

### 36-303 Group B (completed questions a-e and a-f)

#### Campus

a. The question our group would like to conduct study on is: How satisfied of our students with CMU dining options. And what potential changes could be made to make them more satisfied. This topic explores what students think of the CMU dining options in terms of those who are currently on the meal plan and those who are not on the meal plan. Carnegie Mellon makes it a requirement for all incoming freshman a requirement to join the meal plan. We would like to explore what they think of this meal plan in terms of quality, variety and satisfaction. Although improvements have been made the last year, are these improvements enough to convince more students to dine on campus? Also, we would like to look into what exactly is stopping upperclassmen from dining on campus, is it because of quality or price or simple inconvenience? These questions will lead us to better understand whether or not CMU's dining services is satisfying the needs of students.

b. The population that will be sampled is CMU students in general, both grads and undergrads.

c. The population that we wish to make inferences about is CMU students who dine on campus regularly. It is a subset of the population sampled. Questions that identify this population will be included in the questionnaire.

d. Both through emails and facebook, because they provide greatest potential sample size in terms of CMU students, not to mention the convenience.

e. class year; frequency of dining on campus; what do you like/unlike about the food services (lists provided); overall satisfaction; whether or not they are on mealplan; potential improvements

#### Off-campus

a. Students around Pittsburgh are highly affected by the Pittsburgh Authority Bus Services. If a student does not have a car, buses are the main mode of transportation. But many complaints have been made in general regarding such a crucial service and therefore our topic of interest here is: How satisfied of university students with Pittsburgh bus service. How does the Pittsburgh Authority respond and plan according to those in need of this service exactly in terms of the times in which students take buses the most and whether or not buses arrive on time. While looking into satisfaction of bus services, we hope to see what students like and not like about such bus services and what students are affected

most by buses.

b. Major university students in Pittsburgh will be the population sampled.

c. We wish to make inferences about students who use bus as their main transportation tool. This population is a subset of the population in (b.). Questions that identify this population will be included in the questionnaire.

d. Face to face (Convenience/accidental sample) as major method, because we would like to randomly approach students in local area while ensuring the quality of data collected.

e. when do you take the bus the most; what's the most important factors (frequency; convenience; comfortable...); why do you like/unlike the bus service, and why

f. option lists

1. What time periods do you take the bus most often? (Circle all that apply)

- Before 6:00 am
- 6:00 – 10:00 am
- 10:00 – 1:00 pm
- 1:00 – 5:00 pm
- 5:00 – 9:00 pm
- After 9:00 pm

2. What is the most important factor for you when you consider taking a bus?

- Convenience.
- It's free.
- It's on time.
- It's fast (If I take the bus, I would get to my destination faster than I would if I walked or biked).

- It's my only mean of transportation, other than walking.
- Environmentally friendlier; lessens my carbon footprint.

3. What is your overall satisfaction of the Pittsburgh bus services?

- Very satisfied
- Somewhat satisfied
- Neither satisfied or unsatisfied
- Somewhat unsatisfied
- Very unsatisfied

4. What do you like about the bus services? (Circle up to 2)

- Convenience.
- It's free.
- It's on time.
- It's fast.
- Bus drivers are friendly.
- Environmentally friendlier; lessens my carbon footprint.

5. What do you not like about the Pittsburgh bus services? (Circle up to 2)

- It's not on schedule.
- The customer service (both drivers and customer service representatives) is not helpful/responsive/rude.

- The routes and buses are not easily accessible to me; buses don't go to where I need to go.
- It's slow; takes too many detours.
- Other personal experiences that are unusual.

6. What is your primary reason for taking buses?

- To go to school.
- To go out (movie, dinner, airport, etc).
- To go to work.
- Ride around the city for fun.