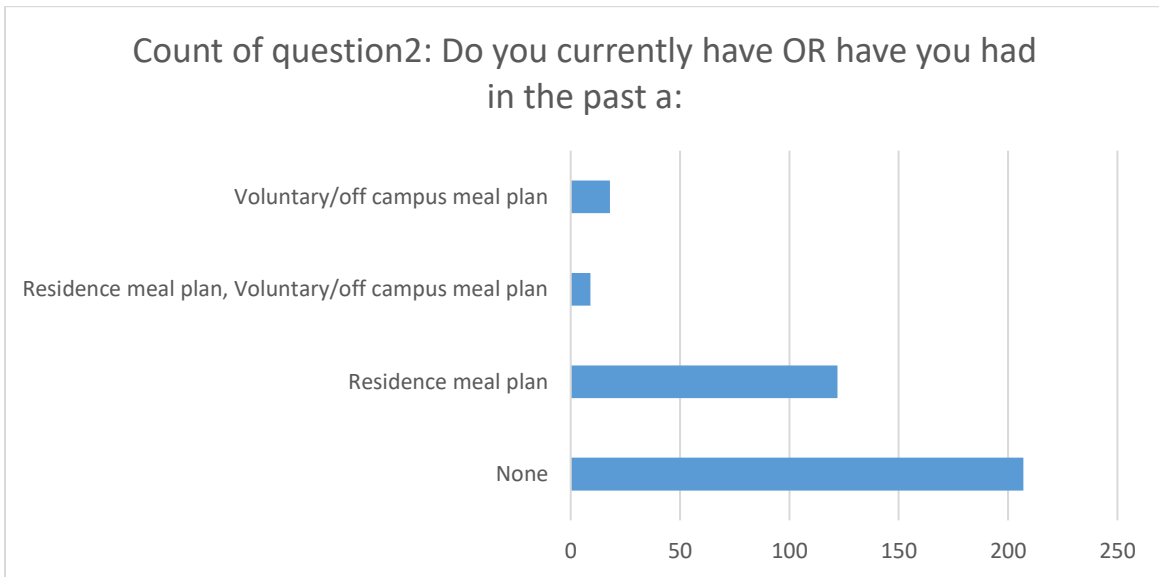
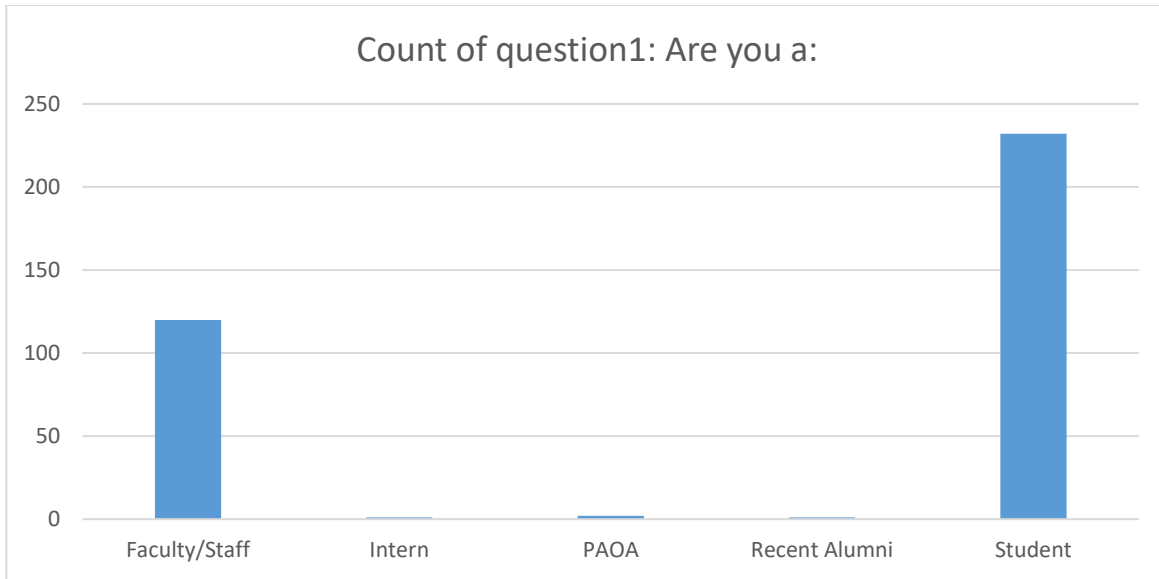


2024 Food Services RFP

Addenda #8 re: Survey Result Summary



Question 3 - Do you have religious or allergen-related dietary restrictions?

No Restrictions - The majority of entries fall under this category.

