

Results of the Fall 2021 Administration of the Dining Services Survey Compared to Prior Years- Student Responses Only

Question		Dining Hall/Cafeteria (UC)			Rowdy's (UC)			Flat Top Grill (UC)		Umami Bowls and Rolls (UC)			Take 5 (Houston Hall)	Picante's (Library)	What the Mav? (Library)	Starbucks		Chif-Fil-A		The Point		Einstein's	
		Fall 2016	Fall 2018	Fall 2021	Fall 2016	Fall 2018	Fall 2021	Fall 2018	Fall 2021	Fall 2016	Fall 2018	Fall 2021	Fall 2021	Fall 2021	Fall 2021	Fall 2016	Fall 2021	Fall 2016	Fall 2021	Fall 2016	Fall 2021	Fall 2016	Fall 2021
Satisfaction Food Quality	Mean	3.63	3.53	3.24	3.93	3.91	4.38	3.94	4.02	4.50	4.19	4.50	4.80	4.20	4.33	4.49	4.56	4.54	4.46	3.54	4.67	4.34	4.47
	N	477	524	351	42	33	13	85	44	12	31	8	5	40	9	94	45	191	39	13	3	87	38
Importance Food Quality	Mean	4.66	4.62	4.65	4.53	4.38	4.83	4.53	4.63	4.58	4.37	4.88	5.00	4.69	4.75	4.65	4.78	4.73	4.58	4.29	5.00	4.59	4.83
	N	464	489	336	40	26	12	78	40	12	27	8	5	35	8	94	40	186	33	14	3	80	36
Satisfaction Food Taste	Mean	3.54	3.47	3.16	3.83	3.85	4.46	4.09	4.05	4.50	4.10	4.50	4.80	4.33	4.25	4.54	4.57	4.62	4.51	3.64	4.33	4.43	4.61
	N	470	519	350	42	33	13	85	44	12	31	8	5	40	8	97	44	189	37	14	3	87	38
Importance Food Taste	Mean	4.60	4.55	4.67	4.44	4.54	4.83	4.55	4.70	4.50	4.37	5.00	4.60	4.86	4.71	4.72	4.87	4.73	4.61	4.43	5.00	4.53	4.83
	N	460	485	335	39	26	12	78	40	12	27	8	5	35	7	96	39	184	31	14	3	80	36
Satisfaction Food Appearance	Mean	3.84	3.73	3.58	3.71	4.00	4.38	3.72	3.70	4.62	4.23	4.75	4.40	3.93	3.75	4.54	4.70	4.38	4.32	3.77	4.67	4.30	4.50
	N	471	522	351	42	33	13	85	44	13	31	8	5	40	8	95	44	188	37	13	3	87	38
Importance Food Appearance	Mean	3.62	3.50	3.35	3.70	3.81	3.67	3.70	3.55	4.54	3.76	4.13	4.40	3.68	3.57	3.90	4.23	4.12	3.72	3.21	4.67	3.78	4.17
	N	460	484	336	40	26	12	77	40	13	25	8	5	34	7	93	39	183	32	14	3	81	36
Satisfaction Food Freshness	Mean	3.54	3.43	3.25	3.62	3.82	4.00	3.72	3.68	4.31	4.16	4.63	4.80	4.13	4.00	4.34	4.51	4.36	4.32	3.57	4.33	4.23	4.46
	N	467	516	351	42	33	13	83	44	13	31	8	5	40	8	96	43	187	37	14	3	86	37
Importance Food Freshness	Mean	4.59	4.49	4.54	4.45	4.62	4.92	4.52	4.45	4.69	4.56	5.00	4.20	4.53	4.57	4.59	4.74	4.58	4.52	4.43	5.00	4.46	4.69
	N	456	486	336	40	26	12	79	40	13	27	8	5	34	7	95	39	183	33	14	3	81	36
Satisfaction Food Value	Mean	3.43	3.29	3.26	3.33	3.39	3.77	3.65	3.84	3.92	3.84	4.25	3.60	3.98	4.13	3.45	3.68	3.86	3.89	3.29	4.67	3.47	3.84
	N	448	498	351	39	33	13	82	44	13	31	8	5	40	8	96	44	188	37	14	3	86	38
Importance Food Value	Mean	4.45	4.40	4.47	4.58	4.69	4.83	4.59	4.65	4.77	4.63	5.00	5.20	4.24	4.57	4.61	4.77	4.59	4.53	4.36	4.33	4.56	4.64
