

Xavier University of Louisiana  
Student Satisfaction Survey Report  
Dining Services



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## EXECUTIVE SUMMARY

### **INTRODUCTION**

Xavier University dining services operated by Sodexo, offers a variety of traditional foods as well as a diverse selection of fast food choices — from hamburgers, fries and pizza to freshly prepared pastas and soups. In order to evaluate whether the dining services are meeting their objectives as well as the campus dining needs, Office of Auxiliary Services decided to conduct Student Satisfaction Survey. Accordingly, several random student satisfaction surveys were conducted during the Fall semester of 2008-2009 academic year.

### **MEHODS**

Four breakfast surveys, five lunch surveys, and four dinner surveys were conducted on randomly selected days in the month of September, October, and November. The months of August and December were excluded from the survey schedule due to the fact that these months marked the beginning and end of the semester. The purpose of conducting multiple surveys is to capture the differences in satisfaction level in different meals and in different days of the week.

Xavier students were selected as the participants of these surveys. The rationale for this selection is the fact that very few faculty and staff use the dinning services during breakfasts and dinners on campus. Student participants were also selected randomly from the cafeteria during meal times. Every third student entering the cafeteria for dinning purpose was handed out the survey designed for each particular meal type (Breakfast, Lunch, and Dinner). They were requested to fill out the surveys after they finish their meals and were asked to return the completed surveys before they leave the cafeteria.

### **INSTRUMENT**

Office of Planning and Institutional Research developed 8 items questionnaire to measure the students' satisfaction level with the dinning services. The statements were presented on a five point Likert-type scale (5 = extremely satisfied, 1 = extremely dissatisfied). Five questions were also included in order to receive student demographical information. Content validity was established through a review of the questionnaire by two senior administrative staff members. Reliability validity was also established. The value of Chronbach's alpha for breakfast survey was .85, for lunch survey was .87, and for dinner survey was .88 indicating high reliability of the scale.

### **RESULTS**

Frequency distributions were calculated on each item in order to determine the number and the percentage of the students and their satisfaction levels. Crosstabs analysis

has also been done to determine the number and percentage of students and their satisfaction levels with a combination of levels of each demographic item. The results indicate that a total of 249 students participated in breakfast surveys administered on four different days. 25% of the students participated on a Monday, 25% on a Tuesday, 39% on a Thursday, and 11% on a Friday. Among the participants 26% were male and 72% of them were female. Two percent of the participants did not indicate their gender. 45% of the participants were freshmen, 19% were sophomore, 11% were junior, and 17% were senior. Eight percent of the participants were a combination of graduate students, P1, P2, P3, P4, and other types of students. The results also indicate that 98% of the participants live on campus and 2% live off campus. 59% of the participants eat breakfast at the campus dining services daily, 35% eat 1-3 times a week, 3% eat 1-3 times a month, and 4% eat less than once a month. Regarding satisfaction level, 53% of the expressed satisfaction with the variety of menu choices, 49% with the food quality of meals, 52% with the food temperature of meals, 47% with the food aroma of the meals, 67% with the cleanliness of the dining facility, 57% with the cleanliness of the utensils, 59% with courteousness of the staff, and 65% with punctuality of the services rendered.

The results of lunch satisfaction survey indicate that a total of 462 students participated in lunch surveys administered on five different days. 23% of the students participated on a Monday, 19% on a Tuesday, 18% on a Wednesday, 23% on a Thursday, and 18% on a Friday. Among the participants 25% were male and 73% of them were female. Three percent of the participants did not indicate their gender. 40% of the participants were freshmen, 21% were sophomore, 13% were junior, and 17% were senior. Other participants were a combination of graduate students, P1, P2, P3, P4, and other types of students. The results also indicate that 93% of the participants live on campus and 5% live off campus. 77% of the participants eat lunch at the campus dining services daily, 20% eat 1-3 times a week, 1% eat 1-3 times a month, and .6% eat less than once a month. Regarding satisfaction level, 42% of the expressed satisfaction with the variety of menu choices, 49% with the food quality of meals, 55% with the food temperature of meals, 47% with the food aroma of the meals, 57% with the cleanliness of the dining facility, 41% with the cleanliness of the utensils, 54% with courteousness of the staff, and 56% with punctuality of the services rendered.

The results of dinner satisfaction survey indicate that a total of 298 students participated in dinner surveys administered on four different days. 18% of the students participated on a Monday, 36% on a Tuesday, 38% on a Thursday, and 8% on a Friday. Among the participants 26% were male and 73% of them were female. One percent of the participants did not indicate their gender. 48% of the participants were freshmen, 23% were sophomore, 9% were junior, and 10% were senior. Other participants were a combination of graduate students, P1, P2, P3, P4, and other types of students. The results also indicate that 98% of the participants live on campus and 1% lives off campus. 86% of the participants eat dinner at the campus dining services daily, 13% eat 1-3 times a week, and less one percent eat 1-3 times a month. Regarding satisfaction level, 49% of the expressed satisfaction with the variety of menu choices, 49% with the food quality of meals, 51% with the food temperature of meals, 49% with the food aroma of the meals,

61% with the cleanliness of the dining facility, 44% with the cleanliness of the utensils, 59% with courteousness of the staff, and 52% with punctuality of the services rendered.

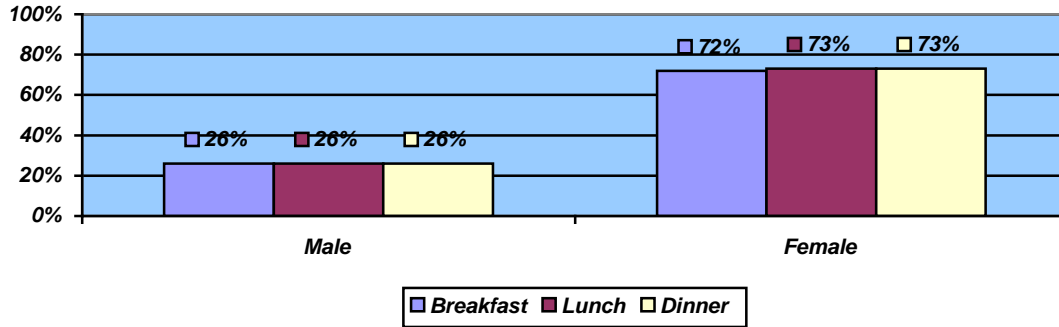
## **CONCLUSIONS**

The findings of the surveys indicate that the students are mostly satisfied with their dining experiences at Xavier University Dining Services. It is interesting to note that at least one third of the participants stayed neutral when offering their opinions about the level of satisfaction with the dining services. However, the most notable point regarding the survey results is that the students are mostly satisfied with breakfast services. In fact, regarding mean score, out of eight items, breakfast scored highest on seven items. The findings also present that there is a substantial difference regarding students' level of dissatisfaction between breakfast and lunch services and between breakfast and dinner services in all eight items.

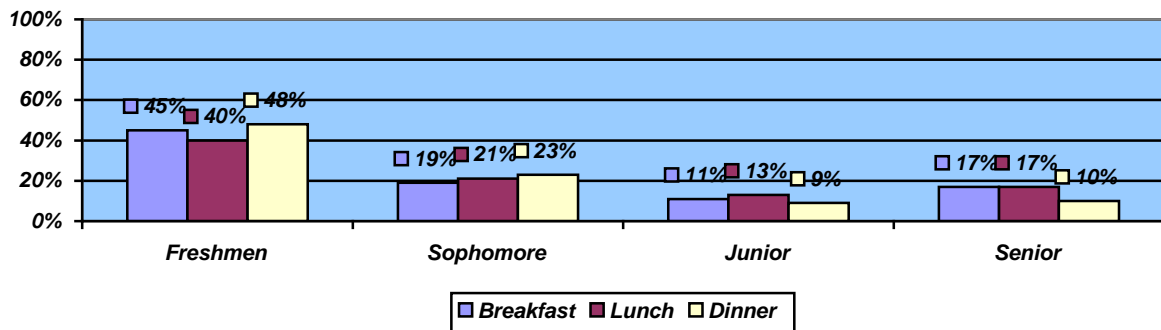
*A COMPARATIVE LOOK*

## DEMOGRAPHICS

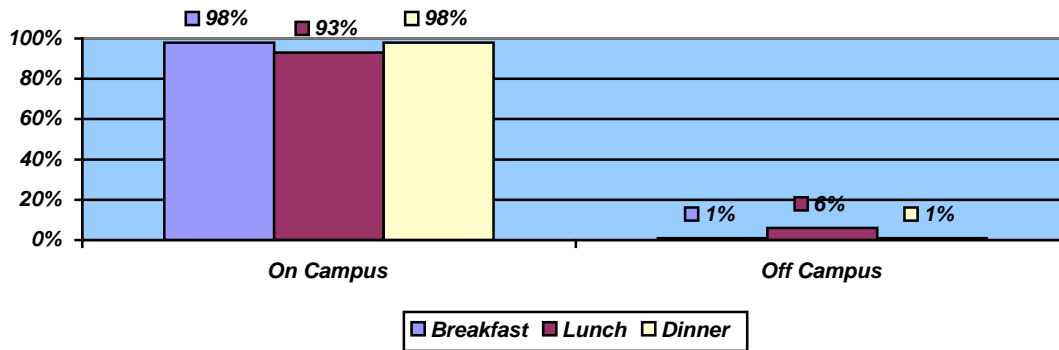
What is your gender?



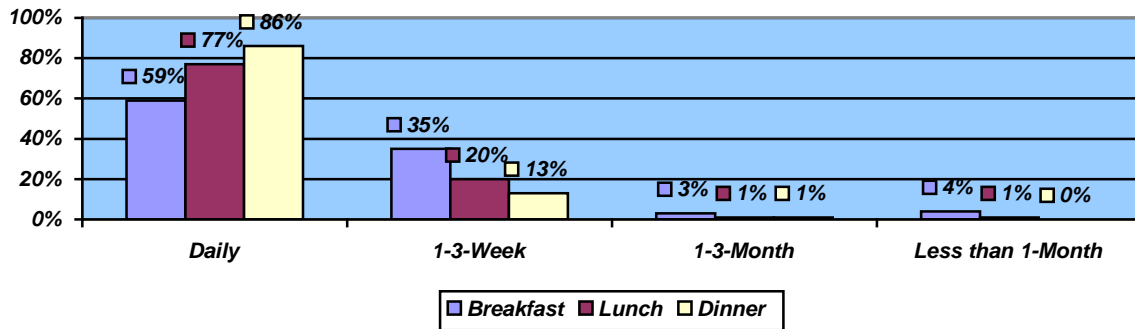
What is your student classification?



Where do you live?

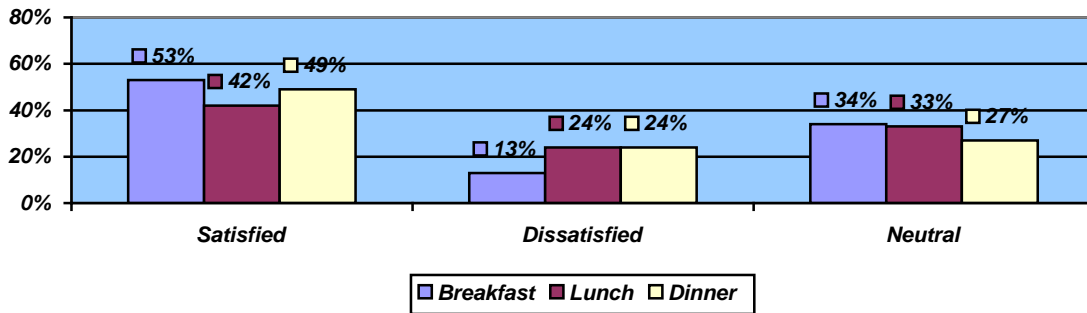


How often you eat here?

