Meals in Advance
Survey results 2022
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In total, we had 58 responses from students who are part of the Meals in Advance scheme.

Meals in Advance allows students to purchase a catered package on a term by term basis, either selecting breakfast and dinner, or just breakfast or just dinner. Meals in Advance customers can eat in any of our catered restaurants; Derwent Dining, Piazza Restaurant, Roger Kirk Centre Galleria or Vanbrugh Dining.

Which Meals in Advance package did you purchase?

We can see from the results that 34.5% of the customers who completed the survey had purchased the full Meals in Advance deal package, which includes both breakfasts and dinners.

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 are negative, decreasing the overall NPS. This is calculated as follows: (promoters – detractors ÷ number of responses) x 100, giving a potential range of -100 to +100.
What is the main reason you chose Meals in Advance?

We can see that a large number of customers said that convenience was the leading factor for purchasing the Meals in Advance package. Can't cook and Help with budgeting were also seen as the main benefits of the package.

![Pie chart showing the reasons for choosing Meals in Advance](chart1.png)

- Help with budgeting: 63.8%
- Convenience: 12.1%
- Can't cook: 8.6%
- Contribution towards cost from parent(s) or guardian(s): 4%
- Lack of catering facilities in block: 3%
- Didn't get 1st choice in accommodation: 2.8%
- Social aspect: 2.4%
- Accessibility: 1.3%

Which restaurant did you visit most often?

Meals in Advance customers are able to visit the three catered accommodation dining halls for breakfast and dinner, and they are also able to visit Piazza Restaurant for dinner. They can dine between all four options flexibly, and we can see that the split between where they choose to eat is split fairly equally. Piazza Restaurant does seem to be the most popular with 31% of the customers saying they visited this restaurant the most.

![Pie chart showing the most visited restaurants](chart2.png)

- Roger Kirk Centre Galleria (James College): 25.9%
- Derwent Dining: 22.4%
- Vanbrugh Dining: 20.7%
- Piazza Restaurant (Campus East): 31%

Was Catered Accommodation your first choice?

This question indicated whether students had selected Meals in Advance because they wanted Catered Accommodation but did not get their first choice. Surprisingly we can see that 63.8% of respondents said it was not their first choice.

![Pie chart showing the first choice of Catered Accommodation](chart3.png)

- Yes: 63.8%
- No: 36.2%
If you were applying for accommodation again now, would you choose a catered room?

This response shows that 88% of respondents would select catered accommodation or they would purchase the Meals in Advance deal again, this is a great result that shows Meals in Advance customers felt the benefits of the deal and would pay for the package again or upgrade for the full catered accommodation option.

Overall how satisfied are you with the following:

We can see here that most respondents were satisfied or very satisfied with the following: Ease of initial payment into scheme, speed of response to queries before signing up and speed of response to queries during your time on the Meals in Advance package. We also had a number of respondents marked indifferent for these areas of service, suggesting that they did not have any queries before or during their time on the Meals in Advance scheme.

How satisfied are you with the following aspects of breakfast service?

As Meals in Advance is either breakfast and dinner, or just breakfast or just dinner, we can see that some respondents answered indifferent to breakfast service. We can however see that a very few respondents selected very unsatisfied or unsatisfied for all areas of the breakfast service.

How satisfied are you with the following aspects of dinner service?

Again, we can see that there were some respondents answered indifferently in all areas. There is also a very large amount of positive response for all areas of dinner service, with most selecting very satisfied for menu variety, size of proportions and opening times. Quality of food also had a good response, with most respondents stating they were satisfied, followed by very satisfied.
How satisfied are you with the following aspects of overall service?

Almost all of the Meals in Advance customers responded that they were very satisfied with staff efficiency, speed of service, staff friendliness and cleanliness of facilities. We can see from the graph that the second most common answer for all areas was satisfied, with very few customers stating that they were very unsatisfied or unsatisfied with any areas of overall service.

Do you have any dietary requirements?

Meals in Advance can cater for almost all dietary needs, however we can see that most of our customers do not have any requirements. Vegetarianism is the most common requirement, and we can see that some respondents added their own answers which include: peanut allergy, onion allergy and no red meat.

If you have any specific dietary requirements, have we managed to meet your needs?

56.9% of respondents answered that this question was not applicable to them, however 36.2% of respondents said that we had in fact catered to their dietary needs.

Do you have any further comments regarding the dietary requirements?

