University Food Services Feedback (2022-23)
Feedback Collected – July 2023

The objective of taking feedback on university food services is to gather information and insights from students and other stakeholders to assess and improve the quality and overall dining experience provided by the university.

Feedback on university food services serves several important purposes:

- **Quality Improvement:** This helps identify areas where the food services are excelling and areas where improvements are needed. This information can be used to enhance the quality of food, service, and overall dining experience.
- **Customer Satisfaction:** Feedback provides insight into the satisfaction level of the students and staff who use the dining facilities. It helps gauge their preferences and expectations, ensuring that the food services align with their needs.
- **Menu and Offering Adjustments:** This feedback reveal specific preferences for menu items, dietary requirements, and cultural considerations that may need to be addressed. It can lead to changes in the menu, food options, and the introduction of new dishes.
- **Operational Efficiency:** This feedback identifies operational issues, such as long wait times, cleanliness, and service speed. This information can be used to optimize the efficiency of food service operations.
- **Cost and Pricing:** Feedback help assess whether the pricing of food services aligns with the budget and expectations of the student population. Adjustments may be made to pricing models if necessary.
- **Health and Nutrition:** With health-conscious dining becoming increasingly important, feedback help ensuring that food services offer nutritious and balanced meal options, catering to different dietary needs and preferences.
- **Overall Satisfaction and Retention:** Satisfied students are more likely to stay at university and have a positive perception of their overall campus experience. Improving food services contribute to higher student retention rates.
- **Compliance and Safety:** Feedback also help identify any issues related to food safety, hygiene, or compliance with dietary guidelines. This ensures that the university is meeting necessary standards.
- **Community Engagement:** Engaging students in the process of providing feedback fosters a sense of community and shows that the university values their input and is responsive to their needs.

Response Collected

Feedback Survey Parameters	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
Food Quality is good	4.3	2.53	21.3	38.22	33.65
Service Quality is good	4.25	2.65	21.78	38.54	32.77
Variety of Menu Items are available	4.46	3.06	22.83	37.92	31.74
Cleanliness is maintained	4.23	2.84	22.7	38.55	31.67
Nutritional content is available	4.36	2.79	22.81	38.55	31.49
Availability of healthy options	4.33	2.9	23.43	38.42	30.92
Atmosphere of the dining area	4.21	2.58	23.18	38.76	31.28
Food affordability satisfaction	4.25	2.8	23.64	38.33	30.98
Food Diversity Satisfaction	4.34	2.7	23.26	38.11	31.59
Service Attitude Satisfaction	4.07	1.93	23.74	37.28	32.96

University Food Services Feedback Response (%)

Category	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Service Attitude Satisfaction	32.96	37.28	23.74	1.93	4.07
Food Diversity Satisfaction	31.59		23.26	2.7	4.34
Food affordability satisfaction	30.98		23.64	2.8	4.25
Atmosphere of the dining area	31.28		23.18	2.58	4.21
Availability of healthy options	30.92	38.42	23.43	2.9	4.33
Nutritional content is available	31.49	38.55	22.81	2.79	4.36
Cleanliness is maintained	31.67	38.55	22.7	2.84	4.23
Variety of Menu Items are available	31.74	37.92	22.83	3.06	4.46
Service Quality is good	32.77	38.54	21.78	2.65	4.25
Food Quality is good	33.65	38.22	21.3	2.53	4.3

Legend: ■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree