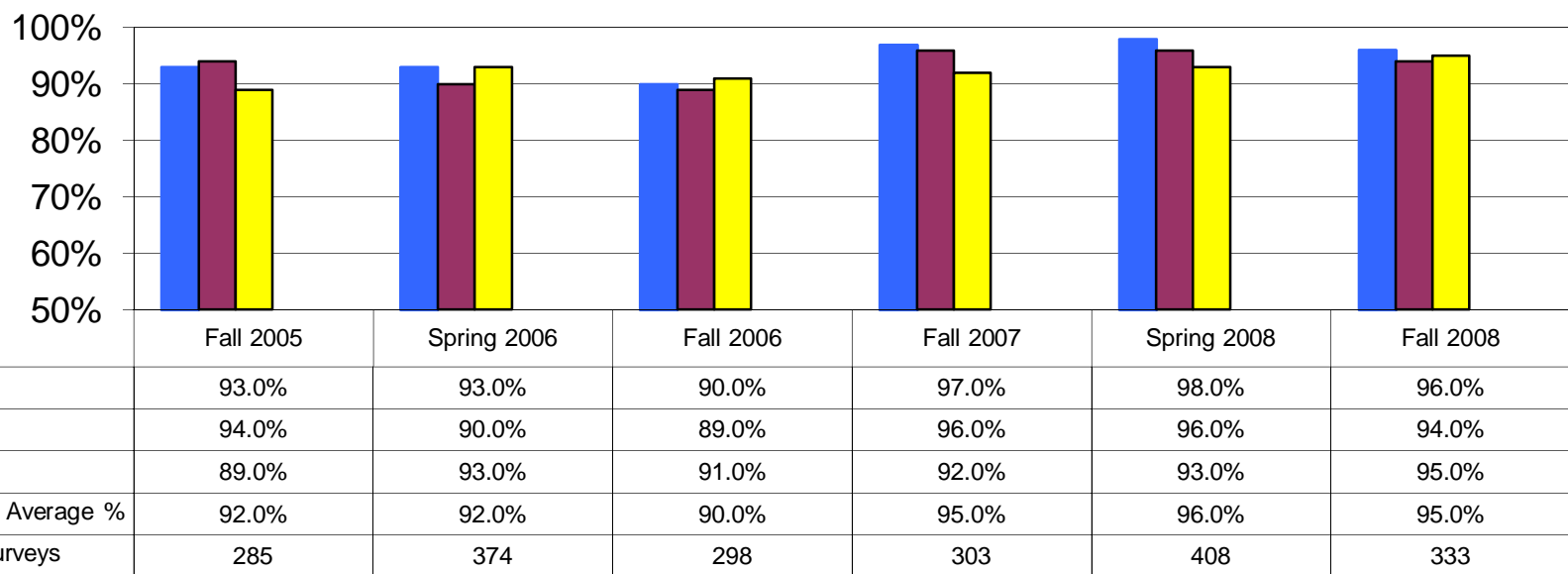


**Manual Food Service Customer Satisfaction
Process Measurement (% of surveyed excellent/very good or good) Aux #108**



Manual Food Service Customer Service (Count # Survey/%)

	Fall 2005	Spring 2006	Fall 2006	Fall 2007	Spring 2008	Fall 2008
Campus	#/% "Excellent/ Very Good or Good*	#/% "Excellent/ Very Good or Good*	#/% "Excellent/ Very Good or Good*	#/% "Excellent/ Very Good or Good*	#/% "Excellent/ Very Good or Good*	#/% "Excellent/ Very Good or Good*
Kent	81/93%	123/93%	89/90%	75/97%	115/98%	98/96%
South	93/94%	129/90%	83/89%	123/96%	157/97%	110/94%
Downtown	89/89%	122/93%	126/91%	105/92%	136/93%	125/95%

(* = Overall average by campus good, very good or excellent)