	N	436	465	336	38	26	12	79	40	13	27	8	5	34	7	94	39	185	32	14	3	80	36
Satisfaction Variety Menu	Mean	3.43	3.24	3.36	3.57	3.73	3.92	3.50	3.45	4.23	4.07	4.13	5.20	3.89	3.22	4.37	4.27	3.62	3.65	4.08	3.67	4.24	4.45
	N	468	522	350	42	33	13	84	42	13	28	8	5	38	9	97	44	185	37	12	3	86	38
Importance Variety Menu	Mean	4.47	4.45	4.49	4.43	4.30	4.67	4.30	4.16	4.75	4.08	4.50	5.40	4.39	3.88	4.28	4.44	4.29	4.13	4.17	5.00	4.18	4.65
	N	453	481	331	37	27	12	74	38	12	24	8	5	33	8	93	39	184	32	12	3	80	34
Satisfaction Healthy Menu	Mean	3.64	3.46	3.47	3.45	3.52	3.92	3.24	2.95	4.23	3.97	4.25	4.80	3.76	3.89	3.95	3.91	3.68	3.89	3.42	4.00	4.06	4.21
	N	461	516	350	38	33	13	82	42	13	30	8	5	38	9	95	44	177	37	12	3	85	38
Importance Healthy Menu	Mean	4.40	4.36	4.48	4.33	4.38	4.50	3.95	3.71	4.69	4.20	4.63	5.40	4.42	4.13	4.09	4.38	4.05	3.81	4.08	4.67	4.10	4.47
	N	450	475	333	33	26	12	73	38	13	25	8	5	31	8	93	39	173	32	12	3	77	34
Satisfaction Vegetarian Menu	Mean	3.51	3.33	4.09	3.28	3.33	4.31	3.17	3.76	3.82	4.17	4.50	5.75	4.29	4.11	3.93	4.64	3.04	4.27	3.27	4.00	4.02	4.76
	N	339	366	349	29	27	13	58	42	11	24	8	4	38	9	58	44	118	37	11	3	54	38
Importance Vegetarian Menu	Mean	3.47	3.31	4.15	3.00	3.91	4.08	3.15	3.81	4.18	3.42	4.63	5.40	4.21	4.25	3.19	4.69	3.09	3.47	3.45	4.00	3.24	4.28
	N	352	352	330	28	22	12	60	37	11	24	8	5	33	8	68	39	134	32	11	3	55	32
Satisfaction Service Speed	Mean	4.33	4.38	4.26	3.79	4.09	4.62	3.49	4.02	4.46	4.60	5.00	5.40	4.42	4.44	4.40	4.39	4.51	4.49	4.15	4.33	4.17	4.16
	N	474	525	348	42	32	13	83	42	13	30	8	5	38	9	98	44	186	37	13	3	87	38
Importance Service Speed	Mean	4.35	4.21	4.36	4.29	4.24	4.92	4.44	4.29	4.77	4.36	4.57	4.40	4.25	4.25	4.62	4.62	4.69	4.47	4.23	5.00	4.47	4.59
	N	452	477	327	38	25	12	75	38	13	25	7	5	32	8	98	39	182	32	13	3	83	34
Satisfaction Hours Operation	Mean	3.63	3.75	3.53	4.39	4.52	4.23	4.35	4.62	4.54	4.30	4.88	5.20	3.71	3.78	4.09	4.57	4.25	4.32	4.15	4.67	4.43	4.47
	N	472	523	348	41	33	13	82	42	13	30	8	5	38	9	98	44	182	37	13	3	87	38
Importance Hours Operation	Mean	4.51	4.33	4.48	4.16	4.50	4.67	4.36	4.39	4.62	4.12	4.57	4.80	4.34	4.75	4.55	4.74	4.50	4.22	3.85	5.00	4.27	4.59
	N	455	480	330	37	26	12	73	38	13	25	7	5	32	8	97	39	178	32	13	3	83	34
Satisfaction Friendliness Staff	Mean	4.40	4.54	4.40	4.24	4.72	4.69	4.07	4.14	4.69	4.66	5.00	5.00	4.47	4.67	4.59	4.73	4.66	4.57	4.46	5.33	4.51	4.47
	N	472	522	347	42	32	13	82	42	13	29	8	5	38	9	98	44	185	37	13	3	87	38
Importance Friendliness Staff	Mean	4.48	4.36	4.49	4.54	4.38	4.75	4.40	4.45	4.77	4.38	4.86	4.40	4.44	4.75	4.75	4.69	4.58	4.41	4.62	5.00	4.46	4.50
