

Results of the Fall 2015 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			The Scramble at WCCC			Sandella's			Mountain Grind Coffee		Yogo Mojo			The Point		Bravo Pizza	
		Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2014	Fall 2015	Fall 2013	Fall 2015
Satisfaction Food Overall	Mean	3.40	3.55	3.28	3.97	3.86	3.82	4.33	4.14	4.40	3.80	4.00	4.33	4.15	4.16	4.32	4.16	4.11	3.77	4.30	4.44	4.26	3.90	4.71	4.15	4.57	4.27	
	N	316	485	449	131	263	310	30	64	101	15	38	39	13	19	28	31	28	26	10	18	23	20	24	33	14	51	
Importance Food Overall	Mean	4.54	4.56	4.45	4.30	4.49	4.49	4.80	4.59	4.59	4.67	4.43	4.60	4.67	4.78	4.54	4.66	4.54	4.60	4.60	4.94	4.38	4.50	4.62	4.29	4.23	4.21	
	N	296	447	409	122	239	294	25	59	95	15	35	35	12	18	26	29	28	25	10	17	21	18	21	31	13	47	
Satisfaction Food Taste	Mean	3.42	3.44	3.16	3.95	3.95	3.88	4.33	4.14	4.36	3.87	3.90	4.15	4.08	4.11	4.21	4.43	4.19	3.92	4.30	4.50	4.17	3.90	4.67	4.19	4.43	4.37	
	N	318	486	448	131	261	315	30	66	102	15	39	39	13	19	28	30	31	26	10	18	23	20	24	32	14	52	
Importance Food Taste	Mean	4.60	4.63	4.61	4.65	4.61	4.61	4.77	4.57	4.58	4.53	4.67	4.76	4.73	4.88	4.68	4.87	4.67	4.88	4.90	4.94	4.59	4.65	4.83	4.48	4.69	4.45	
	N	303	464	422	126	244	306	26	61	97	15	36	37	11	17	28	30	30	25	10	17	22	20	23	31	13	49	
Satisfaction Food Eye Appeal	Mean	3.61	3.62	3.37	3.96	3.90	3.80	4.30	4.22	4.36	4.07	4.00	4.18	4.17	4.05	4.14	4.23	3.94	3.65	4.20	4.39	4.00	3.95	4.52	4.15	4.29	4.17	
	N	315	482	446	131	261	315	30	65	101	15	39	39	12	19	28	30	31	26	10	18	22	21	23	33	14	54	
Importance Food Eye Appeal	Mean	3.51	3.64	3.55	3.71	3.75	3.68	4.08	4.07	4.15	3.33	3.68	3.83	4.18	4.24	4.04	3.62	3.83	3.88	4.44	3.94	3.95	3.68	4.18	4.09	3.85	3.80	
	N	302	458	416	126	246	304	26	60	97	15	34	36	11	17	28	29	30	25	9	17	21	19	22	32	13	50	
Satisfaction Food Freshness	Mean	3.44	3.55	3.23	3.99	3.89	3.72	4.17	3.97	4.27	3.80	4.05	4.21	3.83	4.42	4.32	4.23	4.19	3.85	4.30	4.33	4.17	4.05	4.46	4.09	4.21	4.22	
	N	316	484	446	132	256	314	30	64	102	15	38	39	12	19	28	30	31	26	10	18	23	20	24	33	14	54	
Importance Food Freshness	Mean	4.60	4.59	4.57	4.58	4.64	4.60	4.85	4.65	4.53	4.40	4.74	4.71	4.73	4.75	4.75	4.66	4.67	4.80	4.90	4.76	4.29	4.60	4.48	4.59	4.31	4.43	
	N	305	464	421	125	244	304	26	62	96	15	35	35	11	16	28	29	30	25	10	17	21	20	23	32	13	49	
Satisfaction Food Nutritional	Mean	3.31	3.43	3.18	3.53	3.54	3.26	3.78	3.58	3.65	3.53	3.73	4.03	3.50	3.89	3.78	4.17	3.84	3.56	4.11	4.11	3.70	3.70	3.71	3.81	3.50	3.36	