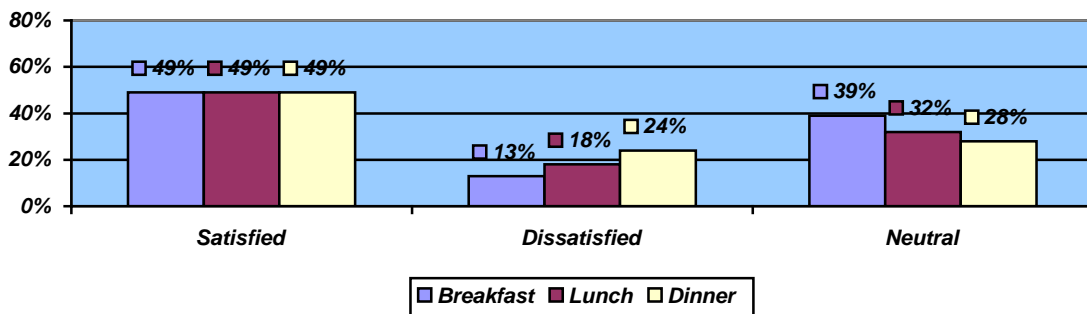


## OVERALL SATISFACTION LEVEL

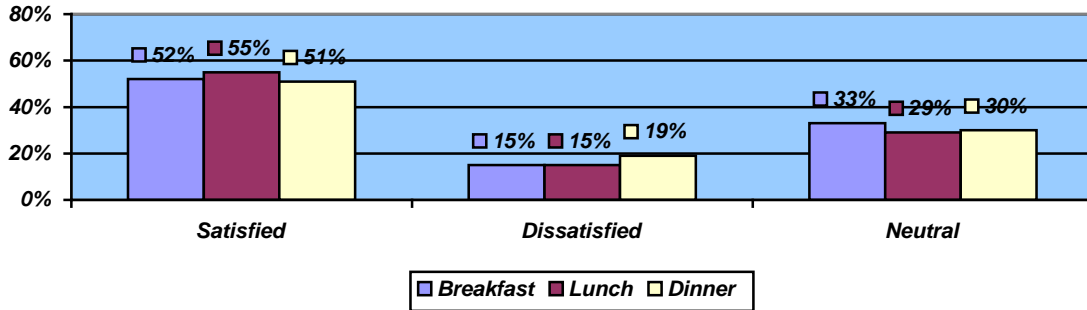
How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?



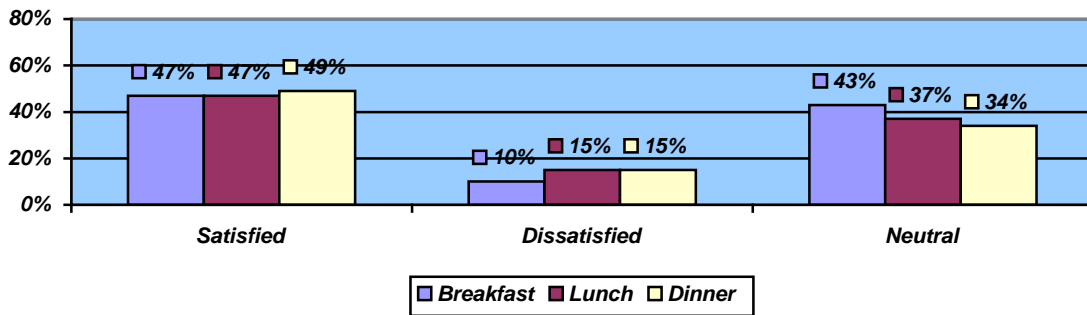
How satisfied were you with the food quality of your meal today?



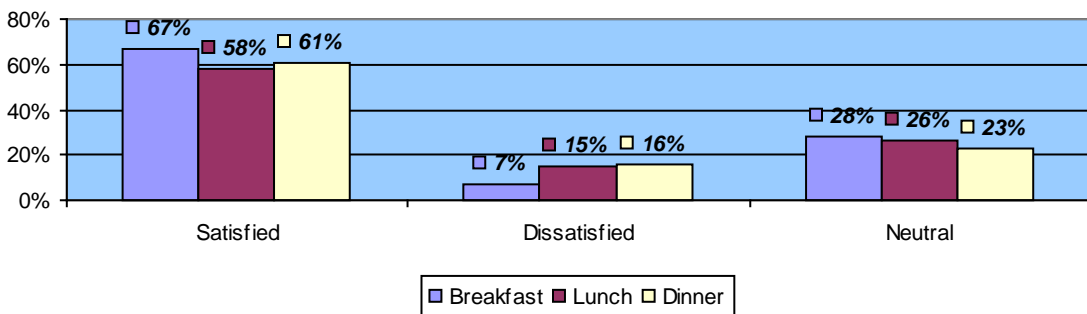
How satisfied were you with the food temperature of your meal today?



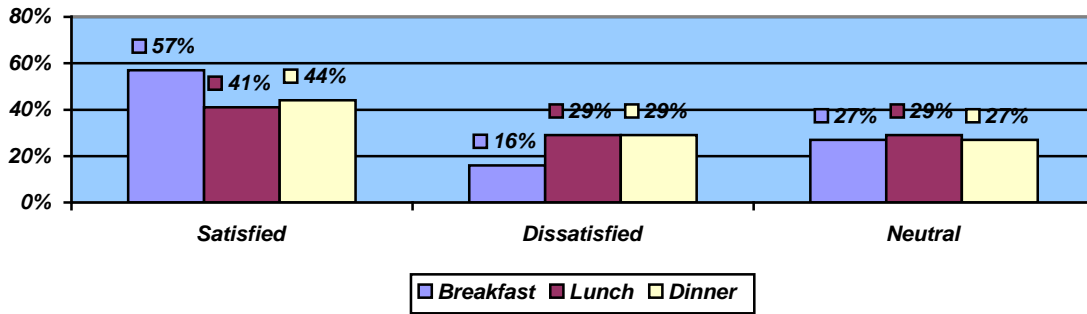
How satisfied were you with the food aroma of your meal today?



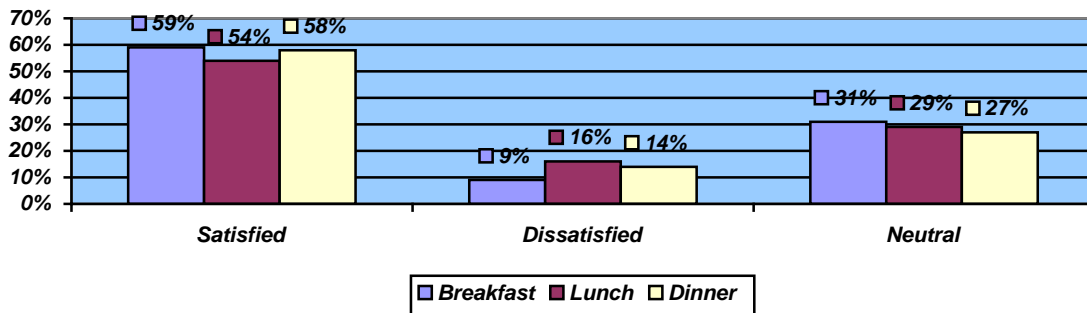
How satisfied were you with the cleanliness of the facility today?



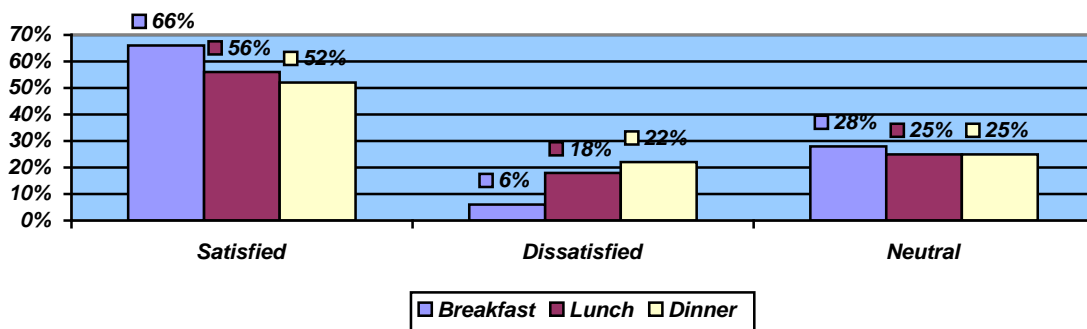
How satisfied were you with the cleanliness of your utensils today?



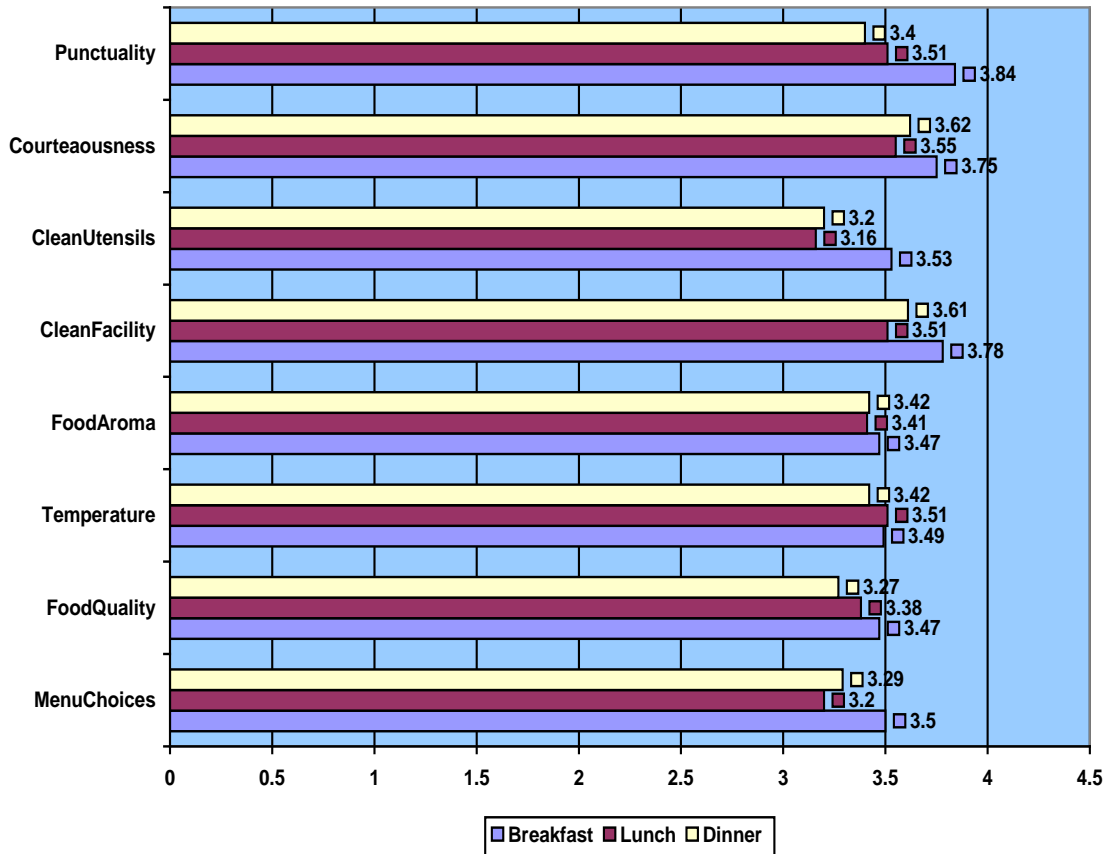
How satisfied were you with the courteousness of the staff?



How satisfied were you with the punctuality of services rendered?



DESCRIPTIVE STATISTICS (MEAN)



*BREAKFAST SATISFACTION SURVEY*

## DEMOGRAPHICS

What is your gender?

		Frequency	Percent	Valid Percent
Valid	Male	64	25.7	26.3
	Female	179	71.9	73.7
	Total	243	97.6	100.0
Missing	System	6	2.4	
Total		249	100.0	

What is your student classification?

		Frequency	Percent	Valid Percent
Valid	Freshman	112	45.0	45.3
	Sophomore	46	18.5	18.6
	Junior	28	11.2	11.3
	Senior	43	17.3	17.4
	P1	6	2.4	2.4
	P2	10	4.0	4.0
	Graduate Student	1	.4	.4
	Other	1	.4	.4
	Total	247	99.2	100.0
Missing	System	2	.8	
Total		249	100.0	

Where do you live?

		Frequency	Percent	Valid Percent
Valid	On campus	243	97.6	98.8
	Off campus	3	1.2	1.2
	Total	246	98.8	100.0
Missing	System	3	1.2	
Total		249	100.0	

How often you eat breakfast here?

		Frequency	Percent	Valid Percent
Valid	Daily	146	58.6	58.6
	1-3 times a week	86	34.5	34.5
	1-3 times a month	8	3.2	3.2
	Less than once month	9	3.6	3.6
	Total	249	100.0	100.0

What day is today?

