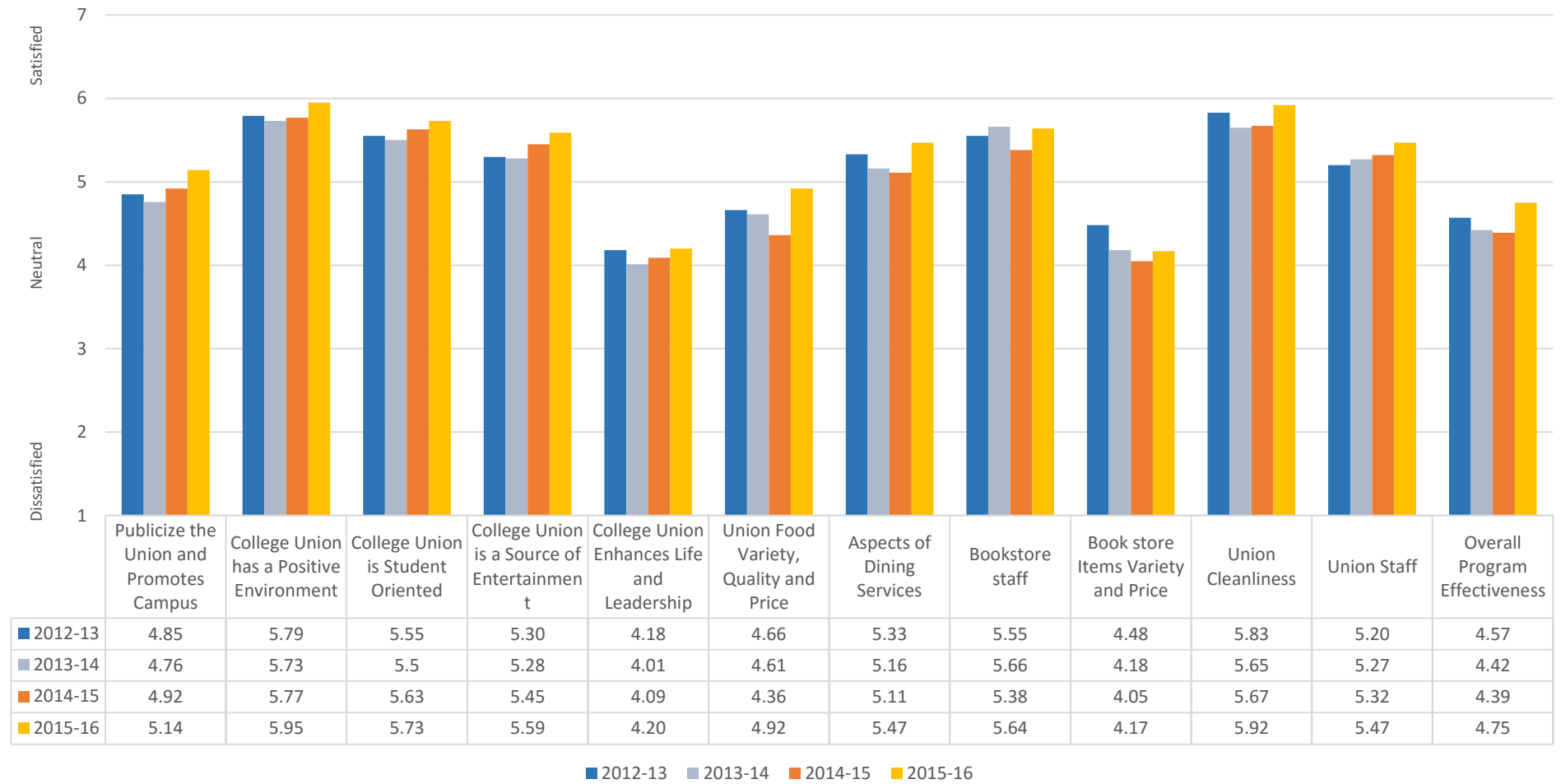


Illini Union Satisfaction Survey Report 2012-2016

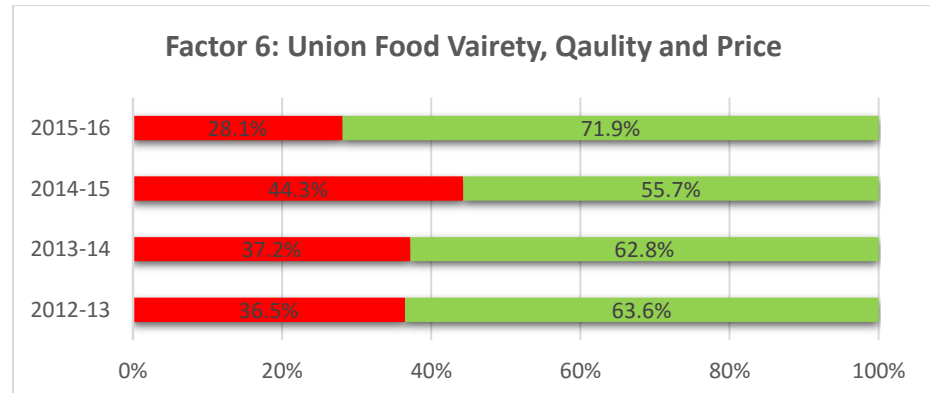