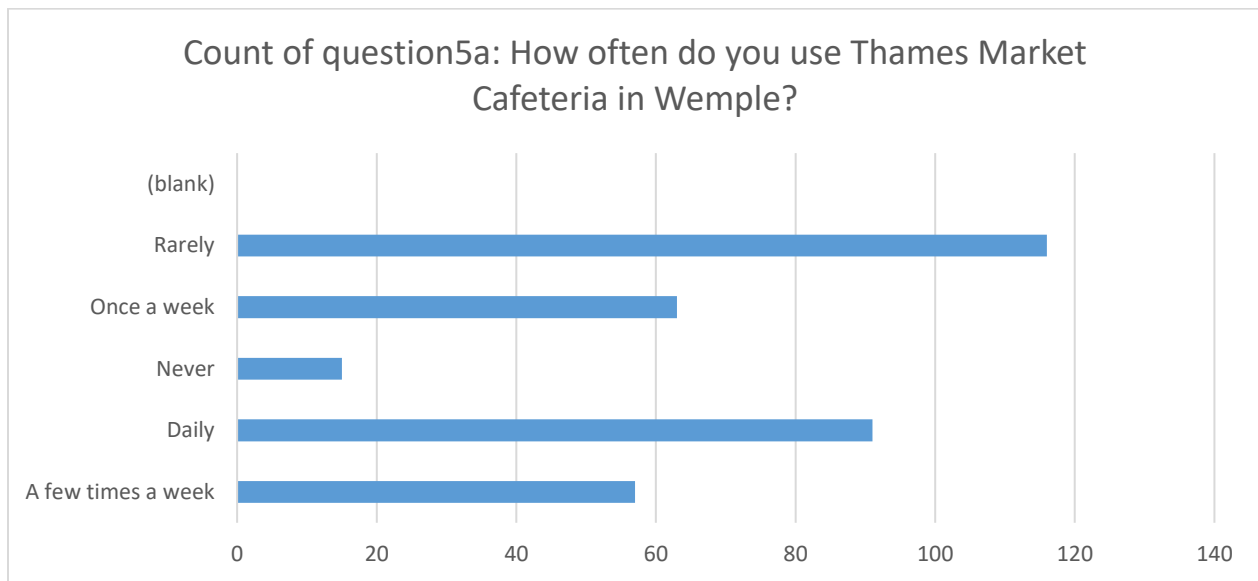
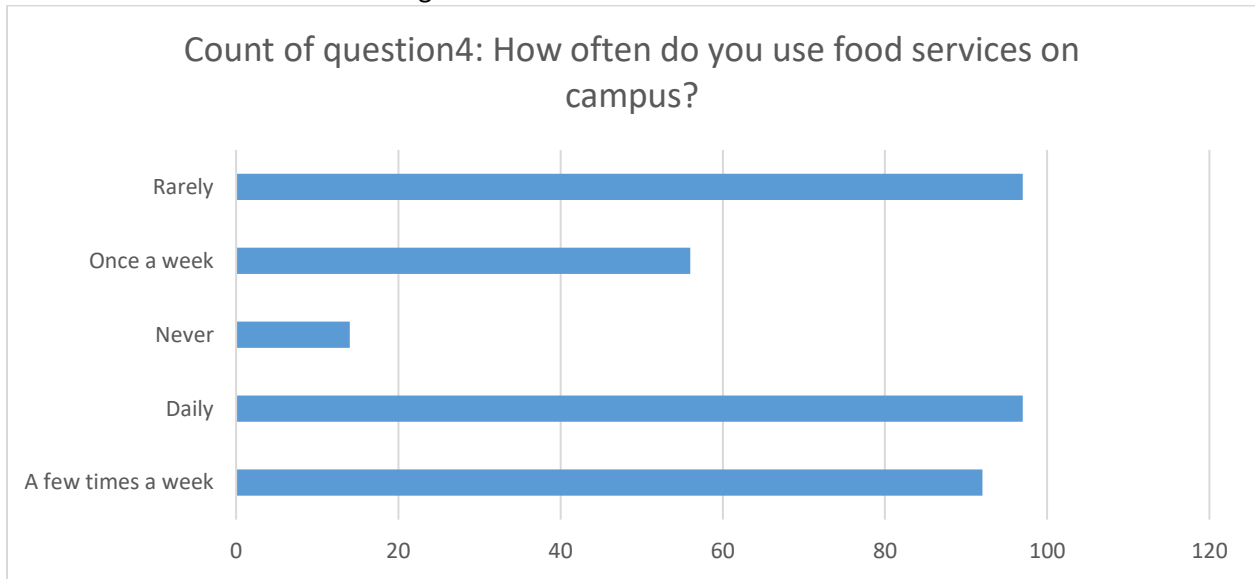
Allergies:

