

Food Services Advisory Group (FSAG) Survey Results Fall 2012

Background

At the October 22, 2012 FSAG Meeting, the Aramark Representative stated that a survey was conducted 2 years ago which identified Subway as a franchise consideration. In order to bring in the eatery, some remodeling would have to be done to accommodate it. One proposed location option was the staff lounge area in the cafeteria.

Assignment

Members of the FSAG were asked to go back to their constituency groups and survey people's thoughts about the use of the staff lounge to locate a new eatery. Subway was identified to be a consideration. The group members were also asked to inquire if their constituency groups felt there was a need to identify another space within the cafeteria to be used as a staff lounge if the current lounge space was used for the eatery.

Faculty Feedback

This inquiry led to a robust email exchange regarding the findings of the "survey", other options available, nutritional considerations, local vendors, transparency, staff/faculty space, etc., needless to say this inquiry identified topics and issues that should be brought to the FSAG's attention in the future. Because the survey evolved into a process where faculty were airing a number of issues and concerns, I felt a need to refocus the survey back to the original two questions:

- ✓ Does faculty support the use of the current lounge space for an eatery? – yes/no
- ✓ If so, is there a desire to identify staff lounge space within the cafeteria area or not.

Survey Results:

What you will see below is my attempt to capture the responses in general categories that made sense. I received sixty-seven (67) unduplicated faculty responses. I also received emails from faculty weighing in on other faculty comments related to other issues and concerns, however, these comments are not captured in the tables.

Table 1 - Represents "Yes" Responses

Yes – Use lounge/ No opinion on relocating lounge/ Yes Subway	8
Yes – Use lounge/Relocate the lounge area/Yes to Subway	8
Yes – Use Staff Lounge/No need to relocate staff lounge/Yes to Subway	16
Yes – Use Staff Lounge/No need to relocate/No to Subway	1

Table 2- Represents “No” responses

No to use of the staff lounge/ No Subway	9
No to use of staff lounge/Relocate Subway	8
No to use of staff lounge/No comment Subway	9
No to use of staff lounge/ Relocate staff lounge if it must be used for food service	3

Table 3: Miscellaneous

Consider using staff lounge for other purposes	1
Supports Subway recommends a “use study” to determine staff lounge use	1
Doesn't utilize staff lounge no comment	2
Responded with a chain food name no other comment included	1

Summary of Findings

- ✚ 33 respondents were supportive of using the current lounge for a new eatery. Of the 33, 8 wanted a lounge area relocated.
- ✚ 26 respondents did not want the lounge to be used for an eatery. Of the 29, 3 indicated if it must be used then the staff lounge needed to be relocated.

Notable Comments/Issues for Future Discussion

Many faculty weighed into to comments made by colleagues. The issues below were identified by many faculty during the email discussion/exchange.

- ✓ When did this survey regarding food vendors occur?
- ✓ How are vendors chosen? Are family / local businesses considered?
- ✓ How are vendor decisions made?
- ✓ Will a franchise bring in additional revenue to the campus? Will there be profit sharing?

Follow Up

As I stated in my October 26th email, it is my understanding, Aramark will be conducting another survey to get updated views from the campus community. In addition, there is a desire to make the cafeteria a more desirable space for students, faculty, and staff. Bob Martinelli has raised this issue before at FSAG and at different forums, so in light of many of the comments, this is a good time to provide our vision of an optimal eating and lounge area.

Thanks to the faculty members that responded. FSAG faculty members will keep you all posted on information that comes out of this process.