

Johnson College

Assessment Day Survey: Metz Food Services

1 - I use Metz Food Services (cafeteria)

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Every day	(1)	25	14.97%	<div><div></div></div>	3.01
A few times a week	(2)	53	31.74%	<div><div></div></div>	
Once a week	(3)	15	8.98%	<div><div></div></div>	
A few times a semester	(4)	43	25.75%	<div><div></div></div>	
I have never purchased anything at the cafeteria.	(5)	31	18.56%	<div><div></div></div>	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
167/389 (42.93%)	3.01	1.39			

2 - How satisfied are you with the variety of offerings at the cafeteria?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	35	21.74%	<div><div></div></div>	2.14
Satisfied	(2)	83	51.55%	<div><div></div></div>	
Dissatisfied	(3)	29	18.01%	<div><div></div></div>	
Very Dissatisfied	(4)	14	8.70%	<div><div></div></div>	
				0 25 50 75 100	Question
Response Rate	Mean	STD			
161/389 (41.39%)	2.14	0.86			

- Have to eat gluten free so I don't eat on campus
- Same things EVERY DAY. We pay a lot of money for that food and cant even get what we want on the meal plans. And with the limited things we can get, they run out of the ingredients all the time so we cant even get those things
- Was highly satisfied towards the beginning but the variety in choices steadily declined over the past two years
- I really enjoyed seeing Elana whenever I went to get good in the cafe. It is really a shame that the staff at Johnson College laid her off. Not only was she very friendly but she was also, fast. When you were at the register waiting to pay for your meal she would be 2 steps in front of you- waiting for you. Since she has gotten laid off, Chris- the main cook has been so stressed because the other male does not do half of the stuff that Elana used to do. If I were Johnson College I would lay the other male off and hire Elana back and teach her how to cook if need be with Chris. The new guy is very slow- students are waiting 10 minutes for a drink out of the cooler- that should take 2 minutes.
- The food could be a bit better. But it's okay for a college.
- The quality and service provided has decreased drastically over the last few semesters
- Not much variety very lazy slow staff
- good
- There was only as variety for the first week or two of the semesters. After that, all the food seem to be gone.
- asked for a product, was told no problem we will get it and never did. Not many diabetic options!
- never had any food and the cook was very rude when it came to making food for the students.
- The meal plan options are boring because you can only choose from a few things.
- They are constantly running out of item that is on their menu limiting the already limited options and they had very few chips and candy for the first half of the semester
- Havent had certain foods all semester
- Not many options are given to those who have a meal plan
- wish there could be more to pick from or a create a meal option.
- I miss jim
- The guys take way to long to make the food and they are not as good as the last food people that we had in previous semesters. They treated out food with way more care and love.

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3 - How satisfied are you with the quality of the offerings at the cafeteria?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	35	21.60%	<div><div></div></div>	2.15
Satisfied	(2)	84	51.85%	<div><div></div></div>	
Dissatisfied	(3)	26	16.05%	<div><div></div></div>	
Very Dissatisfied	(4)	17	10.49%	<div><div></div></div>	
				0 25 50 75 100	Question

Response Rate	Mean	STD
162/389 (41.65%)	2.15	0.88

- Quality is generally nice but the variety is really the Achilles heel
- I really enjoyed seeing Elana whenever I went to get good in the cafe. It is really a shame that the staff at Johnson College laid her off. Not only was she very friendly but she was also, fast. When you were at the register waiting to pay for your meal she would be 2 steps in front of you- waiting for you. Since she has gotten laid off, Chris- the main cook has been so stressed because the other male does not do half of the stuff that Elana used to do. If I were Johnson College I would lay the other male off and hire Elana back and teach her how to cook if need be with Chris. The new guy is very slow- students are waiting 10 minutes for a drink out of the cooler- that should take 2 minutes.
- Pizza was raw once
- good
- The bagles taste kinda stale. The fries are usually undercooked. It takes a lot longer than it used to to get your order.
- the food quality even for a cafeteria setting has been on a steady decline
- There was always poor customer service, as well as lack of hygiene.
- They make amazing food for a school
- they were always out of food.
- My first semester the food was good. This semester and last semester food got really bad and seems like the quality went from good to worse.
- Pizza could be better