		Frequency	Percent	Valid Percent
Valid	Monday	63	25.3	25.3
	Tuesday	61	24.5	24.5
	Thursday	98	39.4	39.4
	Friday	27	10.8	10.8
	Total	249	100.0	100.0

*DESCRIPTIVE STATISTICS*

	N	Minimum	Maximum	Mean	Std. Deviation
How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?	249	1	5	3.50	.947
How satisfied were you with the food quality of your meal today?	249	1	5	3.47	.893
How satisfied were you with the food temperature of your meal today?	249	1	5	3.49	.968
How satisfied were you with the food aroma of your meal today?	249	1	5	3.47	.866
How satisfied were you with the cleanliness of the facility today?	249	1	5	3.78	.857
How satisfied were you with the cleanliness of your utensils today?	249	1	5	3.53	1.043
How satisfied were you with the courteousness of the staff?	248	1	5	3.75	1.008
How satisfied were you with the punctuality of services rendered?	248	1	5	3.84	.938

*OVERALL SATISFACTION LEVEL*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	7	4.24%	2.8%
	Dissatisfied	26	15.76%	10.4%
	Satisfied	99	60%	39.8%
	Extremely Satisfied	33	20%	13.3%
	Total Opinions	165	100%	66.3%
Students With No Opinion	Neutral	84		33.7%
	<b>TOTAL</b>	<b>249</b>		<b>100.0%</b>

Overall Satisfied = 53.1%

Over Dissatisfied = 13.2%

Neutral = 33.7%

How satisfied were you with the food quality of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	3	1.96%	1.2%
	Dissatisfied	29	18.95%	11.6%
	Satisfied	91	59.48%	36.5%
	Extremely Satisfied	30	19.61	12.0%
	Total	153	100.0%	61.4%
Students With No Opinion	Neutral	96		38.6%
	<b>TOTAL</b>	<b>249</b>		<b>100%</b>

Overall Satisfied = 48.5%

Over Dissatisfied = 12.8%

Neutral = 38.6%

How satisfied were you with the food temperature of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	5	2.99%	2.0%
	Dissatisfied	33	19.76%	13.3%
	Satisfied	92	55.09%	36.9%
	Extremely Satisfied	37	22.16%	14.9%
	Total	167	100.0	67.1%
Students With No Opinion	Neutral	82		32.9%
<b>TOTAL</b>		<b>249</b>		<b>100%</b>

Overall Satisfied = 51.8%

Over Dissatisfied = 15.3%

Neutral = 32.9%

How satisfied were you with the food aroma of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinion	Extremely Dissatisfied	5	3.55%	2.0%
	Dissatisfied	19	13.48%	7.6%
	Satisfied	89	63.12%	35.7%
	Extremely Satisfied	28	19.85%	11.2%
	Total	141	100%	56.6%
Students With No Opinion	Neutral	108		43.4%
<b>TOTAL</b>		<b>249</b>	<b>100.0</b>	<b>100.0</b>

Overall Satisfied = 46.9%

Over Dissatisfied = 9.6%

Neutral = 43.4%

How satisfied were you with the cleanliness of the facility today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	2	1.08%	.8%
	Dissatisfied	16	8.65%	6.4%
	Satisfied	119	64.32%	47.8%
	Extremely Satisfied	48	25.95%	19.3%
	Total	185	100%	74.3%
Students With No Opinion	Neutral	64		25.7%
<b>Total</b>		<b>249</b>		<b>100.0%</b>

Overall Satisfied = 67.1%

Over Dissatisfied = 7.2%

Neutral = 25.7%

How satisfied were you with the cleanliness of your utensils today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	10	5.49%	4.0%
	Dissatisfied	31	17.03%	12.4%
	Satisfied	98	53.85%	39.4%
	Extremely Satisfied	43	23.63%	17.3%
	Total	182	100%	73.1%
Students With No Opinion	Neutral	67		26.9%
<b>TOTAL</b>		<b>249</b>		<b>100.0</b>

Overall Satisfied = 56.7%

Over Dissatisfied = 16.4%

Neutral = 26.9%

How satisfied were you with the courteousness of the staff?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	6	3.53%	2.4%
	Dissatisfied	17	10%	6.8%
	Satisfied	80	47.06%	32.1%
	Extremely Satisfied	67	39.41	26.9%
	Total	170	100%	68.3%
Students With No Opinion	Neutral	78		31.3%
	Missing	1		.4%
<b>TOTAL</b>		<b>249</b>		<b>100%</b>

Overall Satisfied = 59%  
 Over Dissatisfied = 9.2%  
 Neutral = 31.3%

How satisfied were you with the punctuality of services rendered?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	5	2.79%	2.0%
	Dissatisfied	11	6.15%	4.4%
	Satisfied	97	54.19%	39%
	Extremely Satisfied	66	36.87%	26.5%
	Total	179	100%	71.9%
Students With No Opinion	Neutral	69		27.7%
	Missing	1		.4%
<b>TOTAL</b>		<b>249</b>		<b>100%</b>

Overall Satisfied = 65.5%  
 Over Dissatisfied = 6.2%  
 Neutral = 27.7%

*CROSSTABS (WHAT DAY IS TODAY)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	0.0%	8.2%	1.0%	3.7%
Dissatisfied	7.9%	6.6%	14.3%	11.1%
Neutral	31.7%	37.7%	31.6%	37.0%
Satisfied	41.3%	37.7%	39.8%	40.7%
Extremely Satisfied	19.0%	9.8%	13.3%	7.4%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food quality of your meal today?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	1.6%	1.6%	1.0%	0.0%
Dissatisfied	9.5%	11.5%	12.2%	14.8%
Neutral	46.0%	37.7%	38.8%	22.2%
Satisfied	28.6%	36.1%	34.7%	63.0%
Extremely Satisfied	14.3%	13.1%	13.3%	0.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food temperature of your meal today?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	0.0%	3.3%	3.1%	0.0%
Dissatisfied	14.3%	3.3%	20.4%	7.4%
Neutral	39.7%	29.5%	29.6%	37.0%
Satisfied	36.5%	39.3%	34.7%	40.7%
Extremely Satisfied	9.5%	24.6%	12.2%	14.8%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food aroma of your meal today?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	0.0%	0.0%	5.1%	0.0%
Dissatisfied	6.3%	4.9%	8.2%	14.8%
Neutral	46.0%	45.9%	44.9%	25.9%
Satisfied	38.1%	34.4%	32.7%	44.4%
Extremely Satisfied	9.5%	14.8%	9.2%	14.8%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of the facility today?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	1.6%	0.0%	1.0%	0.0%
Dissatisfied	3.2%	8.2%	7.1%	7.4%
Neutral	25.4%	27.9%	21.4%	37.0%
Satisfied	39.7%	45.9%	53.1%	51.9%
Extremely Satisfied	30.2%	18.0%	17.3%	3.7%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of your utensils today?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	3.2%	3.3%	5.1%	3.7%
Dissatisfied	4.8%	14.8%	15.3%	14.8%
Neutral	28.6%	24.6%	23.5%	40.7%
Satisfied	38.1%	39.3%	41.8%	33.3%
Extremely Satisfied	25.4%	18.0%	14.3%	7.4%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the courteousness of the staff?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	1.6%	4.9%	2.0%	0.0%
Dissatisfied	0.0%	9.8%	9.2%	7.4%
Neutral	32.3%	27.9%	34.7%	25.9%
Satisfied	30.6%	37.7%	29.6%	33.3%
Extremely Satisfied	35.5%	19.7%	24.5%	33.3%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the punctuality of services rendered?

	Monday N = 63	Tuesday N = 61	Thursday N = 98	Friday N = 27
Extremely Dissatisfied	1.6%	1.6%	3.1%	0.0%
Dissatisfied	1.6%	4.9%	6.1%	3.7%
Neutral	29.0%	29.5%	26.5%	25.9%
Satisfied	35.5%	39.3%	40.8%	40.7%
Extremely Satisfied	32.3%	24.6%	23.5%	29.6%
Total	100.0%	100.0%	100.0%	100%

*CROSSTABS (HOW OFTEN YOU EAT BREAKFAST HERE)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	2.1%	3.5%	12.5%	0.0%
Dissatisfied	12.3%	9.3%	0.0%	0.0%
Neutral	31.5%	37.2%	50.0%	22.2%
Satisfied	39.0%	40.0%	25.0%	55.6%
Extremely Satisfied	15.1%	9.3%	12.5%	22.2%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food quality of your meal today?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	2.1%	0.0%	0.0%	0.0%
Dissatisfied	9.6%	16.3%	0.0%	11.1%
Neutral	38.4%	38.4%	37.5%	44.4%
Satisfied	35.6%	38.4%	37.5%	33.3%
Extremely Satisfied	14.4%	7.0%	25.0%	11.1%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food temperature of your meal today?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	1.4%	3.5%	0.0%	0.0%
Dissatisfied	15.1%	10.5%	12.5%	11.1%
Neutral	30.1%	40.75	25.0%	11.1%
Satisfied	39.0%	31.4%	25.0%	66.7%
Extremely Satisfied	14.4%	14.0%	37.5%	11.1%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food aroma of your meal today?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	2.7%	1.2%	0.0%	0.0%
Dissatisfied	6.8%	10.5%	0.0%	0.0%
Neutral	39.0%	50.0%	62.5%	33.3%
Satisfied	38.4%	30.2%	25.0%	55.6%
Extremely Satisfied	13.0%	8.1%	12.5%	11.1%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food cleanliness of the facility today?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	.7%	1.2%	0.0%	0.0%
Dissatisfied	6.8%	7.0%	0.0%	0.0%
Neutral	24.7%	25.6%	50.0%	22.2%
Satisfied	46.6%	51.2%	25.0%	55.6%
Extremely Satisfied	21.2%	15.1%	25.0%	22.2%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of your utensils today?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	3.4%	5.8%	0.0%	0.0%
Dissatisfied	12.3%	15.1%	0.0%	0.0%
Neutral	23.3%	32.6%	25.0%	33.3%
Satisfied	43.2%	34.9%	25.0%	33.3%
Extremely Satisfied	17.8%	11.6%	50.0%	33.3%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the courteousness of the staff?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	2.1%	2.3%	12.5%	0.0%
Dissatisfied	5.5%	10.5%	0.0%	0.0%
Neutral	29.0%	32.6%	50.0%	44.4%
Satisfied	35.2%	29.1%	25.0%	22.2%
Extremely Satisfied	28.3%	25.6%	12.5%	33.3%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the punctuality of services rendered?

	Daily N = 146	1-3 Times a week N = 86	1-3 times a month N = 8	Less than a once month N = 9
Extremely Dissatisfied	2.8%	1.2%	0.0%	0.0%
Dissatisfied	4.8%	4.7%	0.0%	0.0%
Neutral	24.1%	33.7%	37.5%	22.2%
Satisfied	38.6%	39.5%	37.5%	44.4%
Extremely Satisfied	29.7%	20.9%	25.0%	33.3%
Total	100.0%	100.0%	100.0%	100%

*CROSSTABS (WHAT IS YOUR STUDENT CLASSIFICATION)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	1.8%	4.3%	7.1%	2.3%
Dissatisfied	6.3%	6.5%	17.9%	20.9%
Neutral	35.7%	28.3%	42.9%	37.2%
Satisfied	38.4%	52.2%	28.6%	32.6%
Extremely Satisfied	17.9%	8.7%	3.6%	7.0%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food quality of your meal today?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	0.0%	4.3%	3.6%	0.0%
Dissatisfied	8.9%	6.5%	25.0%	18.6%
Neutral	36.6%	47.8%	35.7%	44.2%
Satisfied	39.3%	30.4%	28.6%	27.9%
Extremely Satisfied	15.2%	10.9%	7.1%	9.3%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food temperature of your meal today?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	1.8%	0.0%	10.7%	0.0%
Dissatisfied	10.7%	8.7%	17.9%	23.3%
Neutral	34.8%	39.1%	21.4%	34.9%
Satisfied	31.3%	39.1%	42.9%	37.2%
Extremely Satisfied	21.4%	13.0%	7.1%	4.7%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food aroma of your meal today?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	.9%	0.0%	7.1%	4.7%
Dissatisfied	8.9%	6.5%	7.1%	9.3%
Neutral	40.2%	39.1%	42.9%	53.3%
Satisfied	34.8%	41.3%	35.7%	30.2%
Extremely Satisfied	15.2%	13.0%	7.1%	2.3%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of the facility today?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	0.0%	2.2%	0.0%	0.0%
Dissatisfied	6.3%	4.3%	14.3%	7.0%
Neutral	27.7%	23.9%	21.4%	30.2%
Satisfied	40.2%	52.2%	50.0%	53.5%
Extremely Satisfied	25.9%	17.4%	14.3%	9.3%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of your utensils today?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	2.7%	2.2%	10.7%	2.3%
Dissatisfied	6.3%	8.7%	39.3%	16.3%
Neutral	27.7%	26.1%	14.3%	34.9%
Satisfied	37.5%	50.0%	28.6%	37.2%
Extremely Satisfied	25.9%	13.0%	7.1%	9.3%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the courteousness of the staff?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	2.7%	0.0%	3.7%	4.7%
Dissatisfied	5.4%	10.9%	11.1%	7.0%
Neutral	25.0%	43.5%	33.3%	32.6%
Satisfied	26.8%	28.3%	40.7%	39.5%
Extremely Satisfied	40.2%	17.4%	11.1%	16.3%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the punctuality of services rendered?

