

Johnson College Cafeteria Study

1 - I use Metz Food Services (cafeteria)						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Every day	(5)	23	35.94%		<div style="text-align: center;">3.73</div>	
A few times a week	(4)	19	29.69%			
Once a week	(3)	9	14.06%			
A few times a semester	(2)	8	12.50%			
I have never purchased anything at the cafeteria.	(1)	5	7.81%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
64/64 (100%)	3.73	1.29				

2 - How satisfied are you with the variety of offerings at the cafeteria?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Very Satisfied	(4)	17	28.81%		<div style="text-align: center;">3.05</div>	
Satisfied	(3)	31	52.54%			
Dissatisfied	(2)	8	13.56%			
Very Dissatisfied	(1)	3	5.08%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
59/64 (92.19%)	3.05	0.80				

- It's the same food every week
- For the meal plan there isn't a lot of options other than a few things
- pricey, bad food, late to class due to waiting in line for chicken tenders, scammed on jaguar card.
- coffee could use a little work
- Better then just fast food deep fried crap
- The offerings vary which is important to keep individuals interested in visiting. most of the selections are types of food that i would be interested in.
- Need to add food that caters to those with dietary restrictions, such as allergies or Celiac
- Breakfast is not good, especially breakfast sandwiches. Get some hard rolls and some taylor ham. Bagels? seriously?
- Needs more options on the meal plan
- More chocolate milk
- The meals are always fresh and taste good. I would like more of a variety of meals to pick from.
- The meal plan is terrible compared to last year and if you dont like what's on the menu all other foods are so expensive and in order to get a non expensive drink you have to use a meal plan swipe. Metz is the same company that is used in other colleges and they've used their services to make optional or mandatory meal plans good. For example, Misracordia uses Metz and you have to use 1 swipe.to get in the cafe and then its unlimited food so they can compete with colleges like marrywood and the University of Scranton. I believe the college should be more worried about the happiness of their students than having curb appeal to outsiders.

3 - How satisfied are you with the quality of the offerings at the cafeteria?						
Response Option	Weight	Frequency	Percent	Percent Responses	Means	
Very Satisfied	(4)	23	39.66%		<div style="text-align: center;">3.21</div>	
Satisfied	(3)	27	46.55%			
Dissatisfied	(2)	5	8.62%			
Very Dissatisfied	(1)	3	5.17%			
				0 25 50 75 100	Question	
Response Rate	Mean	STD				
58/64 (90.62%)	3.21	0.81				

- Orientation made it seem as if there are new options each week, which wasn't true
- I wish there was more of a drink choice and pizza bar
- wing bite combo is a JOKE
- the new coffee is not the best. the Green Mountain coffees were better
- wish everything was on the meal plan
- Used to have more/better lunch options, not just pizza and to go meals.
- Chris and his staff are great at creating new menu items and listening to the students for featured specials

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

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very Satisfied	(4)	9	15.25%		2.85
Satisfied	(3)	35	59.32%		
Dissatisfied	(2)	12	20.34%		
Very Dissatisfied	(1)	3	5.08%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
59/64 (92.19%)	2.85	0.74			

- 4 bucks for an untoasted bagel with egg and bacon no thanks
- how hard is it to make a quesadilla!
- A couple things are overpriced ,
- they could be better
- the prices seem comparable to other lunch prices in the area.
- I'll pay a little more to have better service behind the food counter, and not wait so long like last year.
- Way too overpriced it's cheaper to go to fast food and get a salad that's twice the size of what is offered and its half the price. A \$dollar salad should fill a whole to go container not a 6ox bowl

5 - The wait time for my food is usually

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Very short	(3)	17	28.81%		2.24
Acceptable	(2)	39	66.10%		
Very long	(1)	3	5.08%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
59/64 (92.19%)	2.24	0.54			

6 - I really like the new layout of the cafeteria.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Agree	(6)	19	29.69%		4.39
Agree	(5)	25	39.06%		
Neutral	(4)	5	7.81%		
Disagree	(3)	3	4.69%		
Strongly Disagree	(2)	1	1.56%		
N/A This is my first year on campus	(1)	11	17.19%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
64/64 (100%)	4.39	1.77			

7 - I would like to see soft seating and TVs in the Moffat foyer area for the students to use.

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Strongly Agree	(5)	25	39.68%		4.06
Agree	(4)	20	31.75%		
Neutral	(3)	16	25.40%		
Disagree	(2)	1	1.59%		
Strongly Disagree	(1)	1	1.59%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
63/64 (98.44%)	4.06	0.93			

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

Response Rate 11/64 (17.19%)

- I do not like that the meal plan now forces students to choose from a preselected menu and have to pay out of pocket if they want something that is not on that list.
- I would like it very much if the brought back the Green Mountain coffee. I would get coffee from there much more frequently. The staff is friendly and the one cashier, Elena, is always very helpful and nice.
- They present themselves as very professional.
- do better
- Food tastes good.
- I think it should be opened later for the people who are in the night classes,
- Certain things are overpriced
- More selection with food plan, no set meals. Do not use chicken nuggets and call them wing bites. Coffee is pretty good. Servings got smaller (portions).
- everything on the menu should be on the meal plan not sure why everything isn't it would make it easier for students to pay for there meals
- everything good !
- I would like there to be more of a variety of meals to choose from daily.

9 - What is your program?

Response Option	Weight	Frequency	Percent	Percent Responses	Means
Advanced Manufacturing	(1)	1	1.72%	█	<p style="text-align: center;">9.97</p>
Architectural Drafting & Design	(2)	2	3.45%	█	
Biomedical Equipment Technology	(3)	1	1.72%	█	
Building & Property Maintenance	(4)	1	1.72%	█	
Business/Logistics	(5)	0	0.00%		
Carpentry and Cabinetmaking	(6)	3	5.17%	█	
Computer Information Technology	(7)	8	13.79%	█	
Diesel Truck Technology	(8)	9	15.52%	█	
Diesel Preventative Maintenance	(9)	0	0.00%		
Electrical Construction & Maintenance	(10)	9	15.52%	█	
Electronic Engineering	(11)	2	3.45%	█	
HVAC	(12)	3	5.17%	█	
Physical Therapist Assistant	(13)	4	6.90%	█	
Radiologic Technology	(14)	5	8.62%	█	
Veterinary Technology	(15)	10	17.24%	█	
Welding	(16)	0	0.00%		
				0 25 50 75 100	Question
Response Rate	Mean	STD			
58/64 (90.62%)	9.97	3.82			