STUDENT OMNIBUS SURVEY REPORT DINING AREA

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86% of UVU students use the vending machines 2 times per week and 11% said they use that service between 3 to 4 times a week.
More than half (55%) of respondents never make use of Dining Services at UVU.

38% of students use Dining Services between 1 to 3 times a week.

The percentage of students who use Dining Services more frequently represents only 5% of all respondents.
The **Food Court** is the dining area students most commonly use (47%).

The second most frequented dining area is the **Valley View Room** (29%).

Students use other dining areas on campus one-fourth of the time.

Percents are based on the number of respondents to this question n=549
Sixty-two percent of UVU students said they feel **satisfied or very satisfied** with UVU’s Dining Services.

One in four students feel ambivalent about their level of satisfaction with Dining Services. (One reason could be that people may not be using this service. Including a Non-Applicable option in future surveys may help better interpret results.)

Twelve percent of UVU students were **unsatisfied** with Dining Services.
The two most highly rated food services were the LA Cafe and the Valley View Room. The Food Court was not far behind.

Students said they are generally satisfied/very satisfied with the food taste in the La Cafe and Valley View Room.

Percents are based on the number of respondents to this question n=544
About one-third of respondents said they are satisfied/very satisfied with food freshness at the Valley View Room and the Library Cafe.

Neutral responses were given to some of the dining services. We believe these responses are not conclusive in this case because two of them are café-type services.

Percents are based on the number of respondents to this question n=545
Over 60% of students are satisfied/very satisfied with the nutritional content of the food that the La Café, Valley View Room, and Losee Café offer.

Most students were neutral about their satisfaction with the nutritional content of food at the Trades café.

It may be helpful to include a N/A response option to better address the different type of dining areas.

Percents are based on the number of respondents to this question n=545
UVU students gave the highest food value ratings to the Valley View Room. They said they are mostly satisfied/very satisfied with the food value that this dining area offers.

There is dissatisfaction among UVU students with all dining services in terms of the food value, but especially with the La Café (29%) and the Food Court (23%).

The Trades Café and Losee Café received the highest percentage of neutral responses; 55% and 44% respectively.
About two-thirds of respondents feel *satisfied/very satisfied* with the variety of menu choices at all the dining areas.

Students expressed dissatisfaction with the variety of menu choices offered by almost all the dining services, with the highest percent (29%) being the Losee Café.

Percents are based on the number of respondents to this question n=542
Respondents said they feel satisfied/very satisfied with almost all the dining areas in relation to the availability of healthy menu choices.

One-fifth of respondents do not feel satisfied with all six dining areas in terms of getting a variety of menu choices.

The lowest percentage of dissatisfaction was with the Valley View Room.

Percents are based on the number of respondents to this question n=542.
Over 50% of students are **satisfied/very satisfied** with the variety of vegetarian options at the **LA Café**.

Inconclusively, we can say that students do not care about vegetarian choices; therefore, they responded neutrally, but it may be that students do not use that option. Adding a Non-Applicable category may better help gather data and provide more valid interpretation of scores.
The **La Café** was the highest rated dining area in terms of variety of diets offered.

One in four students who use an option for special diets said they are **satisfied/very satisfied**.

It appears that the majority of students do not use an option for special diets; hence the high percentages in the neutral response category.

**Percents are based on the number of respondents to this question n=549**
The **LA Café** had the highest rating for speed of service in terms of how fast people were moved through the line.

Almost all the other dining areas were relatively highly rated. People appreciate the speed with which they were helped in these dining areas.

Percents are based on the number of respondents to this question n=544
Over 64% of students said they are satisfied/very satisfied with the hours of operation provided by all six UVU dining areas.

Less than 22% of respondents expressed dissatisfaction with most dining services in terms of hours of operation.

Percents are based on the number of respondents to this question n=545
In general, UVU students said they are satisfied/very satisfied with the helpfulness of staff at almost all of the dining services.

Percents are based on the number of respondents to this question n=544
UVU students rated the Valley View Room highest in terms of satisfaction and friendliness of staff.

In general, UVU students said they are satisfied/very satisfied with the friendliness of staff at all six UVU dining areas.

Percents are based on the number of respondents to this question n=543
In general, respondents are satisfied/very satisfied with the cleanliness of serving areas at almost all dining areas.
The Valley View Room was rated higher than the other service areas in terms of cleanliness of the eating areas.

In general, students feel satisfied/very satisfied with the cleanliness of the eating areas at all six UVU dining areas.
Ninety-three percent of students are most satisfied with the location of the Library Café.

Students gave relatively high ratings to all other dining areas in terms of location. People are generally satisfied/very satisfied with where the dining areas are located.
The **Library Café** rated highest (89%) compared to all other service areas in terms of satisfaction with the **dining facility layout**. Ratings were above 70% for all other dining areas.
Students like the appearance of the Library Café and Losee Café, but the other areas are also highly rated.
Most students are very satisfied/satisfied with the availability of seating at the various UVU dining areas.

Students are least satisfied with the seating availability at the LA Café.
The area of lowest student satisfaction was the price of food. They are most dissatisfied at the LA Café.

About half the students think prices are fair.
Conclusions

✓ 86% of respondents use vending machines 2 times per week. 11% of respondents use them 3 to 4 times per week.

✓ More than half (55%) of respondents never make use of UVU Dining Services.

✓ The Food Court is the dining location students use the most (47%).

✓ 45% of respondents are satisfied/very satisfied with UVU Dining Services.

✓ Students are generally satisfied/very satisfied with dining areas in terms of food taste, freshness, nutritional content, and value.

✓ In general, students feel satisfied/very satisfied about Dining Services in terms of speed of service, hours of operation, friendliness of staff, cleanliness of service areas, dining location, and appearance.

✓ Students are least satisfied with the price of the food.