	Freshmen N = 112	Sophomore N = 46	Junior N = 28	Senior N = 43
Extremely Dissatisfied	1.8%	0.0%	3.7%	4.7%
Dissatisfied	4.5%	4.3%	11.1%	0.0%
Neutral	26.8%	34.8%	33.3%	25.6%
Satisfied	31.3%	37.0%	37.0%	53.5%
Extremely Satisfied	35.7%	23.9%	14.8%	16.3%
Total	100%	100.0%	100.0%	100.0%

LUNCH SATISFACTION SURVEY

## DEMOGRAPHICS

What is your gender?

		Frequency	Percent	Valid Percent
Valid	Male	113	24.5%	25.2%
	Female	336	72.7%	74.8%
	Total	449	97.2%	100%
Missing	System	13	2.8%	
Total		462	100.0	

What is your student classification?

		Frequency	Percent	Valid Percent
Valid	Freshman	184	39.8%	40.6%
	Sophomore	97	21.0%	21.4%
	Junior	60	13.0%	13.2%
	Senior	77	16.7%	17.0%
	P1	21	4.5%	4.6%
	P2	9	1.9%	2.0%
	P3	3	.6%	.7%
	Graduate Student	2	.4%	.4%
	Total	453	98.1%	100%
Missing	System	9	1.9%	
Total		462	100%	

Where do you live?

		Frequency	Percent	Valid Percent
Valid	On campus	430	93.1%	95.3%
	Off campus	21	4.5%	4.7%
	Total	451	97.6%	100%
Missing	System	11	2.4%	
Total		462	100%	

How often you eat lunch here?

		Frequency	Percent	Valid Percent
Valid	Daily	357	77.3%	78.3%
	1-3 times a week	91	19.7%	20.0%
	1-3 times a month	5	1.1%	1.1%
	Less than once month	3	.6%	.6%
	Total	456	98.7%	100%
Missing	System	6	1.3%	
	Total	462	100.0%	

What day is today?

		Frequency	Percent	Valid Percent
Valid	Monday	104	22.5%	22.5%
	Tuesday	88	19.0%	19.0%
	Wednesday	82	17.7%	17.7%
	Thursday	106	22.9%	22.9%
	Friday	82	17.7%	17.7%
	Total	462	100%	100%

*DESCRIPTIVE STATISTICS*

	N	Minimum	Maximum	Mean	Std. Deviation
How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?	457	1	5	3.20	1.06
How satisfied were you with the food quality of your meal today?	458	1	5	3.38	1.00
How satisfied were you with the food temperature of your meal today?	460	1	5	3.51	1.06
How satisfied were you with the food aroma of your meal today?	458	1	5	3.41	1.04
How satisfied were you with the cleanliness of the facility today?	459	1	5	3.51	1.04
How satisfied were you with the cleanliness of your utensils today?	455	1	5	3.16	1.15
How satisfied were you with the courteousness of the staff?	458	1	5	3.55	1.14
How satisfied were you with the punctuality of services rendered?	459	1	5	3.51	1.14

## OVERALL SATISFACTION LEVEL

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	31	10.13%	6.7%
	Dissatisfied	82	26.80%	17.7%
	Satisfied	149	48.69%	32.3%
	Extremely Satisfied	44	14.38	9.5%
	Total Opinions	306	100%	66.2
Students With No Opinion	Neutral	151		32.7%
	Missing	5		1.1
<b>TOTAL</b>		<b>462</b>		<b>100.0%</b>

Overall Satisfied = 41.8%

Over Dissatisfied = 24.4%

Neutral = 32.7%

How satisfied were you with the food quality of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	20	6.47%	4.3%
	Dissatisfied	63	20.39%	13.6%
	Satisfied	174	56.31%	37.7%
	Extremely Satisfied	52	16.83%	11.3%
	Total	309	100%	66.9%
Students With No Opinion	Neutral	149		32.3%
	Missing	4		.9%
<b>TOTAL</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 49.0%

Over Dissatisfied = 17.9%

Neutral = 32.3%

How satisfied were you with the food temperature of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	28	8.59%	6.1%
	Dissatisfied	42	12.88%	9.1%
	Satisfied	179	54.91%	38.7%
	Extremely Satisfied	77	23.62%	16.7%
	Total	326	100%	70.6%
Students With No Opinion	Neutral	134		29.0%
	Missing	2		.4%
<b>TOTAL</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 55.4%

Over Dissatisfied = 15.2%

Neutral = 29.0%

How satisfied were you with the food aroma of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinion	Extremely Dissatisfied	28	9.76%	6.1%
	Dissatisfied	42	14.63%	9.1%
	Satisfied	149	51.92%	32.3%
	Extremely Satisfied	68	23.69%	14.7%
	Total	287	100%	62.2%
Students With No Opinion	Neutral	171		37.0%
	Missing	4		.9%
<b>TOTAL</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 47.0%

Over Dissatisfied = 15.2%

Neutral = 37.0%

How satisfied were you with the cleanliness of the facility today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	20	5.93%	4.3%
	Dissatisfied	51	15.13%	11.0%
	Satisfied	182	54.01%	39.4%
	Extremely Satisfied	84	24.93%	18.2%
	Total	337	100%	72.9%
Students With No Opinion	Neutral	122		26.4%
	Missing	3		.6%
<b>Total</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 57.6%

Over Dissatisfied = 15.3%

Neutral = 26.4%

How satisfied were you with the cleanliness of your utensils today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	42	13.04%	9.1%
	Dissatisfied	90	27.95%	19.5%
	Satisfied	132	40.99%	28.6%
	Extremely Satisfied	58	18.02%	12.6%
	Total	322	100%	69.8%
Students With No Opinion	Neutral	133		28.8%
	Missing	7		1.5%
<b>TOTAL</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 41.2%

Over Dissatisfied = 28.6%

Neutral = 28.8%

How satisfied were you with the courteousness of the staff?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	30	9.26%	6.5%
	Dissatisfied	44	13.58%	9.5%
	Satisfied	142	43.83%	30.7%
	Extremely Satisfied	108	33.33	23.4%
	Total	324	100%	70.1 %
Students With No Opinion	Neutral	134		29.0%
	Missing	4		.9%
<b>TOTAL</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 54.1%

Over Dissatisfied = 16.0%

Neutral = 29.0%

How satisfied were you with the punctuality of services rendered?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	35	10.24%	7.6%
	Dissatisfied	47	13.74%	10.2%
	Satisfied	168	49.12%	36.4%
	Extremely Satisfied	92	26.9	19.9%
	Total	342	100%	74.1%
Students With No Opinion	Neutral	117		25.3%
	Missing	3		.6%
<b>TOTAL</b>		<b>462</b>		<b>100%</b>

Overall Satisfied = 56.3%

Over Dissatisfied = 17.8%

Neutral = 25.3%

*CROSSTABS (WHAT DAY IS TODAY)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	3.9%	6.8%	6.1%	13.3%	2.5%
Dissatisfied	9.8%	22.7%	24.4%	21.9%	11.3%
Neutral	31.4%	33.0%	34.1%	32.4%	35.0%
Satisfied	41.2%	33.0%	23.2%	24.8%	41.3%
Extremely Satisfied	13.7%	4.5%	12.2%	7.6%	10.0%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the food quality of your meal today?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	1.9%	6.9%	3.7%	6.7%	2.4%
Dissatisfied	13.6%	19.5%	9.9%	15.2%	9.8%
Neutral	33.0%	34.5%	32.1%	33.3%	29.3%
Satisfied	37.9%	32.2%	40.7%	34.3%	46.3%
Extremely Satisfied	13.6%	6.9%	13.6%	10.5%	12.2%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the food temperature of your meal today?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	2.9%	10.2%	8.5%	5.8%	3.7%
Dissatisfied	10.6%	10.2%	8.5%	6.7%	9.8%
Neutral	26.9%	28.4%	20.7%	37.5%	30.5%
Satisfied	39.4%	30.7%	47.6%	37.5%	40.2%
Extremely Satisfied	20.0%	20.5%	14.6%	12.5%	15.9%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the food aroma of your meal today?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	2.9%	8.0%	3.7%	12.5%	2.4%
Dissatisfied	10.6%	6.9%	16.0%	8.7%	3.7%
Neutral	31.7%	36.8%	34.6%	44.2%	39.0%
Satisfied	39.4%	35.6%	30.9%	21.2%	36.6%
Extremely Satisfied	15.4%	12.6%	14.8%	13.5%	18.3%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of the facility today?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	4.9%	4.6%	4.9%	4.8%	2.4%
Dissatisfied	11.7%	5.7%	9.8%	12.4%	15.9%
Neutral	28.2%	29.9%	25.6%	23.8%	25.6%
Satisfied	36.9%	43.7%	39.0%	40.0%	39.0%
Extremely Satisfied	18.4%	16.1%	20.7%	19.0%	17.1%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of your utensils today?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	8.8%	9.3%	7.3%	9.7%	11.0%
Dissatisfied	12.7%	16.3%	20.7%	18.4%	32.9%
Neutral	28.4%	31.4%	34.1%	32.0%	19.5%
Satisfied	33.3%	33.7%	24.4%	28.2%	24.4%
Extremely Satisfied	16.7%	9.3%	13.4%	11.7%	12.2%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the courteousness of the staff?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	6.9%	4.6%	8.5%	5.7%	7.3%
Dissatisfied	7.8%	10.3%	12.2%	7.6%	11.0%
Neutral	20.6%	28.7%	34.1%	32.4%	31.7%
Satisfied	36.3%	35.6%	26.8%	34.3%	19.5%
Extremely Satisfied	28.4%	20.7%	18.3%	20.0%	30.5%
Total	100.0%	100%	100.0%	100.0%	100%

How satisfied were you with the punctuality of services rendered?

	Monday N = 102	Tuesday N = 88	Wednesday N = 82	Thursday N = 105	Friday N = 80
Extremely Dissatisfied	5.8%	5.7%	8.55	10.5%	7.35
Dissatisfied	8.7%	9.2%	9.8%	9.5%	14.6%
Neutral	25.2%	29.9%	26.8%	25.7%	19.5%
Satisfied	43.7%	33.3%	34.1%	33.3%	37.8%
Extremely Satisfied	16.5%	21.8%	20.7%	21.0%	20.7%
Total	100.0%	100%	100.0%	100.0%	100%

*CROSSTABS (HOW OFTEN YOU EAT LUNCH HERE)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	6.8%	7.8%	0.0%	0.0%
Dissatisfied	17.7%	18.9%	40.0%	0.0%
Neutral	33.8%	31.1%	20.0%	0.0%
Satisfied	33.0%	31.1%	40.0%	50.0%
Extremely Satisfied	8.7%	11.1%	0.0%	50.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food quality of your meal today?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	4.2%	5.5%	0.0%	0.0%
Dissatisfied	12.1%	19.8%	20.0%	0.0%
Neutral	33.3%	30.8%	60.0%	0.0%
Satisfied	38.4%	34.1%	20.0%	100.0%
Extremely Satisfied	11.9%	9.9%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food temperature of your meal today?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	5.9%	6.6%	20.0%	0.0%
Dissatisfied	8.4%	11.0%	20.0%	0.0%
Neutral	28.9%	31.9%	40.0%	0.0%
Satisfied	40.7%	31.9%	20.0%	50.0%
Extremely Satisfied	16.0%	18.7%	0.0%	50.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food aroma of your meal today?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	6.2%	6.6%	0.0%	0.0%
Dissatisfied	9.3%	5.5%	60.0%	0.0%
Neutral	36.7%	45.1%	0.0%	0.0%
Satisfied	32.5%	30.8%	20.0%	100.0%
Extremely Satisfied	15.3%	12.1%	20.0%	0.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food cleanliness of the facility today?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	4.2%	5.5%	0.0%	0.0%
Dissatisfied	11.5%	8.8%	40.0%	0.0%
Neutral	27.9%	24.2%	0.0%	0.0%
Satisfied	38.0%	40.7%	60.0%	100.0%
Extremely Satisfied	18.3%	20.9%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of your utensils today?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	9.1%	11.1%	0.0%	0.0%
Dissatisfied	19.5%	20.0%	40.0%	50.0%
Neutral	28.6%	31.1%	40.0%	0.0%
Satisfied	29.7%	24.4%	20.0%	50.0%
Extremely Satisfied	13.0%	13.3%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the courteousness of the staff?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	7.3%	4.4%	0.0%	0.0%
Dissatisfied	10.4%	6.6%	20.0%	0.0%
Neutral	27.6%	36.3%	40.0%	0.0%
Satisfied	31.5%	25.3%	40.0%	100.0%
Extremely Satisfied	23.1%	27.5%	0.0%	0.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the punctuality of services rendered?

