Catered Accommodation
Survey results 2022
In total, we had 584 responses from students who are part of Catered Accommodation. This is more than the previous year, when in 2021 we received 551 responses.

College night accommodation consists of 3 colleges, where students receive one meal a week as part of their package, from the Piazza Restaurant.

Which accommodation are you part of?

We can see from the results that the respondents are split fairly between the 3 different colleges with most of our responses coming from students in James College.

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

This year we received a result of -15.06! This is a decrease on the 2021 results where our overall NPS score was 11.97.

We hope to see from the survey results why this figure has declined.
What is the main reason you chose Catered Accommodation?

We can see that the most common answer for this question was convenience followed by didn't get 1st choice in accommodation. This is the same as the results in the 2021 survey with the same top 2 answers. Other popular answers included help with budgeting, social aspect and can't cook. We can also see that a few of the answers respondents added included price, parents choice and accommodation was chosen for them due to clearing or studying abroad.

[Diagram showing percentage distribution of reasons chosen:
- Help with budgeting: 33.6%
- Convenience: 43.2%
- Can't cook: 7.7%
- Contribution towards cost from parent: 4.1%
- Lack of catering facilities in block: 3.4%
- Didn't get 1st choice in accommodation: 2.7%
- Social aspect: 1.9%
- Only accommodation that seemed to…]

Was Catered Accommodation your first choice?

We asked this question to see how many students chose the accommodation and therefore wanted the full Catered Accommodation package. We can see that 35.4% of students did not actually select catered accommodation as their first choice, but 23.5% of students said they were happy to be in either type of accommodation. The answer 'no' has increased since the previous year, as the 2021 figure was only 24%.

[Diagram showing percentage distribution of responses:
- Yes: 55.5%
- No: 35.4%
- I was happy in either catered or self-catered accommodation: 23.5%]

If you were applying for accommodation again now, would you choose a catered room?

This question shows that only a very small percentage of respondents would not select catered accommodation with only 16.3% of respondents selecting this answer. This is a slight increase from the previous year which was only 14.7%. Still, over 55% of respondents would apply for catered accommodation again and over 28% of respondents would be happy in any type of accommodation.

[Diagram showing percentage distribution of responses:
- Yes: 55.5%
- No: 16.3%
- I would be happy in either catered or self-catered accommodation: 28.2%]

Overall how satisfied are you with the following:

We can see from the below table that a lot of respondents felt indifferent in these areas as they may not have dealt with the payment themselves, or this was done via accommodation. However, we can see that only a very small number of respondents selected very unsatisfied or unsatisfied for any of these areas.

[Bar chart showing satisfaction levels for various aspects of accommodation]

"Overall, a majority of respondents felt satisfied or very satisfied with their accommodation experience, with only a small percentage expressing dissatisfaction."
How satisfied are you with the following aspects of breakfast service?

Again, we can see from the below table that almost all of the answers selected satisfied or very satisfied with the quality of food, menu variety, size of portions and opening times. The lowest scoring area was menu variety, with 23.9% of respondents selecting very unsatisfied or unsatisfied. Menu variety was also the lowest scoring area in the 2021 survey, with 24% of respondents selecting very unsatisfied or unsatisfied.

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

We can see from the below chart that size of portions and opening times received very positive responses, with most selecting satisfied followed by very satisfied. The lowest scoring area is menu variety, followed by quality of food. We can see when looking at the quality of food section 44.3% of respondents said they were satisfied, followed by 20.9% who said they were indifferent, 17.1% said they were unsatisfied, 12.8% said they were very satisfied and only 4.8% said they were very unsatisfied.

The results are similar to the 2021 results with menu variety and quality of food scoring lower than size of portions and opening times.

Do you have any dietary requirements?

Over 70% of respondents said that they had no dietary requirements, followed by 13.5% of respondents who said they were vegetarian. Interestingly, over 11% of respondents said they did have dietary requirements but they were not listed.

How satisfied are you with the overall service?

Similar to previous years, this question has received a very positive response. Very satisfied was the most common answer for staff efficiency, speed of service and staff friendliness and satisfied was the most common answer to cleanliness of facilities, followed by very satisfied.
If you have any specific dietary requirements, have we managed to meet your needs?

