

# A School

## Consumer Satisfaction Analysis

### Results Output



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## Index

Introduction	Page 3
Online canvassing	Page 4
Overall Results	Page 10
Overall Satisfaction	Page 13
Satisfaction Gap	Page 15
Sub-Analysis by Demographic Criteria	Page 16
Respondent Type	Page 17
Gender	Page 18
Year Group	Page 19
Usage of the Food Service	Page 21
What you do for Lunch	Page 22
Why you don't use the Food Service	Page 24
Eating Habits	Page 26
Further Comments	Page 31

## Introduction

This report depicts the results of an online survey carried out on behalf of A School following the introduction of the EATdot school meals concept.

A questionnaire relating to both users and non-users of the food service was developed and opinion was captured via our online survey tool at [www.opinionsonline.co.uk/aschool](http://www.opinionsonline.co.uk/aschool)

The methodology behind the initial sections of the analysis consisted of rating 'satisfaction' and 'importance' on a scale of 1 to 10 against 12 Service categories to allow the generation of 'satisfaction gaps' to highlight where the delivery within service categories diverged from the expectation of consumers in a quantitative manner.

If a statement did not apply to the respondent they were directed to select "N/A".

If the respondent did not eat in the canteen they were directed to section C.

**Section C** asked respondents some questions about what they did for lunch if they did not use the canteen.

**Section D** allowed all respondents the opportunity to offer further comments.

**Section E** asked all respondents a few questions to determine their demographic profiles.

### Online canvassing

In total, this website received 331 'hits' from which 265 surveys were sufficiently completed for analysis. Of these 265 questionnaires, 171 were flagged as being completed by pupils who use the food service in school. A breakdown of the responses received is depicted below.

	No of Responses	% of Total Hits
Website Hits	331	
Click through (No Answers Entered)	66	19.9%
Number who use the food service	171	51.7%
Number who don't use the food service (Section C)	94	28.4%
<b>Surveys Analysed</b>	<b>265</b>	<b>80.1%</b>

Overleaf shows a demographic breakdown of the surveys that were analysed for Sections A & B (Satisfaction and Importance) for gap analysis against the total number of surveys analysed.

**Breakdown by 'Usage of the Food Service'**

Usage of the Food Service	Surveys for Gap Analysis (Sections A & B)		Total Surveys Analysed	
	No of Responses	% of Total Analysed	No of Responses	% of Total Analysed
No Answer	1	0.6%	0	0.0%
Breakfast / Morning Break	38	22.2%	49	18.5%
Lunchtime	75	43.9%	91	34.3%
Both Lunchtime and Breakfast / Morning Break	57	33.3%	66	24.9%
I do not use the school food service	N/A	N/A	59	22.3%
<b>Total</b>	<b>171</b>		<b>265</b>	

### Breakdown by Respondent Type

Respondent Type	Surveys for Gap Analysis (Sections A & B)		Total Surveys Analysed	
	No of Responses	% of Total Analysed	No of Responses	% of Total Analysed
Student	146	85.4%	227	85.7%
Staff	0	0%	2	0.8%
No Answer	25	14.6%	36	13.6%
<b>Total</b>	<b>171</b>		<b>265</b>	

### Breakdown by Gender

Gender	Surveys for Gap Analysis (Sections A & B)		Total Surveys Analysed	
	No of Responses	% of Total Analysed	No of Responses	% of Total Analysed
Male	72	42.1%	125	47.2%
Female	72	42.1%	100	37.7%
No Answer	27	15.8%	40	15.1%
<b>Total</b>	<b>171</b>		<b>265</b>	

Breakdown by Year Group

Year Group	Surveys for Gap Analysis (Sections A & B)		Total Surveys Analysed	
	No of Responses	% of Total Analysed	No of Responses	% of Total Analysed
7	44	25.7%	51	19.2%
8	47	27.5%	72	27.2%
9	22	12.9%	41	15.5%
10	13	7.6%	22	8.3%
11	17	9.9%	36	13.6%
12	2	1.2%	2	0.8%
No Answer	26	15.2%	41	15.5%
<b>Total</b>	<b>171</b>		<b>265</b>	

### Breakdown by 'What do you do for lunch?'

Although it was anticipated that respondents completing Sections A & B would not answer Section C 'What do you do for lunch?' as directed in the survey instructions, approximately 80% provided an answer. Therefore the Gap analysis has been carried out using these answers as further demographic criteria.