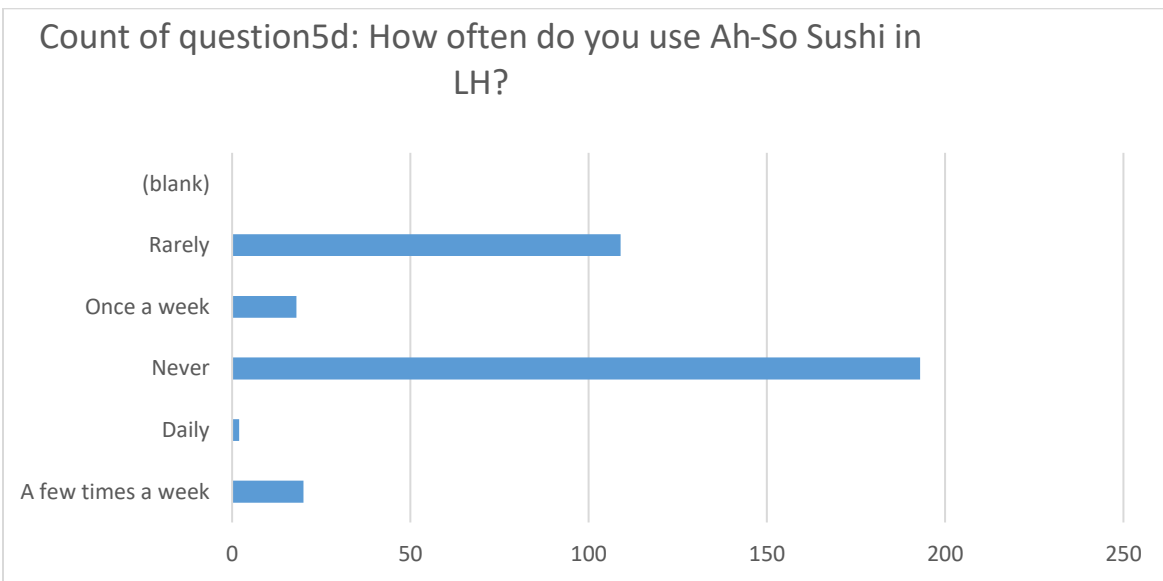
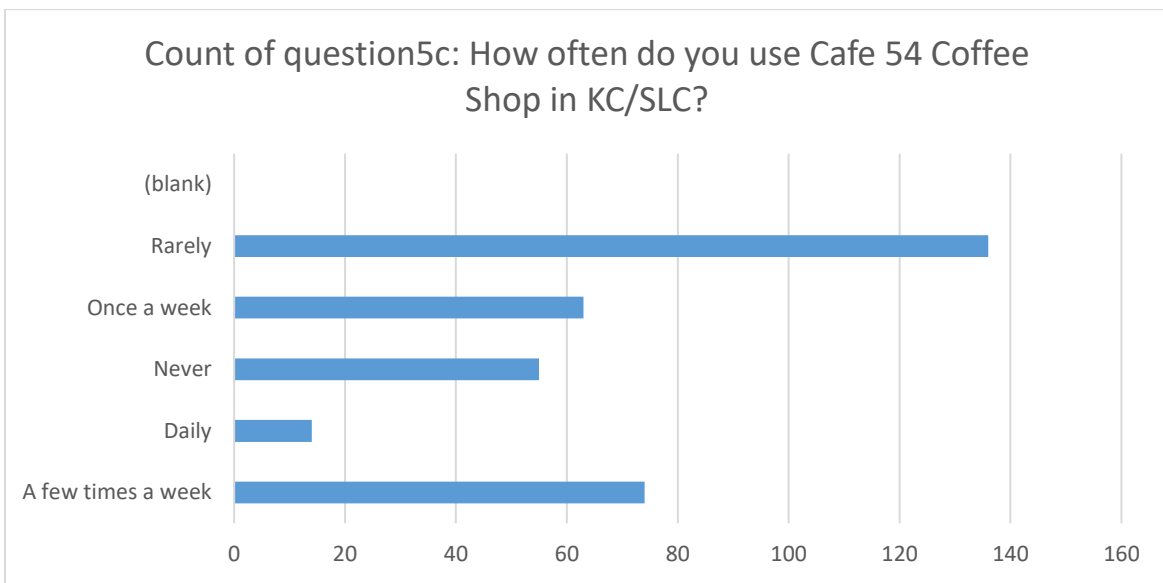
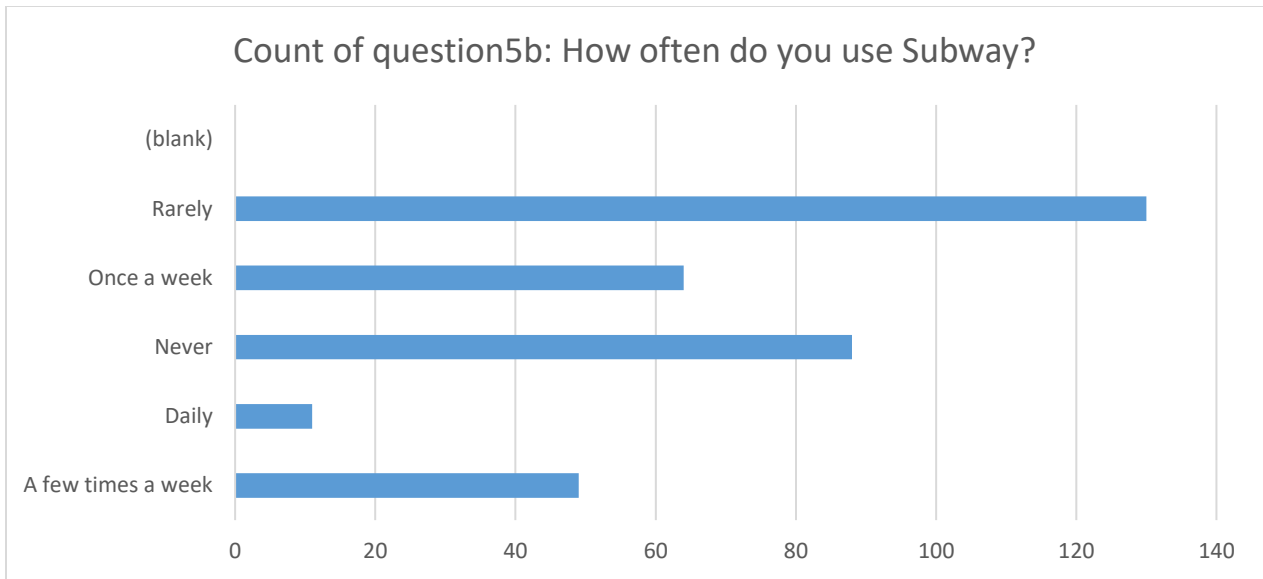
- Nut Allergy - Frequently mentioned.
- Seafood Allergy - Recurring in several entries.
- Dairy Allergy or Dairy-Free - Quite common.
- Gluten-Free - Often linked with Celiac Diet Restrictions.
- Specific allergies to fruits, lavender, and legumes were also noted.
- Religious or Ethical Dietary Restrictions:
 - Halal - Frequently noted.
 - Kosher - Mentioned less often.
 - Vegan or Vegetarian - Mentioned frequently, with some overlap with ethical and environmental reasons.
 - No Pork, No Meat on Fridays - Indicating religious observances.

Other Specific Restrictions:

- Low Carb/Diabetic-Friendly Diets.

- Organic Preferences.
- Avoidance of specific items like tomatoes or eggs.
- Preferences for high-protein diets.
- Avoidance of common hot meal ingredients.





Question 5e - How often do you use other food service?

Frequency of Using Other Food Services:

1. **Never:**

- A significant majority of respondents indicated that they "never" use other food services.
- 2. **Rarely:**
 - Many responses mentioned using food services "rarely," with some clarifying as once or twice per term or infrequent occasions.
- 3. **Occasional Use:**
 - A few respondents indicated:
 - "A few times a week"
 - "Once a week"
 - Specific services like "Skip the Dishes" were noted as "daily" by one respondent.
- 4. **Off-Campus Services:**
 - Off-campus meal plans, partners, or restaurants are mentioned, but usage remains predominantly "rarely" or "never."

Key Takeaway:

Most people in this dataset report not using other food services or using them infrequently, with a small fraction using them weekly or daily.

Question 6 - What do you typically purchase?

Top Categories Purchased

- Lunch: The most frequently purchased item across responses.
- Beverages: Commonly bought, often paired with other items.
- Snacks: Frequently mentioned, especially alongside lunch and beverages.
- Breakfast: Purchased moderately often, often combined with other meals or snacks.
- Dinner: Mentioned less frequently than lunch, often grouped with other items.

Combination Patterns

- Lunch + Beverages + Snacks: A popular combination.
- Breakfast + Lunch + Dinner: Frequently mentioned by some, showing full-day usage.
- Snacks + Beverages: A recurring pair in the responses.

General Trends

- Multiple purchases per visit are common.
- Lunch is consistently prioritized, followed by beverages and snacks.

Question 7 - Rate the importance of the following when choosing food options.

Factor	Rank
Healthiness	1
Consideration of dietary restrictions (allergens, religious, etc)	2
Taste	3
Variety	4
Convenience	5
Portion size	6
Cost	7
Freshness	8

Question 8 - What specific food options would you like to see on campus?