We asked for some more specifics from customers about their dietary requirements and if they had any comments, below are some answers:

- I think there should be more meat substitutes on the menu.
- I would appreciate more vegetarian/vegan meat supplements. For example veggie mince, veggie chicken. A different protein source than vegetables or legumes.
- I have a Halal dietary requirement, but a lot of the meat and chicken options have not been marked as Halal, so I’ve been having to have the vegetarian options. It would be good if the meat and chicken is clearly marked as Halal when it is as it used to be the year before last.
- Was vegetarian, when isolating delivered they made sure my food was vegetarian :)
- Would help if we’re more clear about which dishes are halal so people don’t have to ask every time or default to the veg option.
Have you noticed any themed menus?

82.8% of Meals in Advance customers have noticed our themed menus during their first term.

Which of the following themed menus would appeal to you?

We can see that 70.7% would like to see more Italian themed meals, closely followed by British and York Street Food.

Do you have any further comments about the breakfast or dinner service?

We asked respondents for any further comments about the breakfast or dinner service, below are some answers our customers gave.

- There were not enough healthy options. Other than a piece of chicken and basic salad there was nothing else. The salad bar did not provide a variety each night and often it was empty by around 6pm- coleslaw and potato salad is not sufficiently healthy and is not a salad. There were double, sometimes triple carb options at dinner, in ridiculously large portions. Often, the person serving me would look at me confused when I said I didn’t want any of it or a smaller portion, it was frustrating doing that every night. The vegetable options were often covered in oil like stir fry vegetables or basic like garden peas, limiting what you could get and holding very little nutritional value. The dessert was in addition extremely unhealthy and limited. Just having yogurt and three choices of fruit each night is insufficient. Instead of swapping the cake every night, there should be an option of other fruits instead even if it’s once a week like melon, or berry bowls for instance.
- Different portions to the actual needs of different students.
- It would be great if its possible to take two breakfast in one day (second for eat at tomorrow), after that I can eat breakfast without leaving room sometimes.
- Your breakfast portions are absolutely crazy poor. I get a choice over a tiny rasher of bacon or a full bowl of porridge. How does that make sense?
- Last term I had the full package, I think the opening time for dinner could be slightly earlier as waiting between my last lecture/seminar/etc. of the day and getting the meal put me off and I ended up skipping most days and purchasing food elsewhere instead, which was a waste. This term I only got the breakfast package for this reason.
- Food quality is excellent! Staff (at Vanbrugh) are always incredibly friendly.
- Increase menu variety.

Are there any other aspects of your Meals in Advance experience that you would like to comment on?

- Presentation, I know it’s a catered accommodation and therefore some allowance needs to be made, but there were multiple times food was just piled onto my plate like it did not matter. It was too much at each meal and not balanced in the slightest. Having burgers, chips, pizza, fish and chips almost every night is ridiculous.
- Seeing the staff is one of my favourite parts of the day. They are an absolutely lovely bunch!
- Why isn’t food delivery available for people who only purchased breakfast and are isolating?
- Hygiene of the collective cutlery areas?
- Food quality is excellent – I look forward to it in the evening. Staff are always very friendly and helpful, which makes it a great experience.
Are there any changes or new additions you would like to see on the menu?

- Nutritional information about the dishes to make an informed choice. I don’t know how much saturated fat or salt is being used each night making it hard to make a decision on what to get. Calories are not necessary but there should be a healthy option on the menu each night, clearly labelled. There needs to be more fruit options for dessert, for example one night having melon, another night having oranges.
- More meat substitutes.
- More vegan meat supplements.
- Wider variety of food, instead of pizza and chips all the time.
- The Friday dinner service to choose between pizza or burgers was a very welcomed change, which the staff also agreed logistically was preferable.
- Maybe some more fruit options at breakfast? Like berries alongside the bowls of kiwi, pineapple, tinned orange etc. More themed nights would be cool.
- More flavour.
- Slightly more variation in cereals at breakfast.
- Nothing really to improve! But if there was any impetus to reduce waste, the foods that Vanbrugh serves at lunchtime (burritos, macaroni etc – also delicious!) could perhaps be served in the evening? It is slightly sad to see them thrown away after 2 pm… apologies if this has already been considered and doesn’t work with HACCP.
- Increase menu variety, also include dessert.
- For example, when there was macaroni and cheese the sides could be protein instead of another carbohydrates (french fries).