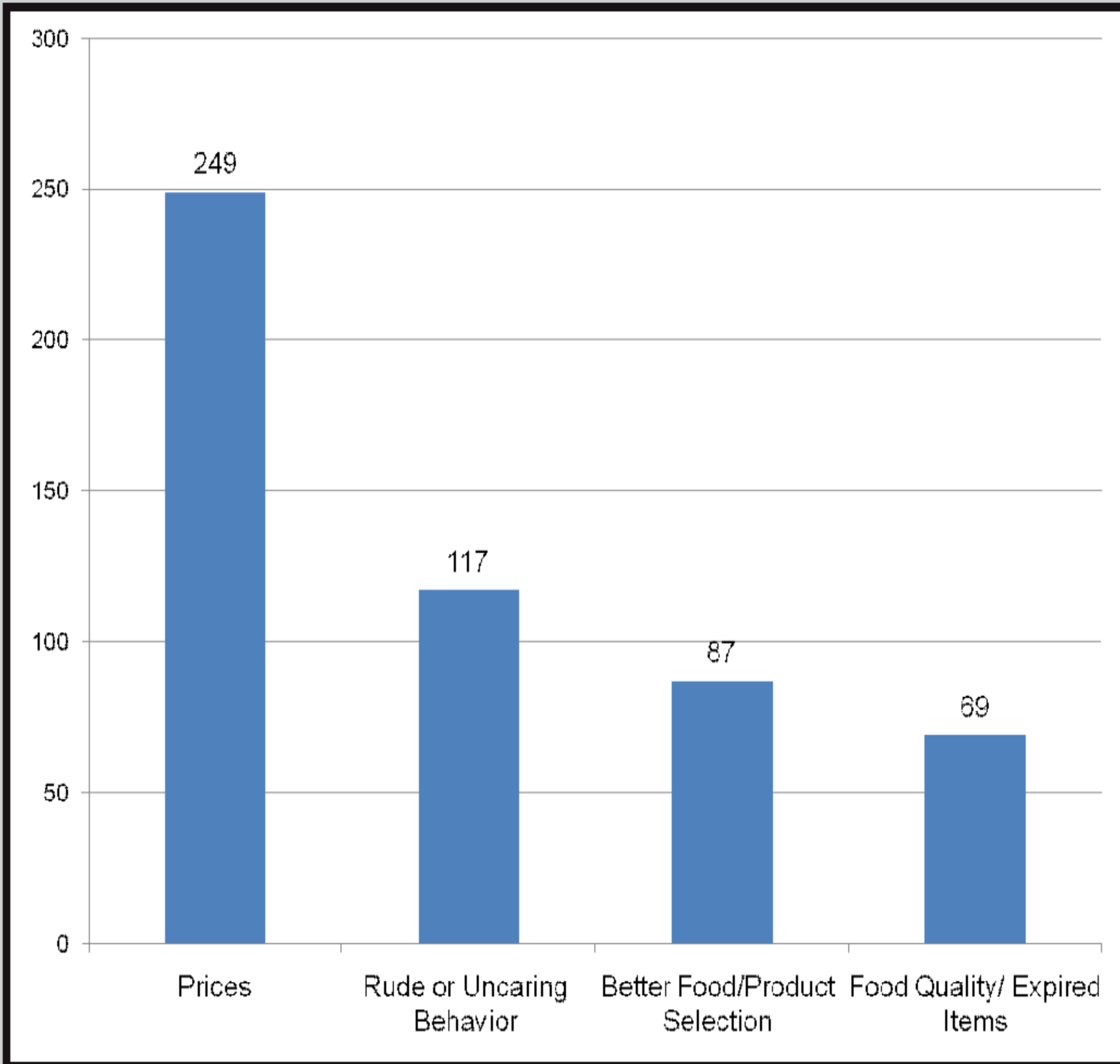


Comment analysis:  
7-Eleven - poor customer service



The graph below displays the most frequently identified themes in response to the open-ended question “What specifically does this area need to improve?”.



