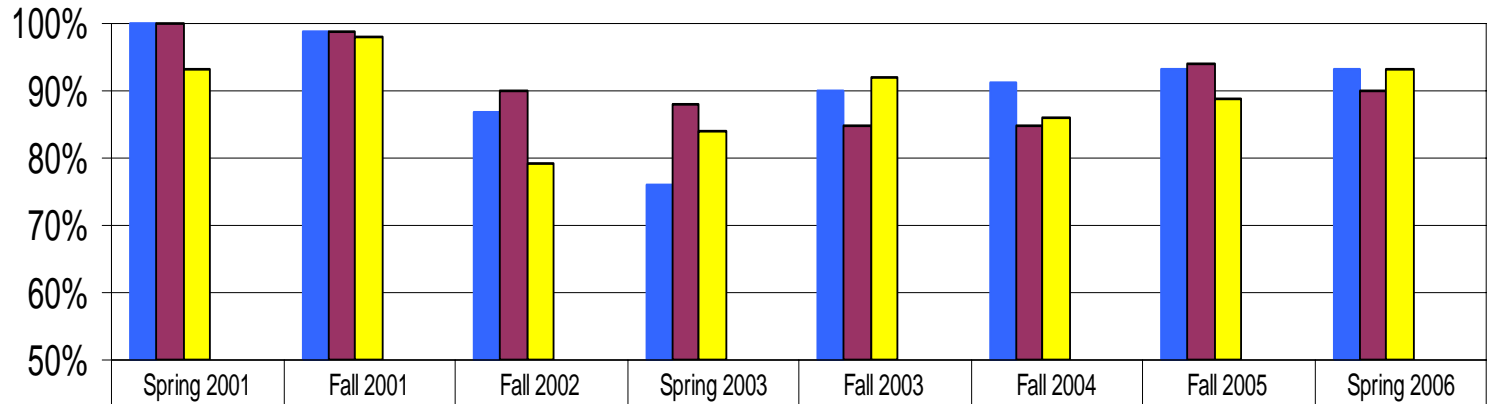


Manual Food Service Customer Satisfaction
Process Measurement (% of surveyed excellent/very good or good) Aux #108



■ Kent	100%	99.0%	87.0%	76.0%	90.0%	91.0%	93.0%	93.0%
■ South	100%	99.0%	90.0%	88.0%	85.0%	85.0%	94.0%	90.0%
■ DTC	93%	98.0%	79.0%	84.0%	92.0%	86.0%	89.0%	93.0%
Collegewide Average %	98%	98.7%	85.0%	82.7%	89.0%	87.0%	92.0%	92.0%
Total # of Surveys	334	200	250		357	312	285	374