Similar to previous years, most of the respondents said this question was not applicable to them. Looking at the results of the respondents who answered yes or no, 82.2% of the respondents said that we had managed to meet their dietary requirements, this is a very similar figure to our results in 2021 where 83.8% of respondents said we had met their needs.

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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:

- A lot of lentil/ bean items little variety for vegetarian and vegan options. I haven't noticed any vegan puddings.
- Please change the veggie burgers!
- Could have more fish options to replace a few meat options.
- Dessert for lactose-intolerants.
- For Muslim, there are no label whether the food is halal or not.
- Had few gluten free choices.
- I enjoy the vegan selection - the variety is good and the quality of meals tasty. The vegan food really exceeded my expectations!
- I need the ‘HALAL’ label to be labeled and acknowledged on the menu so I won’t feel in doubt to choose my meals.
- If serving a food such as Italian meatballs specify the type of meat on the menu.
- Include more iron rich food for vegetarian and vegan meals.
- It would be nice if there were non pork meat served at breakfast, other than that everything is fine.
- Limited selection of vegetarian dinners, could be a wider variety of fruit at breakfast.
- Not a lot of variety especially in dessert.
- Please make the Vegan options more clear, especially for desserts. Up until Veganuary I was not entirely sure was desserts were vegan so avoided them.
- Sometimes it isn’t clear which option is the vegan option or which sides are vegan - once I was given egg noodles and I didn’t realise until after I ate them. Another time I was told the gyoza was vegan only to realise later that it was not. It would be nice if the people serving the food had better knowledge of what was in the meals?
- They honestly couldn’t be more amazing with it at dinner but I’ve never seen anything to do with allergies in Fairfax breakfast.
- They’re absolutely amazing with it and honestly couldn’t be more helpful.
- Vegan options prior to veganuary weren’t that great. It’d be good if the quality of vegan food remained the same after veganuary. Also I find it awkward having to ask the staff to bring the vegan desserts out front.
Have you noticed any themed menus?

83.4% of catered accommodation customers have noticed our themed menus during their first term.

What themes of food would you like to see more of?

We always ask respondents what type of food they’d like to see more of on the menu, each year we get fairly similar results. Last year the most popular responses were York Street Food, Italian, BBQ and Mexican. This year the most popular responses are Italian, York Street Food, Mexican and Japanese.
Do you have any further comments about the breakfast or dinner service?

- 5 items at breakfast is restrictive, especially if you go towards the end.
- Be a bit more generous with the portions.
- Breakfast - beans and eggs are often cold, even near opening time.
- Breakfast is very good, although I wish there were occasional specials on.
- Can you add a brown bread option for those that can’t really eat or like white bread.
- Definitely would like more variety.
- Different types of vegetarian ‘meats’. I wish they brought back the vegan (alpro) yogurts.
- Fresh vegetables (already cut) for breakfast to have on the bread with eggs such as cucumber, tomato, salad-leaves and dark (healthy) bread that is not toasted.
- Fruit runs out really fast and the menu gets a bit repetitive in terms of carbs.
- Greater range of healthier options would be better.
- I like the variety that breakfast offers, I feel there’s something for everyone, a common complaint of dinners I’ve noticed is that when something that people enjoy comes up it rarely comes up again e.g. the chicken burger.
- I wish that the breakfast would have something that would change so there would be more variety.
- By 6pm many of the salad options are gone which is bad for those with lectures ending at 6pm. Please add more of the popular options such as lettuce and cucumber so more people can have them before they run out.
- It would be nice if it were possible to take more fruit (possibly having two pieces of fruit counting as one item) as this would help in eating healthier and would mean less food gets wasted.
- It’s amazing.
- The staff service is exceptional, they are amazing people!
- Salad bar is usually taken down way before closing for dinner service which is very unsatisfactory.
- The limit on the amount of fruit allowed feels wrong. If we pick a hot dessert we can’t also grab a piece of fruit. Fruit should free, not considered a dessert option. Most schools offer fruit for free regardless- we should not be worried about whether or not we can grab a piece of fruit too.
- The staff is always nice and helpful.
- Towards the end of serving the food, there tends to be pretty minimal food left which isn’t really ideal and forces everyone to go to the canteen at the same time meaning there are long queues.
- I like the drinks in jugs since students don’t have to walk back and forth anymore. However, it would be great if the juices had more variety.