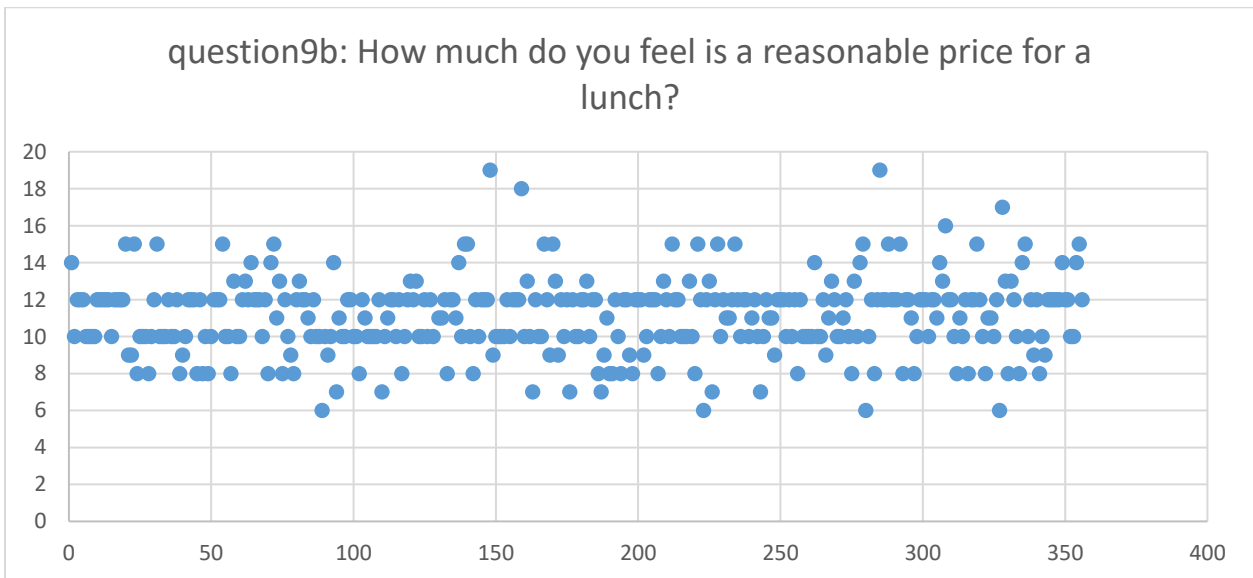
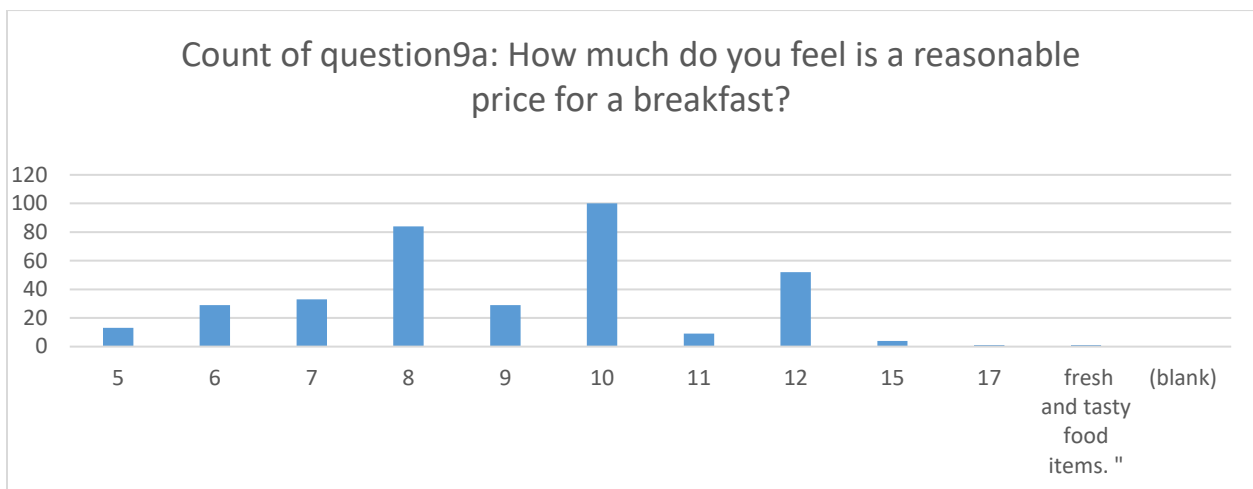
Top Food Requests:

- **Starbucks or Tim Hortons:** Many respondents expressed a desire for these popular coffee chains on campus.
- **More Variety:** Respondents want a wider range of food options, especially healthier choices and options from different cultures.
- **Cheaper Food:** Respondents want more affordable options, especially for quick snacks and meals.

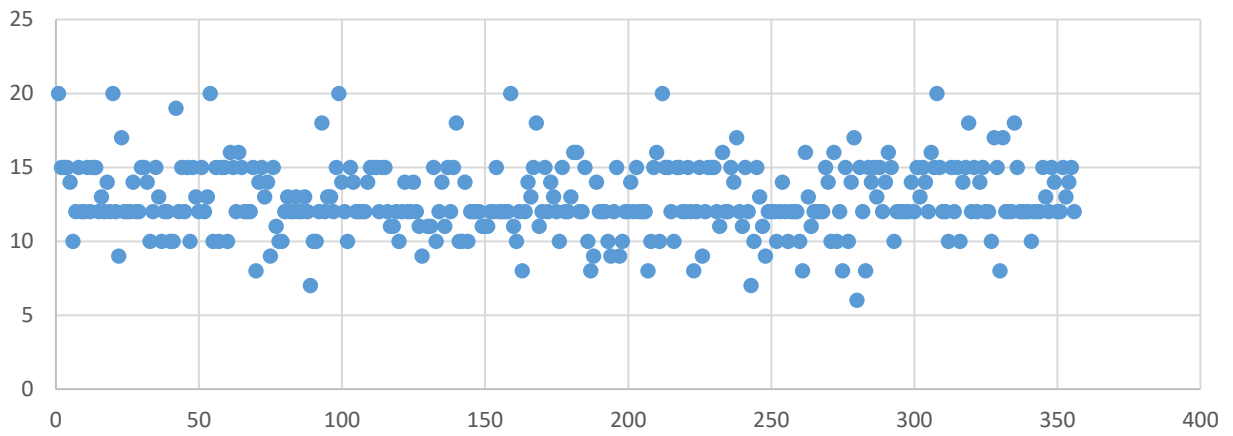
- **Healthier Options:** Respondents are seeking healthier options like salads, fruits, and protein-rich meals.
- **Vegetarian and Vegan Options:** More diverse and flavorful vegetarian and vegan options are desired.
- **Gluten-Free Options:** Respondents with celiac disease or gluten sensitivities need safe and varied options.
- **Halal Options:** More halal food options, especially for Muslim respondents.
- **Better Coffee:** Improved coffee quality and a wider variety of coffee drinks.
- **More Convenient Options:** Grab-and-go options and longer hours for food services.