	N	303	472	441	123	253	306	27	64	99	15	37	37	12	19	27	30	31	25	9	18	23	20	24	32	12	53	
Importance Food Nutritional	Mean	4.38	4.44	4.45	4.22	4.30	4.21	4.44	4.20	4.23	3.93	4.28	4.20	4.40	4.71	4.37	4.27	4.39	4.38	4.75	4.35	3.82	4.25	4.00	4.06	3.83	3.65	
	N	301	455	419	123	239	298	25	61	96	15	36	35	10	17	27	30	31	24	8	17	22	20	23	32	12	48	
Satisfaction Food Value	Mean	3.25	3.32	3.06	3.18	3.31	3.13	3.37	3.58	3.79	2.67	3.38	3.72	3.85	3.63	3.75	3.59	3.57	3.12	3.90	3.83	3.96	3.58	4.30	4.06	3.93	3.94	
	N	301	466	435	131	258	312	30	65	100	15	39	39	13	19	28	29	30	26	10	18	23	19	23	33	14	51	
Importance Food Value	Mean	4.29	4.38	4.32	4.57	4.60	4.54	4.54	4.40	4.47	4.53	4.59	4.64	4.18	4.24	4.64	4.67	4.68	4.76	4.70	4.69	4.41	4.65	4.59	4.50	4.77	4.31	
	N	294	441	401	125	242	301	26	62	96	15	37	36	11	17	28	30	28	25	10	16	22	20	22	32	13	49	
Satisfaction Availability Menu Items	Mean	3.76	3.74	3.68	4.18	4.07	4.09	4.43	4.16	4.33	4.07	4.05	4.29	4.36	4.53	4.41	4.35	4.32	3.92	4.20	4.59	4.05	3.80	4.17	3.91	4.07	4.36	
	N	301	457	428	128	252	301	30	62	100	15	37	35	11	19	27	31	31	25	10	17	22	20	24	32	14	53	
Importance Availability Menu Items	Mean	4.11	4.10	4.04	4.33	4.33	4.30	4.21	4.38	4.45	3.88	4.43	4.42	4.36	4.39	4.33	4.59	4.57	4.71	4.78	4.71	4.18	4.37	4.39	4.16	4.31	4.31	
	N	287	441	400	124	232	288	24	58	93	16	35	31	11	18	27	29	30	24	9	17	22	19	23	31	13	49	
Satisfaction Variety Menu	Mean	3.23	3.43	3.22	3.78	3.77	3.60	3.97	4.02	4.17	3.63	3.74	3.89	3.54	3.58	3.69	3.70	3.81	3.67	4.10	4.33	3.96	3.95	4.25	3.66	4.14	4.26	
	N	311	487	441	130	260	311	30	64	96	16	38	38	13	19	26	30	31	24	10	18	23	21	24	32	14	53	
Importance Variety Menu	Mean	4.47	4.39	4.47	4.35	4.38	4.43	4.36	4.16	4.45	4.19	4.14	4.50	4.42	4.44	4.26	4.48	4.63	4.39	4.38	4.65	4.41	4.21	3.91	4.35	4.54	4.36	
	N	292	461	407	126	240	298	25	58	91	16	36	32	12	18	27	29	30	23	8	17	22	19	23	31	13	50	
Satisfaction Healthy Menu	Mean	3.25	3.39	3.30	3.36	3.52	3.44	3.68	3.63	3.62	3.53	3.55	3.89	3.33	3.79	3.85	3.87	3.90	3.64	3.80	4.28	4.00	3.45	4.00	3.50	3.46	3.46	
	N	308	480	443	125	254	311	28	63	100	15	38	37	12	19	26	31	31	25	10	18	23	20	24	32	13	46	
Importance Healthy Menu	Mean	4.38	4.32	4.37	4.30	4.32	4.30	4.33	4.37	4.35	4.07	4.17	4.25	4.27	4.72	4.38	4.30	4.53	4.78	4.63	4.41	3.86	4.44	4.00	4.30	3.75	3.70	