	N	455	481	329	37	26	12	73	38	13	24	7	5	32	8	99	39	183	32	13	3	82	34
Satisfaction Cleanliness Serving Areas	Mean	4.40	4.37	4.33	4.48	4.42	4.54	4.09	4.10	4.54	4.43	4.88	5.00	4.54	4.78	4.75	4.81	4.61	4.68	4.71	4.33	4.64	4.79
	N	476	523	347	42	33	13	82	42	13	30	8	5	37	9	99	43	185	37	14	3	85	38
Importance Cleanliness Serving Areas	Mean	4.64	4.60	4.64	4.63	4.28	4.92	4.54	4.42	4.69	4.35	4.86	5.00	4.52	4.50	4.73	4.77	4.63	4.34	4.64	5	4.58	4.62
	N	463	477	325	38	25	12	72	38	13	23	7	5	29	8	96	39	179	32	14	2	79	34

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		Fall 2016	Fall 2018	Fall 2021	Fall 2016	Fall 2018	Fall 2021	Fall 2018	Fall 2021	Fall 2016	Fall 2018	Fall 2021	Fall 2021	Fall 2021	Fall 2021	Fall 2016	Fall 2021	Fall 2016	Fall 2021	Fall 2016	Fall 2021	Fall 2016	Fall 2021
Satisfaction Cleanliness Eating Areas	Mean	4.24	4.18	4.07	3.98	3.93	4.23	3.49	3.71	4.25	4.04	4.25	4.60	4.22	4.22	4.52	4.81	4.31	4.27	4.29	4	4.47	4.82
	N	472	521	347	41	29	13	84	42	12	28	8	5	37	9	96	43	180	37	14	3	75	38
Importance Cleanliness Eating Areas	Mean	4.63	4.55	4.60	4.49	4.24	5.00	4.31	4.37	4.75	4.36	4.86	5.00	4.45	4.63	4.69	4.87	4.51	4.32	4.50	5	4.45	4.71
	N	462	476	325	37	21	12	71	38	12	22	7	5	29	8	98	39	177	31	14	2	71	34
Satisfaction Atmosphere	Mean	4.22	4.13	4.13	4.16	4.06	4.23	3.78	4.02	4.08	4.04	4.25	4.80	4.27	4.11	4.68	4.72	4.34	4.43	4.86	5.33	4.25	4.35
	N	468	516	347	37	31	13	83	42	12	28	8	5	37	9	99	43	182	37	14	3	83	37
Importance Atmosphere	Mean	4.07	3.85	3.97	3.91	3.57	4.08	3.84	3.79	4.54	3.65	4.43	4.40	3.97	3.63	4.49	4.51	4.10	4.26	4.29	5.5	3.83	4.18
	N	455	468	323	35	23	12	69	38	13	23	7	5	29	8	97	39	179	31	14	2	75	34
Satisfaction Comfort	Mean	4.26	4.22	4.33	4.02	3.93	4.69	3.74	4.07	3.92	4.11	4.25	4.60	4.19	4.56	4.55	4.79	4.29	4.32	4.50	4.67	4.21	4.42
	N	468	515	347	41	30	13	82	42	12	28	8	5	37	9	96	43	177	37	14	3	75	38
Importance Comfort	Mean	4.21	4.05	4.15	4.24	3.68	4.67	3.90	3.89	4.67	3.70	4.43	4.80	4.14	4.00	4.45	4.69	4.21	4.06	4.50	5.5	3.94	4.09
	N	454	472	325	37	22	12	70	38	12	23	7	5	29	8	96	39	175	31	14	2	72	34
Satisfaction Availability Seating	Mean	4.51	4.49	4.37	4.05	4.07	4.69	3.88	4.17	4.25	4.14	5.00	4.40	4.73	4.44	4.06	4.47	4.35	4.24	4.71	4	4.19	4.5
	N	469	513	347	39	29	13	82	42	12	28	8	5	37	9	95	43	177	37	14	3	64	36
Importance Availability Seating	Mean	4.40	4.17	4.31	4.00	3.75	4.58	3.99	4.05	4.42	3.83	4.57	4.80	4.14	4.25	4.43	4.62	4.30	4.06	4.43	5.00	3.93	4.41
	N	457	471	324	36	20	12	68	38	12	23	7	5	29	8	94	39	175	31	14	2	67	32