2-17-2009

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UNH Media Relations

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UNH Dining Gets Top Scores In National Survey

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UNH Dining Gets Top Scores In National Survey

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February 17, 2009

The University of New Hampshire's Dining Services scored above the college and university food service average in all 23 critical evaluation categories in the most recent survey conducted by the National Association of College and University Food Services.

This was the third year UNH Dining participated in the national customer satisfaction benchmarking survey. Food, service and cleanliness categories were ranked one through five, with five denoting very satisfied and one, very dissatisfied. Sample results include:

<table>
<thead>
<tr>
<th>Category</th>
<th>UNH</th>
<th>Peer Institution Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Quality</td>
<td>4.18</td>
<td>3.82</td>
</tr>
<tr>
<td>Freshness</td>
<td>3.97</td>
<td>3.70</td>
</tr>
<tr>
<td>Nutritional Content</td>
<td>3.85</td>
<td>3.42</td>
</tr>
<tr>
<td>Value</td>
<td>3.88</td>
<td>3.35</td>
</tr>
<tr>
<td>Overall Service</td>
<td>4.36</td>
<td>4.11</td>
</tr>
</tbody>
</table>

UNH scored four or above in the areas of service, cleanliness and staff friendliness and helpfulness.

The survey included responses from more than 146,000 students and staff at 108 schools; 1,349 people from UNH participated in the survey.

"For us it's an indication of the quality of our dining program in relation to our peers and the experiences guests have in the market place. And it's a true indication of the dedication and skills our staff has in serving our guests. These are super results for us," says Jon Plodzik, director of dining.

The National Association of College & University Food Services (NACUFS) is the trade association for foodservice professionals at more than 625 institutions of higher education in the United States, Canada, Mexico, and abroad.

The University of New Hampshire, founded in 1866, is a world-class public research university with the feel of a New England liberal arts college. A land, sea and space-grant university, UNH is the state's flagship public institution, enrolling 11,800 undergraduate and 2,400 graduate students.

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