	N	291	453	407	123	242	293	24	57	92	15	36	32	11	18	26	30	30	23	8	17	22	18	23	30	12	47	
Satisfaction Vegetarian Menu	Mean	3.11	3.12	3.22	3.37	3.40	3.21	3.67	3.59	3.73	3.10	3.63	3.25	3.50	3.18	3.61	4.28	3.52	3.94	3.43	4.36	3.67	3.38	4.13	3.09	3.60	3.66	
	N	199	304	294	65	158	168	18	39	71	10	24	20	8	17	18	18	23	16	7	14	15	13	15	22	10	32	
Importance Vegetarian Menu	Mean	3.47	3.43	3.35	3.55	3.40	3.39	3.78	3.71	3.75	2.77	2.67	3.76	2.89	3.35	3.71	3.32	3.48	3.94	4.25	4.20	3.40	3.33	3.24	3.36	2.58	3.05	
	N	214	332	303	76	172	197	18	38	77	13	27	21	9	17	21	22	25	18	8	15	15	15	17	25	12	37	
Satisfaction Service Overall	Mean	4.12	4.10	3.99	4.25	4.15	4.01	4.43	4.29	4.39	4.20	4.36	4.52	4.45	4.50	4.52	4.16	4.31	4.28	4.30	4.47	4.19	3.60	4.46	4.16	4.38	4.22	
	N	304	471	428	127	254	298	28	62	97	15	33	33	11	18	25	31	29	25	10	15	21	20	24	32	13	51	
Importance Service Overall	Mean	4.47	4.47	4.43	4.52	4.56	4.51	4.76	4.53	4.57	4.56	4.55	4.56	4.58	4.83	4.56	4.63	4.57	4.78	4.78	4.73	4.37	4.26	4.48	4.52	4.31	4.13	
	N	281	445	394	124	236	277	25	57	90	16	31	32	12	18	25	30	30	23	9	15	19	19	23	29	13	45	

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			Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2014	Fall 2015	Fall 2013	Fall 2014	Fall 2015	Fall 2014	Fall 2015	Fall 2015
Satisfaction Speed Service	Mean	4.10	4.11	3.95	4.06	4.04	3.75	4.37	4.13	4.34	3.88	4.03	4.34	4.23	4.67	4.58	3.84	4.03	3.80	4.20	4.07	4.20	4.00	4.26	3.88	4.08	3.86	
	N	309	482	442	129	257	302	30	62	98	16	35	35	13	18	26	31	30	25	10	15	20	19	23	32	13	51	
Importance Speed Service	Mean	4.41	4.40	4.34	4.46	4.50	4.44	4.48	4.50	4.52	4.38	4.47	4.50	4.42	4.83	4.36	4.62	4.57	4.78	4.70	4.73	4.45	4.26	4.45	4.37	4.33	4.06	
	N	287	458	404	125	242	284	25	58	91	16	32	32	12	18	25	29	30	23	10	15	20	19	22	30	12	47	
Satisfaction Hours Operation	Mean	3.61	3.63	3.52	4.32	4.22	4.17	4.50	4.03	4.26	3.60	3.82	4.40	3.08	3.22	4.16	4.39	4.38	4.04	4.00	4.00	4.05	3.85	4.50	3.84	4.46	4.12	
	N	303	473	440	128	252	297	30	61	97	15	34	35	13	18	25	31	29	24	10	15	21	20	24	31	13	51	
Importance Hours Operation	Mean	4.45	4.42	4.42	4.27	4.36	4.30	4.40	4.38	4.49	4.13	4.41	4.44	4.45	4.61	4.42	4.47	4.40	4.57	4.40	4.53	4.25	4.42	4.32	4.28	4.50	4.23	
	N	287	452	399	124	237	280	25	58	91	15	32	32	11	18	24	30	30	23	10	15	20	19	22	29	12	47	
Satisfaction Helpfulness Staff	Mean	4.16	4.20	4.10	4.38	4.11	4.06	4.61	4.29	4.42	4.50	4.46	4.37	4.54	4.94	4.64	4.52	4.27	4.25	4.50	4.27	4.29	3.80	4.08	3.97	4.62	4.12	
