



2017 Dining Services Survey Full Report

UNIVERSITY UNITS IMPACTED ⇒ Administrative Affairs

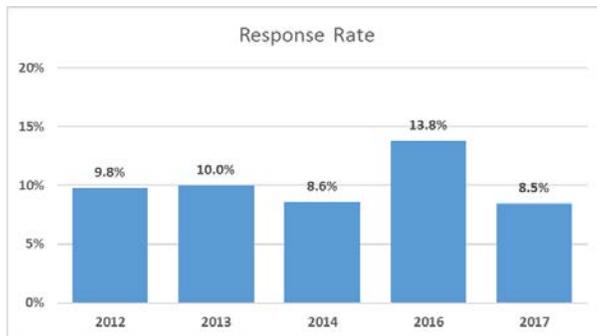
More information on Dining Services:
<https://www.ius.edu/dining-services/>

BACKGROUND

Administrative Affairs has administered the Dining Services survey semi-annually since 2009 to measure satisfaction with the University Food Court, the on-campus Subway restaurant, and the University Grounds Coffee Shop. Respondents to the Spring 2017 survey were entered into a drawing to win one of ten \$50 Crimson Card credits. Winners were notified in August and survey results will post in the Fall at <https://www.ius.edu/oie/reports-and-surveys/institutional-assessment.php>.

THE DATA AND RESPONDENT DEMOGRAPHICS

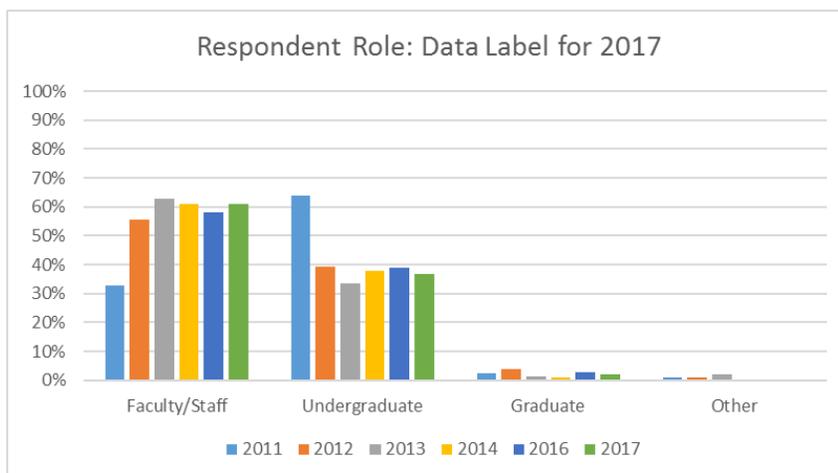
The survey was sent to a random sample of undergraduate students and all graduate students, faculty and staff via Qualtrics web survey software on April 13, with a reminder sent to non-respondents in April, and closing on May 2. Specific sampling parameters are outlined in Appendix A.



The survey response rate was 8.5%, which has decreased since the previous year, potentially due to survey fatigue. Over half of responses came from faculty and staff, a trend that has continued since the 2012 administration as indicated below. In the charts that follow, respondents are broken down by gender and role, and undergraduates are broken down further by campus residence and course load. Three notable data trends emerged. First, females continue to make up over 70% of respondents, similar to previous administrations. Second, juniors and seniors collectively account for about 26% of all respondents and about 70% of undergraduate respondents.

Lastly, about 20% of undergraduate respondents reside on-campus, similar to last year's administration. These trends can further be seen in the tables in Appendix B.

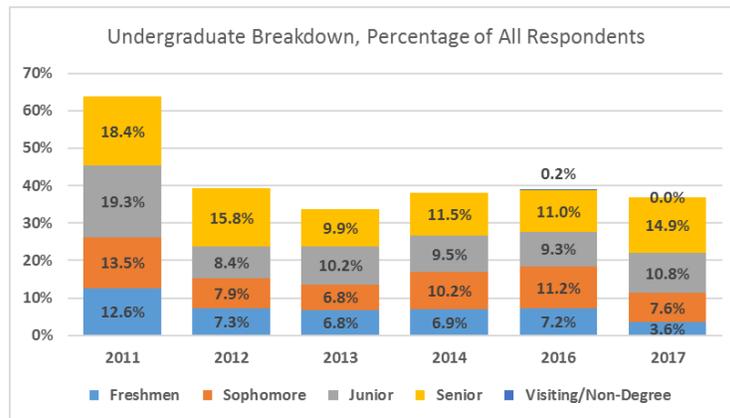
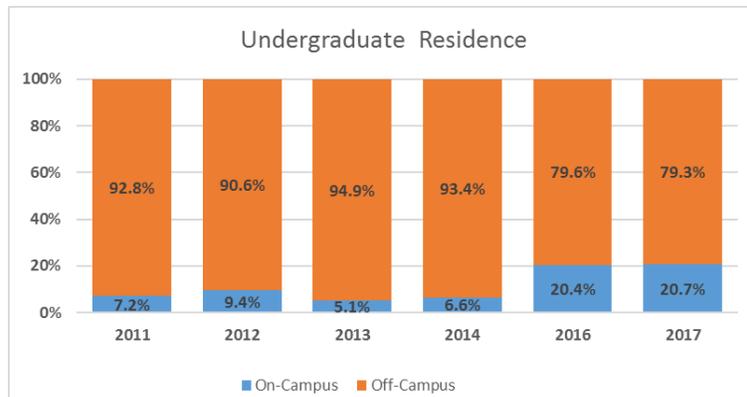
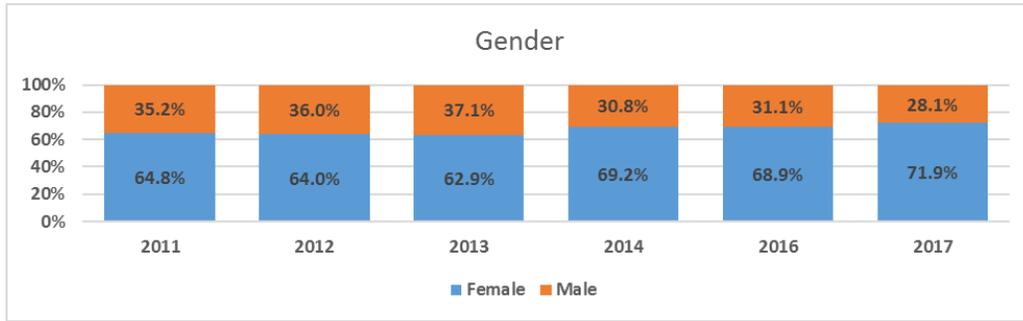
Individual question response rate varies, as most survey questions were voluntary and some respondents chose not to answer certain questions. Partial responses are included in the data report and, unless otherwise indicated, non-respondents are excluded in tabled data counts and percentages.



	2017
Female	71.9%
Male	28.1%
Faculty/Staff	61.0%
Undergraduate	36.9%
Freshmen	3.6%
Sophomore	7.6%
Junior	10.8%
Senior	14.9%
Visiting/Non-Degree	0.0%
Graduate	2.0%
Other	0.0%
On-Campus Undergraduate	20.7%
Off-Campus Undergraduate	79.3%
Part-Time Undergraduate	18.5%
Full-Time Undergraduate	81.5%
Total Respondents	249

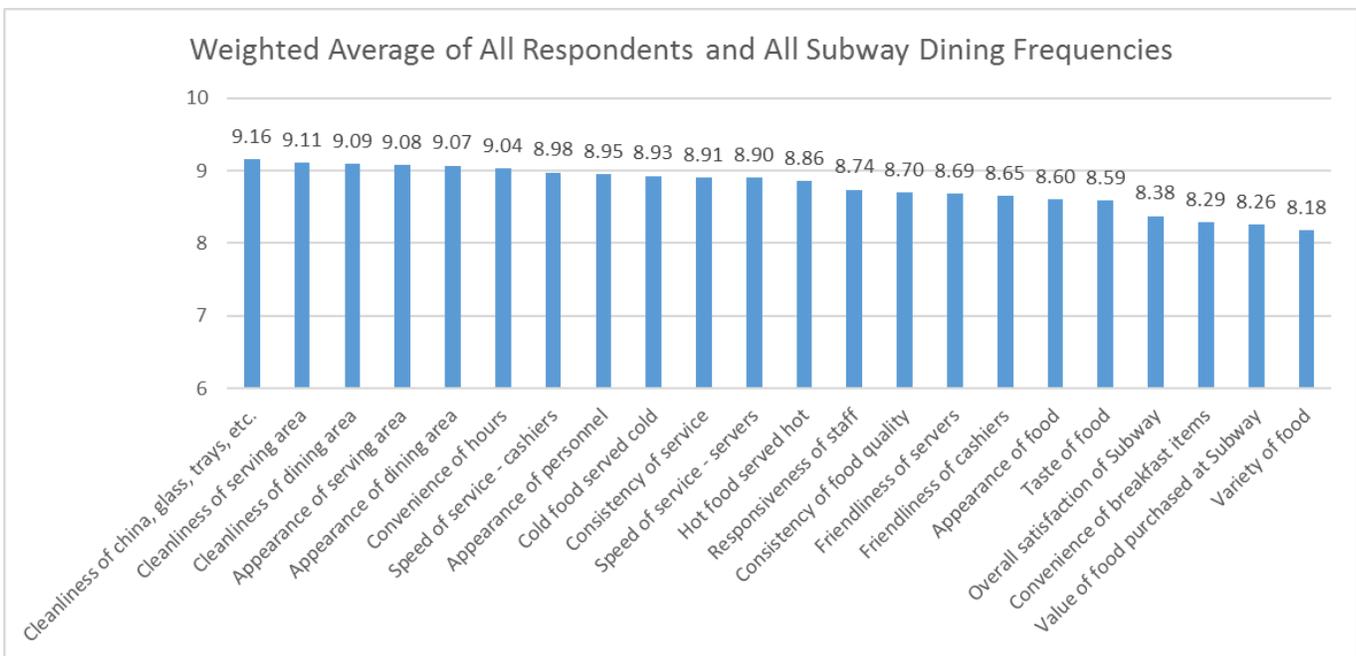
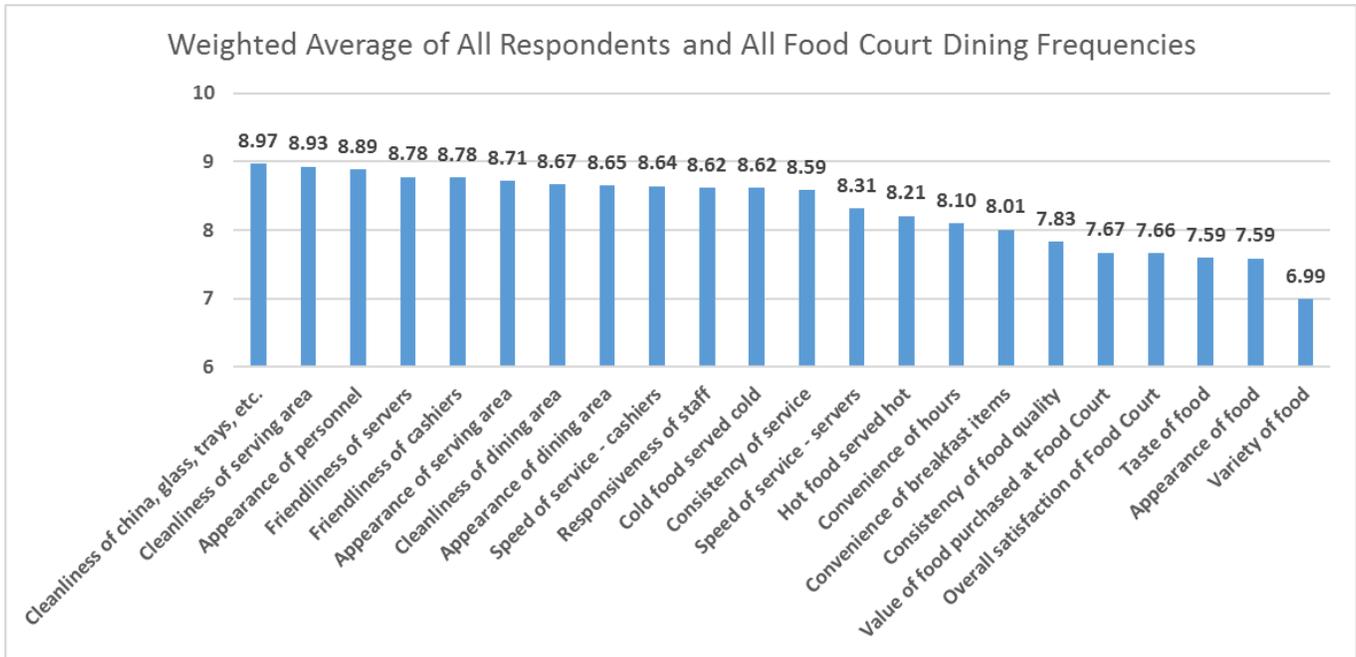
Statistical tests were calculated on the demographic data collected to find out if the respondents differed significantly from both the survey sample pulled and the overall campus population.

The respondents differed significantly from the IU Southeast population on a few variables. Of the six demographics considered, it was found that the respondents were significantly skewed toward four: faculty [$\chi^2 (1, N = 249) = 421.70, p < .001$], females [$\chi^2 (1, N = 249) = 14.53, p < .001$], full-time undergraduates [$\chi^2 (1, N = 92) = 11.78, p < .001$], and on-campus undergraduate residency [$\chi^2 (1, N = 92) = 28.03, p < .001$]. These findings were consistent with previous years' results and should be taken into consideration when interpreting the following report and conclusions. All chart data can be found in Appendix B.



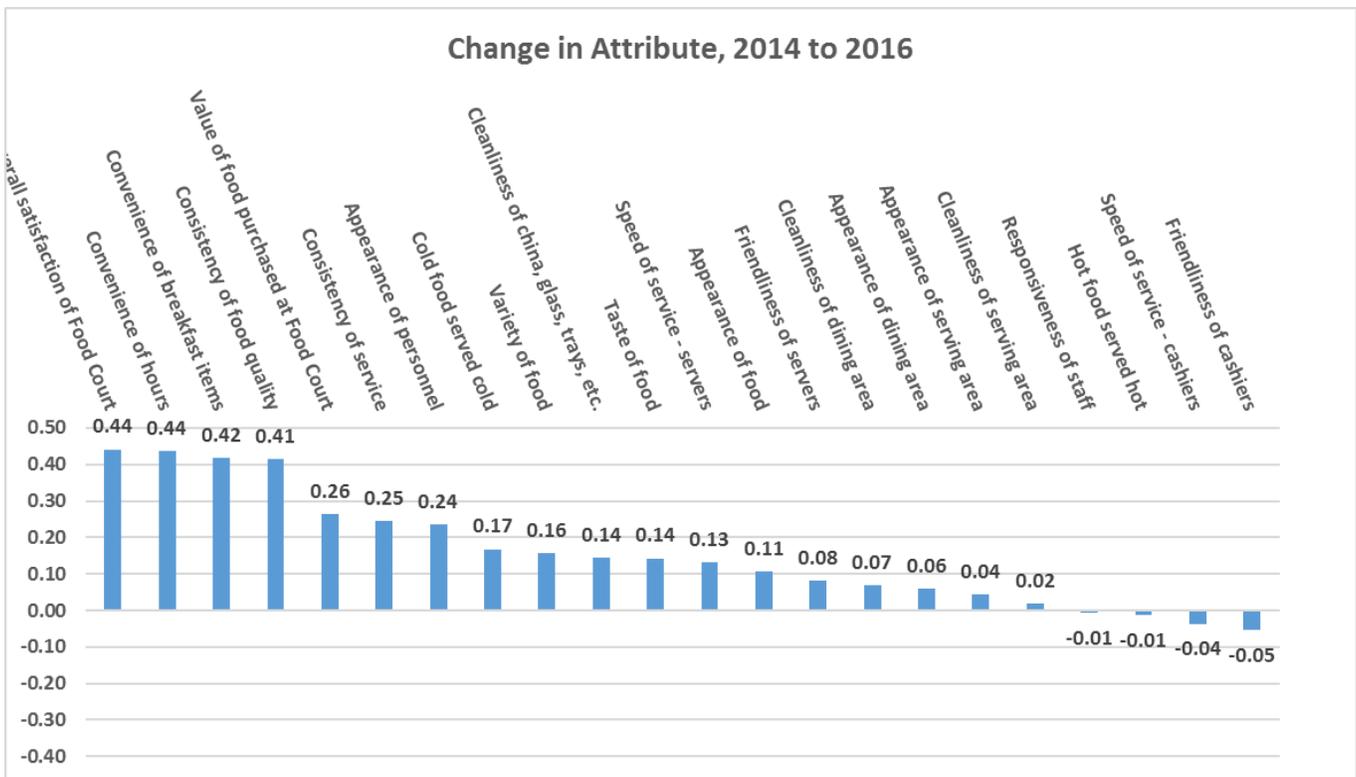
SURVEY RESULTS BY ATTRIBUTE

Respondents were presented with 20 individual attributes and asked to rate each attribute from very poor (1) to excellent (10). In addition, they were asked their overall satisfaction with both the University Center Food Court located on the lower level of University Center North and the Subway restaurant located in the Library from not at all satisfied (1) to extremely satisfied (10), and lastly were asked to rate the value of food purchased from very poor (1) to excellent (10). Responses are aggregated and mean scores are presented in the charts below. The pair of charts below rank the 22 attributes from excellent (or extremely satisfied) to very poor (or not at all satisfied).



All but one Food Court item rate well above average and all items are higher than average. Subway was rated slightly higher on all overall attributes than Food Court. Both dining locations had their highest rated attributes involve cleanliness, friendliness, and appearance of both personnel and space. Also scoring well are staff responsiveness and speed, food temperature and service consistency. Lower rated items include convenience of hours and breakfast items, convenience of food quality, taste and appearance of food, and value and overall satisfaction. The lowest rated item is food variety.