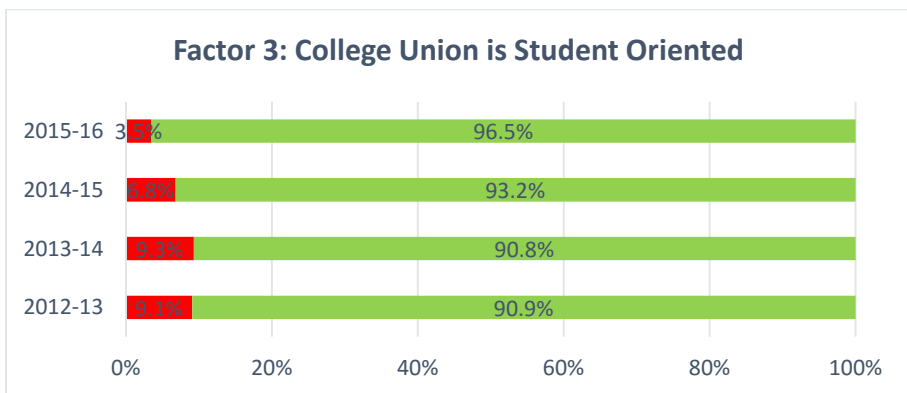
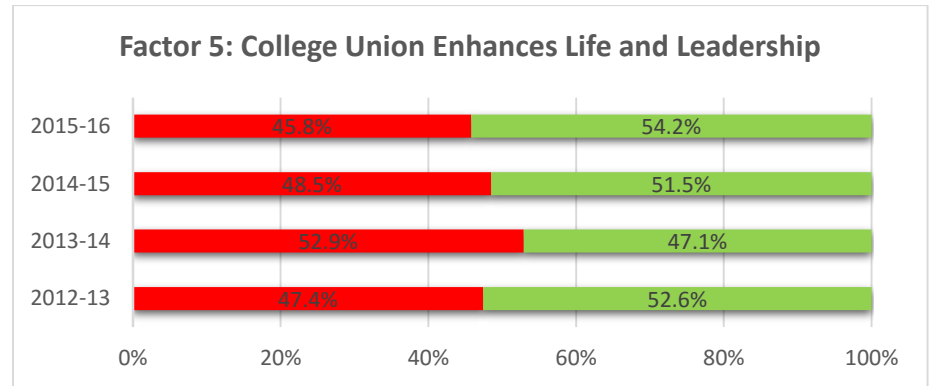
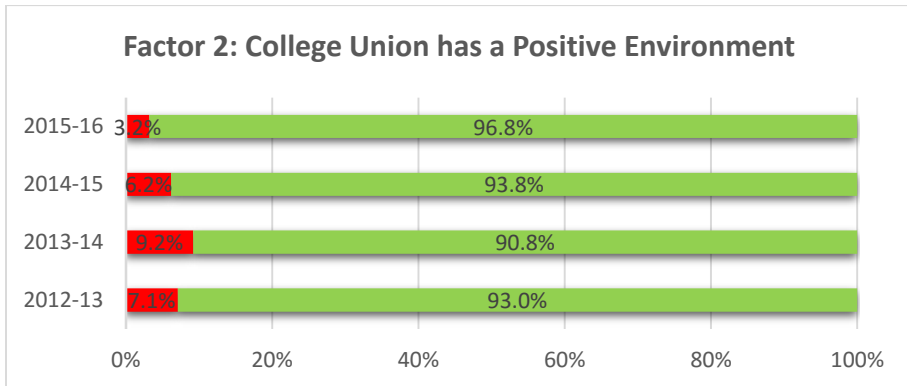