	N	304	478	440	129	255	302	28	63	96	16	35	35	13	18	25	29	30	24	10	15	21	20	24	32	13	50	
Importance Helpfulness Staff	Mean	4.33	4.40	4.34	4.59	4.50	4.47	4.68	4.47	4.62	4.19	4.47	4.63	4.75	4.94	4.57	4.67	4.52	4.70	4.78	4.67	4.15	4.32	4.73	4.27	4.67	4.33	
	N	291	450	401	126	242	283	25	59	91	16	32	32	12	18	23	30	29	23	9	15	21	19	22	30	12	46	
Satisfaction Friendliness Staff	Mean	4.24	4.26	4.12	4.43	4.25	4.17	4.61	4.31	4.38	4.50	4.54	4.32	4.85	5.00	4.68	4.53	4.40	4.42	4.60	4.21	4.52	3.95	4.29	4.22	4.85	4.20	
	N	308	481	443	130	254	299	28	62	97	16	35	34	13	18	25	30	30	24	10	14	21	20	24	32	13	50	
Importance Friendliness Staff	Mean	4.41	4.48	4.44	4.67	4.61	4.52	4.76	4.57	4.64	4.38	4.44	4.65	4.67	4.94	4.60	4.87	4.67	4.78	4.80	4.87	4.45	4.42	4.61	4.50	4.58	4.36	
	N	294	459	400	25	240	282	25	58	91	16	32	31	12	18	25	30	30	23	10	15	20	19	23	30	12	47	
Satisfaction Cleanliness Overall	Mean	4.12	4.16	4.10	4.43	4.32	4.25	4.66	4.28	4.48	4.56	4.40	4.58	4.92	4.68	4.81	4.58	4.47	4.54	4.70	4.33	4.57	4.14	4.46	4.21	4.62	4.31	
	N	307	480	438	129	257	303	29	64	100	16	35	36	13	19	26	31	30	24	10	15	21	21	24	33	13	51	
Importance Cleanliness Overall	Mean	4.74	4.69	4.61	4.74	4.69	4.65	4.76	4.71	4.69	4.67	4.67	4.76	4.83	4.94	4.84	4.79	4.70	4.78	4.60	4.93	4.50	4.72	4.73	4.33	4.77	4.34	
	N	289	452	402	126	243	291	25	58	94	15	33	33	12	18	25	29	30	23	10	15	18	18	22	30	13	47	
Satisfaction Cleanliness Serving Areas	Mean	4.25	4.28	4.18	4.45	4.37	4.29	4.59	4.30	4.39	4.44	4.31	4.50	4.77	4.58	4.72	4.58	4.48	4.50	4.60	4.40	4.45	4.14	4.48	4.18	4.69	4.16	
	N	309	478	439	131	260	304	29	64	100	16	35	36	13	19	25	31	31	24	10	15	20	21	23	33	13	50	
Importance Cleanliness Serving Areas	Mean	4.66	4.66	4.57	4.75	4.69	4.62	4.67	4.60	4.60	4.53	4.69	4.67	4.92	4.89	4.83	4.80	4.60	4.74	4.60	4.87	4.61	4.68	4.65	4.45	4.75	4.34	
	N	292	454	405	127	245	295	24	60	94	15	32	33	12	18	24	30	30	23	10	15	18	19	23	29	12	47	
Satisfaction Cleanliness Eating Areas	Mean	4.00	4.00	4.00	4.06	3.97	3.91	3.96	4.14	4.33	4.06	3.71	4.06	4.25	4.32	4.32	4.37	4.43	4.26	4.60	4.33	4.40	3.67	4.26	4.06	4.31	4.18	
	N	309	480	441	126	248	298	27	63	97	16	35	35	12	19	25	30	30	23	10	15	20	21	23	33	13	51	
Importance Cleanliness Eating Areas	Mean	4.58	4.64	4.57	4.64	4.65	4.54	4.50	4.65	4.58	4.31	4.50	4.58	4.50	4.78	4.71	4.73	4.63	4.57	4.56	4.93	4.50	4.68	4.36	4.30	4.83	4.38	
