.94	4.79	4.70	4.60	4.88	4.50	4.72	4.33
	N	505	289	452	206	126	243	51	25	58	56	15	33	21	12	18	29	30	10	43	18	18	30
Satisfaction Cleanliness Serving Areas	Mean	4.35	4.25	4.28	4.50	4.45	4.37	4.48	4.59	4.30	4.55	4.44	4.31	4.42	4.77	4.58	4.58	4.48	4.60	4.55	4.45	4.14	4.18
	N	539	309	478	222	131	260	56	29	64	56	16	35	26	13	19	31	31	10	44	20	21	33
Importance Cleanliness Serving Areas	Mean	4.65	4.66	4.66	4.72	4.75	4.69	4.76	4.67	4.60	4.56	4.53	4.69	4.82	4.92	4.89	4.80	4.60	4.60	4.84	4.61	4.68	4.45
	N	512	292	454	210	127	245	51	24	60	54	15	32	22	12	18	30	30	10	43	18	19	29
Satisfaction Cleanliness Eating Areas	Mean	4.11	4.00	4.00	4.26	4.06	3.97	4.26	3.96	4.14	4.13	4.06	3.71	4.09	4.25	4.32	4.37	4.43	4.60	4.45	4.40	3.67	4.06
	N	539	309	480	212	126	248	53	27	63	56	16	35	23	12	19	30	30	10	42	20	21	33
Importance Cleanliness Eating Areas	Mean	4.64	4.58	4.64	4.60	4.64	4.65	4.65	4.50	4.65	4.30	4.31	4.50	4.86	4.50	4.78	4.73	4.63	4.56	4.84	4.50	4.68	4.30
	N	512	292	455	205	125	239	49	22	57	54	16	32	21	12	18	30	30	9	43	18	19	30
Satisfaction Location	Mean	4.50	4.40	4.41	4.54	4.46	4.44	4.62	4.31	4.43	4.44	4.56	4.09	4.56	4.69	4.63	4.65	4.34	4.70	4.52	4.24	3.80	4.33
	N	542	308	478	223	128	255	55	29	63	57	16	34	25	13	19	31	29	10	44	21	20	33
Importance Location	Mean	4.26	4.23	4.32	4.38	4.35	4.33	4.45	4.80	4.39	4.38	4.00	4.48	4.57	4.33	4.67	4.52	4.53	4.60	4.30	4.40	4.24	4.27
	N	507	282	442	208	122	235	51	25	59	55	16	33	21	12	18	29	30	10	43	20	17	30
Satisfaction Layout	Mean	4.33	4.28	4.30	4.33	4.13	4.26	4.39	4.31	4.33	4.26	4.25	3.83	4.33	3.85	4.11	4.32	4.14	4.50	4.45	4.15	3.84	4.19
	N	542	309	480	223	128	254	56	29	63	54	16	35	24	13	18	31	29	10	44	20	19	32
Importance Layout	Mean	4.10	3.99	4.12	4.13	4.10	4.13	4.15	4.08	4.22	4.02	3.94	4.00	4.37	4.18	4.22	3.86	4.27	4.30	4.19	3.90	4.06	4.23
	N	508	283	447	210	121	236	52	25	58	51	16	33	19	11	18	29	30	10	43	20	18	30
Satisfaction Appearance	Mean	4.44	4.33	4.30	4.40	4.28	4.26	4.45	4.38	4.42	4.43	4.44	4.18	4.58	4.00	4.37	4.55	4.31	4.60	4.66	4.24	4.19	4.18
	N	541	305	476	219	128	254	56	29	62	56	16	34	24	13	19	31	29	10	44	21	21	33
Importance Appearance	Mean	4.18	4.08	4.15	4.16	4.14	4.18	4.23	4.48	4.36	4.02	3.69	4.03	4.47	4.08	4.50	4.10	4.20	4.40	4.47	4.15	4.44	4.20
	N	511	283	446	209	120	235	52	25	58	54	16	31	19	12	18	29	30	10	43	20	18	30
Satisfaction Availability Seating	Mean	4.44	4.29	4.43	4.35	4.04	4.18	4.16	4.00	4.13	3.73	3.75	3.65	3.57	3.73	3.89	4.20	3.89	4.40	4.30	4.15	3.81	3.88
	N	540	308	480	217	123	240	55	25	60	55	16	34	23	11	18	30	27	10	44	20	21	33
Importance Availability Seating	Mean	4.47	4.34	4.43	4.44	4.41	4.42	4.39	4.13	4.35	4.15	4.20	4.19	4.25	4.18	4.56	4.54	4.07	4.70	4.63	4.26	4.44	4.33
	N	511	285	447	207	120	227	51	23	57	53	15	32	20	11	18	28	28	10	43	19	18	30
Satisfaction Comfort	Mean	4.34	4.30	4.26	4.25	4.12	4.07	4.16	3.83	4.37	3.96	4.07	3.65	3.71	4.00	3.94	4.10	4.07	4.60	4.25	4.20	3.86	4.00
	N	542	308	477	214	121	247	55	23	60	55	15	34	21	11	18	30	27	10	44	20	21	32
Importance Comfort	Mean	4.38	4.29	4.37	4.37	4.27	4.33	4.24	4.22	4.40	4.10	4.20	4.19	4.11	4.18	4.33	4.54	4.11	4.50	4.53	4.42	4.28	4.37
	N	510	284	449	202	120	228	51	23	57	52	15	31	19	11	18	28	28	10	43	19	18	30