1. Did you complete a UCSD Student Satisfaction Survey within the past 12 months?  
   - Yes  
   - No  
   - Don’t know

2. DINING SERVICES
   A. Whether you live on-campus or off-campus, please indicate in which of the following Campus Dining Facilities you have eaten most often during the past 6 months. (Choose only ONE)
      - Plaza Café (at Revelle)  
      - Canyon Vista (at Warren)  
      - Club Med (at 6th College/SOM)  
      - Foodworx (at Matthews/Pepper Canyon Apts.)
      - Siesta Summit (at Muir)  
      - Ocean View (at Marshall)  
      - Food Court (at Price Center)
   B. Next, please rate your level of satisfaction with the majority of meals purchased at the Dining Facility marked in Question 2A during the past 6 months on the following attributes:
      - Overall Satisfaction
      - Quality of food and beverages served
      - Variety of menu offerings
      - Value
      - Speed of service provided
      - Cleanliness of restaurant
      - Courteous and friendly staff, even during the busiest times
      - Accessibility and responsiveness of supervisors
      - Operating hours that are convenient for me
      - Well-organized serving areas
      - Attractive and visually appealing dining room
      - An enjoyable place to eat
   C. Please rate your overall level of satisfaction with each of the following snack bar and convenience stores during the past 6 months: (If you did not use these facilities in the last 6 months, skip to Question #2D)
      - Earl’s Place (at Warren)  
      - El Mercado (at Muir)  
      - Snackopolis (at SIO)  
      - Earl’s Online Experience
   D. Do you have a TritonPlus Account?  
      - Yes  
      - No  
      - Don’t know
   E. For each section below (A-J), please rate your satisfaction with the areas in which you have had interaction within the past 12 months.
      - A. STUDENT BUSINESS SERVICES (formerly Bursar’s Office)
         - Overall Satisfaction
         - Understands my needs and requirements
         - Operating hours that are convenient for me
         - Responsive to requests or problems within an acceptable time
         - Provides effective financial aid, support and guidance
         - Facilitates problem resolution
         - Professional and knowledgeable staff
         - Courteous and helpful staff
         - Easy and convenient access to my student account via the web
      - B. CENTRAL CASHIER
         - Overall Satisfaction
         - Understands my needs and requirements
         - Operating hours that are convenient for me
         - Professional and knowledgeable staff
         - Courteous and helpful staff
         - Transactions completed in an accurate and timely manner
      - C. STUDENT MAIL SERVICES (campus residents only)
         - Overall Satisfaction
         - Mail arrives when expected
         - Parcel pick-up operating hours are convenient
         - Responsive to requests or problems within an acceptable time
         - Effective mail-forwarding service
         - Professional, knowledgeable and helpful staff
      - D. CAMPUS PARKING
         - Overall Satisfaction
         - Understands my needs and requirements
         - General ease and availability of parking on-campus
         - Communication of parking rules and regulations
         - Fair enforcement of parking rules and regulations
         - Ease of permit process
         - Professional and knowledgeable staff
         - Courteous and helpful staff
      - E. CAMPUS SHUTTLE SERVICE
         - Overall Satisfaction
         - Understands my needs and requirements
         - Frequency of Shuttle Service
         - On-time reliability of Shuttle Service
         - Safety of Shuttle Service
         - Location and convenience of shuttle stop locations
         - Shuttle seating capacity
         - Professional, knowledgeable and well-trained drivers
         - Courteous and helpful drivers

Thank you for your participation in this survey! At UCSD, we try to deliver excellent service to every student. To determine how well we met that goal and to help us improve in the future, we'd appreciate a few minutes of your time to complete this questionnaire. Your responses will be forwarded to the manager of each department surveyed, providing valuable insight as to how we are serving you. Again, thank you for your opinions and thanks for your support. Please mark one answer per question unless otherwise instructed.  

Sincerely,
Steven W. Relyea, Vice Chancellor - Business Affairs

Sterling Research Group, Inc.  
(722) 856-2400  
(please continue to the back page)
3. (Continued)

F. HOUSING SERVICES

OVERALL SATISFACTION

<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not At All Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current living accommodations</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Amount and type of Residential Life activities offered</td>
<td></td>
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<tr>
<td>Responsive to requests or problems within an acceptable time</td>
<td></td>
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<tr>
<td>Quality of services provided by Custodial/Housekeeping staff</td>
<td></td>
<td></td>
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<tr>
<td>Quality of services received from Maintenance staff</td>
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<tr>
<td>Cleanliness of the common areas (lounges, etc.)</td>
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<td></td>
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<tr>
<td>Courteous and helpful staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Fair enforcement of University housing rules and regulations</td>
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</tbody>
</table>

