

Results of the Fall 2018 Administration of the Dining Services Survey Compared to Prior Years

		Dine Most Often																
		Dining Hall/Cafeteria (UC)				Rowdy's (UC)		Flat Top Grill (UC)	Umai Bowls and Rolls (UC)		Houston Hall Café				Pandini's (Library)		Tres Habaneros (Library)	
		Fall 2014	Fall 2015	Fall 2016	Fall 2018	Fall 2016	Fall 2018	Fall 2018	Fall 2016	Fall 2018	Fall 2014	Fall 2015	Fall 2016	Fall 2018	Fall 2016	Fall 2018	Fall 2016	Fall 2018
Satisfaction Food Quality	Mean	3.55	3.28	3.67	3.61	4.05	3.88	3.95	4.54	4.23	4.11	3.77	4.12	4.00	4.29	4.25	4.45	4.20
	N	485	449	470	592	55	51	96	13	39	28	26	25	24	21	32	38	109
Importance Food Quality	Mean	4.56	4.45	4.65	4.64	4.58	4.36	4.56	4.62	4.43	4.54	4.60	4.42	4.20	4.62	4.48	4.78	4.70
	N	447	409	458	550	52	42	86	13	35	28	25	24	20	21	27	37	104
Satisfaction Food Taste	Mean	3.44	3.16	3.59	3.54	3.95	3.88	4.11	4.54	4.13	4.19	3.92	4.20	4.04	4.14	4.16	4.47	4.27
	N	486	448	464	587	55	50	96	13	39	31	26	25	23	21	32	38	108
Importance Food Taste	Mean	4.63	4.61	4.58	4.57	4.51	4.45	4.57	4.69	4.46	4.67	4.88	4.46	4.29	4.71	4.63	4.81	4.70
	N	464	422	455	548	51	42	86	13	35	30	25	24	21	21	27	36	103
Satisfaction Food Appearance	Mean	3.62	3.37	3.88	3.79	3.87	3.84	3.76	4.50	4.28	3.94	3.65	4.08	4.18	4.10	3.87	4.21	4.03
	N	482	446	464	589	55	51	96	14	39	31	26	25	22	21	31	38	108
Importance Food Appearance	Mean	3.64	3.55	3.63	3.56	3.80	3.76	3.75	4.31	3.79	3.83	3.88	3.96	3.85	3.50	3.44	4.05	3.80
	N	458	416	454	545	51	42	85	13	33	30	25	23	20	20	27	37	102
Satisfaction Food Freshness	Mean	3.55	3.23	3.58	3.53	3.78	3.73	3.77	4.21	4.26	4.19	3.85	4.04	4.00	4.20	4.00	4.30	4.10
	N	484	446	461	584	55	51	94	14	39	31	26	24	24	20	32	37	109
Importance Food Freshness	Mean	4.59	4.57	4.60	4.53	4.53	4.48	4.55	4.64	4.54	4.67	4.80	4.54	4.33	4.71	4.41	4.64	4.53
	N	464	421	450	549	51	42	87	14	35	30	25	24	21	21	27	36	104
Satisfaction Food Value	Mean	3.32	3.06	3.48	3.38	3.43	3.38	3.68	3.86	3.82	3.57	3.12	3.33	3.42	3.60	3.62	4.14	4.00
	N	466	435	442	567	442	50	93	14	39	30	26	24	24	20	29	36	101
Importance Food Value	Mean	4.38	4.32	4.45	4.42	4.55	4.64	4.59	4.57	4.60	4.68	4.76	4.70	4.27	4.70	4.44	4.71	4.53
	N	441	401	432	527	49	42	87	14	35	28	25	23	22	20	25	35	93
Satisfaction Variety Menu	Mean	3.43	3.22	3.47	3.33	3.68	3.49	3.54	4.07	3.94	3.81	3.67	3.38	3.15	3.86	3.34	4.32	3.99
	N	487	441	461	590	53	51	95	14	36	31	24	26	20	21	32	37	106
Importance Variety Menu	Mean	4.39	4.47	4.46	4.47	4.37	4.14	4.30	4.46	4.06	4.63	4.39	4.38	4.11	3.95	3.96	4.31	4.30
	N	461	407	446	543	46	43	82	13	32	30	23	24	18	21	27	36	99
Satisfaction Healthy Menu	Mean	3.39	3.30	3.69	3.54	3.63	3.39	3.24	3.86	3.89	3.90	3.64	3.67	3.30	3.53	3.55	4.39	3.96
	N	480	443	453	584	49	51	93	14	38	31	25	27	20	19	31	38	102
Importance Healthy Menu	Mean	4.32	4.37	4.36	4.36	4.26	4.24	4.00	4.21	4.09	4.53	4.78	4.00	4.16	4.38	3.81	4.57	4.22
	N	453	407	444	535	43	42	81	14	33	30	23	25	19	21	26	35	97
Satisfaction Vegetarian Menu	Mean	3.12	3.22	3.55	3.41	3.43	3.29	3.11	3.45	4.03	3.52	3.94	3.42	3.25	4.00	3.40	4.43	4.03
	N	304	294	334	414	35	35	66	11	31	23	16	19	12	16	15	30	79
Importance Vegetarian Menu	Mean	3.43	3.35	3.45	3.32	3.12	3.72	3.12	4.45	3.25	3.48	3.94	3.17	3.55	3.53	2.80	3.93	3.57
	N	332	303	350	399	33	29	67	11	32	25	18	18	22	19	17	30	79
Satisfaction Service Speed	Mean	4.11	3.95	4.36	4.41	3.84	4.20	3.54	4.60	4.55	4.03	3.80	4.41	4.22	4.36	4.41	4.64	4.22
	N	482	442	513	594	56	50	94	20	38	30	25	32	23	25	32	42	105
Importance Service Speed	Mean	4.40	4.34	4.36	4.23	4.39	4.29	4.45	4.70	4.44	4.57	4.78	4.50	4.75	4.68	4.42	4.63	4.45
	N	458	404	490	539	51	41	83	20	32	30	23	28	20	25	26	40	100

