

## 2017 Carleton Satisfaction Survey for Students

### Food Court

Dining Services - Food Court	
% Using Service	Number of Users
68.2%	467

### Mean of Responses

	Dining Services - Food Court		
	N	Avg.	Std. Dev.
My overall experience with this food facility	460	7.3	2.1
Facility accessible at hours that are convenient to me	460	6.6	2.4
Ambience of the food service area	453	7.1	2.1
Cleanliness of the facility	462	7.5	2.0
Variety of food available	461	7.0	2.4
Quality of the food	462	6.8	2.3
Value for money	460	5.8	2.4
Provision of service in a timely manner	455	7.0	2.3
Responsive and helpful staff	446	7.5	2.2

### Percentage of Responses

	Dining Services - Food Court		
	Low	Med.	High
My overall experience with this food facility	9.2%	39.4%	51.3%
Facility accessible at hours that are convenient to me	20.7%	39.9%	39.4%
Ambience of the food service area	12.0%	38.5%	49.5%
Cleanliness of the facility	7.3%	33.3%	59.4%
Variety of food available	15.3%	37.7%	47.0%
Quality of the food	15.7%	39.6%	44.7%
Value for money	28.6%	45.2%	26.2%
Provision of service in a timely manner	14.4%	38.3%	47.3%
Responsive and helpful staff	11.2%	28.4%	60.4%

**Source:** 2016 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

### Food Court

Dining Services - Food Court			
Student Level			
First Year		All Other Students	
% Using Service	Number of Users	% Using Service	Number of Users
69.8%	176	67.6%	349

### Mean of Responses

	Dining Services - Food Court					
	Student Level					
	First Year			All Other Students		
	N	Avg.	Std. Dev.	N	Avg.	Std. Dev.
My overall experience with this food facility	175	7.6	2.0	343	7.2	2.1
Facility accessible at hours that are convenient to me	174	7.2	2.4	344	6.4	2.4
Ambience of the food service area	170	7.5	2.1	339	7.0	2.1
Cleanliness of the facility	175	7.7	1.9	345	7.5	2.0
Variety of food available	175	7.2	2.3	344	6.9	2.4
Quality of the food	175	7.2	2.1	345	6.7	2.3
Value for money	173	6.2	2.3	344	5.7	2.5
Provision of service in a timely manner	172	7.3	2.1	340	6.9	2.3
Responsive and helpful staff	171	7.7	2.1	332	7.4	2.3

### Percentage of Responses

	Dining Services - Food Court					
	Student Level					
	First Year			All Other Students		
	Low	Med.	High	Low	Med.	High
My overall experience with this food facility	8.0%	35.4%	56.6%	9.6%	40.8%	49.6%
Facility accessible at hours that are convenient to me	14.9%	35.1%	50.0%	22.7%	41.6%	35.8%
Ambience of the food service area	10.0%	35.3%	54.7%	12.7%	39.5%	47.8%
Cleanliness of the facility	5.7%	34.9%	59.4%	7.8%	32.8%	59.4%
Variety of food available	12.6%	38.3%	49.1%	16.3%	37.5%	46.2%
Quality of the food	10.9%	43.4%	45.7%	17.4%	38.3%	44.3%
Value for money	23.7%	49.1%	27.2%	30.2%	43.9%	25.9%
Provision of service in a timely manner	11.0%	36.6%	52.3%	15.6%	38.8%	45.6%
Responsive and helpful staff	8.8%	30.4%	60.8%	12.0%	27.7%	60.2%

**Source:** 2016 Carleton Satisfaction Survey for Students

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