Specific Food Suggestions:

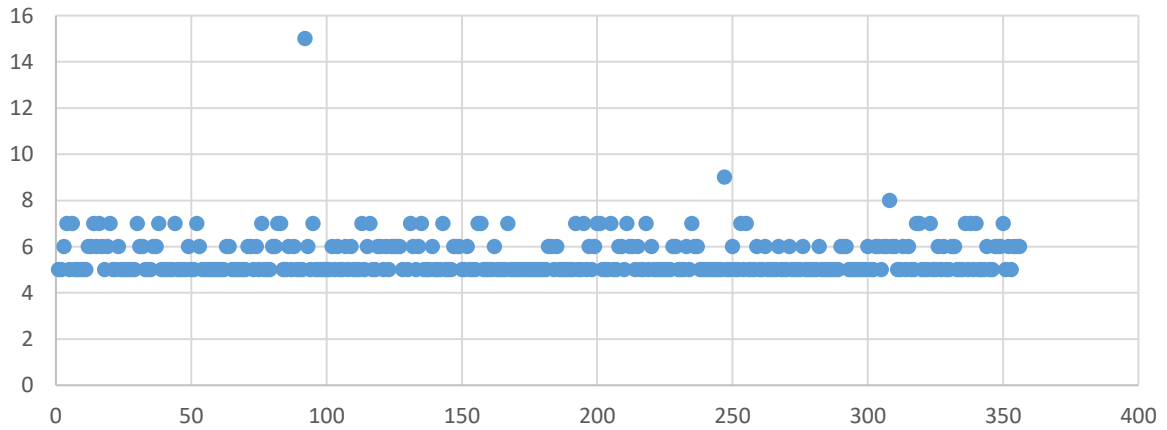
<ul style="list-style-type: none"> • Sushi • Ramen • Burrito bowls • Tacos • Pasta dishes • Smoothies 	<ul style="list-style-type: none"> • Salads • Soups • Sandwiches • Wraps • Fresh fruit • Yogurt 	<ul style="list-style-type: none"> • Granola bars • Halal meals • Vegetarian and vegan meals • Gluten-free meals • Coffee and tea <p>Baked goods</p>
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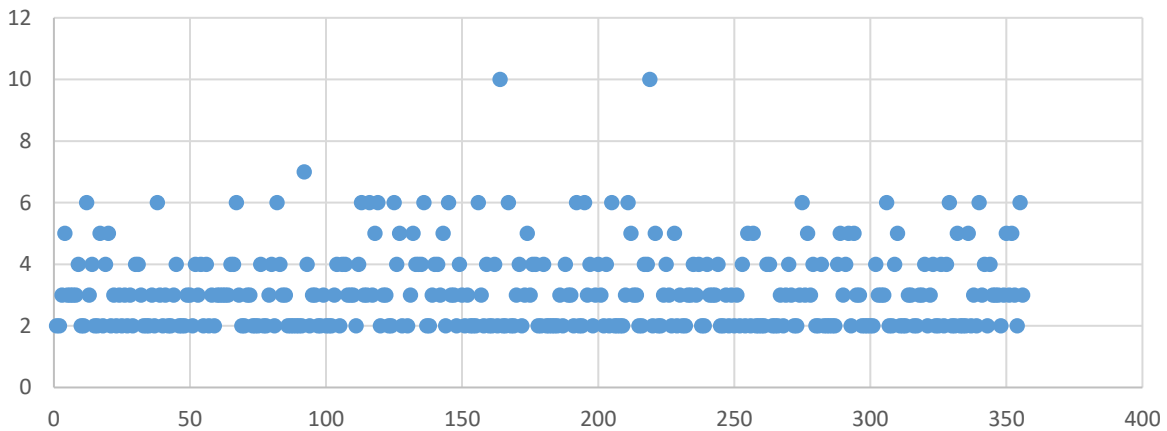
question9c: How much do you feel is a reasonable price for a dinner?

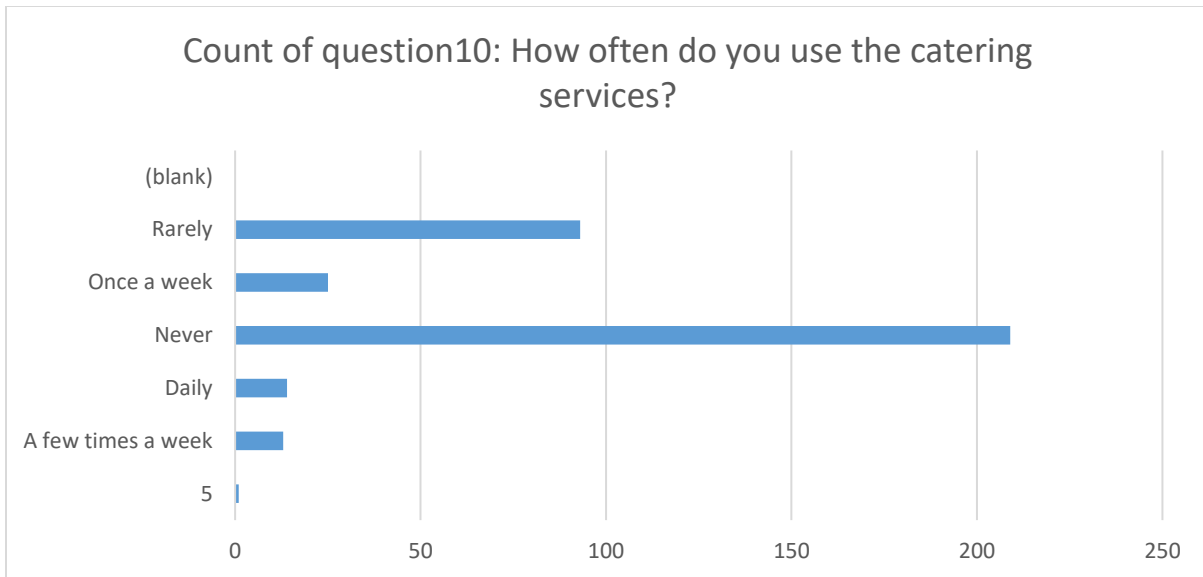


question9d: How much do you feel is a reasonable price for a snack?



question9e: How much do you feel is a reasonable price for a coffee?





Questions 11 - With regards to catering, what is most important to you?

