College Nights
Survey Results 2019

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UoYEatShopDrink
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There were 123 responses in total from College Nights. 49.6% of the answers came from students in Constantine College (61/123), 27.6% of the answers came from students in Langwith College (34/123) and 22.8% of the responses came from students in Goodricke College (28/123).
On a scale of 0 to 10 how likely are you to recommend College Nights to a colleague or friend?

Within the survey we asked all respondents the question "On a scale of 0 to 10 how likely are you to recommend College Nights to a colleague or friend?" From this question we were able to determine how many individuals were active promoters of the business (scores 9 and 10), how many individuals were passive (7 and 8) and how many individuals were detractors (0-6). With this information we could then calculate the final Net Promoter Score (NPS).

Promoter scores are considered a positive score, while detractor scores decrease the overall NPS. This is calculated as follows: \((\text{promoters} - \text{detractors}) ÷ \text{number of responses} \times 100\), giving a potential range of -100 to +100.

The overall Net Promoter Score from College Nights was -10.57. As this is the first year this service has been offered, we expected some comments on areas for improvement, and indeed this is what is reflected in the data. 42 respondents were detractors, having given scores between 0-6. 53 were passive, meaning their scores were 7 or 8, and finally 28 were promoters, giving ratings of 9 or 10.
If you were applying for accommodation again now, would you choose a College Nights room?

We then asked students, if they were applying for accommodation again, would they choose a College Nights room. Out of all the responses, 72 people responded with yes, 33 people said they would be happy in either catered or self-catered accommodation and 18 people said no. With 72 of the respondents answering yes, this equates to 58% of responses being positive. This is a very similar figure to this years Catered Accommodation / Meals in Advance Survey result (which was 59%).
How satisfied are you with the following aspects of dinner service?

The next question asked respondents how satisfied they are with the following service aspects.

Noteable satisfaction data includes:

- 4% Very Unsatisfied with menu variety
- 20% Unsatisfied with the quality of food
- 23% Indifferent to menu variety
- 53% Satisfied with the quality of food
- 44% Very Satisfied with the size of portions

**You said:** We see the same things on the menu over and over again.

**We did:** We have introduced a new theme night, and made changes to each menu to ensure there are some new dishes for next term.

**You said:** Portion sizes can be inconsistent.

**We did:** Service standards have been reviewed to ensure consistent portion sizes are served.

**You said:** I would like to see some healthier options.

**We did:** We have added a ‘healthier choice’ to the menu icons, which indicates the meal choice with the best nutritional value.
**How satisfied are you with the following service aspects?**

The next question asked respondents how satisfied they are with the following service aspects: staff efficiency, speed of service, staff friendliness and cleanliness of facilities.

Noteable satisfaction data includes:

- **3%** Very Unsatisfied with the cleanliness of facilities
- **4%** Unsatisfied with the cleanliness of facilities
- **9%** Indifferent to staff friendliness
- **39%** Satisfied with speed of service
- **50%** Very Satisfied with speed of service
If you have any specific dietary requirements, have we managed to meet your needs?

With regards to dietary requirements, we asked all respondents whether they were happy their needs were met. We excluded responses that were ‘indifferent’, giving us ‘yes’ or ‘no’ values to analyse. Of the respondents that answered yes or no, 63% said we did meet their needs, and 37% said we did not.

You said: My diet has not been catered for effectively.
We did: We are making sure that every member of staff is aware of all ingredients in our dishes, and are able to provide guidance if asked.

You said: Meals are badly labelled.
We did: We are introducing a new labeling system which will be introduced on the menus online, the menus within the outlets and the serving counters.
What cuisine would you like to see more of?

We then asked which of the following themed menus would appeal to you. The most popular was Italian followed by Mexican.