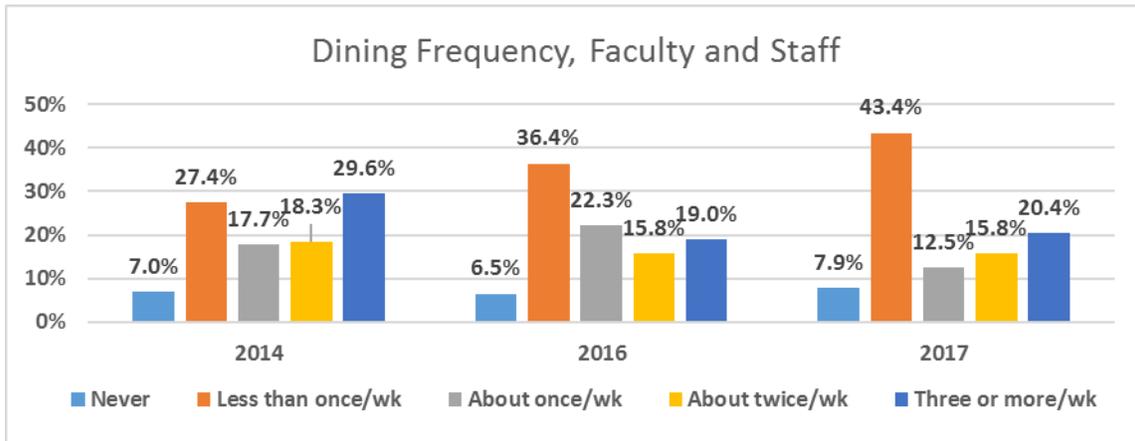
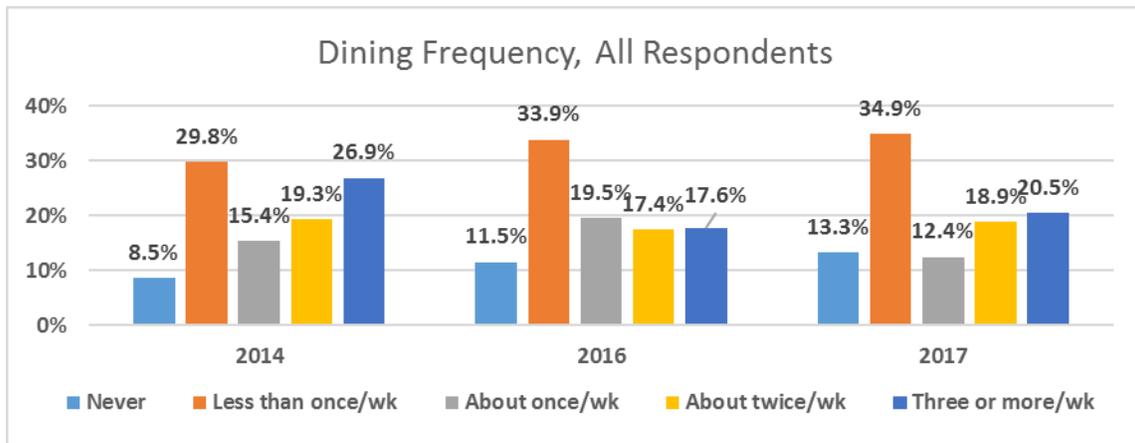
The chart shows the change in each of attribute concerning the University Center Food Court between the 2016 and 2017 surveys. The chart illustrates increased opinions and ratings of 18 of the 22 attributes. Respondents as a whole felt that, while still well above average, the Food Court's staff responsiveness, hot food service, and cashiers' speed of service and friendliness dropped within that period of time. There was no data from previous years collected regarding the Subway and the University Grounds Coffee Shop on campus, so no comparative charts were produced or further historical analyses drawn.

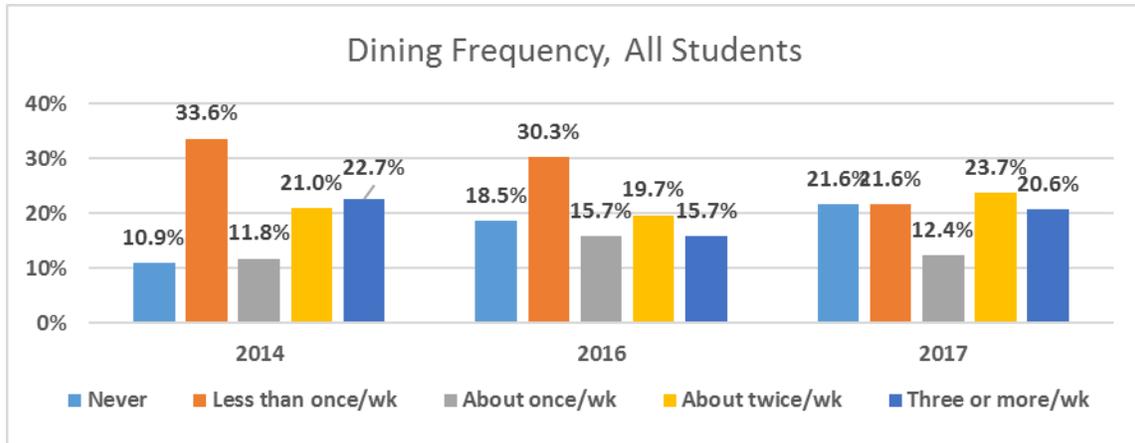


FREQUENCY OF DINING

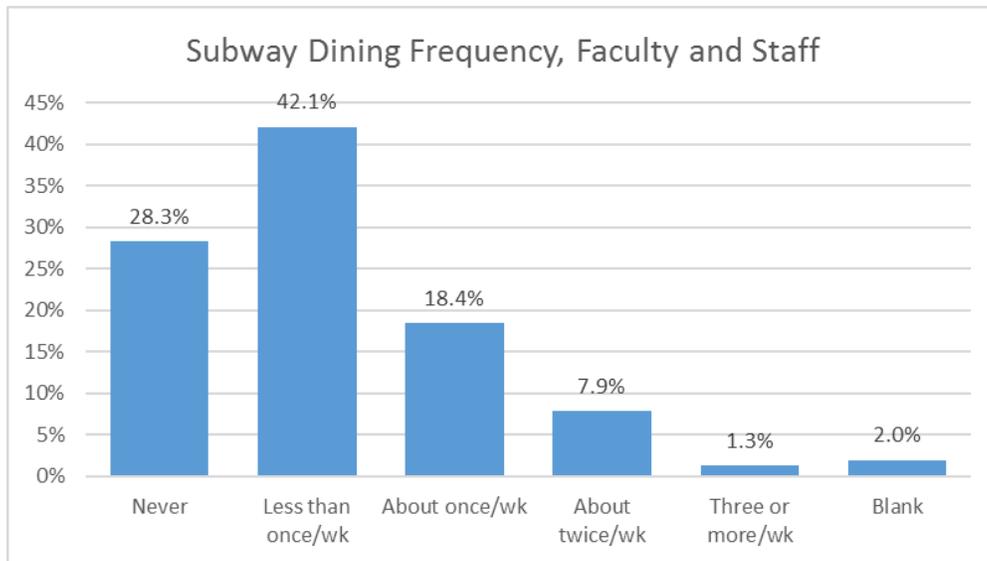
Respondents were asked how frequently they generally dined at the Food Court and Subway, from never to 3 or more times per week. The frequency charts that follow present all respondents, then breakdown by campus role.

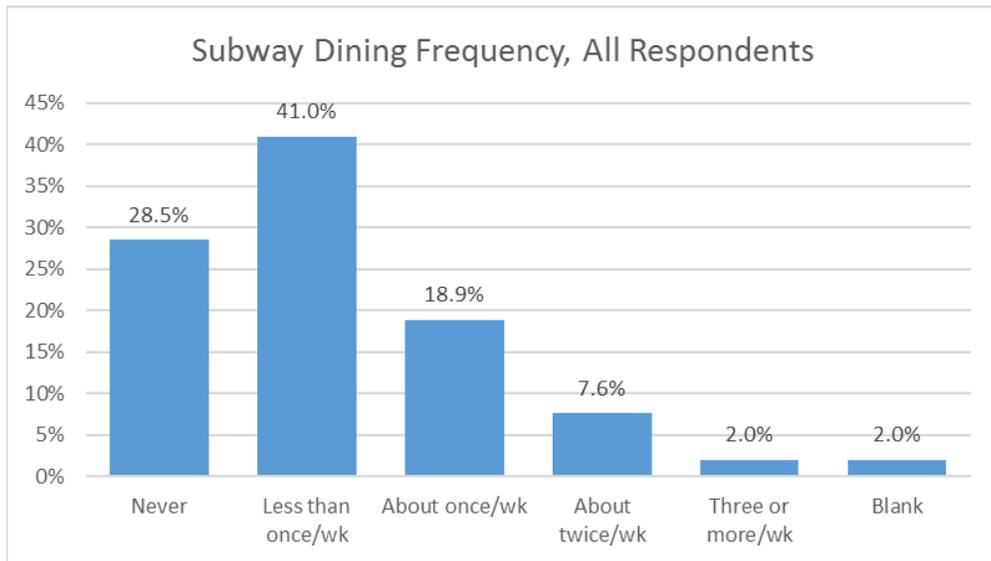
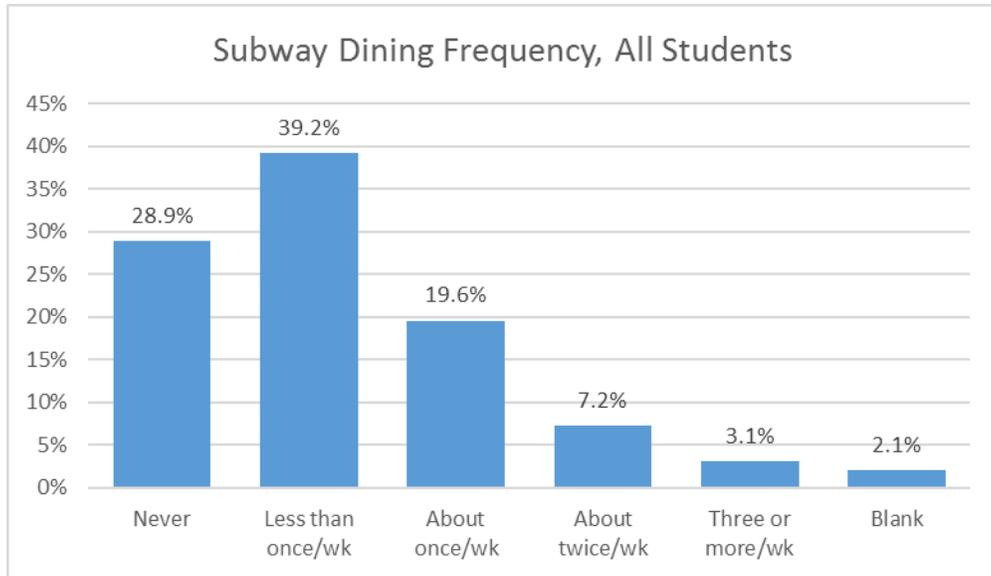
The first set of charts will describe the Food Court dining frequency with the newer Subway dining frequency, charts, and discussion following. Compared to 2016, respondents indicate that they are eating at the Food Court less often per week, with both students and faculty and staff indicating they are most likely to eat there less than once per week. The number of students who indicate they never eat in the Food Court increased by 3% since 2016, while the number of faculty and staff who eat less than once a week or about once a week increased by about 9%. According to the data collected, 8.7% fewer students are visiting less than once a week, which may account for the 8.9% bump up in students stating that they visit the Food Court more than twice a week.





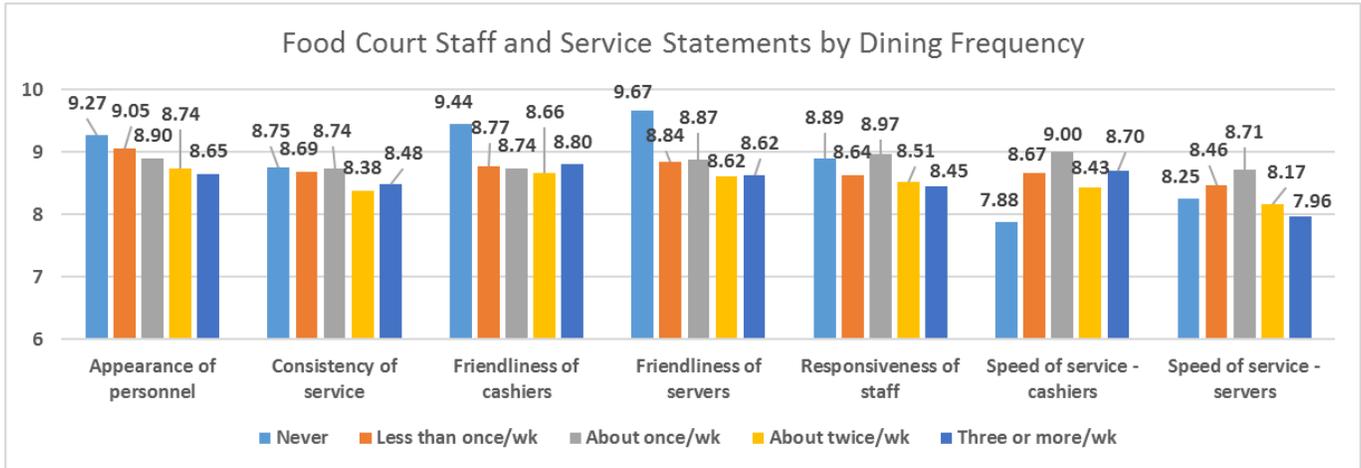
More than two thirds of the respondents said that they visit the Subway in the Library less than once a week, with less than 10% visiting twice or more weekly. These levels of response were consistent trends with both the separate faculty and staff and the student frequency charts.



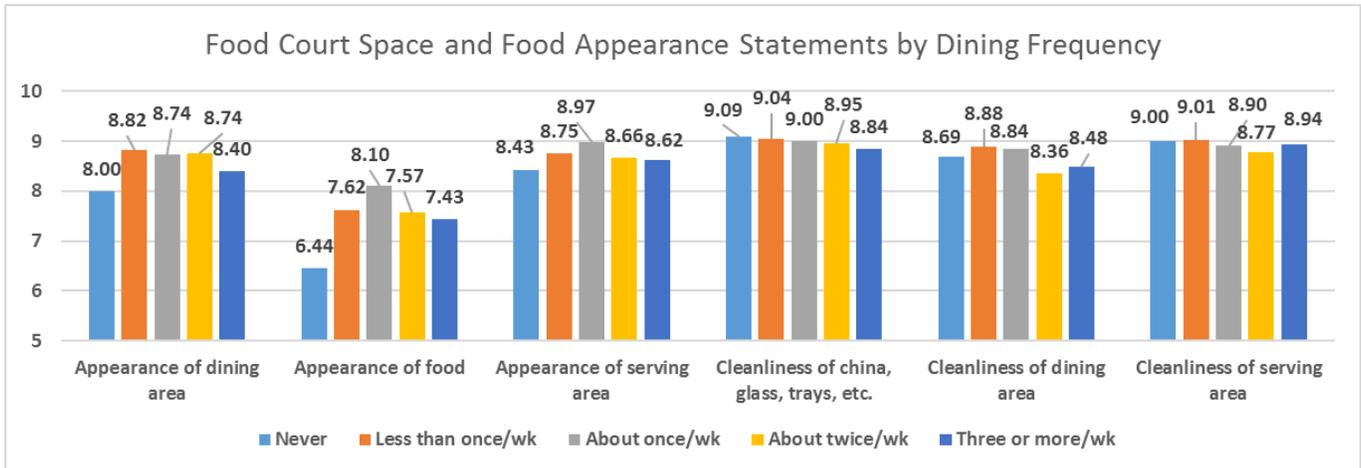


ATTRIBUTES BY FREQUENCY OF DINING

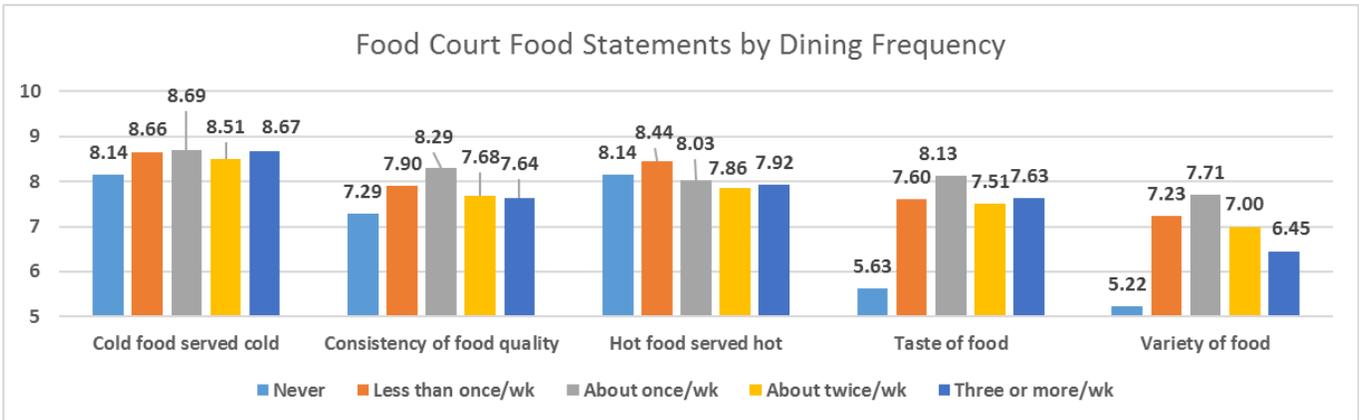
The charts below illustrate ratings of each attribute by frequency of dining, loosely organized by topic. Consistently, respondents most satisfied with staff and service dine in the Food Court at least once a week. Staff appearance, friendliness, responsiveness, and cashier speed of service are rated the highest. Even respondents who do not dine in the Food Court rate the appearance and friendliness of staff rather high at both the Food Court and Subway locations.



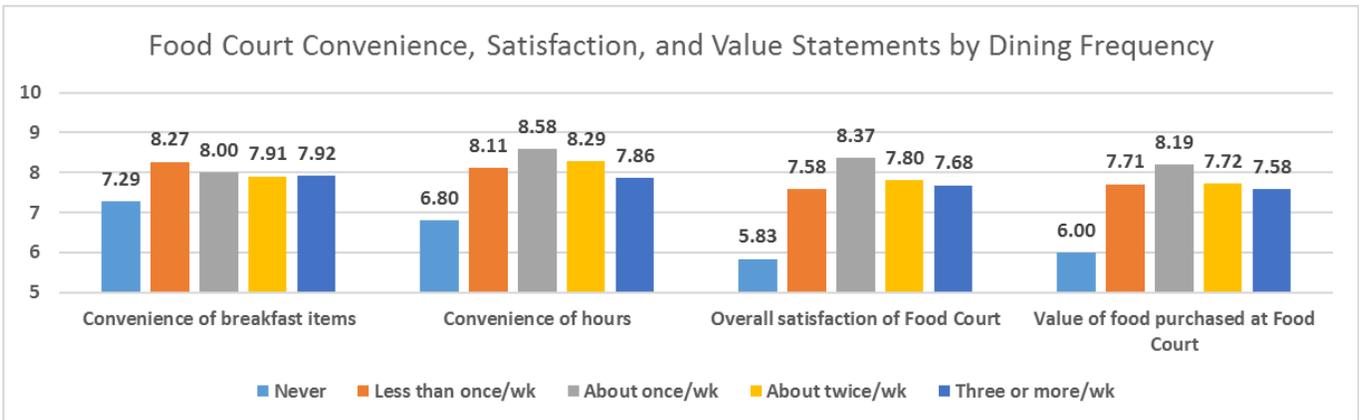
Respondents rated the Food Court appearance and cleanliness very high, especially for those dining at least once a week. Even frequent diners rate the appearance of food rather low compared to other attributes.



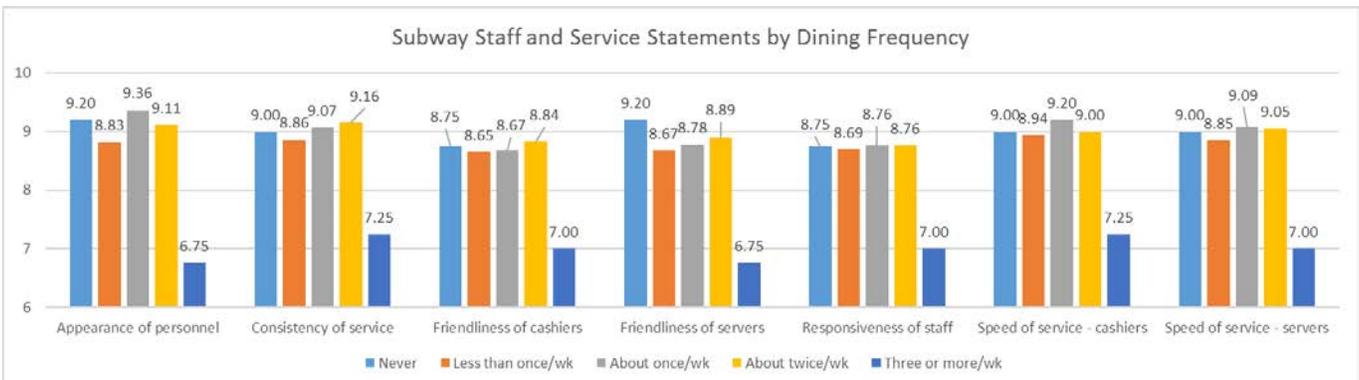
Respondents rate food temperatures, especially cold food, high, while the consistency of food quality, taste and variety of food are rated lower. Frequent diners seem less satisfied with the variety of food offered compared to other attributes.



