



One Copy

Facilities Questionnaire 2005

237 Respondents

Catering

2005 RESULTS

1) At which campus do you use catering?

	St Peters	City Campus	Ashburne
No	115	75	7
%	58%	38%	4%

2) How do you rate the following in regard to catering?

		Excellent	Good	Average	Poor
Value for money	No	21	75	90	38
	%	9%	33%	40%	17%
Range of Foods	No	8	70	92	51
	%	4%	32%	42%	23%
Quality of Foods	No	10	82	97	36
	%	4%	36%	43%	16%
Customer Service	No	26	103	72	22
	%	12%	46%	32%	10%
Portion size	No	11	90	84	37
	%	5%	41%	38%	17%
Healthy option choice	No	9	65	95	51
	%	4%	30%	43%	23%

*Definite
room for improvement*

3) Does the service generally meet your needs and expectations?

	Yes	No
No	139	83
%	63%	37%

4) Are the Catering outlet opening hours adequate for your needs?

	Yes	No
No	148	71
%	68%	32%

5) Why do you/do you not use the University catering facilities?

	I use them	I don't use them
No	171	27
%	86%	14%

7) When in contact with on site catering staff, have you found them helpful and polite?

	Yes	No
No	183	27
%	87%	13%

Facilities Questionnaire 2009

CATERING

2009 RESULTS

Q28 Where do you regularly use the catering facilities? (select all that apply)

	No	%
St Peters (lower catering)	65	20%
St Peters (upper catering)	88	27%
Coffee Pod Reg Vardy Atrium	40	12%
Murray Library	137	42%
Greggs	176	54%
O'Brien's at Priestman	27	8%

Q29 Are the outlets open at a time which suits your needs?

	No	%
Yes	239	74%
No	57	18%
No response	28	9%

Q31 If a University shop opened on St Peters Campus would you use the shop?

	No	%
Yes	126	39%
No	167	52%
No response	31	10%

Q33 Are there any other products you would like to see for sale in the vending machines?

	No	%
Yes	122	38%
No	183	56%
No response	19	6%

MAINTENANCE

Q35 Do you know how to report repairs or defects?

	No	%
Yes	246	76%
No	66	20%
No response	12	4%

Q36 If you have reported a defect, to whom did you report it?

	No	%
Caretaker	184	57%
Maintenance Help Desk	31	10%
Other	33	10%
Never reported a defect	46	14%
No response	30	9%

Facilities Questionnaire Comparisons

In 2005, 2007 and 2009 facilities questionnaires were issued to the University. The results of these questionnaires are detailed below. In 2009 the questionnaire was only issued to staff as the students had received a number of surveys prior to the facilities survey being issued

09/17/20

General Information

Number of people who responded to the Survey:

2005: 237

2007: 487.

2009: 324 (open to staff only)

Gender Split:

	Male	Female	No Response
2005:	98 (42% of respondents)	135 (58% of respondents)	NA
2007:	181 (37% of respondents)	303 (62% of respondents)	3 (1%)
2009:	106 (33% of respondents)	206 (64% of respondents)	12 (4%)

Staff/ Student Split

	Students	Staff	No Response
2005:	169 (73% of respondents)	61 (27% of respondents)	NA
2007:	224 (46% of respondents)	263 (53% of respondents)	4 (1%)
2009:	0%	324 (100%)	

Location	St. Peters	City	Ashburne	No Response
2005:	54%	40%	6%	0%
2007:	46%	49%	4%	1%
2009:	23%	67%	4%	5%

General Comments about the Survey

In 2009 questions were changed, so some of the results can not be compared to results from previous surveys.

1. At which Campus do you use catering?					
	St. Peters	City Campus			Ashburne
2005	58% (115)	38% (75)			4% (7)
2007	54% (262)	Wearmouth 29% (141)	Gateway 45% (221)	Priestman 10% (49)	6%
2009	59% (193)	Murray 42% (193)	Greggs 54% (176)	OBriens 8% (27)	Not asked

2. How do you rate the following in regard to catering?					
		Poor	Average	Good	Excellent
Value for money	2005	17% (38)	40% (90)	33% (75)	9% (21)
	2007	13% (60)	40% (185)	39% (184)	8% (8)
Range of Foods	2005	23% (51)	42% (92)	32% (70)	4% (10)
	2007	11% (53)	44% (205)	37% (174)	7% (33)
Quality of Foods	2005	16% (36)	43% (97)	36% (82)	4% (10)
	2007	9% (40)	37% (170)	46% (215)	9% (40)
Customer Service	2005	10% (22)	32% (72)	46% (103)	12% (26)
	2007	2% (9)	20% (91)	56% (261)	23% (105)
Portion Size	2005	17% (37)	38% (84)	41% (90)	5% (11)
	2007	4% (20)	32% (151)	53% (245)	11% (49)
Healthy Options	2005	23% (51)	43% (95)	30% (65)	4% (9)
	2007	14% (64)	34% (165)	45% (206)	8% (36)
	2009	Not Asked			

3. Does the service generally meet your needs and expectations?			
	Yes	No	No Response
2005	63% (139)	37% (83)	N.A
2007	71% (344)	24% (118)	5% (25)
2009	Not Asked		

4. Are the Catering outlet opening hours adequate for your needs?			
	Yes	No	No Response
2005	68% (148)	32% (71)	N.A
2007	70% (339)	18% (89)	12% (59)
2009	Not Asked		

5. When in contact with the catering staff have you found them helpful and polite?			
	Yes	No	No Response
2005	87% (183)	13% (27)	N.A
2007	92% (447)	4% (18)	4% (18)
2009	Not Asked		

6. Please rate the customer experience from the University catering service				
	Poor	Acceptable	Good	Very good
2005	12%	49%	31%	8%
2007	2%	30%	44%	20%
2009	Not Asked			