

DINING SURVEY – RESULTS 2010 – 2011

A big thanks for the huge response (over 1600!) to our annual online Dining Services survey. We have reviewed all data and comments and will be using this information to further improve our services. Overall dining services ratings increased to a 3.9 out of 5 rating. Ratings are based on a 1-5 scale, with 5 being the highest rating.

BRICK CITY CAFÉ

Averages	Student	Staff	Faculty	Total
Quality of food	4.13	4.09	4.06	4.12
Cleanliness of location	4.23	4.20	4.18	4.22
Dining room atmosphere	3.90	3.81	3.83	3.87
Service by staff	4.00	4.09	4.11	4.03
Hours of operation	2.98	3.40	3.27	3.11
Variety of food	3.74	3.77	3.69	3.75
Value of meal	3.37	3.26	3.35	3.34

CAFÉ AND MARKET AT CROSSROADS

Averages	Student	Staff	Faculty	Total
Quality of food	3.94	4.02	3.88	3.96
Cleanliness of location	3.90	4.00	4.08	3.94
Dining room atmosphere	3.90	3.88	3.87	3.89
Service by staff	3.95	3.99	4.03	3.96
Hours of operation	4.05	3.99	3.88	4.03
Variety of food	3.86	3.81	3.67	3.84
Value of meal	3.44	3.18	3.35	3.37

THE COMMONS

Averages	Student	Staff	Faculty	Total
Quality of food	3.89	3.98	3.88	3.91
Cleanliness of location	3.95	3.98	3.90	3.95
Dining room atmosphere	4.10	4.12	4.02	4.10
Service by staff	3.87	3.98	3.82	3.89
Hours of operation	4.39	4.18	4.22	4.33
Variety of food	3.57	3.64	3.45	3.58
Value of meal	3.54	3.46	3.32	3.51

GLOBAL VILLAGE CANTINA AND GRILLE

Averages	Student	Staff	Faculty	Total
Quality of food	4.26	4.30	4.21	4.27
Cleanliness of location	4.43	4.51	4.42	4.45
Dining room atmosphere	4.38	4.39	4.38	4.38
Service by staff	4.17	4.23	3.98	4.17
Hours of operation	3.92	3.97	3.69	3.92
Variety of food	3.67	3.76	3.63	3.69
Value of meal	3.46	3.40	3.06	3.42

GRACIE'S

Averages	Student	Staff	Faculty	Total
Quality of food	3.03	3.28	3.42	3.09
Cleanliness of location	3.31	3.38	3.54	3.33
Dining room atmosphere	3.64	3.63	3.96	3.65
Service by staff	3.48	3.55	3.71	3.50
Hours of operation	3.07	3.21	3.42	3.11
Variety of food	3.57	3.64	3.75	3.59
Value of meal	3.14	3.14	3.43	3.15

RITZ SPORTSZONE

Averages	Student	Staff	Faculty	Total
Quality of food	4.10	3.98	3.95	4.06
Cleanliness of location	3.89	3.82	3.72	3.86
Dining room atmosphere	4.08	3.94	3.82	4.03
Service by staff	3.97	3.94	3.88	3.96
Hours of operation	3.72	3.70	3.59	3.71
Variety of food	3.86	3.71	3.77	3.82

ARTESANO

Averages	Student	Staff	Faculty	Total
Quality of food and beverages	4.37	4.36	4.10	4.35
Cleanliness of location	4.46	4.41	4.35	4.44
Seating area atmosphere	4.16	4.07	3.76	4.11
Service by staff	4.09	4.04	3.80	4.06
Hours of operation	3.95	3.84	3.92	3.92
Variety of food and beverages	4.02	3.91	3.59	3.96
Value of purchase	3.66	3.44	3.31	3.58

BEANZ

Averages	Student	Staff	Faculty	Total
Quality of food and beverages	4.29	4.24	4.38	4.28
Cleanliness of location	4.14	4.10	4.33	4.14
Seating area atmosphere	3.82	3.99	3.57	3.85
Service by staff	4.20	4.22	4.43	4.21
Hours of operation	4.12	4.07	4.00	4.10
Variety of food and beverages	4.01	3.93	3.90	3.99
Value of purchase	3.88	3.59	3.71	3.81

