

EXECUTIVE SUMMARY – RESIDENTIAL DINING SURVEY – January 19, 2023

ABOUT THE SURVEY

Purpose

- Learn about students' dining experience in the residential dining halls at BMH, CS, RVC and NRH for the Fall 2022
- Asked students to rate the importance of key performance indicators and then evaluate those for each dining hall
- Rate students' satisfaction level of sustainability initiatives and special dietary options offered
- Assess how well the current mandatory meal plan serves students
- Explore students' interest in an All-You-Care-to-Eat meal plan

Launch Period - November 1 to November 14, 2022

Response Rate - 26% (or 630 out of 2431 students)

SURVEY RESULTS

The table below provides a summary of the respondents rating of key performance indicators of food services

Quality of food and value for money are aspects that are most important to students, followed by general cleanliness, food variety and comfortable dining environment.

TOP 5 ASPECTS OF RESIDENTIAL DINING HALLS

Students rated the following aspects as **very important or important**:

1. Quality of food **96%**
2. Value for money **94%**
3. General cleanliness **88%**
4. Food and beverage variety **86%**
5. Comfortable dining environment **72%**
6. Sustainability, reducing the use of single-use containers **66%**
7. Availability of take-out options **62%**
8. Sustainability, sourcing of local food **61%**
9. Place to socialize **59%**
10. Customer Service **57%**
11. Speed of Service **51%**

OVERALL EVALUATION OF EACH DINING HALL

In this section, students were asked to rate each residential dining hall. Students were asked to rate using a 5-point Likert scale ranging from poor, fair, good, very good, excellent.

BISHOP MOUNTAIN HALL

At BMH, the highest rating was the venue with **place to meet and socialize** and **comfortable dining environment** (57% and 55% respectively).

Customer service closely followed with a score of 54%.

Speed of service (43%)

Markedly lower scores were reported for

- Quality of food (20%)
- Variety of food (22%)
- Sustainable practice – sourcing local food (23%)
- Sustainable practices – reducing single-use packaging (22%)
- Value for money (2%)

Please note that the number of respondents who evaluated their experience at BMH was much lower than in the other dining halls.

CARRFOUR SHERBROOKE

At CS, the highest rating was **customer service** and **quality of food** (50% and 37% respectively).

Comfortable dining environment and **cleanliness** closely followed with a score of (35% and 33% respectively).

Markedly lower scores were reported for

- Variety of food (20%)
- Sustainable practice – sourcing local food (24%)
- Sustainable practices – reducing single-use packaging (24%)
- Speed of service (19%)
- Value for money (8%)

NEW RESIDENCE HALL

At NRH, the highest rating was the venue with **place to meet and socialize with friends (45%)**, **customer service (45%)** and **comfortable dining environment (43%)**

Cleanliness (42%), **quality of food (37%)** and **variety of food (37%)** and **speed of service (30%)** closely followed

Lower scores were reported for

- Sustainable practice – sourcing local food (28%)
- Sustainable practices – reducing single-use packaging (25%)

Markedly lower scores were reported for

- Value for money (6%)

ROYAL VICTORIA COLLEGE

At RVC, the highest rating was **variety of food (59%)**, **quality of food (53%)**, **place to meet and socialize with friends (50%)**, **comfortable dining environment (44%)**

- **Cleanliness (40%), sourcing local food (32%), customer service (29%), speed of service (26%) closely followed** reducing single-use packaging (25%)

Markedly lower scores were reported for

Value for money (9%)

Highest and Lowest score – Comparative review of dining halls

Quality of food

- RVC dining hall ranked the highest
 - **53%** of students reported the quality was very good or excellent
- BMH dining hall ranked the lowest
 - **20%** of students reported the quality was very good or excellent

Variety of Food and Beverages

- RVC dining hall ranked the highest
 - **59%** of students reported the variety was very good or excellent
- CS dining hall ranked the lowest
 - **20%** of students reported the variety was very good or excellent

Customer Service

- BMH dining hall ranked the highest
 - **54%** of students reported the customer service was very good or excellent
- RVC dining hall ranked the lowest
 - **32%** of students reported the customer service was very good or excellent

General Cleanliness

- BMH dining hall ranked the highest
 - **51%** of students reported the general cleanliness was very good or excellent
- CS ranked the lowest
 - **33%** of students reported the general cleanliness was very good or excellent

Speed of Service

- BMH dining hall ranked the highest
 - **43%** of students reported the speed of service was very good or excellent
- CS ranked the lowest
 - **19%** of students reported the speed of service was very good or excellent

Sourcing of local food

- **RVC ranked the highest** with 32% of respondents reporting it is very good or excellent
- **BMH ranked the lowest** with a positive score of 23%

Reducing single-use packaging

- All dining halls ranked **very closely** with scores ranging from **22% for BMH and 29% for NRH**

Value for Money

Value for money was rated **poor or fair** in all four dining halls.

- BMH: **2%**
- NRH: **6%**
- CS: **8%**
- RVC: **9%**

SUSTAINABILITY INITIATIVES

- **87%** of students reported being mindful of the waste of food in the dining halls
- **86%** of students report using the Eco Stations to sort their waste
- **56%** would like to see more sustainability initiatives in the dining halls

MANDATORY MEAL PLAN – TOP CHALLENGES

Top Challenge

The current declining mandatory meal plan provides just a base amount of food dollars and by itself does not meet the needs of students. Students need to use other strategies to eat three meals a day.

80% reported knowing the mandatory meal plan provides only a base amount of money at the start of the year which creates the need for students to budget their food dollars throughout the year.

How do they do that:

Buy groceries and prepare food on their own

87% of students says they buy groceries to curtail spending on the meal plan

Skip meals

Only **8% of students** purchase three meals a day on the meal plan

The vast majority (**64%**) **purchase two meals a day**

Need to top up

70% of students cited they will most likely top up at some point in the academic year.

ALL YOU CARE TO EAT CONCEPT

There is a **strong interest** in exploring and switching to an all-you-care -to eat meal plan model

- **91%** of respondents saying they are in favour with such plan
- **94%** are in favour of an AYCTE concept to support zero-waste dining halls.