	Daily N = 355	1-3 Times a week N = 91	1-3 times a month N = 5	Less than a once month N = 2
Extremely Dissatisfied	8.1%	6.6%	0.0%	0.0%
Dissatisfied	10.4%	9.9%	20.0%	0.0%
Neutral	24.2%	29.7%	40.0%	50.0%
Satisfied	38.2%	29.7%	20.0%	50.0%
Extremely Satisfied	19.1%	24.2%	20.0%	0.0%
Total	100.0%	100.0%	100.0%	100%

*CROSSTABS (WHAT IS YOUR STUDENT CLASSIFICATION)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	6.6%	11.3%	8.3%	1.3%
Dissatisfied	13.7%	24.7%	20.0%	20.8%
Neutral	31.3%	37.1%	30.0%	35.1%
Satisfied	33.5%	21.6%	38.3%	37.7%
Extremely Satisfied	14.8%	5.2%	3.3%	5.2%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food quality of your meal today?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	3.3%	8.2%	6.8%	1.3%
Dissatisfied	7.7%	23.7%	10.2%	15.6%
Neutral	30.6%	37.1%	40.7%	32.5%
Satisfied	39.3%	27.8%	33.9%	41.6%
Extremely Satisfied	19.1%	3.1%	8.5%	9.1%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food temperature of your meal today?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	6.5%	9.3%	3.3%	3.9%
Dissatisfied	6.0%	9.3%	18.3%	7.9%
Neutral	22.8%	33.0%	35.0%	36.8%
Satisfied	41.8%	37.1%	33.3%	38.2%
Extremely Satisfied	22.8%	11.3%	10.0%	13.2%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food aroma of your meal today?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	6.0%	9.3%	5.1%	3.9%
Dissatisfied	7.1%	5.2%	15.3%	11.7%
Neutral	33.0%	45.4%	40.7%	36.4%
Satisfied	30.2%	33.0%	30.5%	37.7%
Extremely Satisfied	23.6%	7.2%	8.5%	10.4%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of the facility today?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	2.7%	7.2%	3.4%	6.5%
Dissatisfied	8.7%	10.3%	13.6%	13.0%
Neutral	25.1%	33.0%	25.4%	27.3%
Satisfied	35.0%	35.1%	47.5%	46.8%
Extremely Satisfied	28.4%	14.4%	10.2%	6.5%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of your utensils today?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	3.9%	14.4%	19.0%	9.1%
Dissatisfied	16.6%	23.7%	20.7%	20.8%
Neutral	28.7%	26.8%	25.9%	36.4%
Satisfied	29.3%	28.9%	27.6%	26.0%
Extremely Satisfied	21.5%	6.2%	6.9%	7.8%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the courteousness of the staff?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	3.8%	9.3%	8.5%	9.1%
Dissatisfied	6.0%	13.4%	18.6%	6.5%
Neutral	24.0%	36.1%	35.6%	26.0%
Satisfied	29.5%	32.0%	22.0%	41.6%
Extremely Satisfied	36.6%	9.3%	15.3%	16.9%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the punctuality of services rendered?

	Freshmen N = 183	Sophomore N = 97	Junior N = 60	Senior N = 77
Extremely Dissatisfied	6.0%	12.4%	10.2%	3.9%
Dissatisfied	8.7%	10.3%	20.3%	9.1%
Neutral	22.3%	37.1%	27.1%	16.9%
Satisfied	37.0%	27.8%	32.2%	50.6%
Extremely Satisfied	26.1%	12.4%	10.2%	19.5%
Total	100%	100.0%	100.0%	100.0%

*DINNER SATISFACTION SURVEY*

## DEMOGRAPHICS

What is your gender?

		Frequency	Percent	Valid Percent
Valid	Male	76	25.5	25.9
	Female	218	73.2	74.1
	Total	294	98.7	100.0
Missing	System	4	1.3	
Total		298	100.0	

What is your student classification?

		Frequency	Percent	Valid Percent
Valid	Freshman	144	48.3	48.6
	Sophomore	69	23.2	23.3
	Junior	26	8.7	8.8
	Senior	31	10.4	10.5
	P1	14	4.7	4.7
	P2	7	2.3	2.4
	P3	4	1.3	1.4
	Graduate Student	1	.3	.3
	Total	296	99.3	100.0
Missing	System	2	.7	
Total		298	100.0	

Where do you live?

		Frequency	Percent	Valid Percent
Valid	On campus	291	97.7	99.3
	Off campus	2	.7	.7
	Total	293	98.3	100.0
Missing	System	5	1.7	
Total		298	100.0	

How often you eat dinner here?

		Frequency	Percent	Valid Percent
Valid	Daily	256	85.9	86.5
	1-3 times a week	39	13.1	13.2
	1-3 times a month	1	.3	.3
	Total	296	99.3	100.0
Missing	System	2	.7	
Total		298	100.0	

What day is today?

		Frequency	Percent	Valid Percent
Valid	Monday	54	18.1	18.1
	Tuesday	106	35.6	35.6
	Thursday	114	38.3	38.3
	Friday	24	8.1	8.1
	Total	298	100.0	100.0

*DESCRIPTIVE STATISTICS*

	N	Minimum	Maximum	Mean	Std. Deviation
How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?	298	1	5	3.29	1.133
How satisfied were you with the food quality of your meal today?	298	1	5	3.27	1.128
How satisfied were you with the food temperature of your meal today?	298	1	5	3.42	1.179
How satisfied were you with the food aroma of your meal today?	292	1	5	3.42	1.080
How satisfied were you with the cleanliness of the facility today?	298	1	5	3.61	1.087
How satisfied were you with the cleanliness of your utensils today?	297	1	5	3.20	1.217
How satisfied were you with the courteousness of the staff?	298	1	5	3.62	1.098
How satisfied were you with the punctuality of services rendered?	296	1	5	3.40	1.236

*OVERALL SATISFACTION LEVEL*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	25	11.52%	8.4%
	Dissatisfied	47	21.66%	15.8%
	Satisfied	107	49.31%	35.9%
	Extremely Satisfied	38	17.51%	12.8%
	Total Opinions	217	100%	72.9%
Students With No Opinion	Neutral	81		27.1
	<b>TOTAL</b>	<b>298</b>		<b>100.0%</b>

Overall Satisfied = 48.7%

Over Dissatisfied = 24.2%

Neutral = 27.1%

How satisfied were you with the food quality of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	28	12.96%	9.4%
	Dissatisfied	43	19.92%	14.4%%
	Satisfied	112	51.85%	37.6%
	Extremely Satisfied	33	15.27%	11.1%
	Total	216	100%	72.5%
Students With No Opinion	Neutral	82		27.5%
	<b>TOTAL</b>	<b>298</b>		<b>100%</b>

Overall Satisfied = 48.7%

Over Dissatisfied = 23.8%

Neutral = 27.5%

How satisfied were you with the food temperature of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	27	12.98%	9.1%
	Dissatisfied	30	14.42%	10.1%
	Satisfied	92	44.23%	30.9%
	Extremely Satisfied	59	28.37%	19.8%
	Total	208	100%	69.8%
Students With No Opinion	Neutral	90		30.2%
<b>TOTAL</b>		<b>298</b>		<b>100%</b>

Overall Satisfied = 50.7%

Over Dissatisfied = 19.2%

Neutral = 30.2%

How satisfied were you with the food aroma of your meal today?

		Frequency	% Within Opinion	% Within Total
Students With Opinion	Extremely Dissatisfied	22	11.52%	7.4%
	Dissatisfied	23	12.04%	7.7%
	Satisfied	101	52.88%	33.9%
	Extremely Satisfied	45	23.56%	15.1%
	Total	191	100%	64.1%
Students With No Opinion	Neutral	101		33.9%
	Missing	6		2.0%
<b>TOTAL</b>		<b>298</b>	<b>100.0</b>	<b>100.0</b>

Overall Satisfied = 49.0%

Over Dissatisfied = 15.1 %

Neutral = 33.9%

How satisfied were you with the cleanliness of the facility today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	16	6.93%	5.4%
	Dissatisfied	31	13.42%	10.4%
	Satisfied	123	53.25%	41.3%
	Extremely Satisfied	61	26.40%	20.4%
	Total	231	100.0%	77.5%
Students With No Opinion	Neutral	67		22.5%
<b>Total</b>		<b>298</b>		<b>100.0%</b>

Overall Satisfied = 60.7%

Over Dissatisfied = 15.8%

Neutral = 22.5%

How satisfied were you with the cleanliness of your utensils today?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	33	15.28%	11.1%
	Dissatisfied	52	24.08%	17.4%
	Satisfied	86	39.81%	28.9%
	Extremely Satisfied	45	20.83%	15.1%
	Total	216	100.0%	72.5%
Students With No Opinion	Neutral	81		27.2%
	Missing	1		.3%
<b>TOTAL</b>		<b>298</b>		<b>100.0</b>

Overall Satisfied =44.0%

Over Dissatisfied = 28.5%

Neutral = 27.2%

How satisfied were you with the courteousness of the staff?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	17	7.83%	5.7%
	Dissatisfied	25	11.52%	8.4%
	Satisfied	107	49.31%	35.9%
	Extremely Satisfied	68	31.34%	22.8%
	Total	217	100.0%	72.8%
Students With No Opinion	Neutral	81		27.2%
<b>TOTAL</b>		<b>298</b>		<b>100%</b>

Overall Satisfied = 58.7%

Over Dissatisfied = 14.1%

Neutral = 27.2%

How satisfied were you with the punctuality of services rendered?

		Frequency	% Within Opinion	% Within Total
Students With Opinions	Extremely Dissatisfied	32	14.48%	10.7%
	Dissatisfied	34	15.38	11.4%
	Satisfied	95	42.99%	31.9%
	Extremely Satisfied	60	27.15%	20.1%
	Total	221	100.0%	74.1%
Students With No Opinion	Neutral	75		25.2%
	Missing	2		.7%
<b>TOTAL</b>		<b>298</b>		<b>100%</b>

Overall Satisfied = 52.0%

Over Dissatisfied = 22.1%

Neutral = 25.2%

*CROSSTABS (WHAT DAY IS TODAY)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	5.6%	10.4%	9.6%	0.0%
Dissatisfied	7.4%	17.0%	19.35	12.5%
Neutral	24.1%	27.0%	28.9%	25.0%
Satisfied	53.7%	32.1%	31.6%	33.3%
Extremely Satisfied	9.3%	13.2%	10.5%	29.2%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food quality of your meal today?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	5.6%	14.2%	7.0%	8.3%
Dissatisfied	13.0%	15.1%	14.9%	12.5%
Neutral	29.6%	27.4%	29.8%	12.5%
Satisfied	46.3%	32.1%	37.7%	41.7%
Extremely Satisfied	5.6%	11.3%	10.5%	25.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food temperature of your meal today?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	9.3%	14.2%	4.4%	8.3%
Dissatisfied	13.0%	6.6%	13.2%	4.2%
Neutral	33.3%	24.5%	35.1%	25.0%
Satisfied	31.5%	29.2%	29.8%	41.7%
Extremely Satisfied	13.0%	25.5%	17.5%	20.8%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the food aroma of your meal today?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	7.8%	11.4%	4.4%	4.3%
Dissatisfied	3.9%	7.6%	9.7%	8.7%
Neutral	35.3%	31.4%	38.1%	30.4%
Satisfied	39.2%	30.5%	36.3%	34.8%
Extremely Satisfied	13.7%	19.0%	11.5%	21.7%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of the facility today?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	9.3%	8.5%	1.8%	0.0%
Dissatisfied	1.9%	14.2%	11.4%	8.3%
Neutral	20.4%	26.4%	17.5%	33.3%
Satisfied	48.1%	30.2%	50.0%	33.3%
Extremely Satisfied	20.4%	20.8%	19.3%	25.0%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the cleanliness of your utensils today?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	20.4%	16.2%	4.4%	0.0%
Dissatisfied	11.1%	20.0%	17.5%	20.8%
Neutral	25.9%	34.3%	21.9%	25.0%
Satisfied	29.6%	18.1%	40.4%	20.8%
Extremely Satisfied	13.0%	11.4%	15.8%	33.3%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the courteousness of the staff?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	5.6%	6.6%	5.3%	4.2%
Dissatisfied	3.7%	11.3%	9.6%	0.0%
Neutral	20.4%	30.2%	28.1%	25.0%
Satisfied	46.3%	32.1%	36.0%	33.3%
Extremely Satisfied	24.1%	20.8%	21.1%	37.5%
Total	100.0%	100.0%	100.0%	100%

How satisfied were you with the punctuality of services rendered?