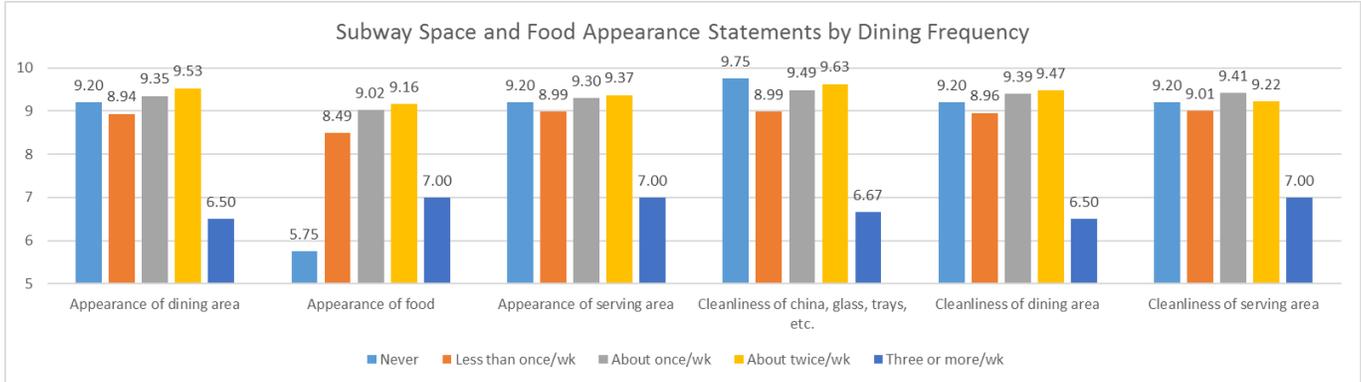
Respondents generally rate the Food Court hours convenient and are overall satisfied, but less frequent diners rate the hours less convenient and the value of food poor. This lower score (6.80) regarding the Food Court’s hours of operation could reflect a willingness for that group to begin visiting in the future if those hours were adjusted. The overall value of food purchased was considered the highest among the once-weekly diners, though those who visited the Food Court rated the value well above average, between 7.58 and 8.19.



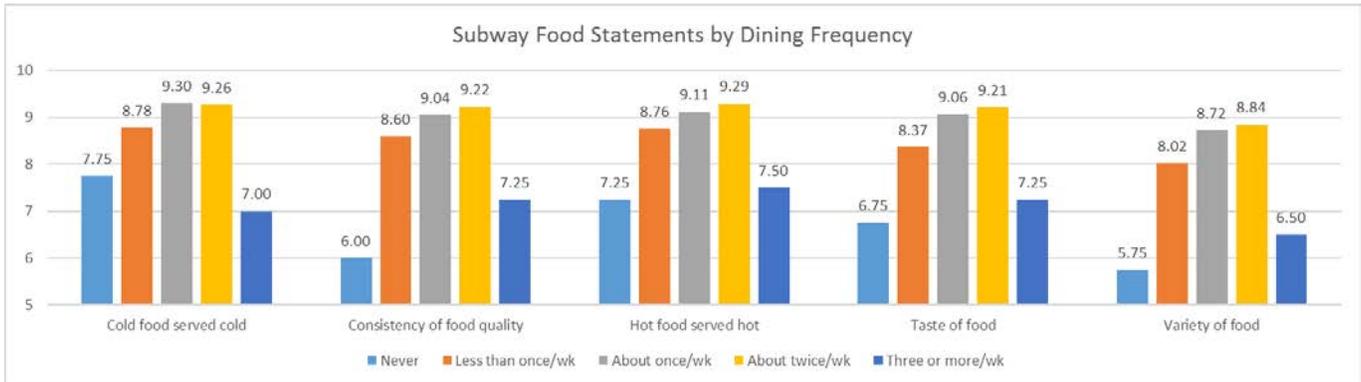
When analyzing the data collected concerning the Subway restaurant’s attributes by frequency, it is interesting to note that those respondents who visit three or more times per week rated all 22 attributes lower than the other frequency rates, even some diners who never visit. This trend may warrant further contextualization, discussion, or consideration to improve dining services for all roles and frequencies. Overall, however, respondents appeared to qualify the Subway with about the same satisfaction ratings as the Food Court.



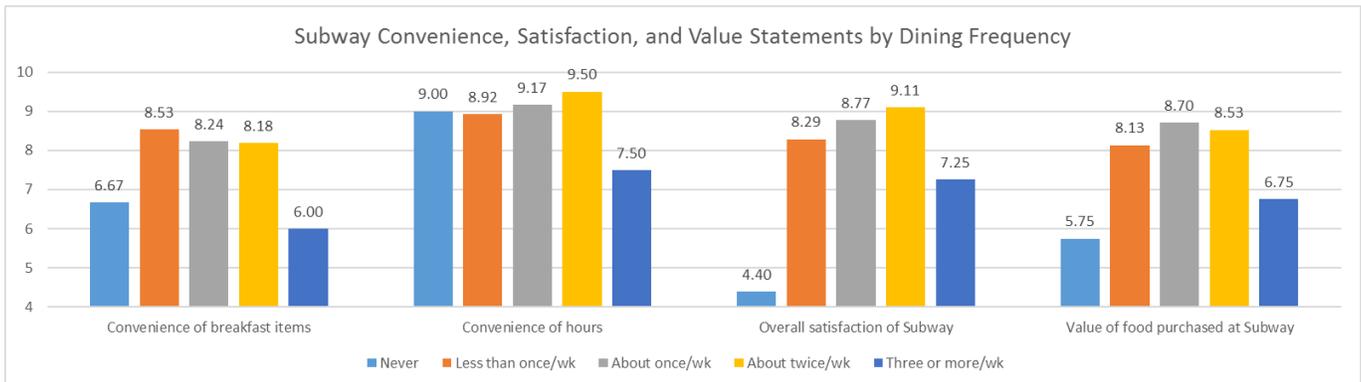
The appearance and cleanliness of the Subway were some of the highest rated attributes among respondents. When broken down by frequency, one can see that the once and twice a week diners hold the highest satisfaction rates.



Survey respondents continue to find the food consistency and taste at Subway well above average in 2017, though the ratings around the variety of food attribute were found to be the lowest of all 22 attributes this year. Because of the organizational structure and menu options dictated by Subway as a corporate entity, the current variety and availability of future menus may have to remain relatively static.

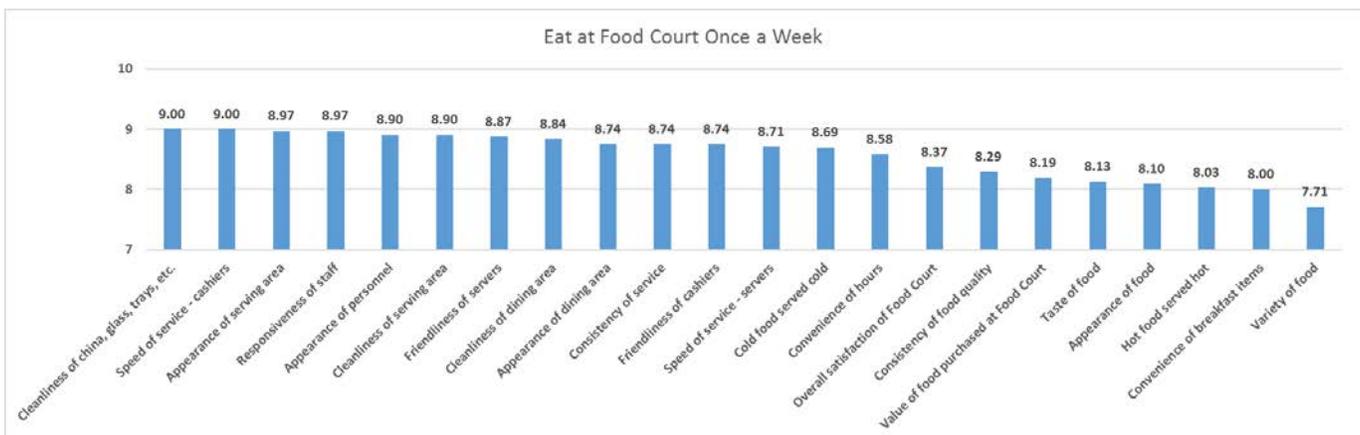
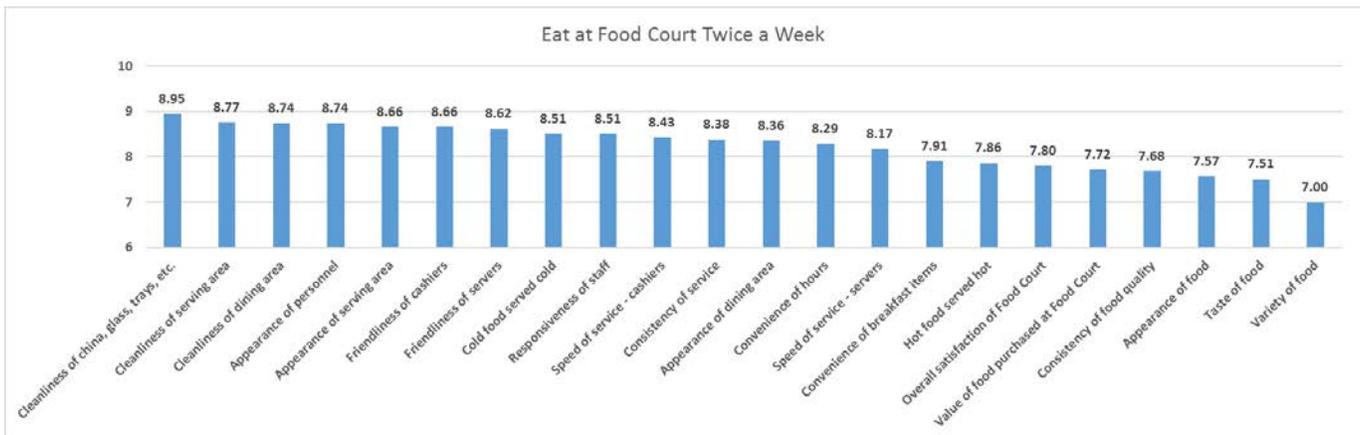
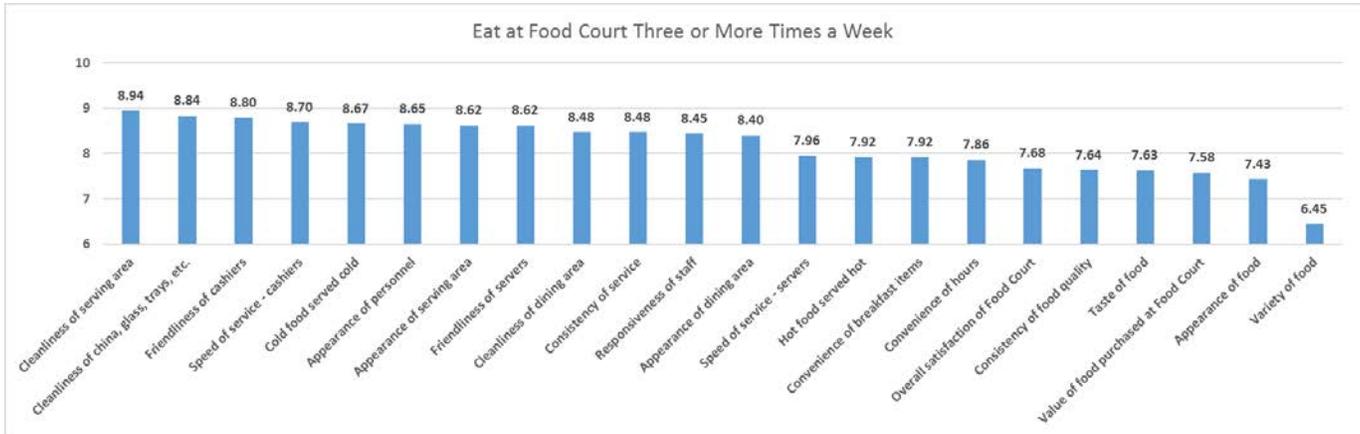


Those attributes describing the convenience, satisfaction, and value of Subway were high, and slightly better when compared to the same Food Court ratings. Respondents seemed to be most satisfied with Subways hours of operation.

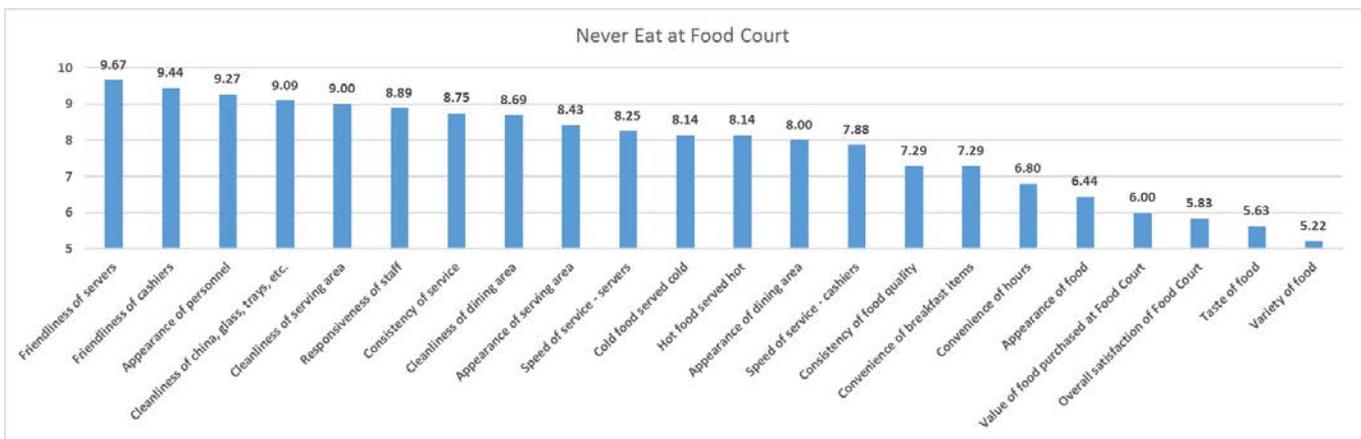
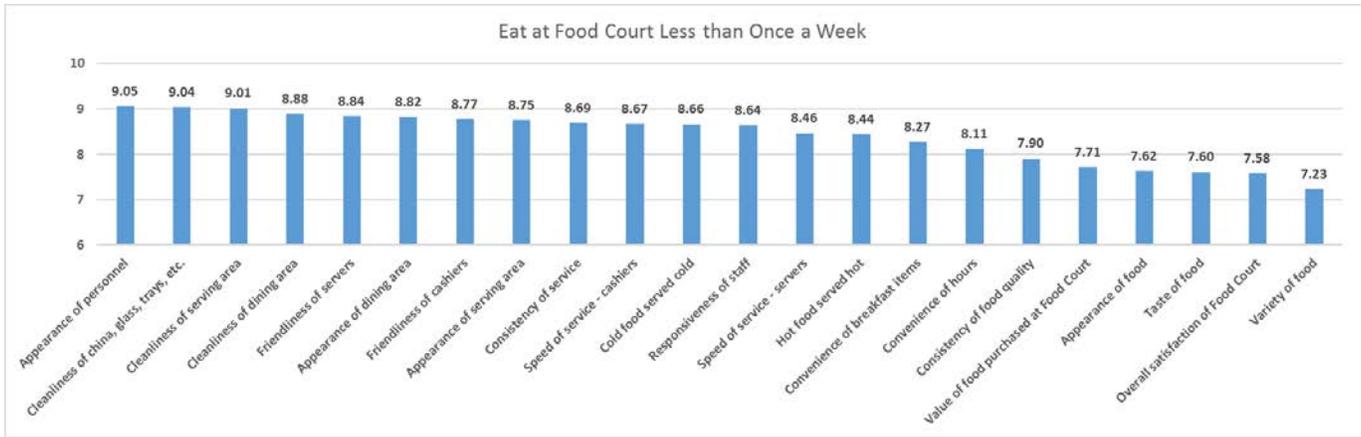


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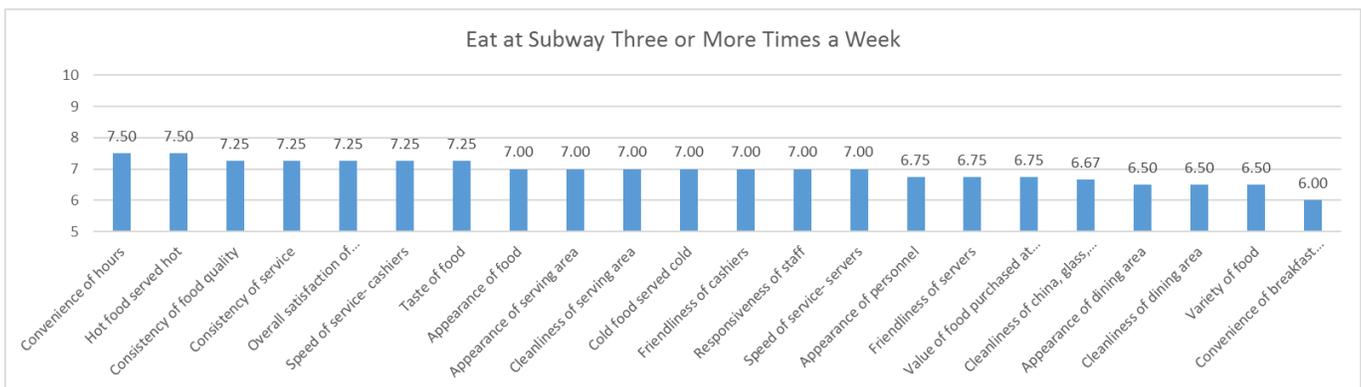
The following charts contain the same data as above but sort the attribute ratings by frequency of dining for the Food Court. Use these charts to determine how respondents in each frequency category rate each attribute. The chart figures are sorted in descending order by attribute rating in each frequency level.