Based on the responses, the top priorities for catering services, in descending order of frequency, are:

1. **Ability to Customize Menus:** This allows for tailored menus to specific dietary needs, preferences, and themes.
2. **Service:** Good service ensures a smooth event and satisfied guests.
3. **Cost:** This is a significant factor for many, as it directly impacts the budget.
4. **Presentation/Decor:** The visual appeal of the food and the overall presentation of the event.
5. **Variety of Choices:** A diverse menu to cater to different tastes.
6. **Hours Available:** Flexibility in timing to accommodate different event schedules.

Less Prioritized Factors:

While less frequently mentioned, factors such as "Other" and specific dietary requirements (like allergies or intolerances) were still considered important by some respondents.

Key Themes:

1. **Flexibility:** The ability to customize menus and accommodate specific requests is highly valued.
2. **Quality:** Good food quality, presentation, and service are essential for a successful event.
3. **Affordability:** Cost-effective options without compromising quality are sought after.

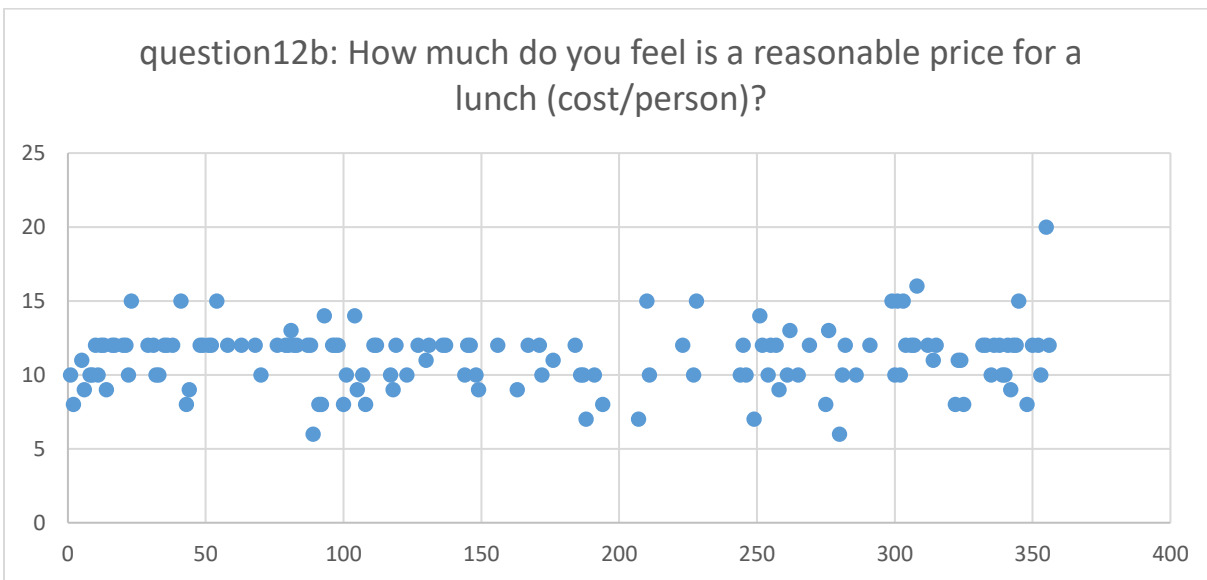
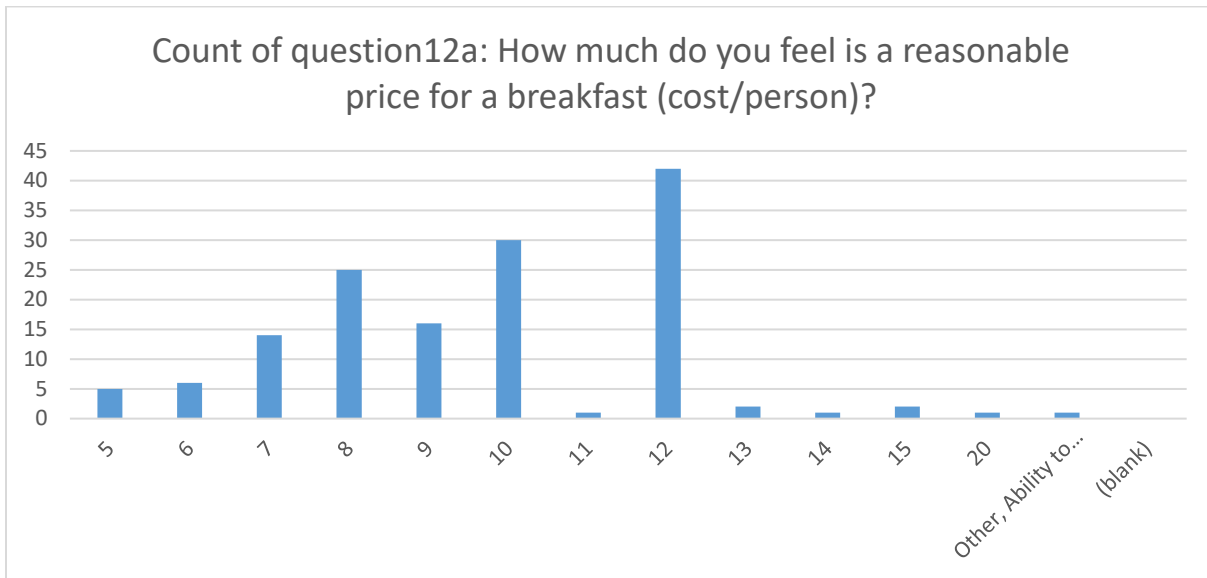
Factor	Frequency
Consideration of dietary restrictions	46
Variety	41
Convenience	24
Portion size	21
Cost	7
Healthiness	7
Freshness	5
Taste	5

Interpretation:

