

Voyager Place Residence Dining Survey

Summary of Results

April 2008

Voyager Place Residence Dining Survey March 2008

The survey was distributed to Voyager Place Residence students via email on March 17. A total of 189 out of 544 residence students (34.74%) filled out the survey, on the dates indicated in Table 1. The survey closed on April 7.

Date	Number of Surveys Submitted
March 17	125
March 18	40
March 19-30	24

Demographics

The survey population has more women, is younger, and is more likely to be the first year in residence than the residence population. The response rate for females was 41.56% versus a 29.24% response rate for males. The 18 year old age group had the highest response rate, at 48.13%, and the 24 year old age group had the lowest response rate at 15.38%. Residence students in their first year in residence had the highest response rate in that category, at 54.81%. The lowest response rate in that category was students in their 4th or greater years in residence, at 12.50%. Excluding the colleges that have less than 10 people in residence, the highest response rate by college was students in the College of Agriculture and Bioresources, at 60.00%, and the lowest response rate was students from the College of Law, at 23.08%. Tables comparing the survey population to the residence population are in Appendix 2.

Meal Plan Style

61.38% of students prefer the Declining Cash Balance meal plan. The top three reasons for preferring this style were: better quality with made to order foods (49 responses), more variety/selection/choice (42 responses), and that they don't like the Garry line food (25 responses).

Of the 38.62% that prefer the All You Can Eat meal plan, the top three reasons given were: better value (32 responses), more variety/selection/choice (18 responses), and convenience (9 responses).

General Awareness of Food Service Operations

Website

Students were largely unaware that Food Services has a website. This may be because the previous site, managed by Aramark, was not hosted on the University's server. The

website will be redesigned in Spring 2008, and will migrate to the University's server at that time. The new URL will be <http://www.usask.ca/foodservices>.

Retail Outlets

Residence students use the A&W, Bene Pizza, Arts Cafeteria, and PAC Cafeteria most often. (Greater than 50% of respondents use these outlets sometimes, often, or always.) The least frequented outlets are Veterinary Medicine (94.18% never use it), Education (89.95% never use it), and Agriculture (74.07% never use it). Nearly half of residence students never use either Tim Horton's outlet.¹

Socializing

Residence students socialize primarily in Residence (108 responses), in the lounges or in their bedrooms. The next most frequented socializing spot is Marquis (30 responses), followed by Place Riel (28 responses). The remainder of the 41 responses indicated various locations on campus, including academic buildings and at retail outlets.

Residence students occasionally eat at other on-campus venues. 89.41% of respondents indicated eating at other venues 0-3 times per week.

Sustainability

Cafeteria Trays

80.42% of Residence students do not support elimination of cafeteria trays. 60.32% do not support the use of smaller cafeteria trays. The reasons cited include the perception that food quality is the main reason for waste, that it is easier to carry books, etc. with trays, and the perception that removing trays would not have an effect on the amount of waste produced.

Packaging

49.74% of respondents indicated that they would be willing to pay a small increase in price or an environmental fee in order to cover the costs of environmentally responsible food packaging.

Residence Dining Program

Hot Food

On a scale of Excellent-Good-Average-Fair-Poor, over 75% of respondents rated the hot food fair or poor in terms of overall quality, taste and flavour, texture, appearance, and temperature. 64.03% rated the variety of the food as fair or poor. Comments on the hot food include that the food is not hot (48 responses), respondents want more healthy

¹ Tim's at Arts does not take Residence meal cards, and Tim's at Geology offers limited meal options.

choices (20 responses), the food is bland (18 responses), and the food is over- or under-cooked (21 responses).

Cold Food

On the same scale as for the hot food, the overall quality, taste and flavour, and appearance were rated average. The freshness and variety of food offered rated slightly lower, with 30% of respondents rating them average, and 30% rating them fair.

Comments on the cold food include that the salad bar is good (20 responses), the cold food isn't fresh/is old/has gone bad (15 responses), and that the cold food is always the same. The comments in this category were the most diverse, with 37 different types of comments made (see appendix).

Service

71.43% of respondents rated the speed of service good or average. Over 67% rated the courtesy and helpfulness, friendliness, and appearance of staff excellent or good.

Comments on the service include that the staff is friendly (20 responses), excellent (19 responses), and good (19 responses).

Hours of Operation

48% of respondents rated the weekday breakfast and lunch hours as excellent or good. The weekday supper hours, weekend/holiday brunch hours, and weekend/holiday supper hours were rated lower. Comments about the hours of operation include that respondents want supper to run later every day (58 responses), breakfast to run later (21 responses), and breakfast on the weekends (16 responses).

Place and Atmosphere

Respondents rated the attractiveness of food displayed at average to poor. The cleanliness of the serving area, appearance of the serving area, and cleanliness of dining area were rated good to fair. The atmosphere of the dining area was rated good to average.

Comments about the place and atmosphere include well kept/clean (6 responses), the dishes are often still dirty (5 responses), and respondents would like music in the dining room (3 responses).

Overall Rating of the Meal Plan

The overall value to price paid in the Garry Room (buffet) was rated poor by 62.43% of the respondents. The overall value to price paid was rated average by 35.98% of respondents. The general feeling of University Food Services was rated fair or poor by 70.37% of respondents. General comments include the perception that the meal plan is too expensive/bad value at Marquis (18 responses), that the food is not good/poor quality at Marquis (9 responses). 10 respondents want a DCB system for their meal plan