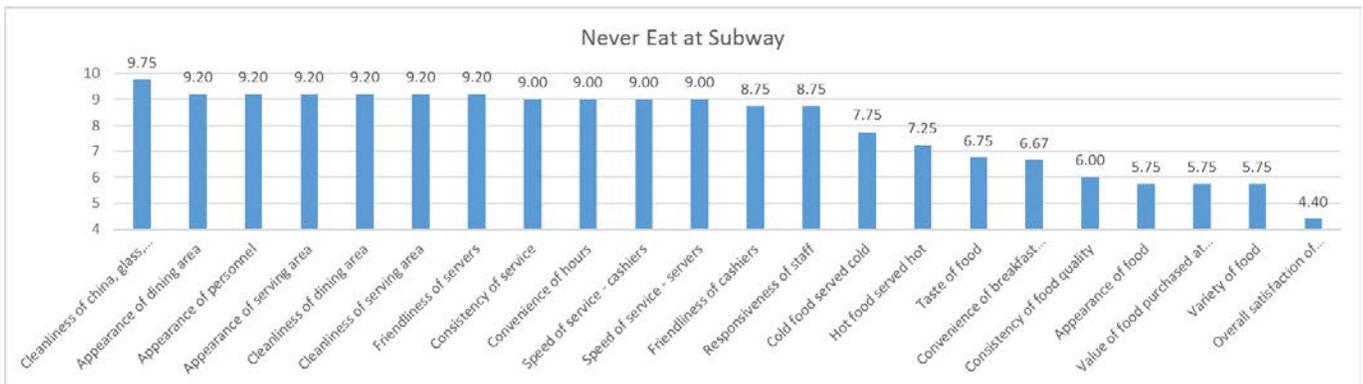
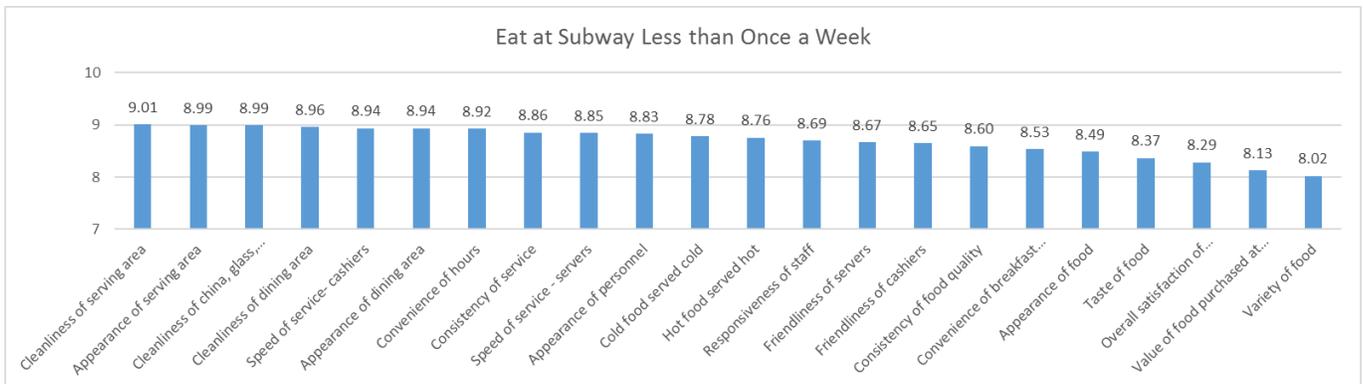
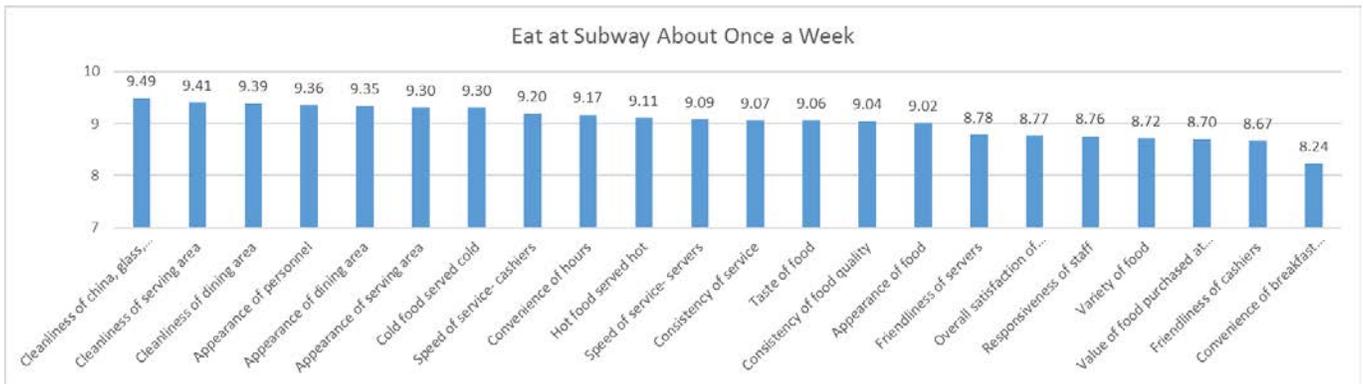
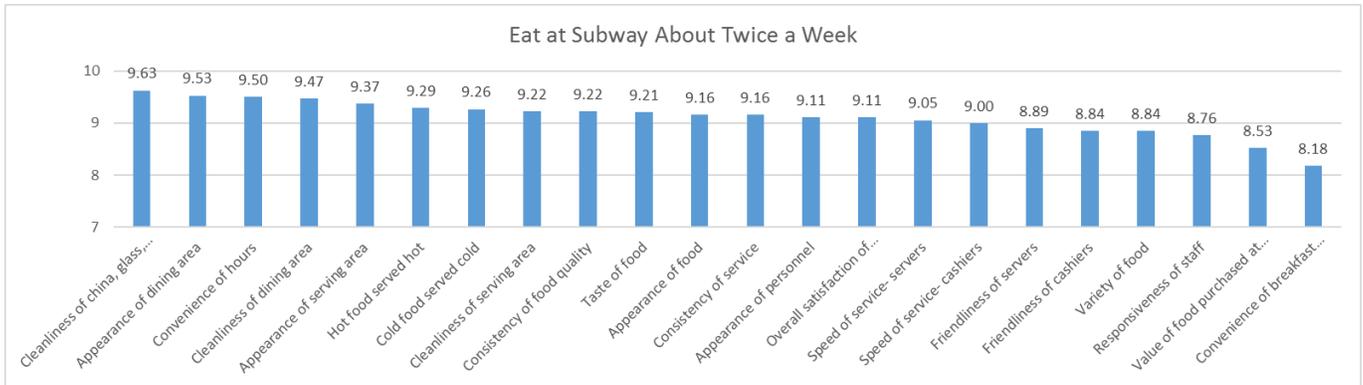
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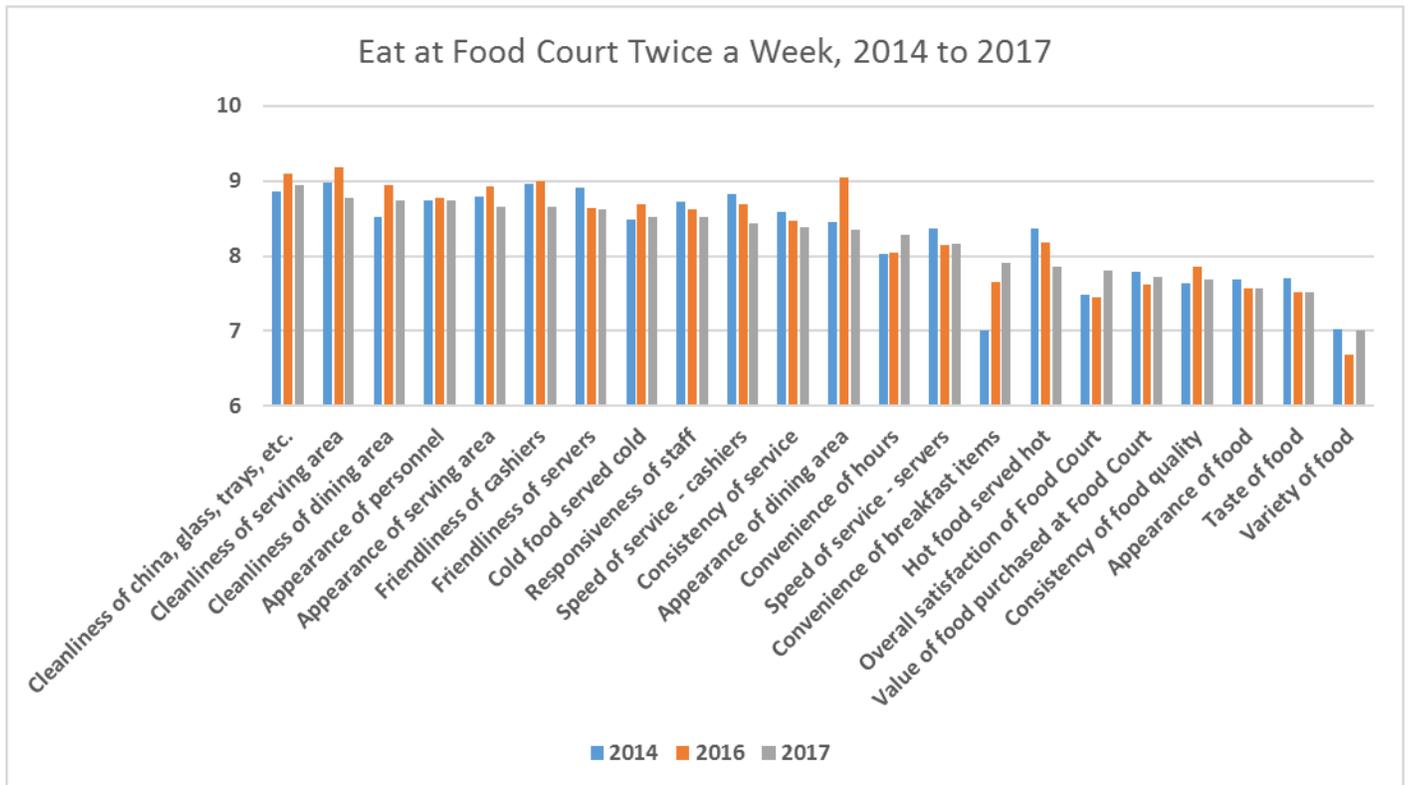
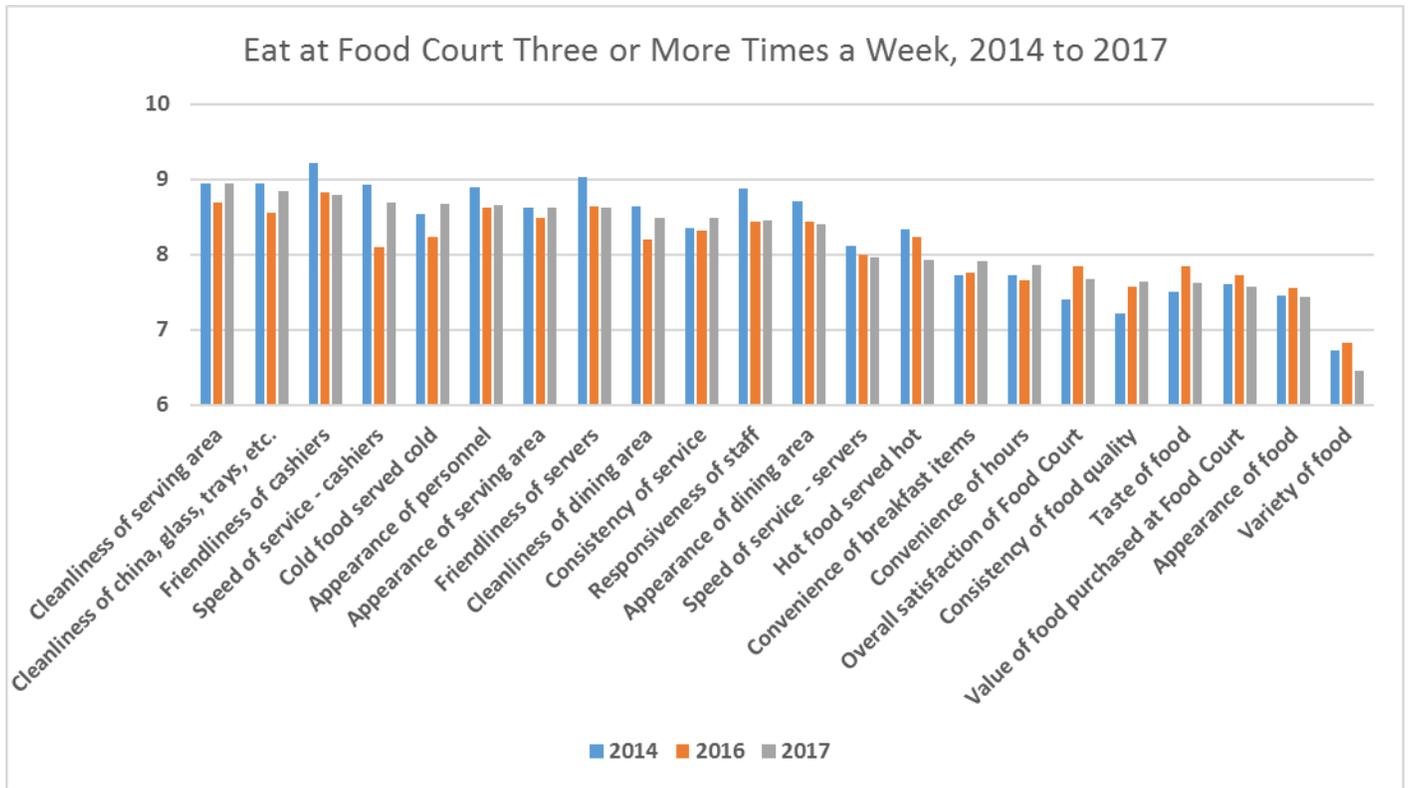
The following charts contain the same data as above but sort the attribute ratings by frequency of dining for Subway. Use these charts to determine how respondents in each frequency category rate each attribute. The chart figures are sorted in descending order by attribute rating in each frequency level.

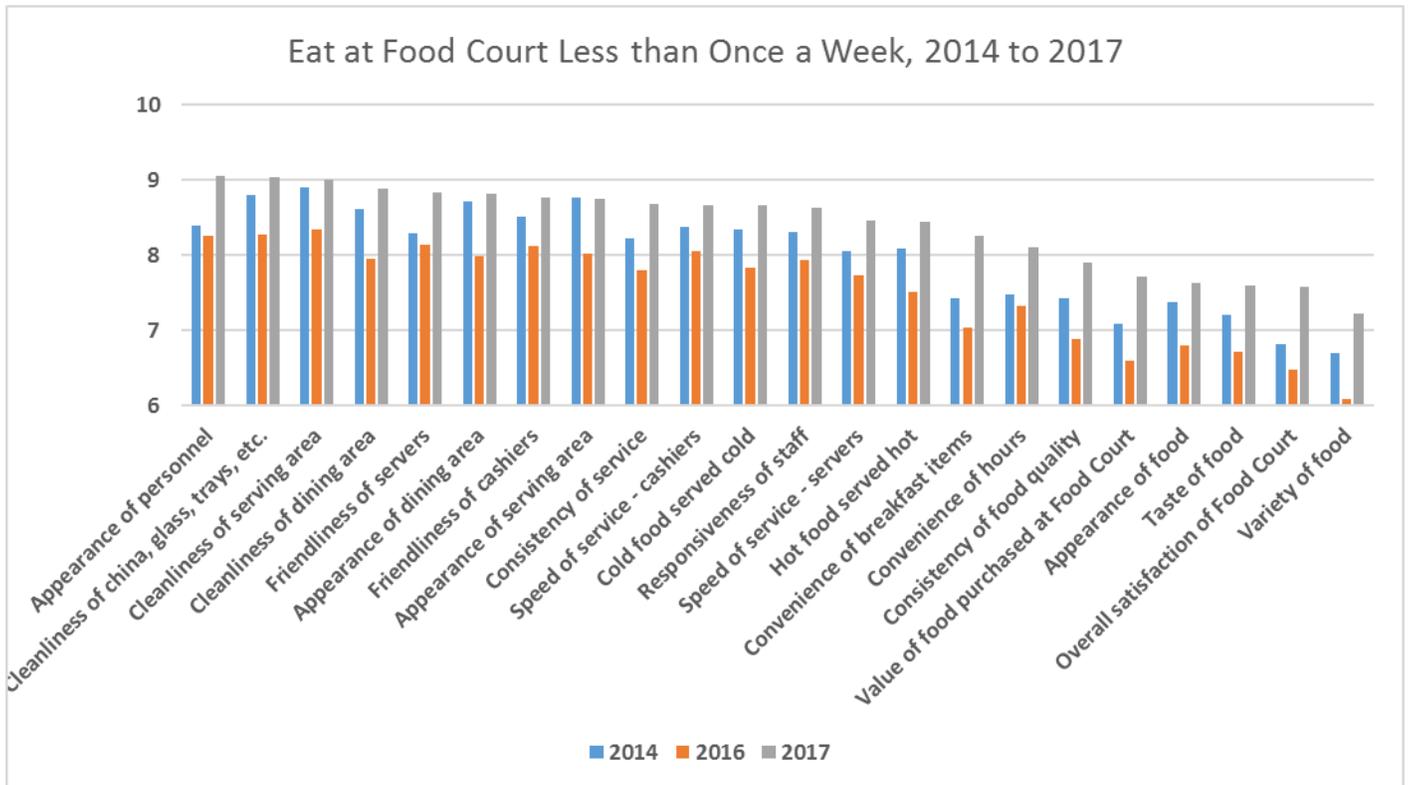
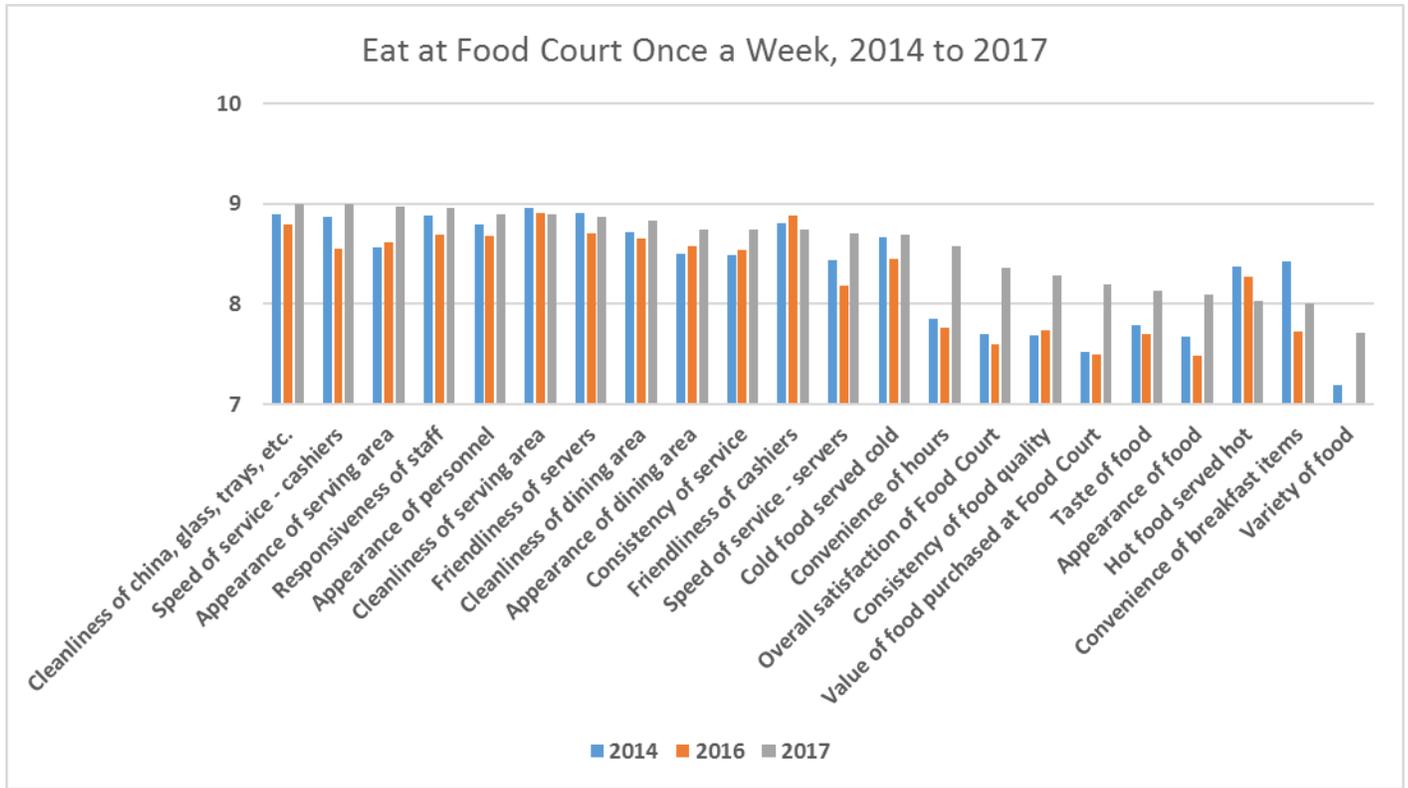