4 - How satisfied are you with the prices at the cafeteria?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(1)	30	18.40%	<div><div></div></div>	2.11
Satisfied	(2)	96	58.90%	<div><div></div></div>	
Dissatisfied	(3)	26	15.95%	<div><div></div></div>	
Very Dissatisfied	(4)	11	6.75%	<div><div></div></div>	
				0 25 50 75 100	Question

Response Rate	Mean	STD
163/389 (41.9%)	2.11	0.78

- So things were allittle expensive
- I feel the prices are alright but the meal plan is just a disaster
- Prices seem fair but it is odd that you can get a meal place for \$5.30 but you can't get a quesadilla for \$3.80
- I really enjoyed seeing Elana whenever I went to get good in the cafe. It is really a shame that the staff at Johnson College laid her off. Not only was she very friendly but she was also, fast. When you were at the register waiting to pay for your meal she would be 2 steps in front of you- waiting for you. Since she has gotten laid off, Chris- the main cook has been so stressed because the other male does not do half of the stuff that Elana used to do. If I were Johnson College I would lay the other male off and hire Elana back and teach her how to cook if need be with Chris. The new guy is very slow- students are waiting 10 minutes for a drink out of the cooler- that should take 2 minutes.
- A lot of the stuff is expensive. So I sometimes go to sheets.
- No Comments
- Over priced
- pricey
- Price was very reasonable
- A little pricy
- \$1.75 for a single slice of pizza that doesn't taste that good is way too much.
- should charge students 5 dollars a meal for something that isn't cooked all the way.
- the prices are okay I guess but why am I coughing up my money for cold, old, tough fries that taste really bad. Another example is the boneless wings and this ties in with the quality. The boneless wings were really good and now, seeing how they changed, they taste disgusting and they arnt even wings anymore. they are nuggets!!! They taste old and dried out.

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5 - Provide any comments you have about Metz Food Services/cafeteria.

Response Rate 46/389 (11.83%)