	Monday N = 54	Tuesday N = 106	Thursday N = 114	Friday N = 24
Extremely Dissatisfied	5.7%	17.0%	8.8%	4.3%
Dissatisfied	5.7%	16.0%	11.4%	4.3%
Neutral	22.6%	22.6%	28.9%	26.1%
Satisfied	39.6%	31.1%	29.8%	30.4%
Extremely Satisfied	26.4%	13.2%	21.1%	34.8%
Total	100.0%	100.0%	100.0%	100%

*CROSSTABS (HOW OFTEN YOU EAT DINNER HERE)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	8.2%	7.7%	0.0%
Dissatisfied	15.6%	17.9%	0.0%
Neutral	27.7%	23.1%	100.0%
Satisfied	36.7%	33.3%	0.0%
Extremely Satisfied	11.7%	17.9%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the food quality of your meal today?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	9.8%	5.1%	0.0%
Dissatisfied	15.6%	7.7%	0.0%
Neutral	27.7%	23.1%	100.0%
Satisfied	35.5%	53.8%	0.0%
Extremely Satisfied	11.3%	10.3%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the food temperature of your meal today?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	9.4%	5.1%	0.0%
Dissatisfied	9.8%	12.8%	0.0%
Neutral	30.9%	25.6%	100.0%
Satisfied	30.9%	33.3%	0.0%
Extremely Satisfied	19.1%	23.1%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the food aroma of your meal today?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	7.6%	2.6%	0.0%
Dissatisfied	7.6%	10.3%	0.0%
Neutral	33.2%	43.6%	100.0%
Satisfied	36.0%	28.2%	0.0%
Extremely Satisfied	15.6%	15.4%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the food cleanliness of the facility today?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	5.5%	2.6%	0.0%
Dissatisfied	10.9%	5.1%	100.0%
Neutral	21.5%	28.2%	0.0%
Satisfied	41.4%	43.6%	0.0%
Extremely Satisfied	20.7%	20.5%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of your utensils today?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	11.4%	5.1%	100.0%
Dissatisfied	18.4%	12.8%	0.0%
Neutral	26.7%	30.8%	0.0%
Satisfied	29.0%	30.8%	0.0%
Extremely Satisfied	14.5%	20.5%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the courteousness of the staff?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	6.3%	0.0%	0.0%
Dissatisfied	9.0%	5.1%	0.0%
Neutral	26.6%	30.8%	0.0%
Satisfied	35.9%	35.9%	100.0%
Extremely Satisfied	22.3%	28.2%	0.0%
Total	100.0%	100.0%	100.0%

How satisfied were you with the punctuality of services rendered?

	Daily N = 256	1-3 Times a week N = 39	1-3 times a month N = 1
Extremely Dissatisfied	10.2%	10.3%	100.0%
Dissatisfied	12.2%	5.1%	0.0%
Neutral	26.0%	23.1%	0.0%
Satisfied	32.3%	33.3%	0.0%
Extremely Satisfied	19.3%	28.2%	0.0%
Total	100.0%	100.0%	100.0%

*CROSSTABS (WHAT IS YOUR STUDENT CLASSIFICATION)*

How satisfied were you that the variety of menu choices today was sufficient to accommodate your personal preferences for this meal?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	6.3%	5.8%	23.1%	16.1%
Dissatisfied	7.6%	24.6%	19.2%	29.0%
Neutral	29.2%	24.6%	34.6%	16.1%
Satisfied	37.5%	37.7%	19.2%	35.5%
Extremely Satisfied	19.4%	7.2%	3.8%	3.2%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food quality of your meal today?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	4.2%	13.0%	23.1%	16.1%
Dissatisfied	11.8%	15.9%	15.4%	16.1%
Neutral	24.3%	31.9%	30.8%	32.3%
Satisfied	41.0%	33.3%	30.8%	35.5%
Extremely Satisfied	18.8%	5.8%	0.0%	0.0%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food temperature of your meal today?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	7.6%	8.7%	19.2%	12.9%
Dissatisfied	7.6%	14.5%	3.8%	16.1%
Neutral	30.6%	31.9%	34.6%	9.7%
Satisfied	26.4%	30.4%	34.6%	48.4%
Extremely Satisfied	27.8%	14.5%	7.7%	12.9%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the food aroma of your meal today?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	4.9%	7.5%	15.4%	13.3%
Dissatisfied	4.2%	11.9%	15.4%	3.3%
Neutral	32.4%	40.3%	38.5%	36.7%
Satisfied	31.7%	32.8%	30.8%	40.0%
Extremely Satisfied	26.8%	7.5%	0.0%	6.7%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of the facility today?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	3.5%	1.4%	15.4%	12.9%
Dissatisfied	7.6%	15.9%	3.8%	19.4%
Neutral	15.8%	34.8%	38.5%	9.7%
Satisfied	45.8%	27.5%	38.5%	45.2%
Extremely Satisfied	27.8%	20.3%	3.8%	12.9%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the cleanliness of your utensils today?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	4.9%	13.0%	26.9%	19.4%
Dissatisfied	15.4%	17.4%	15.4%	29.0%
Neutral	20.3%	42.0%	30.8%	19.4%
Satisfied	35.7%	20.3%	19.2%	29.0%
Extremely Satisfied	23.8%	7.2%	7.7%	3.2%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the courteousness of the staff?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	5.6%	2.9%	7.7%	6.5%
Dissatisfied	5.6%	8.7%	15.4%	12.9%
Neutral	27.1%	34.8%	23.1%	19.4%
Satisfied	30.6%	39.1%	42.3%	48.4%
Extremely Satisfied	31.3%	14.5%	11.5%	12.9%
Total	100%	100.0%	100.0%	100.0%

How satisfied were you with the punctuality of services rendered?

	Freshmen N = 144	Sophomore N = 69	Junior N = 26	Senior N = 31
Extremely Dissatisfied	9.0%	13.2%	15.4%	16.1%
Dissatisfied	9.0%	11.8%	11.5%	19.4%
Neutral	21.5%	27.9%	34.6%	29.0%
Satisfied	31.3%	35.3%	26.9%	22.6%
Extremely Satisfied	29.2%	11.8%	11.5%	12.9%
Total	100%	100.0%	100.0%	100.0%

TEXT RESPONSES

## *BREAKFAST RESPONSES*

### Negative Responses

Cups are dirty; floor slippery from rain.

No more powdered eggs it makes me sick

Grapes are mushy, bold, no ketchup, no cheese, no salt on table, sausage looked under cooked, where are the waffle makers? Where are the omelets?

I was not pleased Monday morning when the cafeteria opened 35 minutes late. I had a set schedule of what I wanted to do that morning and couldn't do it all because of the breakfast situation. On top of opening late I felt like they rushed to cook the food.

I don't like the fact that us students are always filling out surveys like this and nothing has changed in this cafeteria. I'm not doing it again.

The syrup was chunky and nasty and the cups are ridiculously hard to get out. And please get more ketchup! KETCHUP!

At times when the survey is not given, they run out of food and do not intend to make more, when it is "buffet" time. Sometimes, it will be only 1 or 2 main options left.

The lady is kind of slow when she switches to the container at breakfast, so we are just standing there for a while. Can you all please bring back the Belgian waffles also?

The meals are not balanced. Eggs, biscuits, french toast sticks, grits, oatmeal, donuts and muffins were offered only! That is not a balanced meal

Sometimes the bacon or sausage (pork) is under cooked. Better than lunch or dinner

The meat isn't always cooked

Sometimes (however not today) items like grits are served burnt. Also what happened to omelets?

There haven't been any waffles so far this semester. I had to go through six to seven utensils to find a clean one. The tables had crumbs and left over trash on them. Would it be possible to have real eggs once a month instead of powdered eggs?

Bad quality of oatmeal-- can't eat it (looks like slop)

Nasty doughnuts

For a university cafeteria, and of a prestigious at that, I expect the quality of cafeteria and food to reach a certain nutritious value. As a student who puts health first, on a campus that NEEDS to be promoting health, the cafeteria fails at providing a its not only about today but the services and variety of foods available in the any food is not satisfactory

The bacon is not cooked fully.

BACON EVERY MORNING! The other sausage that is prepared for breakfast has a bitter taste and is not fully cooked most mornings.

The lady serving the food took to long to get a plate, which slowed up the service.

I came last week and the pancakes need some work. They were dry and stiff.

When people are in line and there is adequate service it gets annoying when staff starts refilling food and leaves people waiting.

Bacon was excessively greasy and waffle mix was a little too thick. Otherwise everything was okay.

The syrup seemed to be a little distasteful. It tastes like honey.

Bacon is too hard. Eggs are cold

Syrup is weird sometimes.

The syrup was nasty.

Biscuits hard, sausage cold, bacon extremely too greasy!

I hate honey!! What happened to maple syrup? :( I didn't realize it wasn't syrup until I put it on all my pancakes :(

The syrup tastes weird (nasty).

The bowls are not clean. I went through like four before I found one that was to my satisfaction.

Positive Responses

Great Job! Keep up the good work :)

Food quality is good

Breakfast is the best meal here they need to work on lunch and dinner!!!

Breakfast is my favorite meal at school because it's the only meal that's edible!

Thanks for the wonderful meal! God bless!

Who ever made this biscuits did a wonderful job. Thank you

Breakfast is normally my best meal here at Xavier.

Breakfast is probably the best all around meal here

Mmm...biscuits

I like French toast sticks

Breakfast is usually the best meal of the day in the café. For dinner there are not many options of what to eat. Too many meals have a lot of cheese on them and the meat is not the best tastings. The side dishes are ok.

I love the attitudes of the cashier. The really make my day when I come in to eat breakfast, lunch and dinner

The food finally has seasoning

Thank you for the waffles! Mr. Joe Bridges was so nice! The breakfast was lukewarm

The French toast was great!

Love the waffles!

Great service!!!

Keep up the job!!!

Suggestions for Improvement

Go to plastic utensils, have a café night place to grab a bite to eat on Xcard

More fruit is needed at breakfast

More healthy cereals, pomegranate juice; juices that are 100% juice

Needs more flavor and variety

Have bacon more often. Not enough forks

The lady that serves breakfast is RUDE. Please FIRE her.

I like to eat a continental breakfast in which there aren't plenty of choices. I really enjoyed the blueberry muffins and cereal. Please bring back

More variety of breakfast foods. Whatever happened to the waffle machines? Should NOT run out of napkins

We need jelly and a choice of water

Need more variety in breakfast. Always same thing. Eggs, sausage and potatoes.

Keep the surveys

The lady @ breakfast (short dark skin black lady) should be fired!!! She is so mean and rude.

No jelly for the past 5 days. We need jelly for our biscuits

It would be better if they have the waffle irons back

Breakfast was pretty good this morning and its usually ok. But... this quality of cooking breakfast etc, should be done everyday, not just when there's a survey for the students. The oatmeal was good today as well =)

More vegetarian choices or perhaps a whole vegetarian isle

We need more of a variety of food

Control the amount of food that people take @ breakfast so that there's at least something left over for others or put more out.

Would be better if they brought back the waffle irons

The brewed tea (sweet) is empty most of the time. Try to keep it full

Fix the hot coco machine and not run out of biscuits

Would like hot chocolate in the morning

Where the waffle is irons?! Bring them back.

Satisfactory service but always room for improvement with seasoning of food and menu choices.

Need more variety!! Not just on days of this survey.

Please keep the waffles!

Please Keep Waffles!

Every time there is a survey there are changes in the way they normally serve us. Today was the largest portion I've ever received.

Please bring back the omelets.

More Choices

Get better staff and make better food so you wouldn't have to keep handing out these surveys. Also, please listen to us! Get some better vegetarian and vegan meals in the café.