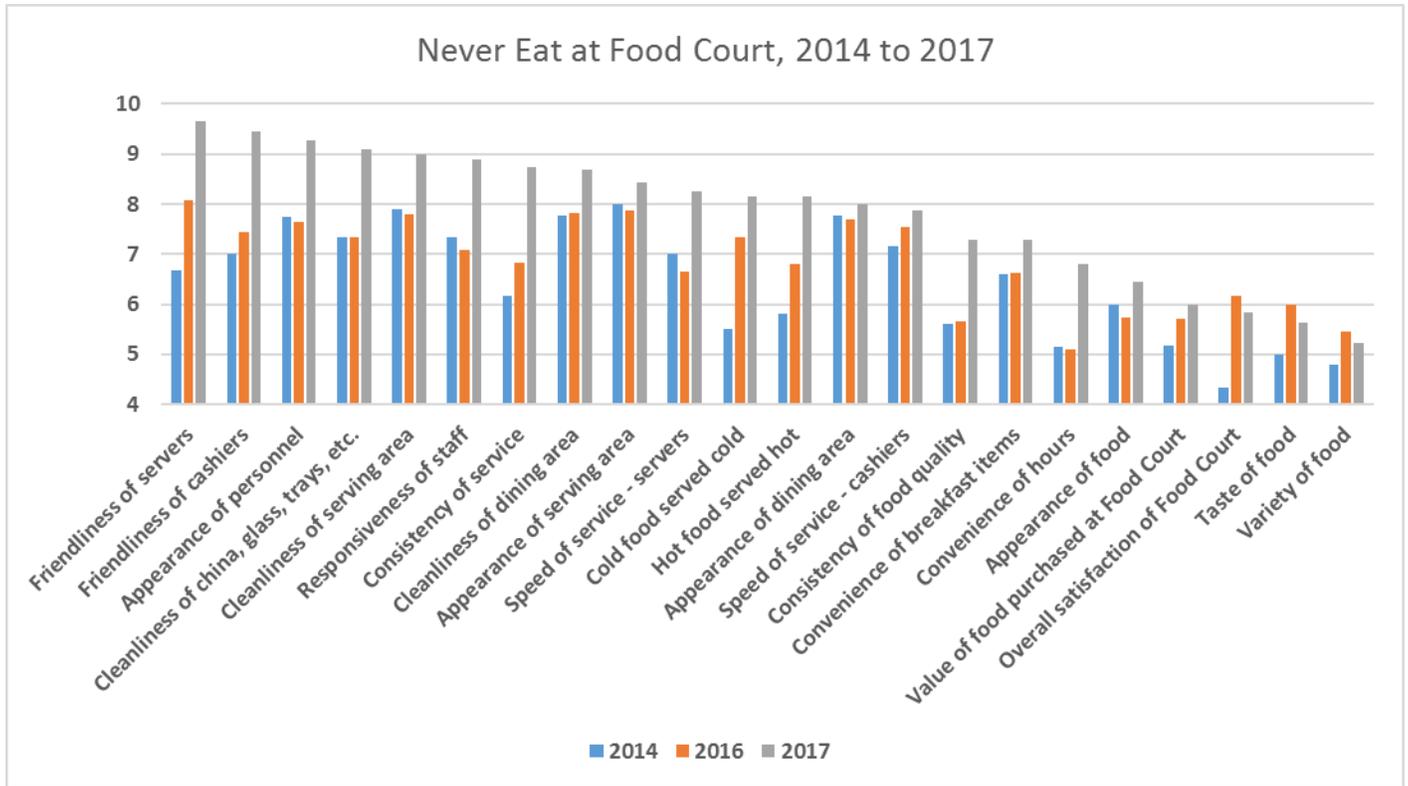
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The charts below can be used to compare the change in Food Court attribute ratings by dining frequency from the previous survey administrations in 2014 and 2016 to the present. Data labels are not included here due to the size of the charts, but the full data tables are located in Appendix B.

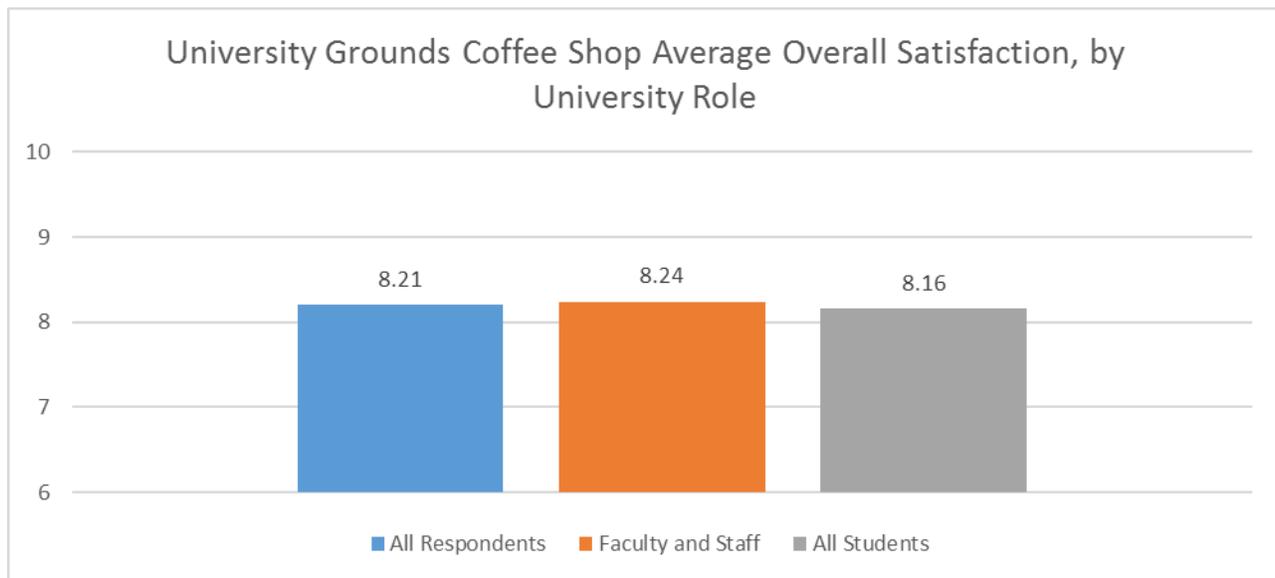
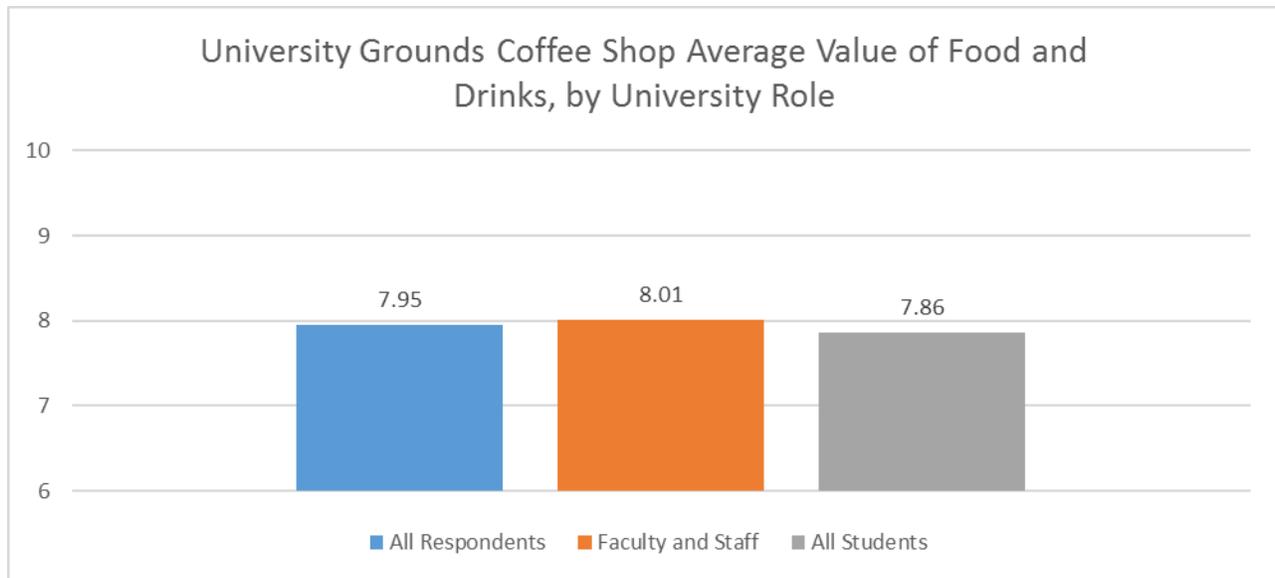






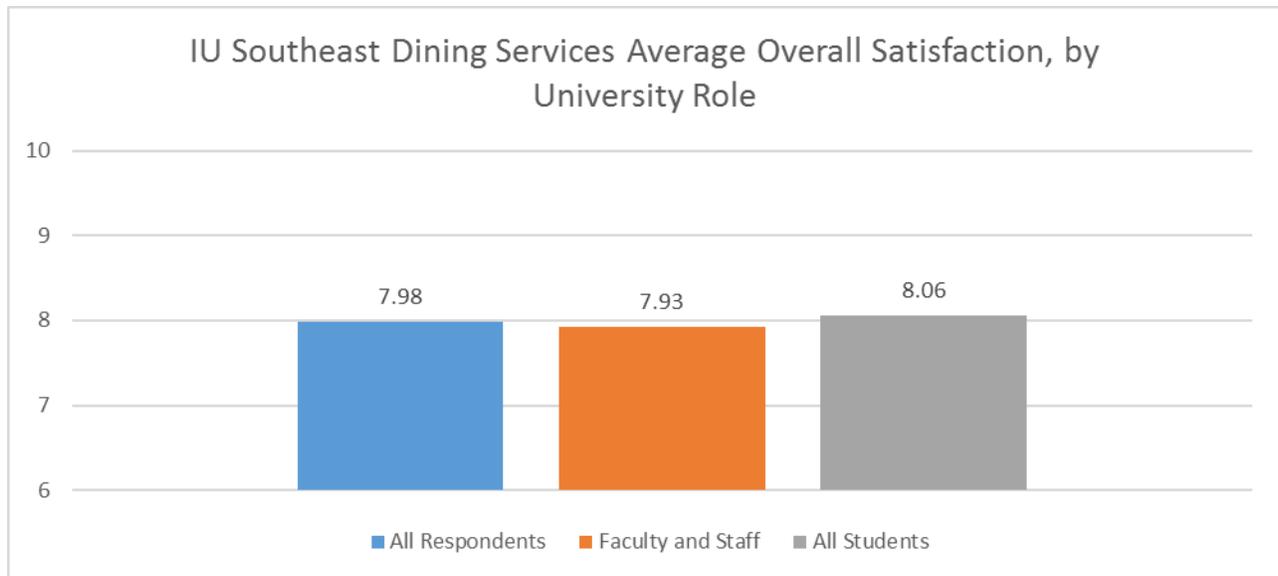
UNIVERSITY GROUNDS COFFEE SHOP

During this dining services survey cycle, data was collected for the first time on the University Grounds Coffee Shop, located on the ground floor of University Center South. Respondents were asked about their opinions concerning the average value of food at the coffee shop and about the average overall satisfaction of the coffee shop. All average ratings focused on the coffee shop were well above average. The faculty and staff group rated the value of food slightly higher than the students, by 0.15 points at 8.01. This difference was also noted in the overall satisfaction levels, though the margin between the two groups was only 0.08 points with faculty and staff coming in at 8.24. No historical comparisons can be made for this dining location due to the lack of previous data. Further survey questions could be included in future surveys to gather more details and provide more specific analysis about the University Grounds Coffee Shop.



IU SOUTHEAST DINING SERVICES

Respondents were also asked about their overall satisfaction levels and opinions of the Indiana University Southeast dining services as a whole. These overall ratings remained consistent with the other overall data collected. The 7.98 average IU Southeast satisfaction level fell in between the 7.66 overall Food Court satisfaction rating, the 8.21 coffee shop satisfaction rating, and the 8.38 overall Subway satisfaction rating. Students appear slightly more satisfied with overall dining services than faculty and staff.



OPEN-ENDED FEEDBACK

Respondents were presented with five open-ended questions regarding the University Center Food Court. The qualitative responses were categorized and, when appropriate, further broken down with specific findings.

Respondents indicate that sandwiches, including burgers and wraps, are their favorite Food Court food, with 27.8% of those surveyed mentioning these items. After a wide variety of entrées (including tacos, chili, and chicken dishes), salads and salad bar items were highly enjoyed in third place by 17.2% of respondents.

Favorite Foods at the University Center Food Court	
Sandwiches, Burgers, and Wraps	27.8%
Other Entrées or Items	23.8%
Salads and Salad Bar	17.2%
Soups	11.9%
Breakfast	7.3%
Quesadillas	5.6%
Pasta	2.6%
Pizza	2.3%
Desserts	1.3%

Included in the “Other Entrées or Items” category were hot entrées or daily dishes not necessarily specified within the other favorite food categories. Of the mentioned menu items, salads and roasted vegetables comprised 15.9%; chicken tenders 9.3%; soup 8.6%; and potato dishes, French fries, and tater tots together 17.2%. Other miscellaneous and less frequently mentioned favorites include chicken quesadillas, baked fish, Club and BLT sandwiches, burgers, veggie lasagna, and eggplant parmesan. A complete list of all of the respondents’ favorite foods can be found later in this report.

Respondents requested healthier options in the Food Court during this survey, including many respondents mindful of dietary restrictions and requests. Breakfast items including breakfast bowls, oatmeal, grab-and-go items, and all-day breakfast were asked for in the larger grouping of “Other Entrées or Items” requests. A wider

variety of already available items such as pizza, burgers, pasta, and salads were also generally desired. A complete list of all of the respondents' requested menu items can be found later in this report.

Would Like to See More of the Following Menu Items or Types of Food	
Healthier Options/Dietary Restrictions	31.5%
Other Entrées or Items	30.8%
Ethnic or Foreign Foods	16.1%
No Changes or Additional Items	9.1%
Desserts	4.9%
Sandwiches, Burgers, and Wraps	3.5%
Pasta	2.8%
Soups	1.4%

Respondents indicate that they would eat breakfast at the Food Court more frequently if there were longer hours of operation and healthier options mindful of possible dietary restrictions. Two respondents suggested increased marketing or advertising for Food Court breakfast options, as they were unaware or forgot that morning dining availability. Seven of the "other" comments included some variation of individuals habitually not eating breakfast or eating breakfast before they arrived on campus.

Would Visit the University Center Food Court More Frequently for Breakfast	
Longer Hours/All Day Options	34.0%
Other Reasons	18.6%
Healthier Options/Dietary Restrictions	13.4%
Menu Items	11.3%
Speed of Service	9.3%
Discounts, Promotions, or Price	8.2%
Location	5.2%

Respondents indicated that better pricing or discounts, increased menu variety, and various miscellaneous "other" reasons would make them more likely to custom the Food Court more often. Seven respondents described that they would eat at the Food Court more frequently if they were on campus more often, while four commented that the dining location was too far from their classes, dormitories, or offices and inconvenient to visit. Healthy, diet-conscious comments also appeared in a steady volume of 16.5% of the total count. A complete list of all of the respondents' reasons can be found later in this report.

Would Eat More Often at the University Center Food Court	
Other Reasons	21.6%
Discounts, Promotions, or Price	18.7%
More Menu Variety	18.0%
Healthier Options/Dietary Restrictions	16.5%
Longer Hours/All Day Options	10.1%
Speed of Service	8.6%
Quality of Food	6.5%



Finally, respondents were asked about any additional comments that they might care to share about the University Food Court. A large quantity of those comments, 31.2%, were considered general acclamations or approval of the dining services facility or its staff. Several individuals were named and praised for their friendliness or quality of service. Other respondents wrote in appreciation over the overall positive impact of the Food Court, its hours of operations, variety of options, or menu rotation. On the other hand, there were almost equal amounts of general improvements raised by respondents. These included calls of for improvement to the layout and organization of the dining and service space, the desire for nutritional values or labels included for menu items, general complaints about food quality or food service and handling, and staffing level issues. The other categories listed (variety, quality, cost or price, and hour of operation, had mixed positive and negative comments included in each overall category. For instance, of the 16.5% of respondents who discussed variety, 12.8% of them had opportunities for improvement while 3.7% of them had complimentary comments. A complete list of all of the respondents' additional comments can be found later in this report.

Additional University Center Food Court Comments*	
General Acclamations	31.2%
General Improvements	27.5%
Variety	16.5%
Quality	11.0%
Cost or Price	9.2%
Hours of Operation	4.6%

*Some of the comment categories contain both positive and negative attributes.

Full comments from the respondents for all five open-ended questions are provided below, listed in alphabetical order by the comments' first letter. Any identifying information was stripped and responses appear as submitted with any grammatical errors uncleaned.

1.) Favorite Foods at the University Center Food Court

- 6 chicken wings for \$1.50! / It happened one time, but it was Fantastic! / I also enjoy the variety of wraps offered.
- a club sandwich or a burger and french fries
- A coffee shop in Knobview would be awesome
- All of the grilled or baked fish entrees, and the salad bar.
- Asparagus, fresh green beans, roasted potatoes, roast beef, fresh cut fries, baked potato, chancellor's club, formerly the BLT.
- bacon, egg and cheese bagel
- baked chicken
- BLT and quesdilla
- BLTs and Wraps
- Breakfast and soups
- Breakfast Bowl, & New York Strip. There are other items, but those are my all time favorite.

