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Research Briefs from Crafton Hills Office of Research and Planning

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**Cafeteria Point of Service Evaluation Results Fall 2009**

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**Overview:** In the fall of 2009, the Crafton Hills College Cafeteria administered a Point of Service (POS) evaluation to gain “customer satisfaction” feedback from the clients they serve. While the POS evaluation was available to all faculty, staff, and students visiting the Cafeteria from October 5<sup>th</sup>, 2009 through October 16<sup>th</sup> 2009, not all patrons necessarily completed it. Additionally, because no identifying information is collected, there is no way to know if respondents completed the survey more than once. The purpose of this report is to disseminate findings of the twenty-seven participants who submitted the half page evaluation.

**Methodology:** The POS evaluation included seven questions using a five point Likert scale with choices ranging from *Strongly Agree* to *Strongly Disagree*, and two open-ended questions. Following the Likert scale questions, the first open-ended question asked for any additional comments or questions. The final open-ended question asked for contact information if participants wanted to further discuss their comments, questions, or concerns.

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**RESULTS**

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**Sample:** The Point of Service (POS) evaluation was completed by 27 participants during their visit to the Cafeteria.

**Findings:** Overall, respondents were pleased with the level of service they received. As Table 1 indicates, respondents were more likely to agree or strongly agree to all of the service evaluation statements. Specifically, 92% of the respondents agreed or strongly agreed to the statement “In general, I am satisfied with this service.”

Table 1	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	%	N	%	N	%	N	%	N	%	N
This is a high quality service	0	0	3	1	7	2	40	11	48	13
I believe my needs were met	0	0	3	1	3	1	22	6	66	18
I would recommend this service to a friend or fellow student	3	1	0	0	7	2	40	11	48	13
I received exactly the services/information that I needed	7	2	0	0	7	2	29	8	55	15
The services/information that I received will help me maintain or pursue my academic goals	3	1	0	0	14	4	25	7	33	9
In general, I am satisfied with this service	3	1	0	0	3	1	37	10	55	15
If I had to do it over, I would choose to access this service again	3	1	0	0	0	3	1	9	55	15

When given the opportunity to leave additional comments, questions, or concerns 56% of the respondents chose to do so. The following fifteen statements were offered:

- The ladies at the cafeteria are extremely friendly and helpful. They always make sure you get fed in a mother-like manner and for this I applaud them. Thank you.
- Extend grill hours past 2:00 PM.
- Excellent staff - very friendly!
- The food rocks, love you guys so much, awesome!
- Extend grill time past 2:00 PM
- Please put hours back to 2:30 PM. Came in with group of students from a class. That ended just after 2. We all wanted grilled food.
- The fryer and grill needs to be open longer.
- Good job girls!
- My friends and I love the seasoned fries, and I'm crazy for the daily soup selections. Wonderful and fast service.
- The guy (Name) was really helpful.
- Prices are too high for students. Need more healthy choices. Purchase area is small and heavy congested. Lids to far from beverages.
- Prices are very expensive for the quality of food. There are not very many healthy selections except salad, and that won't hold you over all day. No \$1 value meal except cup of noodles. I don't think it is fair or equal how much you charge for sandwiches. Subway has \$5 foot longs with a lot more meat than your sandwich and you are close to the same price for half the amount of food. Why don't you do pizza special, 2 slice and coke \$2.25.
- Excellent service, polite and fun. Always a pleasure.
- Should accept credit card! It's harder for students especially nowadays! Please consider.
- (Name) is the best lunch lady.