

Results from Focus Group and Surveys:

Food

Results addressing student satisfaction with food in the cafeteria showed satisfaction has increased in all areas since the first administration of the survey. Items show that when compared against other institutions, Sodexo ranks overall at the 50th percentile, with the highest value comparatively being value (63rd percentile) and the lowest being taste (46th percentile). Examining the gap between importance and satisfaction on items, taste also came out as having the highest gap between what was identified as important and how satisfied the respondents were. Some items specifically addressed by students as good include:

- Weekday breakfast, particularly the skilletts
- Hydration station
- Burritos
- Sandwich station
- Food made fresh in front of them
- Condiments are always full

Areas of improvement noted:

- Weekend breakfast is not as good
- Always out of at least one juice
- Freshness in the grab and go/to go food
- Want more healthy options
- Food tends to be too “fancy” - simplify

Service

Service indicators of the cafeteria also show satisfaction has increased since the first administration of the survey. Compared against other institutions, Sodexo ranks at the 56th percentile on this measure overall, with the highest value comparatively being the helpfulness of the staff and the speed of service, both at the 58th percentile; and the lowest being hours of operation at 42nd percentile. Additionally, hours of operation had the second highest gap between what was identified as important versus actual satisfaction level. The following items were specifically pointed out as positives from a service perspective:

- Darren – he knows names and skilletts and is very friendly
- 2 people to swipe cards when busy
- Overall happy with staff
- Comment cards addressed

Areas of improvement noted:

- Hours of operation during week
- Weekend availability

Cleanliness

Results from the evaluation process show that satisfaction with the cleanliness of dining services has also increased since the first survey was administered. Indicators in this area are consistently around the 60th percentile when compared across all institutions with an overall score at the 58th percentile; and the gaps between importance and satisfaction are smaller than most other areas. Specifically, respondents liked:

- Quick bussing of tables during rush hours
- No need to scrape food
- Condiments, napkins, etc. are no longer out in the open and are perceived as being much more sanitary
- Staff responds quickly to spills
- Overall happy with cleanliness

Areas of improvement noted:

- Dishes are dirty too often
- Wrong staff doing the cleaning at times
- Between rushes, not as clean.

Location

As expected due to moving into a new building, overall location tied with cleanliness to rank at the 58th percentile when compared to other institutions. This area also performed well in terms of the gap analysis with several of the items where satisfaction actually came out higher than importance. Specifically, respondents liked:

- Booths
- Serving area separate from dining area
- Lighting, colors

Areas of improvement noted:

- Need blinds
- Better labeling of stations
- Line confusion (not sure if this has been addressed subsequent to this evaluation process)
- Too congested