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		Fall 2014	Fall 2015	Fall 2016	Fall 2018	Fall 2016	Fall 2018	Fall 2018	Fall 2016	Fall 2018	Fall 2014	Fall 2015	Fall 2016	Fall 2018	Fall 2016	Fall 2018	Fall 2016	Fall 2018
Satisfaction Hours	Mean	3.63	3.52	3.67	3.83	4.45	4.57	4.38	4.57	4.38	4.38	4.04	3.70	3.55	4.30	3.84	4.26	3.93
Operation	N	473	440	464	591	53	51	93	14	37	29	24	27	22	20	32	38	105
Importance Hours	Mean	4.42	4.42	4.51	4.33	4.21	4.48	4.37	4.00	4.06	4.40	4.57	4.33	4.30	4.80	4.33	4.62	4.40
Operation	N	452	399	449	540	47	42	81	14	32	30	23	24	20	20	27	37	97
Satisfaction Friendliness	Mean	4.26	4.12	4.44	4.57	4.43	4.72	4.15	4.71	4.67	4.40	4.42	4.67	4.78	4.81	4.84	4.79	4.54
Staff	N	481	443	466	591	54	50	93	14	36	30	24	27	23	21	32	38	105
Importance Friendliness	Mean	4.48	4.44	4.48	4.38	4.60	4.33	4.42	4.79	4.42	4.67	4.78	4.67	4.71	4.71	4.59	4.78	4.53
Staff	N	459	400	449	543	48	42	81	14	31	30	23	24	21	21	27	36	100
Satisfaction Cleanliness	Mean	4.28	4.18	4.41	4.40	4.50	4.38	4.14	4.50	4.50	4.48	4.50	4.63	4.47	4.48	4.48	4.87	4.45
Serving Areas	N	478	439	469	592	54	52	93	14	38	31	24	27	19	21	31	38	107
Importance Cleanliness	Mean	4.66	4.57	4.63	4.62	4.67	4.45	4.54	4.85	4.48	4.60	4.74	4.57	4.52	4.52	4.65	4.89	4.65
Serving Areas	N	454	405	457	539	49	40	80	13	31	30	23	23	21	21	26	36	97
Satisfaction Cleanliness	Mean	4.00	4.00	4.22	4.22	4.00	3.85	3.58	3.92	4.00	4.43	4.26	4.50	4.56	4.05	3.58	4.54	4.2
Eating Areas	N	480	441	466	590	51	40	95	12	31	30	23	26	18	21	31	37	105
Importance Cleanliness	Mean	4.64	4.57	4.63	4.58	4.49	4.27	4.33	4.33	4.12	4.63	4.57	4.43	4.48	4.38	4.31	4.83	4.52
Eating Areas	N	455	404	455	538	47	30	79	12	26	30	23	23	23	21	26	36	95
Satisfaction Atmosphere	Mean	4.30	4.24	4.20	4.15	4.18	3.91	3.84	3.67	4.09	4.31	4.17	4.16	4.00	4.45	4.16	4.53	4.2
	N	476	438	462	585	49	46	94	12	32	29	24	25	19	20	31	38	104
Importance Atmosphere	Mean	4.15	4.10	4.05	3.87	4.04	3.56	3.84	4.00	3.36	4.20	4.26	4.14	4.14	4.30	3.65	4.17	3.84
	N	446	397	449	530	45	34	77	13	28	30	23	22	21	20	26	36	93
Satisfaction Comfort	Mean	4.26	4.06	4.25	4.23	4.08	4.00	3.81	3.67	4.13	4.07	3.79	4.38	4.14	4.19	4.25	4.72	4.24
	N	477	431	462	582	51	42	93	12	3	27	24	24	21	21	32	36	104
Importance Comfort	Mean	4.37	4.30	4.19	4.07	4.24	3.59	3.91	4.08	3.52	4.11	4.22	4.09	4.22	4.14	3.85	4.43	4.01
	N	449	394	448	533	45	32	78	12	27	28	23	22	18	21	27	35	94
Satisfaction Availability	Mean	4.43	4.34	4.49	4.50	4.11	4.08	3.92	4.08	4.19	3.89	3.71	4.46	4.33	4.67	4.55	4.86	4.46
Seating	N	480	438	463	582	47	38	93	12	31	27	24	24	21	21	31	37	104
Importance Availability	Mean	4.43	4.40	4.40	4.20	4.09	3.79	4.00	4.42	3.67	4.07	4.35	4.13	4.22	4.52	4.00	4.60	4.03
Seating	N	447	398	451	531	44	28	75	12	27	28	23	23	18	21	25	35	95