- breakfast burrito; breakfast biscuits; pineapple/orange juice; surf-and-turf; bbq chicken pizza; Gus Italian; Chancellor's Club
- Breakfast Burritos, Omelets, Bacon Egg Cheese English Muffins, Hash Browns, Bacon Cheeseburgers, Fries, Salad Bar.
- Breakfast Grill is always good
- Breakfast sandwiches
- breakfast, nacho bowl, chili
- Challenlors sandwich
- chancellors club sandwich
- cheese pizza, baked potato bar, eggplant parmesan, three cheese ravioli
- Cheeseburgers
- Cheeseburgers and fries
- Cheesy Potato Soup / Tater Tots / Baked Potato / Breakfast foods
- chicken and cheese quesadilla / chicken tenders and fries/ tots
- Chicken Bacon wrap.
- Chicken Quesadilla and fried okra
- chicken quesadillas, pork bbq, chicken tortilla soup
- chicken strips
- Chicken tenders and tots, pastas-especially the alfredo
- Chili, hot and cold sandwiches, packaged food items, drink dispensers
- Club from the sandwich counter on spinach wrap; burger and tots
- Cold sandwiches.
- crab cakes, soups and salad bar
- Custom wraps
- Deli wraps, cheeseburger, fries/tots, salads
- entrees; chili; mashed potatoes, fish
- Falafel, Nachos/Tacos, Lasagna, Curry Chicken
- Fall soups, curries, meatloaf
- Fish sandwiches, quesadillas, chicken tenders, fries, onion rings, mixed/grilled vegetables, mashed potatoes, loaded potato soup.
- french fries
- grilled cheese and french fries.
- Grilled cheese and the french fires.
- Grilled Cheese. tortilla soup
- Grilled cheeses: granted they are always burnt
- Hamburgers and chicken on the grill but to long to wait for them
- Haven't had many - but love their sandwich choices at lunch.
- Hot Brown!
- hot food of the day and wraps
- I get baked potatoes a lot, but they are usually cold. I like the soups but they need to have more variety. The salad bar is good, but extremely difficult to get to when there is a line at the cash register. Also it would be nice to have scales there to see how much you are getting since it has to be weighed now.
- I have eaten at the University Center food court a few times in the past, only because other colleagues were going and I tagged along. I personally do not choose it as the food is just blah - the appearance and overall taste.

- I have severe dietary restrictions so I only eat the salad bar and fruit.
- I like the breakfast items and the hamburgers and quesadillas.
- I like the salad bar especially.
- I live so close to school I don't eat at school. This is my first semester at IUS and my schedule worked out that I didn't have to be here as much and could have meals with my family.
- I love it when there are nachos with the white queso. That queso tastes like a piece of heaven. Also, the salad bar and Subway are always good options.
- I love the Taco Bells, Veggie Wraps, and Potato Soup!
- I personally appreciated the fact that there is a rotating variety of items that are available every day. Even if I don't particularly want what the daily special is I am glad it is there it keeps me from getting the same couple things day in and day out. The thing that I ordered more than anything would probably be the grenadier deluxe.
- I really do not purchase food from the food court, however, I do purchase the fountain drinks and they are always in working order and clean and well stocked.
- I really loved the caesar salad and taco salad!
- I typically get a custom wrap from the deli area. I really enjoy the basil and chipotle ranch options.
- I usually eat the pizza or chicken tenders with the salad bar because those are the most appealing items to me. Wish the lettuce was consistently fresh on the salad bar. Often the pizza is undercooked.
- In addition to the breakfast, I love the soups and the quesadillas! They are fantastic!
- latte at University Grounds and subway sandwich
- made-to-order sandwiches, chicken noodle soup, two chocolate chip cookies for 95 cents, the salad bar, roasted potatoes, green beans
- My favorite food to get at the University Center Food Court is either the Caesar wrap or a cold cut sandwich.
- Nothing
- Nothing, there is nothing there I would eat
- omelet and salad bar
- Omelette at breakfast, soups at lunch,
- pasta bowl, burrito bowls, tacos, and taco salads.
- Pasta bowl, chili
- PASTA BOWLS AND BREAKFAST BOWLS ALL DAY EVERY DAY
- Pepperoni Pizza (some slices of pizza have half a slice of pepperoni on them), Hamburgers, Grenadier Deluxe Sandwich
- Pizza
- Pizza Panini, Tomato Basil Soup, and Broccoli and Cheddar Soup.
- Pizza, salad
- Pizza.
- Pre-made deli sandwiches, hamburger.
- quesadella with spinach wrap
- quesadilla, salad
- quesadillas
- quick foods, salads, etc
- Roasted potatoes
- Salad bar
- Salad bar and grilled cheese
- Salad bar and roasted vegetables

- Salad bar selection / Meatloaf
- salad bar, Deli and breakfast items
- Salad bar, omelets, scones
- Salad bar, veggie burger, onion rings
- Salad bar; fried pickles; chicken tenders
- salads and chicken dishes
- Salads and soups are always good
- salads, lunch items
- Sandwiches
- sandwiches / chicken fingers
- Scones
- Scrambled eggs, hash browns
- Sometimes the entrees are very good, but seem quite costly for what you are purchasing. / Salad bar is nice but extremely expensive, so mostly I bring my own.
- Soup and Salad and meatless options and mexican food and sandwiches.
- Soup, salad bar, omelets, baked fish, chicken tenders
- Soup.
- soups
- Soups (chili), salad bar (like that there are meat options), grilled cheese, quesadilla
- Soups and entrees.
- Soups, Deli
- Soups, sandwiches, and meatless options.
- spaghetti and meatballs / salad bar
- Specials. They provide individuality. Love the buffalo chicken wrap.
- subway
- Tater tots
- Tator Tots, french fries, chicken fingers, baked potatoes, fountain drinks, loaded potato soup, cheesy potato soup, mashed potatoes, fish sandwich.
- The bowl foods are my favorite and breakfast items.
- The breakfast burrito with only veggies and hash browns, the vegetarian and vegan sides like fries, the salad bar, and the \$0.95 sides.
- The broccoli soup is my favorite, but I am partial to the quesadillas as well.
- The cheese burgers are great. I also like the breakfast biscuits a lot.
- The chicken finger basket, salad bar, and the quesadillas.
- The Chili is my favorite item. I have it every time that it is a choice.
- The custom wrap!
- The deli wraps. / Roast Beef / Hot Browns / Salad Bar
- The entrees at the Cafeteria, usually speaking. They're typically better than one would expect and sometimes very good.
- The food available in the deli including wraps and sandwiches
- The French fries and hamburger
- The grilled chicken quesadilla and chicken strips
- The grilled chicken sandwich with onion rings
- The home cooked line is excellent, but I also like the deli side and salad area.
- The hot sandwich bar.
- The Italian sub is amazing and the chicken tenders & tots have added a few pounds to my waistline...

- The pasta and the burger and fries
- the quesadillas, cheeseburger baskets, chicken salad, and the specials for the day.
- The reuben sandwich they had a long time ago, and sometimes the eggplant parmesan is good
- The salad bar, veggie lasagna, roasted vegetables, quesadillas, and most of the soups.
- The salad bar.
- the salad bar. area where one can order wraps.
- The special BLTs I can make at the university center food court's sandwich area (which is far superior in every way to the subway). / The chicken dinner / The cream of soups, chili, and tomato soups / occasionally a good item of the day.
- The tuna casserole
- The veggie options.
- The wraps
- The wraps! I also really like the sandwich bar where they make custom items.
- Tomato soup and fried pickles
- tuna salad sandwich, pudding cups with crush cookies.
- turkey wrap and baked potato
- Vegetable Lasagna, Tomato Basil Soup, Chicken Quesadilla, Peach Cobbler is da bomb! Tacos, mixed vegetables, I usually like the rice dishes
- Veggie wraps, salad, sandwiches, soups.
- veggies, salad, pizza, soup/chili, Fridays
- white bean soup / pasta bowls / Chancellors Sub / salad bar
- Wrap and sandwich selections / Salad bar / Homemade cookies
- Wraps
- Wraps! I love the wraps. I also like getting salads from the bar, although it can be pricey. Lisa and Sarah are awesome at remembering what I usually order. Thank you guys!
- Wraps, salad
- Wraps, salad, onion rings
- Your salad bar and sandwich shop always pleases. Everything looks fresh.

2.) Would Like to See More of the Following Menu Items or Types of Foods at the University Center Food Court

- ; I get the same thing every day.
- a quick serve burrito, pizza and/or sandwich shop would be nice
- A taco bar would be awesome. Or having more grab and go healthy options instead of just salad and fruit.
- An increased variety of foods including different types of hot vegetables served.
- Asian food, Mexican food, healthy snack
- Baked Potatoes/Baked Potato Bar / Single-Fresh Fruit Salad w/yogurt / Single -Vegetable Tray w/dip /
- Better pizza, grilled chicken breast more often
- Better variety of ordinary American diner foods
- better variety of vegetables - sautéed squash and zucchini are served too frequently
- BIGGER SALAD BAR
- Breakfast
- Breakfast items served all day / Non-spicy food items / Casseroles
- Breakfast options all day would be great.
- Bring back the bacon weave, more steamed vegetables.

- Brownies
- Chef does a great job in trying to make variety of items available to satisfy majority of clients
- Chic fil a, qdoba
- Chicken sandwiches (served everyday), warm vegetables
- Chick-fil-A, Papa Johns, or some other popular chain.
- Chinese food
- Cookies and cream yogurt, protein packs (nuts, dried fruits, cheese etc.)
- Desert! Not just random cookies, brownies, and candy!
- different kind of Italian and Asian food
- different variety on the food court menu
- Ethnic. Fun.
- Fish (i.e. Salmon, Trout, Catfish, Whitefish, Cod, Tilapia), Home Cooking (i.e. Country Fried Steaks, Pot Roast, Meatloaf, Chicken Tenders, Baked Potatoes, Roasted Potatoes, Fried Okra, Peas, Carrots, Corn, Green Beans), Asian, Korean, Thai.
- foods higher in protein, lower in carbs and saturated fats.
- Fresh fruit
- Fresh Fruits
- Fresh fruits and veggies. Homemade granola. Fruit smoothies.
- Fresher ingredients, especially for the ethnic dishes, like Mexican or Thai. I would also love to have guacamole.
- fried potatoes pork chops
- Fruit options
- Gluten free options other than fish.
- Good selection now
- Good tasting food. Brownies and cookies are awful!
- grab-n-go items: sushi, sandwich spirals. Ice cream. Grab-n-go breakfast sandwiches. Oatmeal in the soup well for breakfast.
- Greek food, cuban food, and seafood to broaden the taste buds of the students. / /
- Guacamole should be served with all Mexican wraps and entrees, which are served quite frequently.
- healthier hot food options (less butter all over the veggies)
- healthier options (breakfast bowl and pasta bowl are not healthy and sometimes a salad doesn't cut it).
- healthy food
- healthy options
- homestyle cooking? Like a chicken fried chicken and white gravy, / Potroast, with carrots, onion, celery. Could use cheaper cuts if cooked right. / Would love to see some chicken on a stick, or battered sweet and sour chicken. / Actually, if you guys looked up a recipe for ramen, I would be interested in your all's take on it, possibly having it as one of the soups (never had real ramen before, it sounds interesting). / More foreign and exotic dishes, specifically ones that aren't often make when making foreign dishes.
- hot, cooked vegetables
- I am not sure what I would add although maybe a little better variety in the daily special perhaps.
- I am vegan and would to see some vegan options from the hot side.
- I hate how I eat the same things every week because there is no variety. yes we have the catering service but there is usually a very long line and I eat between classes so I need something fast to eat
- I like all types of food. i think food around the world would be cool, and advertise
- I love what you all do.

- I think I would like to see more of a variety of food everyday and a change in food sometimes. I am really open to just about anything, however, more italian and mexican would be great!
- I was going to say better pizza but I know Papa John's is coming; tacos
- I wish that there were more meat options on the salad bar, as sometimes I get a little tired of of the chicken. I also wish that there were more options for fat-free salad dressing, and sugar-free drinks. I am always dieting, and looking for good-tasting food, that doesn't involve unnecessary fat and sugars.
- I would like to see more pasta days. I always seem to miss those days because I am off campus on those days.
- I would like to see more vegetarian options. Most days there aren't any, other than salad and grilled cheese sandwiches. I check the menu daily hoping for something vegetarian friendly.
- I would like to see Sushi in the Deli!
- I'm quite pleased with the current menu items.
- it all good
- it doesnt matter to me. I probably wont eat there anyway.
- It is too expensive to purchase a meat and two vegetables. Plus, I don't think students want to eat meatloaf or some of the food that the hot side is serving. Just a variety of foods. Good pizza but not the kind they are serving.
- It would be nice to have a more variety of fruits and vegetables at the salad bar and maybe different french fries.
- It's basically a decent variety. I just don't always want what's offered.
- Less salty, processed, starchy, sugary, bulk produced navy style chow crap. More ethnic food - but only if it were done well. A salad bar with less mediocre produce and better choices. Fruits other than bananas and apples. Some imagination. Freshness. Less breaded crap like chicken fried steak and fried chicken and actual chicken breasts. Serve wine and beer for adults.
- low fat, healthy options
- Meat
- Meatless options, greater variety of soups and wraps
- Mexican food, such as taco tuesdays / Fresh pizza / Lasagna (not vegetable) / Pasta cooked with seasoning / Chicken / Chinese food
- more chicken options
- More choices a day on the home-cooked side. Baked potato bar?
- more fast food
- More fruits and veggies
- More healthy options. NOT cream based soups. NOT hot items that are fried and fattening.
- More International flavor including vegetarian options
- More of a variety of vegetables with entrees
- more options for people with food allerfies
- More options for the main food item each day. Specifically, I really enjoy Italian dishes such as the lasagna.
- More soups
- More Spanish foods if possible. Ex. Burrito
- More variety in the ingredients that can be put on wraps and sandwiches. More fruit options as well.
- More variety of food items. Better pizza, the pizza is gross.
- More variety of hot food entrees if possible.
- More variety, better quality pizza
- More vegetables served separately / red cream soda

- More vegetarian and especially vegan options. / / TOFU ON THE SALAD BAR - this is a cheap, really simple thing to do to increase the value and nutrition for vegans/vegetarians on the salad bar.
- More vegetarian options (or make them more obvious if they are being overlooked).
- More wheat free options. Hummus in the salad bar.
- None at this time
- not sure
- pasta
- Pasta bowls and breakfast bowls. They have them like maybe once a month and it needs to be once a week for each one. They're so good and filling. Also, mac & cheese bowls are pretty bangin.
- Pasta salad
- Reduced-carbohydrate options. Better quality. It's not terrible food, but it's not the greatest (not that it has to be). Pizza and hamburgers are delicious but not the healthiest choice. However, when students are faced with expensive/unhealthy choices versus not eating they go with the former because it's their only choice.
- Regular vegetables such as: carrots, green beans, corn, sweet potatoes - not a big fan of vegetables that are braised, roasted, or deep fried. / Cookies, or a sweet of some kind. I realize a lot of people diet, but why should everyone have to suffer? / Would like to see more pizza availability, most times you have to wait for a new batch to be made. / / Would like to see less of: / zucchini, asparagus, grits, cabbage, and eggplant.
- roasted or grilled veggies with more seasoning, e.g. broccoli, asparagus, brussel sprouts, etc. - more low-cal dessert options like a strawberry shortcake or angel food cake
- Salads topped with grilled chicken and continue to offer lots of vegetables
- Simple American cuisine
- Some more hot sandwich options. Had a steak wrap once, which was excellent.
- Stir fry station.
- Sushi
- Taco Bar
- Taco bar served more often
- Tacos
- The Asian rice + protein entrees are almost always pretty good. More of those, fewer things like breakfast bowls for lunch. The entree should be something healthier than chicken fingers, pizza, etc. Those are always available.
- They have a good variety
- Variety beyond hamburger/pizza and sandwiches.
- Variety seems fine.
- Vegan and vegetarian MEAL options. I love the sides, but having vegetarian and vegan entrees would be great. Also a better vegan burger would be appreciated, the brand used is not great. The salad bar is not fun to eat everyday. Also, maybe some vegan wraps with black beans and rice? I would eat those so often. I would probably eat at the cafeteria all 4 days I go to school a week, and I know my vegetarian and vegan friends would too. I would probably go to IUS just to eat sometimes just because finding simple, cheap options is so hard.
- Vegan, fresh
- vegetable beef soups and stews, variety of chicken soups, potato soups
- Vegetables
- vegetarian items
- vegetarian items
- Wider variety of vegetables on hot bar

- Wrap choices
- Wrap with hummus. / Nacho bar.
- Yes

3.) Would Visit the University Center Food Court More Frequently for Breakfast If

- . I would not visit the Food Court for breakfast due to work.
- ...they served breakfast bagels.
- Breakfast is great there but I tend to forget about it.
- breakfast was available longer
- breakfast were served before 8:00 AM.
- cant visit- time constraint
- Cheaper
- extended to 11am
- Faster service. Workers don't seem capable of multitasking. No sense of urgency.
- Food tasted better
- healthier choices.
- Homemade muffins!
- I actually have never visited the food court for breakfast.
- I arrived to campus earlier... ;)
- I arrived to work earlier. Don't get a break until mid morning
- i can't afford to pay for breakfast and lunch often
- I could buy a voucher or something for my coffee at the same time. That way I can use my credit/debit card just once.
- I didn't get in at 9 and already ate at home,
- I do not eat breakfast on campus
- I don't eat breakfast
- I don't eat breakfast much. Coffee and protein shake mostly
- I don't eat breakfast.
- I don't ever get there early enough for breakfast, so I can't make any reccommendations
- I eat breakfast at home.
- I forget that it is available. Maybe marketing would help others know it is available too.
- I got there earlier
- I had classes around that time of day.
- i had classes near it
- I had earlier classes
- I had more time
- I had time.
- I have night classes so doesn't apply
- I honestly haven't ever been over for breakfast
- I knew what the nutritional values are for the prepared food.
- i liked breakfast food.
- I lived closer to campus!
- i lived on campus
- I really am not the time of person to eat breakfast in the morning, so for myself, this does not apply.
- I visit for breakfast often

- I visit there about twice a week. Tammy makes amazing omelets!
- I were here for breakfast, admittedly have not tried the breakfast. / Not for any reason that suggests that I haven't been interested, I just do not work the hours necessary to be here to try it.
- I woke up earlier and didn't stay up so late. Also if I really knew what they had.
- I woke up earlier and made to Campus earlier
- I won this gift card.
- I worked in the morning, but I don't.
- I would get it of bed earlier.
- If I had time
- If I worked first shift.
- If the service was faster
- If there was a breakfast bar.
- I'm not there for morning classes.
- It didn't take so long for them to make it. I've been to many places (work, hospitals, etc.) where they have a stock of breakfast sandwiches being held in a hot area where you can grab-n-go.
- It didn't take so long. Sometimes it takes 20 minutes to get my order.
- It had later hours. I am in class when breakfast goes on or not on campus
- It had more options, especially healthier options. Its a lot of fried stuff right now.
- It had turkey bacon, good quality coffee, turkey sausage, real cheddar cheese, hot cheese grits.
- It was offered all day.
- It was served all day
- It wasn't all the way across campus
- It went later into the day
- It were cheaper.
- It were faster.
- It would be nice if there were some pre-made burrito/omelette options that didn't take so long to cook!
- Maybe if a breakfast food cart was brought to the office (and other offices) I would be more likely to purchase. Many mornings I do not have the time to walk to the food court.
- More vegan breakfast options. Ex: maple oatmeal with granola, Fruit cups, coconut yogurt, nut milks for cereal.
- my visits for breakfast has more to do with the available time I have than what is offered
- NA
- NA
- No I'm not here during breakfast time.
- none
- Not on campus for breakfast
- Not sure - haven't eaten breakfast there.
- Our office was closer to the food Court.
- Plates were used rather than cardboard boats.
- see above
- Self-service items (i.e. breakfast bar)
- The cost was lower and the cooks could take orders and cook for more than one person at a time.
- The location were more convenient
- the prices were closer to where they used to be
- The staff should be trained to cook breakfast items in a consistent manner. I had a person try to put raw vegetables into my omelette once. I had to ask them to warm them up on the grill.

