

2017 Carleton Satisfaction Survey for Students

Residence Dining

Dining Services - Residence Dining	
% Using Service	Number of Users
24.9%	170

Mean of Responses

	Dining Services - Residence Dining		
	N	Avg.	Std. Dev.
My overall experience with residence Dining's food facility	166	7.1	2.4
Accessibility of facility at hours that are convenient to me	159	7.4	2.5
Ambience of the food service area	163	7.3	2.2
Cleanliness of the facility	165	7.5	2.1
Variety of food available	166	6.6	2.7
Quality of the food	165	6.5	2.6
Value for money	161	6.0	2.7
Provision of service in a timely manner	162	7.5	2.3
Responsive and helpful staff	162	7.8	2.4

Percentage of Responses

	Dining Services - Residence Dining		
	Low	Med.	High
My overall experience with residence Dining's food facility	15.5%	33.6%	50.9%
Accessibility of facility at hours that are convenient to me	14.1%	29.2%	56.7%
Ambience of the food service area	10.3%	37.6%	52.2%
Cleanliness of the facility	10.5%	33.9%	55.6%
Variety of food available	23.6%	33.3%	43.1%
Quality of the food	23.0%	36.2%	40.8%
Value for money	30.8%	37.8%	31.4%
Provision of service in a timely manner	10.7%	30.2%	59.1%
Responsive and helpful staff	10.9%	21.9%	67.2%

Source: 2017 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

2017 Carleton Satisfaction Survey for Students

Residence Dining

Dining Services - Residence Dining			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
57.1%	144	14.4%	74

Mean of Responses

	Dining Services - Residence Dining					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with residence Dining's food facility	142	7.2	2.2	71	6.8	2.7
Accessibility of facility at hours that are convenient to me	136	7.5	2.3	68	7.2	2.8
Ambience of the food service area	140	7.4	2.1	69	7.2	2.3
Cleanliness of the facility	140	7.5	2.0	71	7.4	2.2
Variety of food available	140	6.7	2.6	72	6.4	2.9
Quality of the food	141	6.6	2.6	71	6.3	2.7
Value for money	134	6.2	2.6	71	5.9	2.8
Provision of service in a timely manner	137	7.7	2.1	70	7.2	2.6
Responsive and helpful staff	136	8.0	2.2	71	7.5	2.7

Percentage of Responses

	Dining Services - Residence Dining					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with residence Dining's food facility	13.4%	36.6%	50.0%	18.3%	29.6%	52.1%
Accessibility of facility at hours that are convenient to me	12.5%	30.1%	57.4%	16.2%	27.9%	55.9%
Ambience of the food service area	9.3%	38.6%	52.1%	11.6%	36.2%	52.2%
Cleanliness of the facility	10.0%	35.0%	55.0%	11.3%	32.4%	56.3%
Variety of food available	21.4%	34.3%	44.3%	26.4%	31.9%	41.7%
Quality of the food	23.4%	30.5%	46.1%	22.5%	43.7%	33.8%
Value for money	28.4%	38.8%	32.8%	33.8%	36.6%	29.6%
Provision of service in a timely manner	8.0%	31.4%	60.6%	14.3%	28.6%	57.1%
Responsive and helpful staff	7.4%	25.7%	66.9%	15.5%	16.9%	67.6%

Source: 2017 Carleton Satisfaction Survey for Students

Notes: 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.