

AE422 Design Methods
Example: MSA Cafeteria
COMPILED QUESTIONNAIRE GUIDE

FACTS

Age: _____

Circle one in each question

Gender: a) Male b) Female

Occupation: a) Student b) Staff

Major:

- a) Engineering
- b) Business
- c) Mass Communication
- d) Computer Science

WHEN?

1. How often do you use the café? *Multiple choice: Circle one answer*

- a) more than once a day
- b) once a day
- c) once a week
- d) less than once a week
- e) never

2. When do you use the café? *Checklist: Circle all that apply*

- a) Before starting classes
- b) short breaks between classes
- c) during long gaps between classes
- d) when you skip a class
- e) at the end of your day

3. How long do you spend in the Cafeteria ? *Multiple choice: Circle one answer*

- a) 15 minutes / day
- b) 30 minutes / day
- c) one hour / day
- d) more than one hour / day
- e) other: specify: _____

WHAT?

4. what do you do when you stay in the cafeteria? *Checklist: Circle all that apply.*

- a) study
- b) chat
- c) play cards
- d) eat
- e) drink
- f) see and be seen
- g) meet friends

WITH WHOM?

5. Who do you stay with? *Checklist: Circle all that apply*

- a) students
- b) professors
- c) assistants
- d) administrative staff members

6. How many friends do you go with?

- a) alone
- b) 2 – 4 persons
- c) 4 – 6 persons
- d) 6 – 8 persons
- e) more than 8 persons

WHERE?

7. I usually stay there -----

- a) standing by vending counter
- b) sitting on a movable chair
- c) sitting on steps
- d) leaning on fence
- e) sitting on the planter ledges
- f) Other: _____

8. Where do you usually sit?

- a) in sheltered area
- b) in open area

Assessment of Current Facility

9. What do you LIKE most about the cafeteria?

- a) Social atmosphere.
- b) Quality of the place.
- c) Food.
- d) Price
- e) Service
- f) Entertainment.
- g) Other: _____

10. What do you DISLIKE most about the cafeteria?

- a) the food.
- b) The service.
- c) Ways of sitting.
- d) Other: _____

11. If you like sitting inside, do you find a place to sit?

- a) always
- b) sometimes
- c) rarely
- d) never

12. If you don't like to sit inside, is it because the seating area is ----- *Checklist: Circle all that apply*

- a) crowded
- b) noisy
- c) unhealthy
- d) one is watched by people
- e) uncomfortable chairs
- f) unstable tables

13. Do you use the café chairs to sit outside?

- a) yes
- b) no

14. Rate the quality of :

Element	very bad	poor	medium	good	very good
Food					
Service speed					
Chairs					
Tables					

15. Do you like the sports beside the café?

- a) yes
- b) no

16. Do you think that seeing the food being prepared is ...

- a) inviting
- b) repelling

17. Can you easily find a place to dispose your trash?

- a) yes
- b) no

18. Is the café close to your classes?

- a) yes
- b) no

19. If yes, do you think it is a good thing?

- a) yes
- b) no

20. Do you study there ?

- a) yes
- b) no

If no, why? -----

21. Is the café easily accessed?

a) yes b) no

if no, why? -----

22. Do you like that you pass through the sitting area to go to the vending counter?

a) yes b) no

23. Do you like the water fans?

a) yes b) no

if no, why? -----

24. a) to what degree does each word
describe the place

b) **appropriateness:** is this degree of
characteristic.....

Attribute	1	2	3	1	2	3
	Not at all	somewhat	very	Not enough	Just right	Too much
Noisy						
Quiet						
Interesting						
Boring						
Cool/trendy						
Inviting						
Cozy						
comfortable						
clean						
flexible						
Windy						
Hot						
Cold						
Sunny						
bright						
Crowded						

Assessment of Environmental Quality/Attributes Using SEMANTIC DEFERENTIALS

24. To what degree does each word describe the cafeteria?

	Very	Fairly	moderate	Fairly	Very	
	-2	-1	0	1	2	
cold						Hot
colorful						Plain
Dark						Light
Noisy						Quiet
Open						enClosed
Private						Public
spacious						cramped
Beautiful						ugly
Attractive						dull
Ventilated						Stuffy
Sun						shade
Cheerful						gloomy
Flexible						fixed
Crowded						isolated
Interesting						boring
Clean						dirty
Comfortable						uncomfortable

In what amount is this degree of characteristic appropriate to your cafeteria?

	Not enough at all	Barely	Just right	More than needed	Too much	
	-2	-1	0	1	2	
cold						
colorful						
Dark						
Noisy						
Open						
Private						
spacious						
Beautiful						
Attractive						
Ventilated						
Sun						
Cheerful						
Flexible						
Crowded						
Interesting						
Clean						
Comfortable						

PREFERENCES: Needs and Wants

25. Would you like to have?
- a) a separate access to the vending counter other than through the sitting area.
 - b) a separate study area
 - c) two separate areas one for students and one for professors
 - d) a smoking and a non smoking area
 - e) a sunshade in the outside area
26. Would you like to have an enclosed area?
- a) yes
 - b) no
27. If yes, would you like to be seen from outside?
- a) yes
 - b) no
28. How would you like to sit there ?
- a) private sub-zones
 - b) one zone
29. Which do you prefer to sit on?
- a) fixed chairs
 - b) movable chairs
 - b) wide fence
 - c) high planter ledge
30. What kind of thing would you like to see from the sitting area? (*check as many as desired*)
- a) people playing sports
 - b) large green areas
 - c) other places on the campus
31. What kind of service do you prefer?
- a) self service
 - b) a la carte
 - c) pick and pay
 - d) other-----
32. What kind of tables do you prefer? (*Rank in order of preference*)
- a) 2 person tables
 - b) 4 person tables
 - c) 6 person tables
 - d) 8 person tables
 - e) a mixture of sizes
33. Which form of entertainment you think would be more inviting to add? (check list)
- a) music
 - b) T.V.
 - c) newspaper
 - d) magazines
 - e) other