

## DINING SURVEY SURVEY – Results 2008-09

A big thanks for the huge response (1144!) to our annual online Dining Services Survey. We have reviewed all data and comments, and will be using this info to further improve our services. Overall dining services increased to a 3.75 out of 5 rating. (Ratings are based on a scale of 1-5, with 5 as the highest.)

### BRICK CITY CAFE

	Students	Faculty	Staff
QUALITY	4.05	3.92	4.03
CLEANLINESS	4.10	4.28	4.22
ENVIRONMENT	3.96	3.42	3.64
SERVICE	4.01	4.11	4.10
HOURS	2.71	3.22	3.58
VARIETY	3.60	3.66	3.71
VALUE	3.23	2.98	3.00
<b>OVERALL</b>	<b>3.67</b>	<b>3.66</b>	<b>3.75</b>

### COMMONS

	Students	Faculty	Staff
QUALITY	4.00	3.96	4.04
CLEANLINESS	3.95	4.39	4.14
ENVIRONMENT	4.05	4.20	4.19
SERVICE	3.96	4.37	4.08
HOURS	4.41	3.78	3.90
VARIETY	3.48	3.25	3.58
VALUE	3.58	3.30	3.27
<b>OVERALL</b>	<b>3.92</b>	<b>3.89</b>	<b>3.89</b>

### CORNER STORE

	Students	Faculty	Staff
QUALITY	4.15	4.00	3.89
CLEANLINESS	4.12	4.04	3.94
SERVICE	4.05	4.07	3.89
HOURS	4.55	3.83	3.96
VARIETY	4.11	3.82	3.79
VALUE	3.18	3.21	2.91
<b>OVERALL</b>	<b>4.03</b>	<b>3.83</b>	<b>3.73</b>

### CROSSROADS

	Students	Faculty	Staff
QUALITY	4.03	3.95	4.06
CLEANLINESS	3.99	4.12	4.14
ENVIRONMENT	3.93	3.68	3.83
SERVICE	3.97	4.16	4.11
HOURS	3.87	3.88	3.92
VARIETY	3.90	3.71	3.85
VALUE	3.52	2.98	3.06
<b>OVERALL</b>	<b>3.89</b>	<b>3.78</b>	<b>3.85</b>

### GRACIE'S

	Students	Faculty	Staff
QUALITY	2.69	2.86	3.69
CLEANLINESS	2.58	3.45	3.64
ENVIRONMENT	3.36	3.43	3.74
SERVICE	3.19	3.32	3.82
HOURS	2.99	3.26	3.74
VARIETY	3.24	3.50	3.89
VALUE	2.87	2.59	3.25
<b>OVERALL</b>	<b>3.03</b>	<b>3.20</b>	<b>3.68</b>

### RITZ

	Students	Faculty	Staff
QUALITY	3.96	3.55	3.88
CLEANLINESS	3.96	3.89	4.09
ENVIRONMENT	4.18	3.49	3.93
SERVICE	4.04	3.94	4.02
HOURS	3.58	3.73	3.74
VARIETY	3.72	3.23	3.53
VALUE	3.41	2.91	3.16
<b>OVERALL</b>	<b>3.84</b>	<b>3.53</b>	<b>3.76</b>

### SANDELLA'S

	Students	Faculty	Staff
QUALITY	3.79	3.57	3.85
CLEANLINESS	3.73	3.71	3.94
ENVIRONMENT	3.04	2.32	2.88
SERVICE	3.69	3.74	3.86
HOURS	3.38	3.30	3.38
VARIETY	3.08	2.68	3.01
VALUE	3.27	2.69	2.98
<b>OVERALL</b>	<b>3.43</b>	<b>3.14</b>	<b>3.41</b>

### SOL'S

	Students	Faculty	Staff
QUALITY	4.10	4.20	3.76
CLEANLINESS	3.94	4.10	3.65
SERVICE	4.00	4.10	3.78
HOURS	3.87	3.60	3.71
VARIETY	3.64	3.80	3.76
VALUE	3.52	3.10	3.44
<b>OVERALL</b>	<b>3.85</b>	<b>3.82</b>	<b>3.68</b>

### BEANZ

	Students	Faculty	Staff
QUALITY	4.16	3.63	3.94
CLEANLINESS	4.15	3.68	4.05
ENVIRONMENT	3.95	3.40	3.77
SERVICE	4.10	3.75	4.02
HOURS	3.92	3.81	3.85
VALUE	3.64	3.11	3.39
<b>OVERALL</b>	<b>3.99</b>	<b>3.56</b>	<b>3.84</b>

### BEN & JERRY'S

	Students	Faculty	Staff
QUALITY	4.33	4.24	4.28
CLEANLINESS	4.20	4.14	4.15
ENVIRONMENT	4.08	3.78	3.95
SERVICE	4.11	4.04	4.09
HOURS	3.90	3.99	3.84
VARIETY	4.09	3.95	4.06
VALUE	3.64	2.80	2.96
<b>OVERALL</b>	<b>4.05</b>	<b>3.85</b>	<b>3.90</b>