Are there any other aspects of your Catered Accommodation experience that you would like to comment on?

- A lot of good food:))
- Have more variety on certain days- mondays is often only roasts and pizza, please include some other options.
- I’d just like to acknowledge how well the catering team has done for anybody who’s self isolating. The meal deliveries, plus the ability to send friends to pick up our food, has been really well done.
- It’s really good location and staff are really friendly.
- Met the needs of having an allergy, but there could be more options and choices each day.
- No. If the tables could be cleaned more efficiently, it would be lovely.
- Overall very convenient and good for a student budget.
- Please change the opening time for breakfast from 8 to 7 or 7:30.
- Sometimes there aren’t any cups left to fill up water.
- Staff are all lovely and ready to help :) Staff are very friendly, welcoming and help create a great college atmosphere!
- Students should be allowed to adjust portion sizes as they please, some want more carbs whilst others want more protein or veg etc.
- Sweet potato fries are amazing.
- The few times I have gone to dinner at 7, things like salad, fruit had been taken away and staff have been clearing away other items too despite there still being half an hour for students left to come and eat. I don’t know if this is a frequent affair, as I usually go to dinner earlier than this.
- The social aspect of it is great. It’s lovely to go to dinner with all your friends and chat.
- The staff are mostly very friendly.
- The staff are so friendly and efficient, I also had to isolate therefore get my meals delivered last term and that service was amazing so thank you!
- A lot of the time the water / juice has run out and isn’t replaced for a while.
- Any time I go to dinner after 6, the water and squash containers are often empty and do not get refilled.
- Food needs to be clearly labelled. For example, a ‘chicken and leek pie’ which does not contain leek but does, in fact, contain pork, is not a chicken and leek pie- it’s a chicken and pork pie.
- Have enough food for everyone, so that even those that come after 6pm (because of classes) can try the foods and deserts available for that day.
Are there any changes or new additions you would like to see on the menu?

- Carrot cake, the chocolate torte vegan cake is the best so pls do more of that thank u m.
- Chicken Tikka Masala, Ribs, Marrowfat peas, maybe a selection of ice creams for dessert.
- Having soup as an option for a main meal so i can have a bigger portion.
- I wish the salad bar could have more options/be more consistent. Sometimes there's coleslaw/beetroot/onions, and very rarely there was couscous/bean salad, most of the time its literally just tomato, cucumber, carrot and iceberg lettuce. If we could have mixed salad leaves also that would be good (aka dark green salad.) as iceberg lettuce has limited nutritional value in comparison. and I love the coleslaw!
- I would like to see more variety, meals seem to rotate around every 2/3 weeks and often the only side option is chip.
- I would love to see some Italian food, some european food and maybe some fruit salads available.
- More authentic Indian dish's introduction to the menu. I would not mind eating a proper Indian dinner a few times next term.
- More british classics.
- As well as a more varied dessert menu in general. In my opinion there's almost too many "'custard and some kind of sponge"' desserts.
- More just normal fish and chips.
- More themed nights!
- Plain yoghurt at breakfast.
- The steak pie was the best meal out of all the choices, I would prefer similar choices in the future if possible.
- Would love to have some pancakes, cinnamon rolls, pain au chocolat, dimsum, dumplings, more asian food and more options for sides during dinner.
- Would love to see lasagna, or cheese and pasta more often.
- Again, please bring the pains aux chocolat back to breakfast; they were really good quality (much better than the sorry excuses for croissants served for the last few weeks of term (I'm French!).)
- 1 more item for breakfast, or at least make fruit not count towards the 5 because uni students need as much nutrients as they can get and i probably get most of my 5 a day from breakfast however that stops me from getting cooked options. basically my choice is feel full or be healthy.
- Greater dessert choice if you are gluten free.
- Fruit salad at dinner.
- Having soup as an option for a main meal so i can have a bigger portion.