Invest in salt. Fix the hot chocolate machine.

Bring back omelets.

Healthier food choices would be nice, including healthy desserts! Also more variety!

The servers need to be courteous, they need to attend to us efficiently especially in the morning, people have early classes and a specific lady always leaves the line and does unnecessary cleaning, while we are getting to class late just for that.

There needs to be more healthy options for drinks. Juice should be available at all meals. The vegetarian options should be more appetizing.

Give more than two pieces of bacon

We need variety of foods

Can we please have REAL EGGS, in a variety of forms? The only REAL eggs are boiled. The potatoes are stale! And we really need 100% juice! And omelets. More vegetables. I'm tired of the same artificial meal. It gets boring!

I also wish more than one person served breakfast so people with 8:00 classes can make it and not rush to eat.

## *LUNCH RESPONSES*

### Negative Responses

I think that the staff should be more familiar with "what" is being served.

I don't eat pork and the menu often has pork thus leaving me with limited options to eat.

The rice was very mushy with the red beans

The food is too carbohydrate heavy. We are feeding the students far too many starchy carbs and not enough fruit, veggies, and protein. This is why everybody who lives on campus gets fat! Poor nutritious quality!!

The line lengths can get ridiculous. We either need more staff or another cafeteria.

The woman who works in the deli part should be a little friendlier.

The food in the international line is very good. The main line was not serving large enough portions of red beans and rice. Please clean the silverware and glasses better.

The continuous of the staff in the main line is ridiculous. They don't even serve us enough food and have an unapproachable attitude. The facility and the tables and trays smell like spoiled dishwater. The variety of menu choices is ok during the week

The server in the entrée line was rude and provided slow service.

I don't like the "pay one price for all." I would rather pay for only what I eat like at Piccadilly and other similar cafeterias.

Burgers and grilled cheese are usually cold!!! Sometimes the line are entirely too long.

Nutmeg and salt in oatmeal taste horrible!!! Try a blend of cinnamon and sugar with a little nutmeg. Someone should taste that oatmeal and grits before they are served

The taste of certain dishes can be improved

There aren't enough napkins or utensils.

Silverware runs out

The rice was gummy and I asked for several items and there were all crammed onto my plate, instead of different bowls.

Many of the tables did not have napkins

The silverware is never "thoroughly clean". That goes for some of the dishes as well.

I think that it is extremely unacceptable that we cannot mix certain entrees together like nice and chicken when all you have is the entrée and no side. We should also not have to get up numerous times just to make a complete meal to eat, I think we pay

Most of the food here is either bland or overly salted. I wish there was less grease and more healthy. Mostly the taste is there.

There was a roach on the floor of the entrance! Not clean at all!!

Utensils are generally unclean as well as cups. Plastic cups and forks were appreciated.

Utensils are not clean and sometime we are out of napkins. We have long line especially after time and it kills our time waiting in line

My utensils had dried food on them. The cups have spots on them

The food is nasty and the staff is rude. The food is always cold. The napkin dispensers are empty most of the time.

Okra and tomatoes were a little greasy. I like that there is a fresh fruit choice (i.e. Watermelon)

The temperature of the dining hall causes the food to get cold quicker

What happened to bacon bits?

Café was doing great last week but it is slowly slipping back to its previous sub-par service and food

The utensils and cups are constantly not clean. It is a disservice to Xavier to have to search for a clean cup and fork

The silverware is usually dirty (especially the forks) and the cups always have left over food particles in them

Last time the pizza was not done all the way around the crust area. So maybe the pizza should be in there a little longer, but not until it gets burned. Other than that, everything else was good.

There should be napkin dispensers on every table and the plate deposition area is disgusting

There were no veggie burgers and they are supposed to be made daily and the area was dirty

Ran out of silverware (couldn't find forks)

The food cost too much!!!

Cabbage tasted bad, it tasted scorched. The chicken salad sandwich has a bone in it. The gumbo wasn't up to par either, it was too slimy. Fish was horrible.

I didn't eat catfish and macaroni today but had a chicken salad sandwich and gumbo. The gumbo's sauce was not cooked all the way and it was quite slimy due to the okra. The sandwich was great but cornbread tastes like cornmeal with no additive.

Today the cafeteria was good. But on average the meal choices are poor. Things don't go together or you can't get things that go together. For example, on days when there is fried rice, you can't get fried rice and an egg roll.

There was no sauce for the catfish today so I had to eat it dry which was not fun.

The food is not seasoned well and is not appealing to the eye.

Today the food was fine but it doesn't make up for the other 200 plus days of the 8 months that we don't have visitors. I am very upset that we pay so much money and this supposed to be one of the best schools in America that we have such bad food. Well, the days that we have visitors the food is good, matter of fact its great. We had clean cups and they didn't stick together like they do on a regular basis. I feel that we are important enough to have satisfactory food everyday... not when important

Many times the food is very bland or watered down. I know the food can be better because some days the food is great, but on others, and mostly, it is dissatisfactory.

The utensils were not clean like normal. Things were still stuck to my fork.

The utensils in the cafeteria are always dirty and that is a sanitary issue that needs to be rectified

The food selection is limited on a daily basis

I ate vegetarian today. All three; rice, mixed veggies, and cauliflower were over seasoned. But that's probably just my taste buds. I am not a fan of salty food. Today's meal was NOT pleasing. The food overall is NOT satisfying on a regular basis. The cafeteria needs an overall UPGRADE!!!

Fries and burger were cold, pizza was undercooked, and cups and utensils were not cleaned properly. Soggy bun.

The food is never hot.

Yesterday for dinner spaghetti was served but it was extremely oily. Just do the extra small stuff like drain the meat. Things are getting better. THANK YOU!

Some of the workers don't allow you to get more than one plate which is stupid because I don't have time to sit down and wait in another line because I have things to do.

I feel that they should clean the cups and silverware better or just use paper and plastic plates, cups, and utensils.

The lines on the weekend are extremely too long. Both sides (lines) should ALWAYS be open to serve people. Not just one person in the main line w/ an extra person to put biscuits on a plate. Use both areas like during the week day lunches.

There was a bug in my drink

Food here sucks

The pizza is undercooked, the cups are dirty, and there is no real syrup in the morning

I have noticed that on days that surveys are provided, the food is great. I believe quality service should be extended daily.

Pastas swimming in sauce, cookies good! Bugs in a drink. There is no use of proper seasoning

Cups are still not clean

I was satisfied on today, overall. However; most days I am highly dissatisfied when eating here. The cups & eating utensils are dirty the majority of the time. And most days, especially weekends, the food selections are distasteful. But the workers are nice.

Just because it's the weekend doesn't mean you serve less/ poor food

The beef stew was not hot and the pasta was nasty. My friend had frozen fries with her burger.

On most days the staff can be really rude, for no reason at all. There is never a good variety I'm normally eating pizza or making a sandwich.

There was a piece of hair in my food today

No fresh fruit was offered

This is the worst cafeteria in the history of the US. It needs critical evaluation by the FDA. It makes me gag. Please do better.

The cups, bowls, plates, etc. are very dirty and most times I have to search through stacks for clean utensils, plates, bowls, and cups. I usually bring my own cup b/c those are especially dirty!!!

That pasta was not good at all and it made me nauseous

For the drinks there isn't a water dispenser. I've been using the tea dispenser, that water isn't always clear. Some clean water would be nice!!

The food is never ready

The bread was hard and cold. Unsatisfactory But the cookies were good.

My lettuce for my salad tasted as if it had been frostbitten but other than that my tuna sandwich was good.

Bread was cold and hard today but it is usually good! Chocolate chip cookies were beautiful! Chicken Parmesan was good. It would be lovely if the hot chocolate/cocoa machine was working! Mr. Joe is the best! He is always so pleasant and friendly!!! Pleas

The bread needs to be warmed or cooked in a timely manner. Bread should be soft to the touch. Please try to bring back the to-go plates. Students are always willing to pay for it.

There were no french fries with the burgers today. The attitude of the people behind the line was a little rude. Smiles don't hurt. Impressed with the cleanliness of the cafeteria.

The desserts are hard and stale. The variety of the meals is lacking. The cleanliness of the utensils should be reinforced as well. The plates should be dried prior to serving.

There were not a lot of choices today. Even the burger line was out of fries.

I believe there is sexism involved with the serving of the food. I was in line. There were two huge pieces of salmon left. The cook gave this guy in front of me -both of them. I had to wait about 10 min for more salmon. They give males and/or athletes

Positive Responses

I love XU café, thanks

The taco was so good!!!

The food has got a lot better since this summer and I love it. :)

The line moves pretty fast

Today was pretty good. I just hope eating in the café continues to be as enjoyable an experience for the rest of the semester.

The international chef is EXTRA everything. He is always polite and does a little extra with the food.

GOOD

I love red beans =)

Staff is always courteous

Today was better than usual.

Good job; nice improvements, please keep up!!

Thank you for the meal

I have seen progress since the last time I completed the other survey!!!

Cookies were great

Very nice staff

The staff does a great job and is always nice and friendly towards me

The dessert was good. Don't do anymore fruit loop treats! Stick to rice crispy treats!

Today the food was good wish everyday could be like this!

The food was great!!!

Thanks for the food!

Service is all right

DELICIOUS!

Yay Mr. Joe. The cookies are good.

Good food!!

Yummy

I was satisfied with the cleanliness of my utensils TODAY, but usually I have to go through several cups and forks jus to get a decent one.

I love Mr. Joe!!

I love the variety that you guys have now.

Suggestions for Improvement

The food is good but sometimes it can be a little hotter and the staff can be a tab bit nicer.

More variety in the weekly menu-ex: don't have red beans/ rice every Monday.

There should be more food choices for dinner on the weekends. We need napkins on the tables, forks cleaned more often, and condiments changed more frequently when they empty. I also think there should be some type of policy so that if you misplace your

If things could be as nice as they were today, I would be happy. More fresh fruit at lunch please, like strawberry or pineapple. Also, PLEASE DON'T COOK THE VEGETABLES BEYOND THE POINT OF RECOGNITION!

For whatever reason a lot of the new employees (mainly a woman by the name of Rocquel) seem a bit lazy. I've had 3 encounters with her, all unpleasant. She refuses to change that ketchup, mustard, etc. and even when Ms. Jackie asks her to do so.

Should have more fried stuff

The short black lady that serves breakfast (w/ dark & short hair) & lunch is VERY RUDE & should be fired

Get better dessert

Too cold in here and food is tepid. Need more variety on Mondays and better vegetarian choice. Have to use hot water to make sure utensils are clean.

Need better facilities; too cold. Need better food.

The cafeteria service today was the best service I received so far this semester. They need to keep it this way because some of the workers have attitudes and the dishes sometimes are dirty.

We need food choices with no breading maybe but cut up turkey and ham in the salad area. Have napkins at every table. And it is too, too cold every day!!!

We should have chicken pizza more often.

Overall, I think that lunch menu is becoming a little bit more satisfying, but I'm still not pleased with the food temperature.

No powdered eggs better fruits

Let people have rice with their chicken. Have all of the meal cooked on time. Can we please have CHICKEN SALAD?

More options other than pizza, hot dogs, hamburgers & fries

Can there be a limit on the number of times chicken is served in a week. I'm thinking no more than twice a week. And can the rotation of vegetable include more than sweet peas, greens, and carrots. Also, we are adults with grown up appetites yet the every day at lunch there is food that is not finished. Therefore, there is an additional 10 minute wait in the line. The food is usually too dry or too greasy.

Staff NEEDS to work on friendliness.

We need a different menu schedule

The staff needs to watch their attitude.

Needs greater variety in vegetables. Oftentimes, you have too many starchy vegetables, too many simple, rather than complex, carbohydrates. Otherwise, 5555555

Offer better options for vegetarians. Put thought into vegetarian meals.

Could the staff make sure that the tables have napkins

I would like to have plastic ware to eat from. Also I would like it if the napkins and forks remained stocked

I would prefer plastic utensils due to food left on utensils after they are cleaned. Utensils also need to be dried after they are washed.

McAllister's should cater in the cafeteria sometime throughout the semester. The people that catered the Freshman Orientation Picnic were fantastic. They served hamburgers, chicken, baked beans, coleslaw, and potato salad that wasn't dry.

I really believe that Xavier should have a variety of choices such as sushi and more entrees

Staff should be familiar with menu

More shrimp pasta please

Can the meals be like this everyday? Can we get veggie pizza it was good. Now we just need better meals on the weekend. The food is nasty on weekends. Please keep the chicken salad. Can we have stir fry with a lot of veggies please? The food was good.