	N	292	455	404	125	239	286	22	57	91	16	32	31	12	18	24	30	30	23	9	15	18	19	22	30	12	47	
Satisfaction Location	Mean	4.40	4.41	4.32	4.46	4.44	4.40	4.31	4.43	4.59	4.56	4.09	4.54	4.69	4.63	4.42	4.65	4.34	4.46	4.70	4.33	4.24	3.80	4.33	4.30	4.69	4.22	
	N	308	478	439	128	255	299	29	63	100	16	34	35	13	19	24	31	29	24	10	15	21	20	24	33	13	45	
Importance Location	Mean	4.23	4.32	4.24	4.35	4.33	4.30	4.80	4.39	4.45	4.00	4.48	4.47	4.33	4.67	4.41	4.52	4.53	4.70	4.60	4.31	4.40	4.24	4.26	4.27	4.77	4.21	
	N	282	442	397	122	235	283	25	59	93	16	33	32	12	18	22	29	30	23	10	13	20	17	23	30	13	42	
Satisfaction Layout	Mean	4.28	4.30	4.20	4.13	4.26	4.22	4.31	4.33	4.43	4.25	3.83	4.17	3.85	4.11	4.33	4.32	4.14	4.17	4.50	4.47	4.15	3.84	4.46	4.19	4.23	4.07	
	N	309	480	438	128	254	297	29	63	101	16	35	35	13	18	24	31	29	24	10	15	20	19	24	32	13	45	
Importance Layout	Mean	3.99	4.12	4.02	4.10	4.13	4.04	4.08	4.22	4.30	3.94	4.00	4.06	4.18	4.22	4.26	3.86	4.27	4.30	4.30	4.15	3.90	4.06	4.39	4.23	4.42	4.02	
	N	283	447	394	121	236	281	25	58	93	16	33	32	11	18	23	29	30	23	10	13	20	18	23	30	12	43	
Satisfaction Appearance	Mean	4.33	4.30	4.24	4.28	4.26	4.26	4.38	4.42	4.51	4.44	4.18	4.31	4.00	4.37	4.44	4.55	4.31	4.17	4.60	4.33	4.24	4.19	4.46	4.18	4.62	4.27	
	N	305	476	438	128	254	296	29	62	100	16	34	35	13	19	25	31	29	24	10	15	21	21	24	33	13	45	
Importance Appearance	Mean	4.08	4.15	4.10	4.14	4.18	4.09	4.48	4.36	4.33	3.69	4.03	4.06	4.08	4.50	4.42	4.10	4.20	4.26	4.40	4.46	4.15	4.44	4.04	4.20	4.42	4.19	
	N	283	446	397	120	235	282	25	58	94	16	31	32	12	18	24	29	30	23	10	13	20	18	23	30	12	43	
Satisfaction Availability Seating	Mean	4.29	4.43	4.34	4.04	4.18	3.86	4.00	4.13	4.14	3.75	3.65	3.68	3.73	3.89	4.22	4.20	3.89	3.71	4.40	4.13	4.15	3.81	4.21	3.88	4.38	3.93	
	N	308	480	438	123	240	290	25	60	98	16	34	34	11	18	23	30	27	24	10	15	20	21	24	33	13	46	
Importance Availability Seating	Mean	4.34	4.43	4.40	4.41	4.42	4.40	4.13	4.35	4.47	4.20	4.19	4.13	4.18	4.56	4.09	4.54	4.07	4.35	4.70	4.36	4.26	4.44	4.23	4.33	4.67	4.14	
	N	285	447	398	120	227	277	23	57	92	15	32	30	11	18	23	28	28	23	10	14	19	18	22	30	12	43	
Satisfaction Comfort	Mean	4.30	4.26	4.06	4.12	4.07	3.97	3.83	4.37	4.27	4.07	3.65	3.88	4.00	3.94	4.25	4.10	4.07	3.79	4.60	4.67	4.20	3.86	3.78	4.00	4.50	3.78	
	N	308	477	431	121	247	293	23	60	99	15	34	34	11	18	24	30	27</										