

2007-08 Student Center Dining Service Benchmarks

In the spring of 2008 the Memorial Student Center at UW-Stout participated in a national benchmarking study done by the Association of College Unions International in partnership with the Educational Benchmarking Institute, (ACUI/EBI).

Ten factors are assessed in this annual study. Two of the factors focus specifically on dining operations offered in student centers across the nation. The dining service factors combine the results of eight specific dining service questions. The factors and the questions are both benchmarked against all participants in the survey as well as six specially selected institutions with similar characteristics to UW-Stout.

The survey was conducted among 113 colleges nationwide. The select six schools selected were: Georgia Institute of Technology, Minnesota State – Mankato, Radford University, North Dakota State, U of Wisconsin- Oshkosh, and U of Wisconsin- Eau Claire.

Below are the results of this study for 2007-08.

Tables for Questions and Factors on Dining Service

**Table 1 Mean Ratings of Individual Dining Service Questions
(Questions Using 7 Point Rating 1=Very Dissatisfied & 7 Very Satisfied)**

Question/Topic	UW-Stout	Select 6	All Respondents
Variety of Places	5.31	4.98	4.63
Food Prices	4.12	4.12	3.91
Food Quality	4.89	4.76	4.64
Customer Service	5.30	5.16	5.06
Dining Room Cleanliness	5.57	5.59	5.35
Dining Room Atmosphere	5.48	5.59	5.35
Dining Room Seating Availability	5.43	5.33	5.18
Courteousness of Staff	5.54	5.48	5.39

Table 2 - Mean Ratings & Rank of Two Dining Service Factors Assessed Via 8 Questions

Factor	UW-Stout	Select 6	All Respondents
Food-Variety-Quality & Price	4.74	4.62	4.39
	Ranking	2 of 7	23 of 113
Aspects of Dining	5.41	5.33	4.18
	Ranking	2 of 7	24 of 113