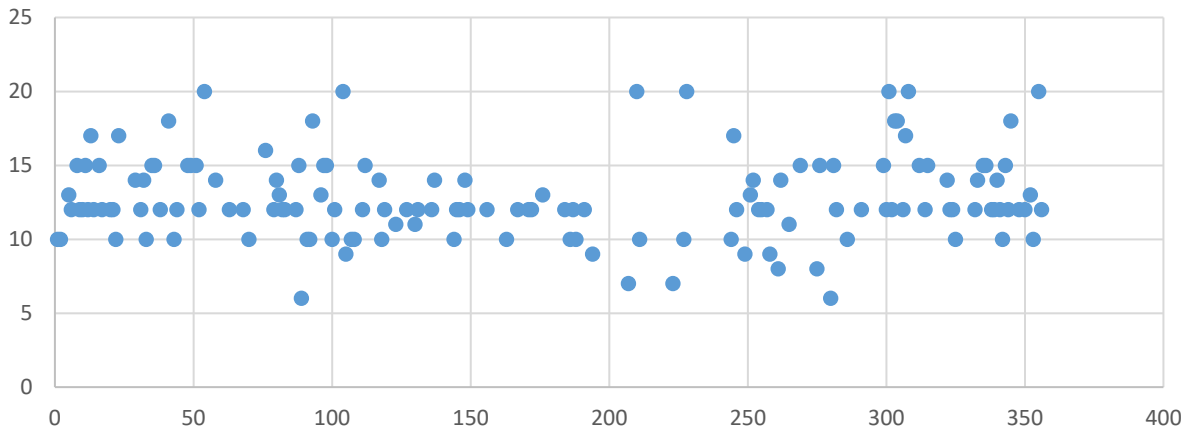
- **Dietary Restrictions and Variety** are consistently ranked as the most important factors. This indicates a strong preference for personalized and diverse food options.

- **Convenience** is also highly valued, suggesting a preference for easy and efficient meal solutions.
- **Portion Size** and **Cost** are also significant factors, reflecting the importance of value for money and appropriate serving sizes.
- **Healthiness** and **Taste** are less frequently ranked as the top priority, but they are still important considerations for many individuals.

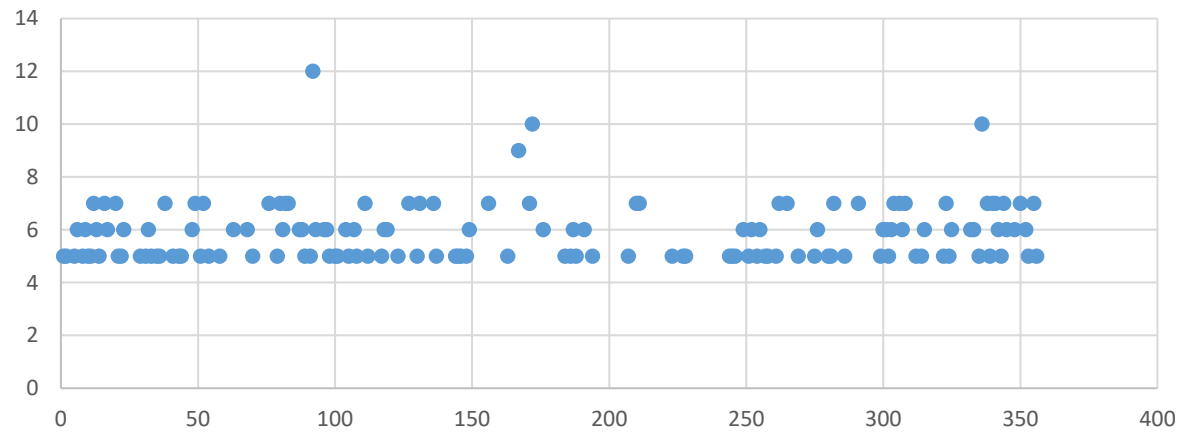
Overall, it seems that people prioritize factors that ensure they can get the food they want, when they want it, and that it meets their specific needs and preferences.

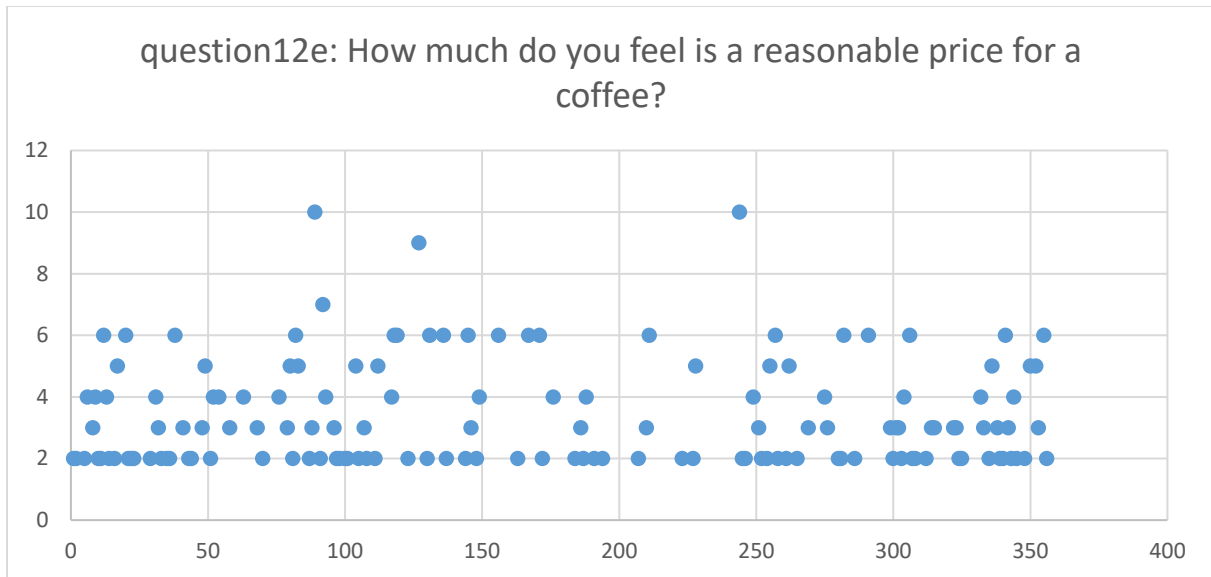


question12c: How much do you feel is a reasonable price for a dinner (cost/person)?



question12d: How much do you feel is a reasonable price for a snack (cost/person)?





Question 13 - If given the opportunity to source outside food for events (order from other locations beyond food services), would this be of interest to you?

Based on the data, **58 people responded "Yes"** and **11 responded "No"**. Therefore, the majority of respondents would be interested in sourcing food from outside locations for events.