- There was a better fruit option. Berries and pineapple please.
- There was a wider variety of breakfast foods. Eggs, pancakes, omelets, fruit and granola, yogurt.
- There was more fruit
- There was no MSG in the food.
- There were healthier options
- There were healthier options available
- There were more food choices.
- There were more vegetarian and vegan options.
- There were smoothies?
- They delivered
- They had a dollar menu and or cheap coffee
- They had meal deals for breakfast, like breakfast bundles.
- They had Pancakes.
- They offered more lunch like items during that time. / had better biscuits (perhaps like the ones you might find at a highschool. If they are that, then perhaps I should try them), that were more obvious to those whom might want them. / Chocolate milk was present (so that I could down some biscuits with it). / fried potatoes with sauteed onions and/or peppers (like cut potatoes sauteed in a skillet with vegetables) were available. /
- they served WAFFLES!
- They still had french toast
- Unlikely to visit for breakfast regardless of changes.
- Vegan breakfast options--veggie sausage, vegan pancakes, etc.

4.) Would Eat More Often at the University Center Food Court If

- A better variety of food was offered.
- A few more health conscious (fat-free, sugar free) options.
- Cheaper
- Eat every day there.
- faster service.
- Fine the way it is
- Food tasted better
- Grilled chicken and rice was on the menu on the days I visit the Food Court
- Grilled chicken sandwich is dry, not much flavor.
- Had some more choices to choose from.
- Having to use \$5 everytime, seems outrageous. The prices seem to be a bit too high.
- healthier choices.
- I didn't bring my lunch.
- I didn't find it cheaper and easier to bring my own lunch
- I didn't have to run errands or didn't just need to get away for an hour :)
- I eat there at least 4 times a week.
- I eat there pretty regularly.
- I eat there routinely.
- I felt I could due to severe food allergies
- I had more money.
- I had more time
- I had more time between classes

- I had more time to get there for food.
- I had no other options for lunch
- I had time before class
- I knew what the nutritional values are for the prepared food.
- I like the Food Court the way it is.
- I only work two days a week and eat both days in the Food Court
- I remembered it was there
- I remembered to keep money on my U-card.
- I spent more time at the school.
- I was on campus more
- I was on campus more.
- I was on campus more. Also, if they served more pasta bowls and breakfast bowls.
- I were on campus more often.
- I would eat more often if the food was more of a variety, prices were displayed better, and the hours were longer/more time for those of us who have weird class schedules.
- I would not eat more often.
- If I could afford it.
- If I had a larger lunch budget.
- if I had more classes on campus
- If I had the time
- If I was a typical college student. Being an adult student I have more people to worry about feeding then just myself.
- If it was so crowded... maybe more seating?
- If nutrition and calorie information was provided for the food. Or if salads weren't so pricey.
- If the food court wasn't so boring and drab.
- If there were more vegetarian options.
- If there were more veggie options
- If there were more wheat free options.
- If there were more workers working at once. Sometimes it takes too long.
- If they were opened until at least 8
- If you have the bacon weave. I used to eat a BLT at least twice a week with chips and a drink. Even though it's contradictory to bacon, other healthy options (less casserole and more steamed vegetables).
- It didn't take so long / Food wasn't burnt / Workers were actually friendly
- It wasn't all the way across campus
- it wasn't so crowded at lunch time
- it were a little cheaper. I eat there most days, but some days I try to save money with something from the grocery store.
- It were cheaper
- It were cheaper and there were a variety of healthy, cheap options.
- It weren't so out of the way
- It's really good. I would just like more healthy options. Sometimes I skip it because I don't want a salad and the dish being served is high in calories.
- Meals were cheaper.
- More appealing area . Greater light. The food ordering area is crammed and a turn off. / On demand items (omelets for example). / The lines at subway are unmanageable during lunch.
- more variety of fast food not just subway

- more variety of food
- More variety.
- More vegan options in general. Eating a salad everyday can get old. I love the sides but they often are cooked in butter.
- no changes
- none
- Not weigh salads - The weigh system is horrible (EXPENSIVE) / Fountain drinks were a little cheaper
- nothing
- Our office was closer to the food court.
- Prices were better
- prices were better.
- Prices were lower. Paying \$4.50 for an entree plus a salad and drink get you into the \$11-\$12 range, which is quite a bit for lunch. Also need cauliflower pizza crust pizzas with fewer carbs than traditional pizza.
- pricing was better
- see above
- Stayed open later into evening, when I am on campus.
- The entrees weren't so expensive. I would recommend combining a "meal" price instead of a la carte. What is charged for one entree seems like should include at least one side, in my opinion.
- The food options were better and tasted better.
- the food was cheaper
- The food was less geared to Midwest tastes (lack of flavor & spices)
- The hours were later
- The items that I have suggested to see more of were given.
- The line for sandwiches was faster. At busy times it seems the worker is waiting on the grill.
- The location was more convenient.
- The meal plans weren't so expensive
- the prices for entrees were lowered. I find \$4.50 is steep for one entrée, especially when it includes only one small pork chop. /
- The prices were better.
- The prices weren't so high. There wasn't a credit/ debit card minimum
- The quality of the food served is high.
- the soup/chili was lower price
- The specials stayed available longer - sometimes I work late and I walk over to get the special but forget that it's only available til a certain time. This or maybe a wider variety of grab and go items.
- The variety of food was better or there were more options.
- There was a better selection
- there was a greater variety of options. More effort to bring nationally recognized brands to campus would go a long way to improving the experience.
- There was a way to eat there more cheaply, perhaps using foods that aren't expensive in the first place. Tofu is cheap, if you don't buy it from someone trying to place a premium on it to gouge vegetarians. I would love a good tofu stirfry. Tofu doesn't even have to be in a vegetarian dish, it can be with meat just fine. / more 'cream of' soups, perhaps some potroasts
- There was less spicy foods
- there was more options of food
- there was more space

- There was more variety
- There was more variety
- There was more variety and better "healthy" options other than salad.
- There was more variety of food and better prices. I find myself spending \$6 on a wrap and a few chips, easily made cheaper on my own in my on-campus apartment.
- There was no MSG in the food.
- There were a higher-end, sit-down service area with real food and not the processed, salty, unhealthy, starchy, sugary navy chow now served.
- There were better options/better quality.
- There were bigger containers for salad. I love the salad bar but I cannot get a bigger salad due to the size of the containers.
- There were healthier options
- There were less bones in the chicken.
- There were more gluten free options - for me, I end up getting soup or salad a lot because those are my only options. Even being able to get a lettuce wrap instead of a tortilla wrap would help.
- there were more hot vegetarian offers
- There were more options.
- There were more vegetarian and vegan options.
- There were more vegetarian options
- There were plate lunch specials.
- They delivered and they had more of the hot items without dairy
- They offered weight watcher options
- They were open on Saturday.
- Time allowed.

5.) Additional Comments

- Addition of the ability to use a debit card has increased my frequency of using dining services.
- All the workers are so friendly!
- As far as buying is concerned at the University Center Food Court, there needs to be a system for telling the cashier what you have in your to go box. Perhaps something such as stickers that identify to a specific food for that day? Or stickers that have English words on them. There is always an asking of "what did you get?" which can hold up the line in some cases. Or maybe introduce transparent to go boxes.
- Better coffee selection at Subway would be nice and better meat products.
- Bring prices down / Main course w/2 sides and fountain drink for \$5.00 (lighter portion - lunch) / Salad and fountain drink for \$5.00 / Create \$1.00 Value Menu / Lower fountain drink prices Small \$0.85/Medium \$0.95/ Large \$1.10 And provide foam cups so drinks stay colder and last longer. /
- Catering has not been as good. Quit serving the canned green beans. They are horrible and disgusting.
- Chef Aaron is a rock star.
- Crappy coffee
- Didn't care for the menu during St. Patrick's week. I like baked fish dishes but they are usually very small and expensive. I feel there should be a set price for an entrée and a side, not having to buy sides separately. I wish the café was open during breaks for staff, even if it is for shorter hours.
- Enjoy the walk over to Food Court and the quality of the food.

- Every time I eat food at the Food Service or if they cater, it just right through me. The food taste fine, but there is something they use when cooking it that disagrees with me and prevents me from eating there often.
- Everything I've ever gotten from food services has been good; except once and Julie made it right. The people working in there seems to be very diligent about making sure things are right and seem to try hard to follow food safety guidelines. Keep up the good work
- Everything I've had is very good.
- Expand on more food options that are on campus. A good variety including subway, the food court, and other places would be ideal. Options like Qdoba, a Pizza place, or even a fast food option (such as Wendy's or Chic Fil a).
- Generally I am happy with food services when I have it served to me at luncheons and receptions, And I appreciate the chef;s willingness to take same risk on specialized cuisine prepared in institutional setting. A couple of food specific critiques. At the recent athletic banquet I was unsure what the pinkish salad dressing was--strawberry?red wine creamy vinaigrette? I didn't choose it because I did not know what taste to expect. Maybe a small sign? Also although the cobbler tasted fine, it did not keep an appetizing look long once people starting scooping servings out. / /
- Great overall - I like the addition of Subway but I also like the variety of food offered at dining services.
- I am pleased with the services of food centers and will continue to use them.
- I appreciate the availability of the recycling cans in the food court. However, almost everyone I know has no idea what material is recyclable and what isn't, so almost everything is thrown into one bin or another. It would be awesome if there was some kind of guide or something posted above them to help us figure that out so we can recycle responsibly.
- I Appreciate the food court being available for IUS Employees and Students.
- I buy lunch 3-4 times a week at the University Center Food Court. Although the prices are very reasonable, in my opinion, the entrée price (\$4.50) is too high. Sides for 95 cents are great, but paying almost \$5 for just the meat is too pricy. My only other "complaint" is that their is no consistency when it comes to the amount of food served - some student workers serve very, very small portions whereas others serve very large portions.
- I don't like seeing that the knife that's used to cut my sandwich is wiped off on a stained towel. I've taken a step back from sandwich ordering, as a result, even though I do know that a stained towel is not necessarily a dirty towel.
- I don't understand why the bottled drinks in subway cost significantly more than the same drink from the vending machine a few feet away. It would be nice if the subway carried more juices.
- I love the separate areas of types of food; it reminds me of a buffet restaurant with different types of food.
- I love the staff and everyone is very welcoming and nice.
- I love the staff. I love the cleanliness.
- I love the student workers in the commons! They are always friendly, and they always know exactly what I order.
- I love their food! I'm just poor.
- I noticed the food court is trying to reduce use of to go containers. Would it be possible to get the weight of plates in advance so that people could use plates for salad as well as for the hot items?
- I really enjoy having a coffee shop on campus! Thank you for giving us a close place to get coffee at a good price.
- I really enjoy the weekly menus that are emailed every week. They help me do some meal planning for the week. Please keep doing this :)
- I really love the food court, it's always s clean and the environment is amazing

- I think it would be beneficial to all members of IUS if calorie counts and other nutritional facts were more easily accessible, either online or on the menus.
- I think IUS should look into getting a QDOBA Mexican Eats on campus. It could be just me, but, I think the coffee shop is a little pricey for the amount given in the drinks. Overall, I think we have a very nice selection of foods here at IUS.
- I think the food court has an alright setup right now. You might consider if people will come back for refills, since I figure aren't gonna use refills as often as they could. You could even have like a refill cup that you buy for free refills for a month, and have a different design on each month, people could pay an extra fee for it. / / Either way, that diversion aside, just make sure to keep treating your employees right, listen to your chefs and employees, and you should be able to cruise on by easily enough. Resist the urge to cut corners.
- I think the food is a good value. Also the drinks are a good value. I visit the coffee shop the most and am very pleased with the prices, service, and offerings.
- I typically only dine at the food court on Friday's, which is chefs choice. I don't know if that sways my answers in that the food may not be prepped as much?
- I was with the mentor program and we had three events where we go attend and eat. The food that is there is the same thing every time and each time the meat (different each time) has always been way too dry. I don't know if you offer more variety but it is gotten where I don't eat at the event but bring my own food. If you don't offer any more variety than I like to see more variety and hopefully better meat that isn't dry.
- I wish that plain coffee would be a little cheaper. It would also be nice to do away with the \$5 credit card minimums, Or, somehow make it possible to add drinks or food to your order while paying at either the food court or coffee shop. / /
- I would eat at Subway in the Library Building more often if there were more seats in there. The lack of seating in there I find to be the biggest problem. Is there somewhere else in the Library we can take our Subway food and beverages to eat and drink?
- I would have visited the Subway in the library instead of the off campus Subway but did not know the location. I will definately visit it in the fall.
- I would like to see the nutritional values posted in the Food Court or provided on paper.
- If I want Italian food, Mexican food, Oriental food, etc I'll go to a restaurant that specializes in that type of cuisine so that it actually tastes good. Unless somebody hires like 10 different chefs and imports the ingredients from out of the country, then the exotic food just isn't going to taste right. I know the concept is to try and have a wide variety of food instead of the same old thing all the time, but trying to have the variety of exotic food just makes the food court reputation lower because it doesn't taste anything like the real thing.
- If they could extend the hours on Friday that would be great. A lot of student workers work on campus on Friday's and it keeps us from being able to eat in the cafeteria or get a sweet tea when we want.
- I'm glad that the University Center Food Court will be open this summer. I get tired of Subway.
- It would be nice to see a different type of pizza offered. Not a fan of the kind that is currently available.
- I've been to the coffee shop multiple times where they were out of the item needed to make a drink.
- keep it like it is
- Lately, food served during events has not necessarily been up to par (undercooked, cold/frozen, dry, etc.).
- Linda and Tammy are so sweet and very hard workers. They always make sure that things are right.
- My experience has always been good at subway, coffee, and university food court
- My least favorite item is the squash. Whenever the menu lists an unidentified veggie, I know that it will be squash, which is always in huge chunks with little seasoning. I know that squash is cost effective,

but I can't imagine that it sells well, especially given its frequency. Finding new ways to prepare the squash would be greatly welcomed.

- None.
- Our Food Court is a tremendous asset on campus. Keep up the great work!
- Overall service and food is good.
- Overall, the dining area isn't terrible. The student servers can be enjoyable to deal with. I would rate Subway as a more welcoming atmosphere than the commons area. I also wish there could be an extensive remodel to help with the volume of customers. I avoid going there Monday - Thursday knowing it'll take 20 minutes to get food.
- Overall, you're doing a good job.
- Personally I did not like the fries I had with a burger basket. They were some what cold and not very crispy. I probably wont get them again but I may have just had them at the wrong time.
- Please add more vegetarian and vegan options.
- separation of vegetarian and meat products- utensils, oils, cooking space, etc.
- some items served as a plate special are not that good
- Spring break and summer hours should be extended.
- Staff, faculty and students need access to fresh and healthful food.
- Subway the staff is nice but everytime I go in there they are in the back talking loud and always on thier phones and they never notice a customer walk in. I also see them have head phones in while they are making food.
- Tammy, Linda and Julie are wonderful assets to our campus. Always friendly and helpful!
- Thanks for all you do!!
- The Chef is great and staff is very friendly and makes a point to speak when they can. I think they are doing a super job.
- The coffee has been incredibly weak everytime I've had it.
- The coffee shop need more people working during peak times. Every last time I have gone in there this year I end up having to wait in a long line which takes a while. It got so bad that I no longer stop in there and stop at Starbucks on my way in.
- The food I do eat on campus is always of good quality and taste.
- The food options on campus are only useful in a pinch. It's a lot cheaper to prepare and bring food, but that's not always an option. For what it is, the food isn't horrible, but neither is it great. The vending machines have turned into a joke. \$1.50 for a bag of chips that you can get in the cafeteria for \$0.95. I have avoided using the campus vending machines because of the price increase and Subway is too expensive. How about giving students cheaper options while not reducing quality and amount? I don't like buying food, or anything, when I have a constant feeling I'm getting ripped off. I'm sure the "solution" is to just buy somewhere cheaper and bring it, which is what I have slowly been doing.
- the people are always so nice and the prices are a lot cheaper than I was expecting but we have to spend at least \$5 to use a debit card /: so I would only change that :)
- The prices of the coffee and the coffee shop are a little high
- The reason I have on the Subway questions is because I usually have someone get my food for me and bring it back. / / It would be nice if both the Food Services area and Subway could offer a delivery service to the offices on campus.
- The saladbar by the ounce pricing is a bit high.
- The set up in the cafeteria is horrible. You cannot get to the salad bar at all when there are long lines. I think the hot lunch is way too expensive.
- The staff does a great job.
- The staff is always courteous and are quick to respond to each guest. I will miss them when I graduate.

- The veggie burger is fine, but not great--I think there might be better institutional options for veggie burgers than what the food court currently has. / / I really think the Food Court should adopt Meatless Monday as a regular menu plan. It would be better for the environment, and attract more customers who appreciate veggie options.
- The weighing of the salads ruined the salad bar so that it's not even worth it. If you get tomatoes then you are looking at sit down restaurant prices for a salad because of the weight! I miss the salad bar :(
- There have been some days when I wanted the coffee shop to be open and it wasn't--mostly later afternoons.
- University Center Food Court is a food desert - unhealthy, bad for brains, shitty food that is cheap - so you are paying moderate prices for bad health, a crappy salad bar that is way overpriced - it is a monopoly with no real food variation, no freshness, and kills students, staff and faculty slowly. Crap!
- Usually, if the fish isn't battered and fried, it's hard. I haven't eaten it in a while because of that.
- Variety of food isn't helpful if the food tastes bad. Many times, the food prepared here simply tastes bad even though it's very expensive.
- Vegetables need to be sliced thinner. A broader variety of veggies and cooking method would also help. .
- Whole food options would be amazing, but I understand the cost.
- You need to serve more pasta bowls and breakfast bowls. I don't think I can mention that enough.
- Your fish: almost always better than I would expect. What's your secret? / / Your brussels sprouts: really freaking good. Serve brussels sprouts at all times. / / Your sauteed zucchini and yellow squash: my only real complaint. They're almost always overcooked--mushy and not very flavorful. Reinvent that recipe. Use more seasoning. / / Your sushi bar: I can dream, can't I?

APPENDIX A: Sampling Frame

All faculty, staff and graduate students were sent invitations to the 2017 Dining Services Survey. Beginning in 2012 and continuing through this survey administration, undergraduate students were randomly sampled.

The survey population initially included:

- 871 faculty and staff
- 374 graduate students
- 4,460 non-high school undergraduate students.

Thirty-one faculty, three staff, one graduate student, and twenty-nine undergraduate students without email addresses were removed. Seven graduate students were removed because they are also faculty or staff, and fourteen undergraduates were removed because they too are faculty or staff.

This left a final population of:

- 837 faculty and staff
- 367 graduate students
- 4,446 undergraduate students.

As in past survey administrations, a random sample of about 40% of undergraduates was pulled, or 1,800 students. Thus, the final sample who received a survey invitation:

- 837 faculty and staff
- 367 graduate students
- 1,800 undergraduate students.