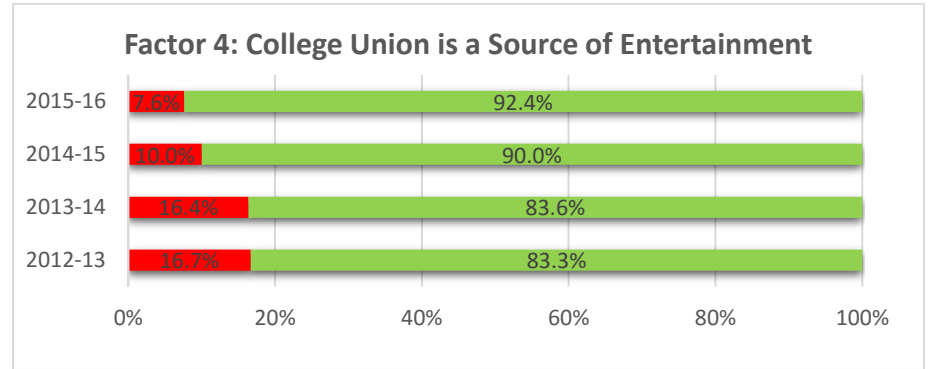
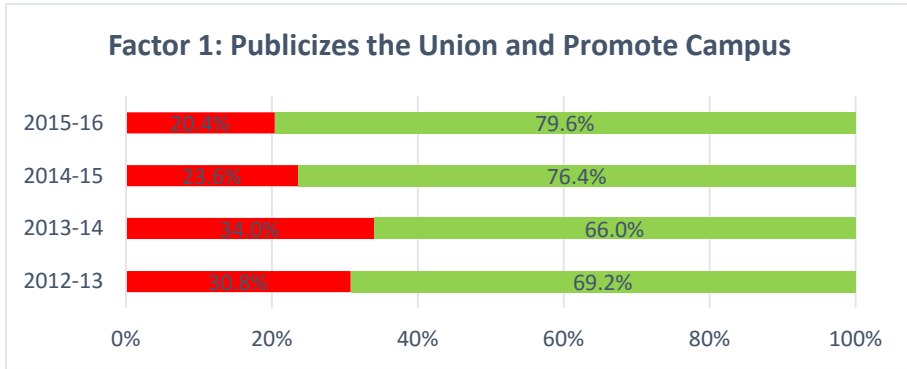
Factor Analysis