G. IMPRINTS COPY CENTERS

OVERALL SATISFACTION

<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not At All Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of copies at Imprints Centers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reliable self-service copiers at Imprints Centers</td>
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<tr>
<td>Value for the money at Imprints Centers</td>
<td></td>
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<tr>
<td>Convenient operating hours at Imprints Centers</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Knowledgeable, helpful and courteous staff at Imprints Centers</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Quality of copies on library equipment</td>
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<tr>
<td>Reliable self-serve copiers and printers in the libraries</td>
<td></td>
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<td></td>
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<tr>
<td>Value for the money for library copy services</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Knowledgeable, helpful and courteous library copy services staff</td>
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</tbody>
</table>

H. POLICE/PUBLIC SAFETY

OVERALL SATISFACTION

<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not At All Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understands my safety and security needs</td>
<td></td>
<td></td>
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<tr>
<td>Accessible to students (via phone, voice mail, e-mail, etc.)</td>
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<tr>
<td>Responsive to requests or problems within an acceptable time</td>
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<td></td>
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<tr>
<td>Daytime security on campus</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nighttime security on campus</td>
<td></td>
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<tr>
<td>Effectiveness of CSO's (Community Service Officers) and RSO's (Resident Security Officers)</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Professional and knowledgeable staff</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courteous and helpful staff</td>
<td></td>
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</tbody>
</table>

I. CAMPUS BOOKSTORE

OVERALL SATISFACTION

<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not At All Satisfied</th>
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</thead>
<tbody>
<tr>
<td>Attractive and visually appealing store</td>
<td></td>
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<td></td>
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<tr>
<td>Well-organized store layout</td>
<td></td>
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<tr>
<td>A &quot;fun place to shop&quot; atmosphere</td>
<td></td>
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<tr>
<td>Textbooks for courses always in stock</td>
<td></td>
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<tr>
<td>Good selection of general and reference books</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Good selection of non-book items</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reasonable prices of general and reference books</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reasonable prices of non-book items</td>
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<tr>
<td>Courteous personnel, even during the busiest times</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Personnel who have knowledge to answer my questions</td>
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<tr>
<td>Fast check-out</td>
<td></td>
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<tr>
<td>Responsiveness to special orders and requests</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Operating hours that are convenient for me</td>
<td></td>
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<tr>
<td>Reasonable return/exchange policies</td>
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</tbody>
</table>

J. ELECTRONIC COMMUNICATIONS

Access to the Internet and campus network

<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not At All Satisfied</th>
</tr>
</thead>
</table>

FOR CLASSIFICATION PURPOSES ONLY

4. Identify your college/school affiliation.

(Please mark ONE answer only)

- Eleanor Roosevelt College
- Muir College
- Revelle College
- Thurgood Marshall College
- Warren College
- School of Medicine
- Scripps Institution of Oceanography
- Graduate Program

5. Indicate your current student classification.

- Freshman
- Sophomore
- Graduate Student
- Junior
- Medical Student

6. Please indicate how long you have attended UCSD.

- Less than 1 year
- 1 year or more

7. Which of the following best describes your current residence?

   **Location:**
   - Off-Campus
   - Eleanor Roosevelt College
   - Muir College
   - Revelle College
   - Thurgood Marshall College
   - Warren College
   - La Jolla Del Sol
   - Mesa Apartments

   **Type:**
   - Residence Hall
   - Apartment
   - House/Condo

   **Occupancy:**
   - Single
   - Double
   - Other

8. Please indicate if you currently receive any form of financial aid.

   - Yes
   - No

9. Please indicate if you have a car.

   - Yes
   - No

10. Which of the following best describes the type of computer you normally use?

   - PC desktop
   - Apple/Macintosh desktop
   - PC laptop
   - Apple/Macintosh laptop
   - Laptop computer
   - PDA (i.e., Palm Pilot or Pocket PC)
   - Other

11. Do you use a wireless Internet connection on campus?

   - Yes
   - No

12. How likely would you be to complete this Student Satisfaction Survey if it was ONLY available on a "secure" web site?

   - Extremely Likely
   - Somewhat Likely
   - Not Very Likely
   - Not Likely at All
   - Not at All Likely
   - Extremely Unlikely
   - Somewhat Unlikely
   - Not Very Unlikely
   - Not Unlikely at All
   - Not at All Unlikely

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Sterling Research Group, Inc.
(727) 866-2400
ZGHIA