- The food smells good.
- You waited a couple minutes before anyone knew that you where there to order food or pay for it
- All menu items should be available to students with the meal plan.
- Dan is really slow, it takes him 10 minutes just to walk to the counter and he takes one order at a time then walks away. Chris is cool, easy to work with as a student. The meal plan is just a huge problem and should really be redone so we dont have to eat grilled cheese or burgers all the time.
- It would be appreciated to stock up on ingredients and essentials so we don't run out of basic meals for days or weeks on end
- The staff could be a little more welcoming/happy
- The options for the meal plan students are very limited and I feel like I eat the same thing almost every day. The hours are also inconvenient because the cafeteria closes at 5 and they usually clean the grill at 4 so options are even more limited, there have been many times where I have class until 5:15 so I don't get dinner. that's hard for me because I live on campus in the Microtel so it's not like I can go home and make something for dinner I usually have to go elsewhere and buy something. I think the cafeteria should be open until at least 6.
- Wish the coffee was available for night classes. Other then that it is great.
- I really enjoyed seeing Elana whenever I went to get good in the cafe. It is really a shame that the staff at Johnson College laid her off. Not only was she very friendly but she was also, fast. When you were at the register waiting to pay for your meal she would be 2 steps in front of you- waiting for you. Since she has gotten laid off, Chris- the main cook has been so stressed because the other male does not do half of the stuff that Elana used to do. If I were Johnson College I would lay the other male off and hire Elana back and teach her how to cook if need be with Chris. The new guy is very slow- students are waiting 10 minutes for a drink out of the cooler- that should take 2 minutes.
- The Food service was the best while James Standish was there. Once you hired the new group of people everything went downhill fast. I did not even purchase a meal plan once James left. The prices would be OK if the food was substantial to anything. I ordered a BLT one morning that had half a slice of bacon on it, seriously? Instead of going to the food service I've been going across the street to Schiffs. The quality of food is 100% better and the quantity and price are amazing. I am thoroughly disappointed in the current Food Service.
- I miss Elana she always worked with a smile and loved talking to all the students and would help us out if she could.
- They need to make some changes if they'd want more students to eat there. Most kids would rather drive off campus to go get food
- I am aware that the lack of variety and combinations available is due to student numbers, but it is noticeable
- The staff is rude and do not listen, they make you wait an extremely long amount of time just to pay or even get food, everything seems to be unorganized, and orders are always being done wrong.
- No Comments
- The service is slow. I've waited over 15 + minutes just to get service when I was the only person waiting. I've already had them look at me and not take my order
- No help Shitty food Long wait Expensive
- Terrible
- good
- Current staff is way behind what Jim used to provide.
- I started school in January of 2017 and the food and workers were amazing.. now you have to wait for food .. I don't eat pork and they got rid of the turkey bacon .. I also have hyperthyroid and need to eat all the time and having the food already prepared was great for me ..
- The quality of the cafeteria changed after Jim left.
- the staff are nice enough
- BRING ELENA BACK
- COKE ZERO PLEASE!!!
- Food quality has dropped since the fall semester.
- none
- sometimes no one is up front and i left with nothing.
- bring back elaine
- Bring back elaina she was the only good worker other than chris
- Everything is great we need more dishes with beef gravy
- Its the service not the business.
- I think chris and dan are great. I do miss elaine though, she was great.
- When there's only one person working in the kitchen and register the service is very slow. This is a problem when students don't have that much time between classes to wait for their food.
- No Comment
- Need more variety of food and better pizza
- The food is poor quality. There aren't a lot of options. The chicken feels like rubber most days. The salad bar isn't anything to be excited about. The soup is way too hot; I've burnt my mouth a few times.
- it was a complete waste of money, and the food was always nasty. for example one day I got a blt and the cook put two pieces of uncooked bacon on it and a lot of lettuce and tomato, so with that being said I will never get any food here again and I will let everyone know to go to mcds or Wende's because there food is at least cooked all the way and its cheaper for the students for something that's better than what Johnson provides to there students.
- IF you are going to raise prices with the incoming semester then actually serve food that's worth that price. I feel like im eating mcdonalds each time I order and get ripped off! Very disappointed
- the new staff isn't as good as jim
- Need more to choose from. More healthy food, everything here is fried it seems like. And the cooks need someone at the counter and to take care or the seating area
- need to bring back a cashier, they should not take lunch while the normal lunch for students is being held because that means one guy has to run everything and it is too much on one person
- Need more choices for people that are vegetarian for breakfast
- Dan the cook hates his job
- The only thing I have heard around school is that the food card program needs to be looked at. The students complain that the program requires that student can only be used to a certain extent. I think if the students are given an amount during the day is better than a total per meal.
- need individual running register not cooks; wait times and stress are results from dropping employee

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6 - What is your program?						
Response Option		Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing		(1)	3	10.34%		9.55
Architectural Drafting & Design		(2)	1	3.45%		
Biomedical Equipment Technology		(3)	2	6.90%		
Building & Property Maintenance		(4)	1	3.45%		
Business/Logistics		(5)	0	0.00%		
Carpentry and Cabinetmaking		(6)	0	0.00%		
Computer Information Technology		(7)	4	13.79%		
Diesel Truck Technology		(8)	0	0.00%		
Diesel Preventative Maintenance		(9)	0	0.00%		
Electrical Construction & Maintenance		(10)	4	13.79%		
Electronic Engineering		(11)	1	3.45%		
HVAC		(12)	0	0.00%		
Physical Therapist Assistant		(13)	2	6.90%		
Radiologic Technology		(14)	9	31.03%		
Veterinary Technology		(15)	1	3.45%		
Welding		(16)	1	3.45%		
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Response Rate		Mean	STD			
29/389 (7.46%)		9.55	4.98			