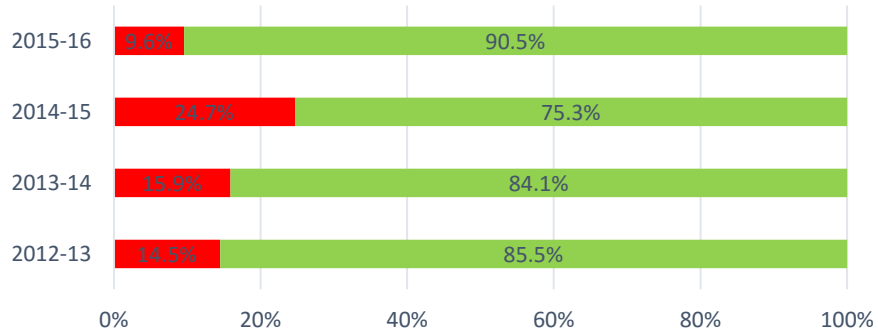
7-point scale: 1=Strongly Dissatisfied; 2=Moderately Dissatisfied; 3=Slightly Dissatisfied; 4=Neutral; 5=Slightly Satisfied; 6=Moderately Satisfied; 7=Strongly Satisfied

Factor Analysis--Degree of Dissatisfaction and Satisfaction

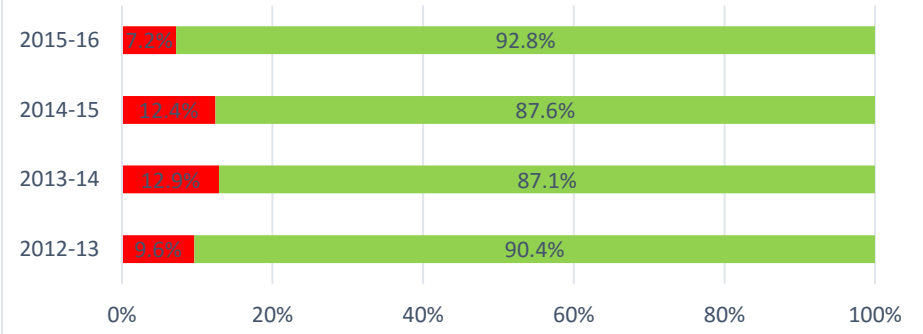
■ Dissatisfaction ■ Satisfaction



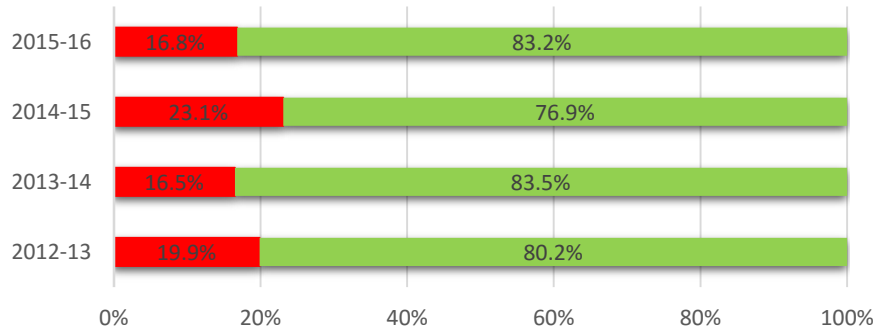
Factor 7: Aspects of Dining Service



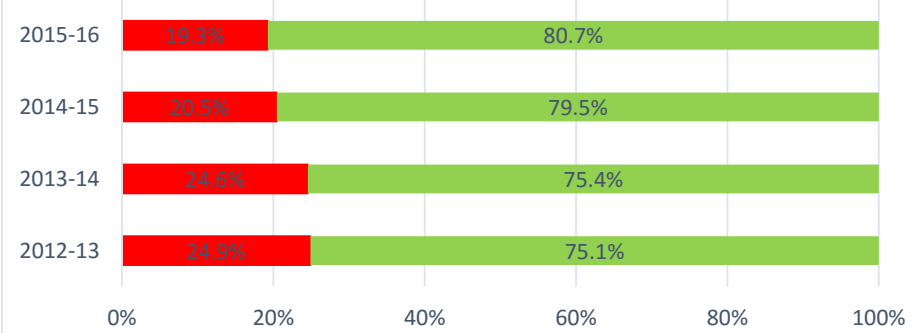
Factor 10: Union Cleanliness



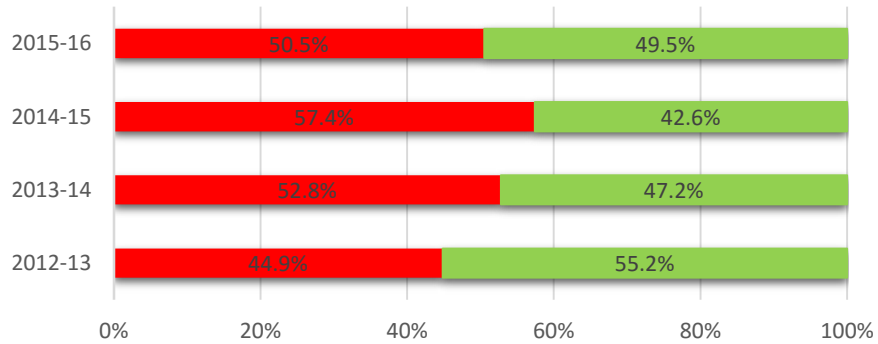
Factor 8: Bookstore Staff



Factor 11: Union Staff



Factor 9: Bookstore Items Variety and Price



Factor 12: Overall Program Effectiveness