APPENDIX B: Data Tables

	2012	2013	2014	2016	2017
Response Rate	9.8%	10.0%	8.6%	13.8%	8.5%

	2011	2012	2013	2014	2016	2017
Female	64.8%	64.0%	62.9%	69.2%	68.9%	71.9%
Male	35.2%	36.0%	37.1%	30.8%	31.1%	28.1%
Faculty/Staff	32.8%	55.4%	62.9%	61.0%	58.2%	61.0%
Undergraduate	63.8%	39.4%	33.7%	38.0%	39.0%	36.9%
Freshmen	12.6%	7.3%	6.8%	6.9%	7.2%	3.6%
Sophomore	13.5%	7.9%	6.8%	10.2%	11.2%	7.6%
Junior	19.3%	8.4%	10.2%	9.5%	9.3%	10.8%
Senior	18.4%	15.8%	9.9%	11.5%	11.0%	14.9%
Visiting/Non-Degree	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%
Graduate	2.3%	4.1%	1.4%	1.0%	2.8%	2.0%
Other	1.1%	1.1%	2.0%	0.0%	0.0%	0.0%
On-Campus Undergraduate	7.2%	9.4%	5.1%	6.6%	20.4%	20.7%
Off-Campus Undergraduate	92.8%	90.6%	94.9%	93.4%	79.6%	79.3%
Part-Time Undergraduate	--	--	--	--	19.6%	18.5%
Full-Time Undergraduate	--	--	--	--	73.7%	81.5%
Total Respondents					428	249

University Center Food Court Data Tables

Weighted Average of All Respondents and All Food Court Dining Frequencies

Attribute	2011	2012	2013	2014	2016	2017
Appearance of dining area	8.14	8.18	8.36	8.59	8.39	8.65
Appearance of food	6.87	6.93	6.97	7.48	7.22	7.59
Appearance of personnel	8.13	8.11	8.18	8.65	8.50	8.89
Appearance of serving area	8.01	8.25	8.39	8.67	8.41	8.71
Cleanliness of china, glass, trays, etc.	8.28	8.34	8.42	8.83	8.58	8.97
Cleanliness of dining area	8.14	8.19	8.16	8.60	8.34	8.67
Cleanliness of serving area	8.37	8.43	8.50	8.91	8.68	8.93
Cold food served cold	7.79	7.89	7.93	8.45	8.21	8.62
Consistency of food quality	6.90	6.89	7.10	7.42	7.38	7.83
Consistency of service	7.99	7.76	8.01	8.34	8.17	8.59
Convenience of breakfast items	6.88	6.98	7.17	7.59	7.48	8.01
Convenience of hours	7.29	7.69	7.66	7.66	7.59	8.10
Friendliness of cashiers	8.28	8.19	8.45	8.83	8.57	8.78
Friendliness of servers	8.10	7.98	8.29	8.70	8.45	8.78
Hot food served hot	7.35	7.63	7.69	8.22	7.94	8.21
Overall satisfaction of Food Court	6.21	6.65	6.77	7.22	7.18	7.66
Responsiveness of staff	7.97	7.94	8.11	8.63	8.31	8.62
Speed of service - cashiers	8.17	8.26	8.46	8.68	8.28	8.64
Speed of service - servers	7.63	7.68	7.78	8.18	7.94	8.31
Taste of food	6.88	6.90	6.93	7.45	7.29	7.59
Value of food purchased at Food Court	6.68	6.87	6.99	7.41	7.20	7.67
Variety of food	6.09	6.07	6.44	6.83	6.53	6.99

Change in Attributes for Food Court, 2011 through 2017

Attribute	2011-12	2012-13	2013-14	2014-16	2016-17	2014-17
Appearance of dining area	0.04	0.18	0.23	-0.20	0.26	0.06
Appearance of food	0.06	0.04	0.51	-0.26	0.37	0.11
Appearance of personnel	-0.02	0.07	0.47	-0.15	0.39	0.24
Appearance of serving area	0.24	0.14	0.28	-0.26	0.30	0.04
Cleanliness of china, glass, trays, etc.	0.06	0.08	0.41	-0.25	0.39	0.14
Cleanliness of dining area	0.05	-0.03	0.44	-0.26	0.33	0.07
Cleanliness of serving area	0.06	0.07	0.41	-0.23	0.25	0.02
Cold food served cold	0.10	0.04	0.52	-0.24	0.41	0.17
Consistency of food quality	-0.01	0.21	0.32	-0.04	0.45	0.41
Consistency of service	-0.23	0.25	0.33	-0.17	0.42	0.25
Convenience of breakfast items	0.10	0.19	0.42	-0.11	0.53	0.42
Convenience of hours	0.40	-0.03	0.00	-0.07	0.51	0.44
Friendliness of cashiers	-0.09	0.26	0.38	-0.26	0.21	-0.05
Friendliness of servers	-0.12	0.31	0.41	-0.25	0.33	0.08
Hot food served hot	0.28	0.06	0.53	-0.28	0.27	-0.01
Overall satisfaction of Food Court	0.44	0.12	0.45	-0.04	0.48	0.44
Responsiveness of staff	-0.03	0.17	0.52	-0.32	0.31	-0.01
Speed of service - cashiers	0.09	0.20	0.22	-0.40	0.36	-0.04
Speed of service - servers	0.05	0.10	0.40	-0.24	0.37	0.13
Taste of food	0.02	0.03	0.52	-0.16	0.30	0.14
Value of food purchased at Food Court	0.19	0.12	0.42	-0.21	0.47	0.26
Variety of food	-0.02	0.37	0.39	-0.30	0.46	0.16

Topical Attributes by Frequency for Food Court

Staff and Service by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Appearance of personnel	9.27	9.05	8.90	8.74	8.65
Consistency of service	8.75	8.69	8.74	8.38	8.48
Friendliness of cashiers	9.44	8.77	8.74	8.66	8.80
Friendliness of servers	9.67	8.84	8.87	8.62	8.62
Responsiveness of staff	8.89	8.64	8.97	8.51	8.45
Speed of service - cashiers	7.88	8.67	9.00	8.43	8.70
Speed of service - servers	8.25	8.46	8.71	8.17	7.96

Space and Food Appearance by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Appearance of dining area	8.00	8.82	8.74	8.74	8.40
Appearance of food	6.44	7.62	8.10	7.57	7.43
Appearance of serving area	8.43	8.75	8.97	8.66	8.62
Cleanliness of china, glass, trays, etc.	9.09	9.04	9.00	8.95	8.84
Cleanliness of dining area	8.69	8.88	8.84	8.36	8.48
Cleanliness of serving area	9.00	9.01	8.90	8.77	8.94

Food Statements by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Cold food served cold	8.14	8.66	8.69	8.51	8.67
Consistency of food quality	7.29	7.90	8.29	7.68	7.64
Hot food served hot	8.14	8.44	8.03	7.86	7.92
Taste of food	5.63	7.60	8.13	7.51	7.63
Variety of food	5.22	7.23	7.71	7.00	6.45

Convenience, Satisfaction and Value by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Convenience of breakfast items	7.29	8.27	8.00	7.91	7.92
Convenience of hours	6.80	8.11	8.58	8.29	7.86
Overall satisfaction of Food Court	5.83	7.58	8.37	7.80	7.68
Value of food purchased at Food Court	6.00	7.71	8.19	7.72	7.58

Attributes by Frequency for Food Court

Frequency of Dining, 2014 to 2016				Frequency of Dining, 2014 to 2016			
Three or more per week				About twice per week			
	2014	2016	2017		2014	2016	2017
Appearance of dining area	8.71	8.44	8.40	Appearance of dining area	8.45	9.04	8.36
Appearance of food	7.45	7.55	7.43	Appearance of food	7.69	7.57	7.57
Appearance of personnel	8.90	8.63	8.65	Appearance of personnel	8.74	8.77	8.74
Appearance of serving area	8.62	8.49	8.62	Appearance of serving area	8.79	8.92	8.66
Cleanliness of china, glass, trays, etc.	8.94	8.55	8.84	Cleanliness of china, glass, trays, etc.	8.85	9.09	8.95
Cleanliness of dining area	8.64	8.20	8.48	Cleanliness of dining area	8.52	8.94	8.74
Cleanliness of serving area	8.95	8.69	8.94	Cleanliness of serving area	8.98	9.18	8.77
Cold food served cold	8.54	8.24	8.67	Cold food served cold	8.49	8.68	8.51
Consistency of food quality	7.21	7.58	7.64	Consistency of food quality	7.64	7.86	7.68
Consistency of service	8.36	8.32	8.48	Consistency of service	8.59	8.46	8.38
Convenience of breakfast items	7.73	7.75	7.92	Convenience of breakfast items	7.00	7.65	7.91
Convenience of hours	7.72	7.66	7.86	Convenience of hours	8.02	8.04	8.29
Friendliness of cashiers	9.22	8.82	8.80	Friendliness of cashiers	8.96	9.00	8.66
Friendliness of servers	9.03	8.64	8.62	Friendliness of servers	8.91	8.63	8.62
Hot food served hot	8.33	8.24	7.92	Hot food served hot	8.37	8.18	7.86
Overall satisfaction of Food Court	7.40	7.85	7.68	Overall satisfaction of Food Court	7.48	7.45	7.80
Responsiveness of staff	8.87	8.44	8.45	Responsiveness of staff	8.72	8.62	8.51
Speed of service - cashiers	8.93	8.10	8.70	Speed of service - cashiers	8.82	8.68	8.43
Speed of service - servers	8.11	8.00	7.96	Speed of service - servers	8.36	8.15	8.17
Taste of food	7.50	7.84	7.63	Taste of food	7.71	7.51	7.51
Value of food purchased at Food Court	7.60	7.73	7.58	Value of food purchased at Food Court	7.79	7.62	7.72
Variety of food	6.73	6.82	6.45	Variety of food	7.02	6.69	7.00

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Frequency of Dining, 2014 to 2016				Frequency of Dining, 2014 to 2016			
About once per week	2014	2016	2017	Less than once per week	2014	2016	2017
Appearance of dining area	8.50	8.58	8.74	Appearance of dining area	8.71	7.98	8.82
Appearance of food	7.68	7.48	8.10	Appearance of food	7.38	6.80	7.62
Appearance of personnel	8.79	8.68	8.90	Appearance of personnel	8.39	8.26	9.05
Appearance of serving area	8.57	8.62	8.97	Appearance of serving area	8.76	8.02	8.75
Cleanliness of china, glass, trays, etc.	8.90	8.79	9.00	Cleanliness of china, glass, trays, etc.	8.81	8.27	9.04
Cleanliness of dining area	8.72	8.65	8.84	Cleanliness of dining area	8.62	7.96	8.88
Cleanliness of serving area	8.96	8.91	8.90	Cleanliness of serving area	8.90	8.35	9.01
Cold food served cold	8.67	8.45	8.69	Cold food served cold	8.35	7.83	8.66
Consistency of food quality	7.69	7.74	8.29	Consistency of food quality	7.42	6.89	7.90
Consistency of service	8.49	8.54	8.74	Consistency of service	8.23	7.80	8.69
Convenience of breakfast items	8.43	7.72	8.00	Convenience of breakfast items	7.43	7.04	8.27
Convenience of hours	7.85	7.77	8.58	Convenience of hours	7.47	7.33	8.11
Friendliness of cashiers	8.81	8.89	8.74	Friendliness of cashiers	8.52	8.12	8.77
Friendliness of servers	8.91	8.70	8.87	Friendliness of servers	8.30	8.14	8.84
Hot food served hot	8.37	8.27	8.03	Hot food served hot	8.09	7.51	8.44
Overall satisfaction of Food Court	7.70	7.60	8.37	Overall satisfaction of Food Court	6.81	6.48	7.58
Responsiveness of staff	8.89	8.69	8.97	Responsiveness of staff	8.31	7.94	8.64
Speed of service - cashiers	8.87	8.55	9.00	Speed of service - cashiers	8.38	8.05	8.67
Speed of service - servers	8.44	8.19	8.71	Speed of service - servers	8.06	7.73	8.46
Taste of food	7.79	7.70	8.13	Taste of food	7.20	6.71	7.60
Value of food purchased at Food Court	7.52	7.50	8.19	Value of food purchased at Food Court	7.09	6.60	7.71
Variety of food	7.19	7.01	7.71	Variety of food	6.70	6.08	7.23

Frequency of Dining, 2014 to 2017			
Never	2014	2016	2017
Appearance of dining area	7.78	7.69	8.00
Appearance of food	6.00	5.73	6.44
Appearance of personnel	7.75	7.64	9.27
Appearance of serving area	8.00	7.87	8.43
Cleanliness of china, glass, trays, etc.	7.33	7.33	9.09
Cleanliness of dining area	7.78	7.81	8.69
Cleanliness of serving area	7.89	7.79	9.00
Cold food served cold	5.50	7.33	8.14
Consistency of food quality	5.60	5.67	7.29
Consistency of service	6.17	6.82	8.75
Convenience of breakfast items	6.60	6.63	7.29
Convenience of hours	5.14	5.11	6.80
Friendliness of cashiers	7.00	7.45	9.44
Friendliness of servers	6.67	8.08	9.67
Hot food served hot	5.80	6.80	8.14
Overall satisfaction of Food Court	4.33	6.18	5.83
Responsiveness of staff	7.33	7.09	8.89
Speed of service - cashiers	7.17	7.55	7.88
Speed of service - servers	7.00	6.64	8.25
Taste of food	5.00	6.00	5.63
Value of food purchased at Food Court	5.17	5.70	6.00
Variety of food	4.80	5.46	5.22

Subway Data Tables

Weighted Average of All Respondents and All Subway Dining Frequencies

Attribute	2017
Appearance of dining area	9.07
Appearance of food	8.60
Appearance of personnel	8.95
Appearance of serving area	9.08
Cleanliness of china, glass, trays, etc.	9.16
Cleanliness of dining area	9.09
Cleanliness of serving area	9.11
Cold food served cold	8.93
Consistency of food quality	8.70
Consistency of service	8.91
Convenience of breakfast items	8.29
Convenience of hours	9.04
Friendliness of cashiers	8.65
Friendliness of servers	8.69
Hot food served hot	8.86
Overall satisfaction of Subway	8.38
Responsiveness of staff	8.74
Speed of service - cashiers	8.98
Speed of service - servers	8.90
Taste of food	8.59
Value of food purchased at Subway	8.26
Variety of food	8.18

Topical Attributes by Frequency for Subway

Subway Staff and Service by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Appearance of personnel	9.20	8.83	9.36	9.11	6.75
Consistency of service	9.00	8.86	9.07	9.16	7.25
Friendliness of cashiers	8.75	8.65	8.67	8.84	7.00
Friendliness of servers	9.20	8.67	8.78	8.89	6.75
Responsiveness of staff	8.75	8.69	8.76	8.76	7.00
Speed of service - cashiers	9.00	8.94	9.20	9.00	7.25
Speed of service - servers	9.00	8.85	9.09	9.05	7.00

Subway Space and Food Appearance by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Appearance of dining area	9.20	8.94	9.35	9.53	6.50
Appearance of food	5.75	8.49	9.02	9.16	7.00
Appearance of serving area	9.20	8.99	9.30	9.37	7.00
Cleanliness of china, glass, trays, etc.	9.75	8.99	9.49	9.63	6.67
Cleanliness of dining area	9.20	8.96	9.39	9.47	6.50
Cleanliness of serving area	9.20	9.01	9.41	9.22	7.00

Subway Food Statements by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Cold food served cold	7.75	8.78	9.30	9.26	7.00
Consistency of food quality	6.00	8.60	9.04	9.22	7.25
Hot food served hot	7.25	8.76	9.11	9.29	7.50
Taste of food	6.75	8.37	9.06	9.21	7.25
Variety of food	5.75	8.02	8.72	8.84	6.50

Subway Convenience, Satisfaction and Value by Frequency	Never	Less than once/wk	About once/wk	About twice/wk	Three or more/wk
Convenience of breakfast items	6.67	8.53	8.24	8.18	6.00
Convenience of hours	9.00	8.92	9.17	9.50	7.50
Overall satisfaction of Subway	4.40	8.29	8.77	9.11	7.25
Value of food purchased at Subway	5.75	8.13	8.70	8.53	6.75

Attributes by Frequency for Subway

	Three or more/wk		About twice/wk
Appearance of dining area	6.50	Appearance of dining area	9.53
Appearance of food	7.00	Appearance of food	9.16
Appearance of personnel	6.75	Appearance of personnel	9.11
Appearance of serving area	7.00	Appearance of serving area	9.37
Cleanliness of china, glass, trays, etc.	6.67	Cleanliness of china, glass, trays, etc.	9.63
Cleanliness of dining area	6.50	Cleanliness of dining area	9.47
Cleanliness of serving area	7.00	Cleanliness of serving area	9.22
Cold food served cold	7.00	Cold food served cold	9.26
Consistency of food quality	7.25	Consistency of food quality	9.22
Consistency of service	7.25	Consistency of service	9.16
Convenience of breakfast items	6.00	Convenience of breakfast items	8.18
Convenience of hours	7.50	Convenience of hours	9.50
Friendliness of cashiers	7.00	Friendliness of cashiers	8.84
Friendliness of servers	6.75	Friendliness of servers	8.89
Hot food served hot	7.50	Hot food served hot	9.29
Overall satisfaction of Subway	7.25	Overall satisfaction of Subway	9.11
Responsiveness of staff	7.00	Responsiveness of staff	8.76
Speed of service- cashiers	7.25	Speed of service- cashiers	9.00
Speed of service- servers	7.00	Speed of service- servers	9.05
Taste of food	7.25	Taste of food	9.21
Value of food purchased at Subway	6.75	Value of food purchased at Subway	8.53
Variety of food	6.50	Variety of food	8.84

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	About once/wk		Less than once/wk
Appearance of dining area	9.35	Appearance of dining area	8.94
Appearance of food	9.02	Appearance of food	8.49
Appearance of personnel	9.36	Appearance of personnel	8.83
Appearance of serving area	9.30	Appearance of serving area	8.99
Cleanliness of china, glass, trays, etc.	9.49	Cleanliness of china, glass, trays, etc.	8.99
Cleanliness of dining area	9.39	Cleanliness of dining area	8.96
Cleanliness of serving area	9.41	Cleanliness of serving area	9.01
Cold food served cold	9.30	Cold food served cold	8.78
Consistency of food quality	9.04	Consistency of food quality	8.60
Consistency of service	9.07	Consistency of service	8.86
Convenience of breakfast items	8.24	Convenience of breakfast items	8.53
Convenience of hours	9.17	Convenience of hours	8.92
Friendliness of cashiers	8.67	Friendliness of cashiers	8.65
Friendliness of servers	8.78	Friendliness of servers	8.67
Hot food served hot	9.11	Hot food served hot	8.76
Overall satisfaction of Subway	8.77	Overall satisfaction of Subway	8.29
Responsiveness of staff	8.76	Responsiveness of staff	8.69
Speed of service- cashiers	9.20	Speed of service - servers	8.85
Speed of service- servers	9.09	Speed of service- cashiers	8.94
Taste of food	9.06	Taste of food	8.37
Value of food purchased at Subway	8.70	Value of food purchased at Subway	8.13
Variety of food	8.72	Variety of food	8.02

	Never
Appearance of dining area	9.20
Appearance of food	5.75
Appearance of personnel	9.20
Appearance of serving area	9.20
Cleanliness of china, glass, trays, etc.	9.75
Cleanliness of dining area	9.20
Cleanliness of serving area	9.20
Cold food served cold	7.75
Consistency of food quality	6.00
Consistency of service	9.00
Convenience of breakfast items	6.67
Convenience of hours	9.00
Friendliness of cashiers	8.75
Friendliness of servers	9.20
Hot food served hot	7.25
Overall satisfaction of Subway	4.40
Responsiveness of staff	8.75
Speed of service - cashiers	9.00
Speed of service - servers	9.00
Taste of food	6.75
Value of food purchased at Subway	5.75
Variety of food	5.75

Weighted Average of All Respondents for University Grounds Coffee Shop

University Grounds Coffee Shop Overall Value of Food and Drinks	
All Respondents	7.95
Faculty and Staff	8.01
All Students	7.86

University Grounds Coffee Shop Overall Satisfaction	
All Respondents	8.21
Faculty and Staff	8.24
All Students	8.16

Weighted Average of All Respondents for IU Southeast Dining Services

IU Southeast Dining Services Overall Satisfaction	
All Respondents	7.98
Faculty and Staff	7.93
All Students	8.06