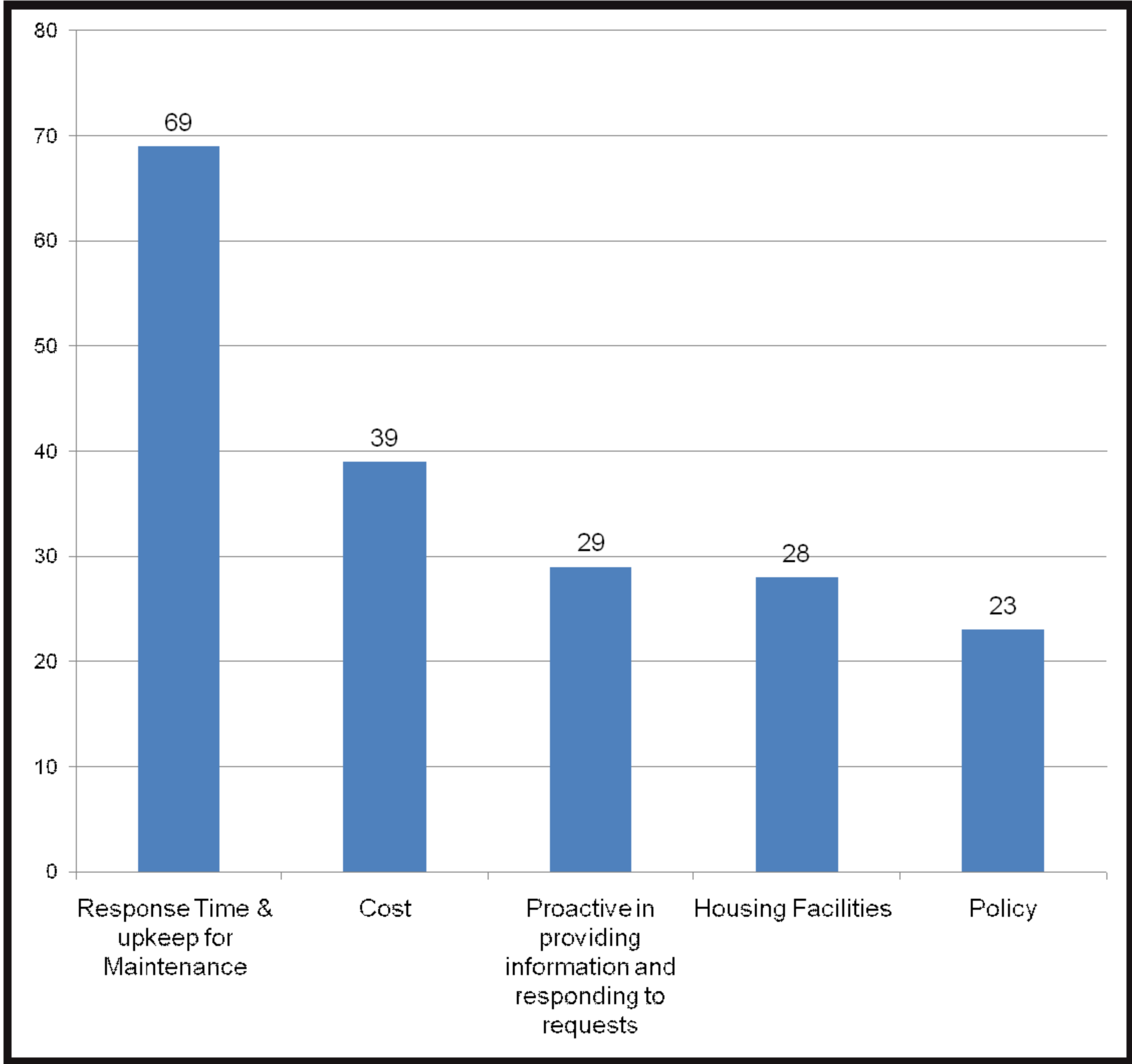
- Prices**  
“All items are too costly. They sell at double the price of Jewel Osco.”  
“Excessively overpriced!”
- Rude or Uncaring Behavior**  
“Employees don’t really care about what they’re doing.”  
“Customer service skills..”
- Better Food/Product Selection**  
“Healthier options, kosher products.”  
“Even more entree type food.”
- Food Quality/Expired Items**  
“They sell a food which has expired date!!”  
“Quality of certain goods (like milk) is suspect. The milk almost always expires before the expiration date.”



Comment analysis:  
Housing/Res Life: slow response time



The graph below displays the most frequently identified themes in response to the open-ended question “What specifically does this area need to improve?”.



- Maintenance Response Time & Upkeep**  
“Heating periods and maintenance request response time”  
“Needs to respond to housing repairs prior to new move-ins”
- Cost**  
“Cost for housing is above average”  
“The pricing for housing is too much for the value.”
- Proactive in providing information and responding to requests**  
“Timeliness. Response to needs is slow and sometimes lackluster”  
“Need to work harder to respond to requests promptly”
- Housing Facilities**  
“Would be better if all rooms had adjustable heat/air conditioning”  
“Quality of the residences’ rooms”
- Policy**  
“Some rules need to be revised.”  
“The bonus point system should be able for conversion throughout the semester.”