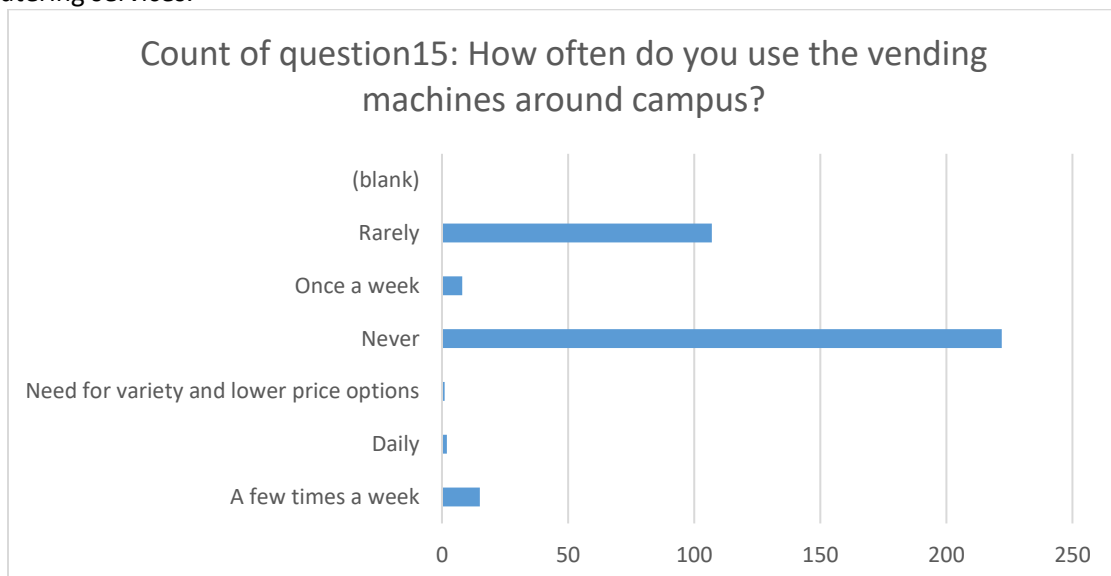
Question 14 - What factor(s) would lead you to source outside food?

Summary of Reasons

The primary factors that would lead people to source food from outside include:

1. **Cost:** Many respondents highlighted the high cost of catering services offered on campus. They believe that sourcing food from external vendors would be more cost-effective.
2. **Variety:** A lack of diverse food options on campus is a common complaint. People desire a wider range of cuisines and dietary options.
3. **Quality and Taste:** Some respondents expressed dissatisfaction with the quality and taste of food provided by on-campus services.
4. **Dietary Restrictions:** The ability to accommodate specific dietary needs and allergies is a crucial factor.
5. **Flexibility:** The ability to customize menus and order food for specific events or occasions is important.
6. **Supporting Local Businesses:** Some individuals expressed a desire to support local businesses and the community.

In essence, respondents are seeking more affordable, diverse, and higher-quality food options, as well as greater flexibility in catering services.



Question 16 - With regards to vending, what is most important to you?

Factor	Frequency
Cost	110
Variety of Choices	88
Late Night Access	78
Location	77
Payment Options	74
Other	14

Top Priorities:

Based on the responses, the top priorities for vending machines, in descending order of frequency, are:

1. **Cost:** Affordable prices for products.
2. **Variety of Choices:** A wide range of products, including snacks, drinks, and possibly hot food items.
3. **Late Night Access:** Availability of vending machines during late hours.
4. **Location:** Convenient placement of vending machines on campus.
5. **Payment Options:** Multiple payment methods, including cash and card.

Less Prioritized Factors:

- **Other:** This category often included specific requests or concerns that were not directly related to the core factors.

Conclusion:

Respondents prioritize vending machines that offer a variety of affordable products, are accessible at convenient times, and have flexible payment options

Question 17 - What services would you like to see in the future with regards to food services?

Common Themes:

Based on the responses, the following themes emerged as key areas for improvement in food services:

- **Cost:** Many respondents expressed concerns about the high cost of food and catering services.
- **Variety:** A desire for more diverse food options, including healthier choices, international cuisines, and specialty items.
- **Quality:** Concerns about the quality of food, including taste, freshness, and presentation.
- **Convenience:** Increased hours of operation, more convenient locations, and faster service.
- **Dietary Restrictions:** The need for more accommodating options for individuals with dietary restrictions, such as vegan, vegetarian, and gluten-free choices.
- **Sustainability:** A focus on sustainable food practices, including reducing food waste and sourcing local, organic ingredients.

Specific Suggestions:

- **More affordable options:** Lower prices for meals, snacks, and catering services.
- **Expanded hours of operation:** Longer opening hours for dining facilities.
- **Increased variety of food options:** A wider range of cuisines, dietary options, and meal types.
- **Improved quality of food:** Fresher ingredients, better preparation, and more appealing presentation.
- **More convenient locations:** Vending machines and food outlets in strategic locations across campus.
- **Flexible catering options:** Customizable menus, easy ordering, and efficient delivery.
- **Partnering with local businesses:** Collaborating with local restaurants and food vendors to offer more diverse and high-quality options.
- **Sustainability initiatives:** Reducing food waste, using eco-friendly packaging, and sourcing local and sustainable ingredients.

Question 18 - Do you have any additional comments or suggestions regarding food services on campus?

Common Themes:

Based on the responses, several common themes emerged regarding food services on campus:

1. **Cost:** Many respondents expressed concern about the high cost of food, particularly catering services and meal plans. They advocated for more affordable options, especially for respondents with limited budgets.
2. **Variety:** A diverse range of food options, including healthier choices, cultural cuisines, and special dietary accommodations, was frequently requested.
3. **Quality:** Concerns were raised about the quality of food, including taste, freshness, and presentation.
4. **Convenience:** Respondents called for longer operating hours, faster service, and more convenient locations for food outlets.
5. **Sustainability:** There was a desire for more sustainable food practices, such as reducing food waste and sourcing local, organic ingredients.

Specific Suggestions:

- **Lowering Costs:** Reducing prices for meals, snacks, and catering services.
- **Increasing Variety:** Offering a wider range of cuisines, dietary options, and meal types.
- **Improving Quality:** Enhancing the taste, freshness, and presentation of food.
- **Extending Hours of Operation:** Keeping food outlets open for longer hours.
- **Providing More Convenient Locations:** Adding more vending machines and food outlets in strategic locations.
- **Offering More Sustainable Options:** Reducing food waste, using eco-friendly packaging, and sourcing local and sustainable ingredients.
- **Improving Customer Service:** Enhancing staff training and responsiveness to customer needs.
- **Considering Dietary Restrictions:** Providing more options for individuals with dietary restrictions, such as vegan, vegetarian, and gluten-free choices.
- **Partnering with Local Businesses:** Collaborating with local restaurants and food vendors to offer more diverse and high-quality options.