

Marshall University Assessment Day Food Service Survey (Faculty and Staff) Results - 2011

Initial Report

Last Modified: 04/18/2011

1. Please indicate your level of agreement with the following statements.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	I am pleased with the overall dining atmosphere on campus.	31	102	24	15	5	177	2.21
2	The Food Service staff is friendly and helpful.	63	90	16	7	1	177	1.83
3	I always have clean plates, bowls, silverware and glasses.	47	95	24	10	1	177	2.00
4	Food has an appealing presentation.	32	98	30	13	4	177	2.20
5	The menu has a wide variety of options.	34	86	27	20	8	175	2.33
6	The menu offers a sufficient number of healthy options.	27	82	28	37	3	177	2.47
7	I base my choices on of the nutrient information available.	29	56	53	33	6	177	2.61
8	Food quality is consistent.	28	88	32	23	5	176	2.37
9	I am likely to	34	67	47	15	13	176	2.47

	recommend on-campus dining to a friend.							
10	The price is reasonable for the amount of food offered.	30	56	30	39	22	177	2.81

Statistic	I am pleased with the overall dining atmosphere on campus.	The Food Service staff is friendly and helpful.	I always have clean plates, bowls, silverware and glasses.	Food has an appealing presentation.	The menu has a wide variety of options.	The menu offers a sufficient number of healthy options.	I base my choices on of the nutrient information available.	Food quality is consistent.	I a rec on din f
Min Value	1	1	1	1	1	1	1	1	
Max Value	5	5	5	5	5	5	5	5	
Mean	2.21	1.83	2.00	2.20	2.33	2.47	2.61	2.37	
Variance	0.86	0.63	0.68	0.81	1.12	1.08	1.15	0.99	
Standard Deviation	0.93	0.79	0.83	0.90	1.06	1.04	1.07	0.99	
Total Responses	177	177	177	177	175	177	177	176	

2. Please suggest ways we can improve food service on campus. If you have a specific dining hall in mind, please refer to that facility.

Text Response

There were many comments, both positive and negative. I have summarized their gist below:

Many respondents felt that the cost of the food, especially given portion sizes, is too high.

Some respondents felt that the cost of food for catered events was too high as well.

Several respondents requested a greater variety of food, with distinctive tastes.

Open for breakfast in the Memorial Student center

More healthy choices, including ingredient labeling, were requested.

Some respondents felt the quality of the food was superb (especially at the John Marshall Room).

Others wanted to see an improvement in quality.

Several people commented on the friendliness of the staff of the John Marshall Room.

More salad bar choices and lower calorie salad dressings in the John Marshall Room were requested.

Others wanted lower carbohydrate meal choices and gluten free choices, grilled and baked options, whole wheat breads, sugar free or low fat dessert options and lower sodium options, more vegetarian/vegan, stir-fry options. More "on-site" preparation was requested.

Some people objected to the Student Center Cafeteria supporting corporate food choices.

A request for more vegan choices was made.

Some respondents wanted a soup and salad bar in the Student Center Cafeteria.

A faculty meal plan was suggested.

Keep up the great service!

Really enjoy the new Sub shop.

Provide specials for faculty and staff on certain days.

Provide longer hours.

Add a grill (burgers) in the student memorial center

Several respondents commented on the friendliness of the staff, both in the regular food service and catering staff.

A greater variety in rotation of foods at Harless was requested.

Some respondents said they enjoyed the new food court and the dining halls.

Someone requested a greater variety of soup choices at the Smith Hall Cart.

Someone praised the soup in the Smith Hall Cart, but requested that dessert items were too big and overpriced. Suggested selling smaller ones.

One respondent liked many of the healthy alternatives offered by food service, but requested more healthy hot meals.

Statistic	Value
Total Responses	58