BEN AND JERRY'S

Averages	Student	Staff	Faculty	Total
Quality of products	4.50	4.52	4.35	4.50
Cleanliness of location	4.21	4.19	3.77	4.18
Service by staff	4.18	4.19	3.85	4.17
Hours of operation	3.78	3.81	3.27	3.76
Variety of products	4.05	4.01	3.77	4.03
Value of purchase	3.70	3.40	2.96	3.59

BYTES ON THE RUN

Averages	Student	Staff	Faculty	Total
Quality of products	4.10	4.08	4.00	4.09
Cleanliness of location	4.33	4.30	4.14	4.31
Service by staff	4.09	4.08	3.89	4.08
Hours of operation	4.03	3.79	4.04	3.97
Variety of products	3.87	3.75	3.57	3.82
Value of purchase	3.82	3.55	3.64	3.74

CALABRIA XPRESS FOOD TRUCK

Averages	Student	Staff	Faculty	Total
Quality of food	3.64	3.67	2.80	3.59
Cleanliness of location	3.34	3.67	2.40	3.33
Convenience of location stops	3.40	3.67	2.20	3.36
Service by staff	3.74	4.00	2.60	3.71
Hours of operation	3.43	3.42	2.40	3.36
Variety of food	3.31	3.50	2.20	3.27
Value of meal	3.33	3.33	2.40	3.27

CTRL ALT DELI

Averages	Student	Staff	Faculty	Total
Quality of food	4.11	3.83	3.94	4.04
Cleanliness of location	3.94	3.76	4.06	3.90
Seating area atmosphere	3.06	2.75	2.94	2.98
Service by staff	4.00	4.04	3.71	4.00
Hours of operation	3.77	3.67	3.65	3.74
Variety of food	3.51	3.18	2.82	3.40
Value of meal	3.61	3.13	3.35	3.48

COLLEGE GRIND

Averages	Student	Staff	Faculty	Total
Quality of food and beverages	4.24	4.06	4.04	4.18
Cleanliness of location	4.15	4.28	4.09	4.18
Seating area atmosphere	3.62	3.85	3.60	3.68
Service by staff	4.05	4.14	4.32	4.09
Hours of operation	3.97	3.86	3.88	3.93
Variety of food and beverages	4.04	3.76	3.28	3.90
Value of purchase	3.89	3.40	3.28	3.71

GORDIE'S

Averages	Student	Staff	Faculty	Total
Quality of food	4.05	3.74	3.36	3.95
Cleanliness of location	4.21	3.94	3.79	4.14
Service by staff	4.11	4.21	3.50	4.08
Hours of operation	3.80	3.52	3.00	3.70
Variety of food	3.68	3.41	2.86	3.58
Value of meal	3.71	3.32	3.29	3.62

NATHAN'S SOUPS AND SALADS

Averages	Student	Staff	Faculty	Total
Quality of food	4.50	4.33	4.26	4.43
Cleanliness of location	4.43	4.24	3.97	4.33
Service by staff	4.52	4.49	4.40	4.51
Hours of operation	4.10	4.14	3.91	4.10
Variety of food	4.00	3.94	3.83	3.97
Value of meal	4.14	3.79	4.00	4.02

CORNER STORE

Averages	Student	Staff	Faculty	Total
Quality of products	4.27	4.10	3.57	4.25
Cleanliness of location	4.15	4.03	3.43	4.13
Service by staff	4.13	4.13	3.14	4.12
Hours of operation	4.71	4.14	3.33	4.65
Variety of products	4.28	4.24	3.71	4.27
Value of purchase	3.34	3.25	2.63	3.32

GLOBAL VILLAGE MARKET

Averages	Student	Staff	Faculty	Total
Quality of products	4.49	4.46	4.13	4.47
Cleanliness of location	4.54	4.59	4.33	4.54
Service by staff	4.39	4.39	4.07	4.38
Hours of operation	3.88	4.15	3.73	3.92
Variety of products	4.34	4.31	3.64	4.31
Value of purchase	3.76	3.57	2.93	3.70

SOL'S UNDERGROUND

Averages	Student	Staff	Faculty	Total
Quality of food and products	4.13	4.00	3.25	4.12
Cleanliness of location	3.93	3.87	2.75	3.92
Service by staff	4.10	4.08	3.00	4.09
Hours of operation	4.14	4.25	3.00	4.13
Variety of food and products	3.93	3.83	3.00	3.92
Value of meal/purchase	3.81	3.54	2.75	3.79