AOC Summary of Dining Services

On December 10, 2012 the Assessment Oversight Committee reviewed the assessment report from Dining Services (DS). Mike Ernst presented the report. He noted that DS uses several tools for assessing itself. Surveys are given to students to get feedback on what DS provides with regard to food (variety, quality, etc.) and how the food is being served. The response rate on some of the surveys is low, so DS also uses other approaches to gain feedback. For example, there are focus groups in the residence halls and a Facebook page where DS does promotions to get students’ feedback. DS has been acting on as many suggestions as possible, especially with a new dining facility in the works.

Ernst also described some of the unique features of UW-Platteville’s Dining Services. We are one of only 5 colleges/universities in WI that are self-operated. Most other universities have dining services that are run by another company, with a corresponding administrative overhead charge ($800-$1000). Our DS also offers flexibility. Our students can eat anywhere on campus using their meal plan. In addition to serving students on campus, they have revenue-generating programs such as Southwest Tech, an elderly program (Meals on Wheels), and catering weddings, etc.

The AOC is satisfied with the Dining Services’ efforts to assess its program and does not recommend any changes to its assessment tools.
Mike Ernst was proud of the fact that
Preference Survey:

Q19: Jamba Juice at the new facility.
Q26/27: A keyword here is FRESH. Students feel very strongly about fresh foods and variety.
Q35: 36 menu varieties and selections allow students to make healthy choices
Q41-43: The new facility will have no interior walls with action stations. You can see everything that is going on with the new dining facility.
Q48: a rather high number (about 1300) of students have food related “issues” so there will be an allergy-free side of the new facility. There will be a lot of fresh food options and a lot of potential for customization of meals.

Satisfaction Survey:
Q3: Dining services was not happy with the response from students about the variety that was offered. The students didn’t feel there were enough vegan/vegetarian options (Q44) and so the new facility will help to address these issues.