We need better meals. Meaning have more of a variety in the food. More seasoning as well

Can you please tell the janitor to stop cleaning around me because that's unsanitary while I'm trying to eat?

More vegetarian choices or perhaps an isle for vegetarians. Thank you for listening to my options.

Need better cooks

It would be nice if there was a credit card machine

I have a lot to say. I do NOT like the fact that the authorities try to get us students to fill out this survey when we have important visitors or on days when they give us the survey. The food should be good (great) all the time.

We want Chinese food

The cafeteria should be like this every day!

We want Italian and real ranch dressing not light ranch!

The caterers should be nicer when serving and attending to our requirements.

Put more taste in food

Need to have more variety.

Have more than one line open!

Hire someone else. Tell them to not clean the table when someone is eating there. The salad bin is unsanitary especially the dressing "ranch chunks"! PLEASE!!

OFFER WATER AS DRINK

Cook different stuff, get new cooks, and cook real food. PLEASE!!! This stuff is horrible. People run out of money eating off campus

Fix tables, it makes it hard to eat

More varieties

Fix the lunch tables

It is imperatively vital that these tables are fixed to where they are stable enough to eat on.

Food was ok. More vegetarian food needed though

Please have better choices of food!

I love when we have Chinese food. That was something unexpected. More variety Mexican food, Chinese food, chicken strips

It is really sad that it has come down to me having to bring my own cup. I have continuously complained about the cleanliness of the cups. Please can you make a better effort at cleaning them? Thank you =)

It's getting better! Please refill the sweet tea dispenser. Non carbonated drinks/ juice is usually the first drinks to be emptied so maybe if someone ordered more than carbonated beverages there would always be Hi-C, lemonade etc. (just a thought)

Please improve or I will stop coming

It would be nice if the cafeteria was open all day with only the sandwich, salad, and cereal open in between breakfast, lunch, and dinner. During hurricane Katrina, I attended a school that did this and it worked well.

PLEASE clean utensils thoroughly! We also need selection of food.

Can you please have the hot coco machine working and have plastic coffee cups?

Please bring back the to-go boxes. ASAP. Thanks.

I like the pre-wrapped utensils!

Do better! Staff really nice!

The food during the week is okay but the food during the weekends and holidays are horrible.

The needs better seasoning and the meat needs to be more tender, not hard to chew.

There should be some chocolate pudding, Oreos and whipped cream served everyday!

There is one wobbly table in the middle of the cafeteria that needs to be removed. The utensils are never clean. The clean up crew does an exceptional job.

Is it possible to send a daily lunch/dinner menu to the dorm or voicemail so students can be aware of what is being served?

## *DINNER RESPONSES*

### Negative Responses

The dish rack for us to put our food on was with cups and plates. There was hardly anywhere for me to put my used plate. The turkey was cold, and they could have had another entrée in the international line besides pasta, because they already served

Staffs are not too courteous. Food isn't always great.

The café is disgusting at dinner

Dinner is almost always poor in variety of menu choices. I usually leave hungry because it's not good.

Cups, bowls, plates, & utensils are disgusting. Most days I bring my own drink b/c they cups are hideous!

There seems to be a lot of crowding during dinner hours.

The cups this week have had a bad odor.

Forks are never clean and available. Hamburgers are frequently cold.

The food choices are awful, not enough variety. Food served @ lunch is served @ dinner. Utensils are usually dirty and tray drop is nasty and usually backed up.

Utensil are usually running low, need more portion size was really small. Tater tots were also running low by 6pm

Terrible food!!!

They are always running out of forks. It takes too long to fix grilled cheese. Hot sauce and BBQ should be on the tables.

Would you want to eat this food everyday? It's awful!

The food is nasty! It makes my tummy hurt everyday and the staff is rude.

The food is horrible! Utensils are dirty! Staff is nice :) **FIX THE FOOD SERVICE PLEASE!**

The utensils were not very clean, but the grilled cheese sandwich & soup were good

There is no apple juice in the morning, there is no water if it has been removed, and water is necessary for everyone and is healthier.

Smelt burnt food. There are flies. Some of the staffs are mean. They were slow & late for dinner

Sometimes we run out of napkins and utensils like forks and spoon

The food sucks!!!

**Some of the cafeteria workers harass me and my friends.** Stop changing the ranch dressing please!

The food isn't hot all the time. It's not most of the time. There needs to be a better variety of the food selections to choose from.

The staffs are extremely rude, lack of basic etiquette when speaking to students, the vegetarian selecting is often not available and workers are preoccupied with each other and fail to be punctual when serving food. Napkins are not on every table and perhaps a dining schedule would aid in the punctuality of services rendered, at times this facility is a true hazard. More than one entry line would prove to be beneficial.

It's usually all good when it comes to the taste but I don't see the healthiness in all the meals, some look too greasy or not good for my health.

There was fungus on the apples. The vegetarian Pattie is not an entrée, also, the Pattie was cold. Someone should keep the salad bar restocked. There should be two cashiers & more tables.

There were ants and flies around food

Vegetarian dishes are disgusting. Please do better on the entrees

Workers are extremely rude. Closes too early. Too many bugs. Need to rotate food selection each week.

I was extremely unsatisfied with the behavior of one of your staff members today and since I've been dining here @ Xavier. **Everyday I've been harassed by a male member of your cleaning staff. He constantly asks for my number name, etc. and today he even**

The food is kind of bland. The staff is friendly.

The food is good but it isn't clean around the food like it should be

The drinks always run out, especially juices. Not everyone drinks soda

They run out of stuff easily

Why is dinner bi-polar, it's good one day and weeks its unbearable

The cups and utensils are usually rather dirty

Lately the apples haven't been fresh. The food has been really good other wise. I appreciate the surveys!

Dirty cups today

Why it that you wait till the services is is satisfactory to give a survey? Why didn't you survey last week?

Certain workers work extremely slow and had to have attitudes. Some times when I eat workers clean around me, making it extremely uncomfortable and smell like pine sol. Food makes me sick on certain days and im tired of eating leftovers

Nasty dishes--> clean or I will. I'll bring bleach, Clorox, dish detergent, and just let me know. Oh, dry plates and trays

The menu choices and the food choices never really match

Pizza was terrible

Why do we drink out of cups that sit in crates?

You all don't put any effort into the weekend menu.

I walked up campus for a cup of fruit punch because the food was not good. The cabbage had no salt and everything was cold.

I don't like how the lunch meals are sometimes for dinner especially when they are not good.

Positive Responses

**FOOD IS AWSOME!**

I have no problems with the food or with the service

I would personally like to say I have noticed a BIG improvement in the food quality of this cafeteria. I am pleased to say that coming to the cafeteria isn't so bad after 3 yrs anymore. Keep it up!! Xx

You guys do a great job. :)

The food is good and the service is great.

The quality of food service grows from acceptable to poor standards. However I do see major improvements since my start here at Xavier. I do acknowledge the effort and potential put forth by the staff of Xus café.

The pizza is good!!

I love the chicken

Pizza and international man are WONDERFUL! They are really nice and always timely

The chef that makes the pizza in the white jacket does and excellent job and the pizza taste incredible way better than before.

For the last couple of days, the café has really been a pleasant place to be. Thank you for listening to us students.

The only thing I worry about is a more diverse food selection, but other than that it is good. =)

Amazing! Lovely!

Wonderful, Amazing!

DELICIOUS!

It was pretty good but doesn't make up for the rest of the days.

Dinner was very good today. I can honestly say that the meals prepared so far this semester have been good. It was a much needed improvement to make up for the last three years. Please keep it up for the rest of the academic year and do not disappoint.

Today was the best day I have eaten in the café since 1st semester freshman year

You're always very courteous thank. God bless

Today was a pretty good day in the café; however, other days are not as fortunate.

Excellent kitchen staff except for a few who really needs to SMILE around her overall good service

The drink was very good it was nice and cold but the food needs a lot of work today!!!

THANK YOU!

Very good compared to last year.

### Suggestions for Improvement

I feel that if they have a wider variety of food then things would be better. The food should be served HOTTER! A survey should be taken to accommodate people's personal preferences on food. Whether they're vegetarians, meat eaters, vegans, etc.

The food we get everyday is basically the same. We need a larger variety of menu choices to accommodate personal preferences. The noodles (pasta) taste EXACTLY the same every time they are made and they are sometimes stuck together.

Fix juice and cereal machines, more variety; we have the same thing every week, open the gate on time, make sure all tables have napkins, salt and pepper, have the same quality food from beginning to end.

I'm vegetarian. I should be able to eat all the vegetables I choose. How come I can't have corn and the vegetarian entrée? Is it necessary for me to have to take my tray to my table and then come back?

Include more healthy options like grilled chicken more often. Break up the table arrangements on the side of the café to allow for smaller parties to sit comfortably

More nutritious food needs to be served

THERE SHOULD BE: filtered water machine, ice cream machine, multiple places to eat at once, free to go plates, a more convenient way of disposing food.

There should be food available at other times other than breakfast, lunch, and dinner for students who are in class at the regular times, also, the school should dispose healthier drinks such as real fruit juices rather than soda and "colored" drinks.

The cafeteria should have fruit juice instead of just soda

Switch up the meals once in a while

Warmer food; more variety; more forks; better salad dressing; better desserts; better attitude from staff; cleaner cups; better supply of condiments; warmer climate; dry trays; more fries. Survey should be given to all not to 1/3 of population.

Switch up the menu i.e. Monday rice& beans. Don't serve the same Alfred sauce 2 days in a row. Put bleu cheese in the salad bar, more fruit, preferably fresh fruit

I wish that the cafeteria was opened throughout the day, even if there is only a deli, salad bar and cereal because my schedule and other students' schedules sometimes conflict with the cafeteria hours.

Cleaner utensil

2 card machines for easy flow services

Keep the cafeteria clean unlike last year (ants & bugs used to fly around food) clean the utensils better because there still were stains on many of them.

More shrimp in the shrimp pasta, more vegetarian choices`

More selections

I would like the dining hours to be longer as well as have a fuller staff to serve meals. The wait time for meals is too long.

Clean the cups BETTER or have Styrofoam cups available

Better variety. Can we have crawfish again please?

Please have all food ready on time

Try to minimize insects around salad/fruit/ dessert bar.

Don't feed us day old leftovers or same day

**NO LEFT OVERS**

More staff to accommodate the increase of students. What happened to the music?

It's not that bad but the food could be a bit more appetizing. It is ok if you are looking for a meal to get you by, but I want food like im home. I hate wasting money to satisfy what should be done on campus.

I wish they had a different variety of food choices from all walks of life not just New Orleans food.

Get some variety. This shit is not healthy.

Better vegetarian dishes. Have two cashiers

Could bring attention to detail when maintaining cleanliness around drink stations and tray cleaning stations and when washing dishes (plates and cups especially). Otherwise keep up the good work.

Applesauce should be put out daily.

We need a better variety of food.

We should be asked if we want Swiss or cheddar cheese on the grilled cheese!

More grilled food

More days with red beans and rice

We should have Chinese food occasionally

I think it would be a good idea for daily menus to be posted online

Please grill hamburgers until they are dark brown and not light brown!!

More variety of traditional and international food. More quesadillas.

This year there is abundance of new freshmen. We all have classes to go to and are unable to eat because of the length of the line and there lack of food prepared at the time that dinner starts. I would suggest that dining hours be extended for the sake

The foods should be better seasoned, and varieties of food should be served.

Better foods please, cook food all the way through

More varieties strong good are needed. Other food should be made easier for consumption. For example: if I get a pizza I should be able to add different food.

Everything is good, but I would like to see a different variety of food

I wish you would keep on the cereal, because when I don't want any hot food just feel like some cereal, till it is gone and makes me sad

Let's try orange chicken or more tacos, or we should add it to the menu

Leave juice machine on!

The cafeteria is not designed to serve a large number of students. There should be more than one line for pizza, hamburgers, etc. Also there should not be a line outside the cafeteria and down the hall to get inside.

Please expand the variety of choices more healthy choices

MORE variety!! And healthier options

The dinner can be better.

Could you please mop the floor and clean your cups. I always find food particles in cups

Juice machine at all times!

Need to change

Variety could be better and so could the service

Today's meal was very good; however there have been days that I am extremely disappointed. I pay for this meal and I should get what I pay for. I think there can be more variety and the food should be better cooked. Thank you

I wish the drink machine has all the options working = (I like the little pizzas)

The services should increase the servers on the weekends; the line for food is always long.

More selections of condiments.