What you do for Lunch	Surveys for Gap Analysis (Sections A & B)		Total Surveys Analysed	
	No of Responses	% of Total Analysed	No of Responses	% of Total Analysed
Bring packed lunch from home	45	26.3%	78	29.4%
Buy something at the shops before school	3	1.8%	6	2.3%
Buy something at break	54	31.6%	59	22.3%
Go off the school site	20	11.7%	57	21.5%
Skip	13	7.6%	18	6.8%
No Answer	36	21.1%	47	17.7%
<b>Total</b>	<b>171</b>		<b>265</b>	

**Breakdown by 'Why don't you use the Food Service'**

Answers	Surveys for Gap Analysis (Sections A & B)		Total Surveys Analysed	
	No of Responses	% of Total Analysed	No of Responses	% of Total Analysed
Price	36	21.1%	59	22.3%
Time	7	4.1%	9	3.4%
Don't like the food on offer	7	4.1%	16	6.0%
Queuing	32	18.7%	53	20.0%
Uncomfortable seating area	5	2.9%	7	2.6%
Other	20	11.7%	40	15.1%
No Answer	64	37.4%	81	30.6%
<b>Total</b>	<b>171</b>		<b>265</b>	

## Overall Results

### Sections A and B ~ Importance vs. Satisfaction

From the analysis it was possible to extract series of data to assess importance versus satisfaction from sections A and B of the questionnaire to generate values known as 'the satisfaction gap' across the priorities investigated.

This figure indicates how effectively the elements of the service perform against the relative importance Users place upon that area of the service, and has the effect of weighing levels of satisfaction against the relative importance of the service area. This allows for effective prioritisation when interpreting the results and can help formulate a strategy for addressing service categories which require the most immediate attention.

It was also possible to calculate an overall satisfaction percentage value ~ a holistic overview. The overall satisfaction index is an "at a glance" indication of how the service provider is satisfying Users according to importance levels they had identified when canvassed.

Fig 1.1 ~ Table Showing Mean Importance against Mean Satisfaction for each service category

Question No.	Question	(C1) Importance	(C2) Satisfaction
		Mean	Mean
8	The quality and taste of the hot food available is good	7.1	7.0
10	The quality of the drinks available is good	7.0	6.5
4	The range of choices on offer are good	6.6	5.8
9	The quality and taste of the cold food is good	6.5	5.9
7	The quality of the breaktime service is good	6.3	5.3
5	The canteen staff provide good customer service	6.3	6.1
12	The canteen is good value for money (prices are reasonable)	6.1	4.0
11	All food choices are still available at the end of lunchtime	6.0	3.9
3	The queue is managed well	5.8	3.9
2	The menu item descriptions and content are clear	5.8	5.8
1	The dining area is comfortable and welcoming	5.6	4.7
6	The school encourages healthy eating	5.5	5.3

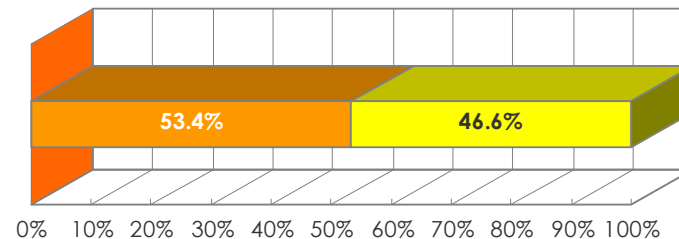
Figure 1.2 ~ Graph showing Mean Importance for each service category against Mean Satisfaction

A visual representation of the previous table



## Overall Satisfaction

It is possible to derive an 'Overall Satisfaction Index' for the service as a whole as a weighted average of the satisfaction scores based upon their relative importance to the consumer.



### The 'Overall Satisfaction Index' for A School foodservice is currently 53.4%

In order to improve the overall satisfaction levels, it is important to focus on improving individual aspects of the service.

For the purpose of prioritising areas for attention, a relative comparison between the importance consumers place upon a category of the service, and their current satisfaction with the way it is being delivered, must be made. This figure, known as the 'Satisfaction Gap', is derived from the difference between mean importance and mean satisfaction.

For example, 'The quality and taste of the hot food available is good' tops the importance ranking with a mean value of 7.1. This importance ranking may create a tendency to focus on this service category for particular attention. However, the relative satisfaction with this category is 7.0 ~ a 'satisfaction gap' of only 0.1 (7.1 – 7.0). This is in fact only the 11<sup>th</sup> highest satisfaction gap recorded and indicates that there are 10 other areas that are weaker on meeting consumer expectations. Other service categories with lower importance ranking should therefore be identified via their satisfaction gaps and receive priority for improvement.

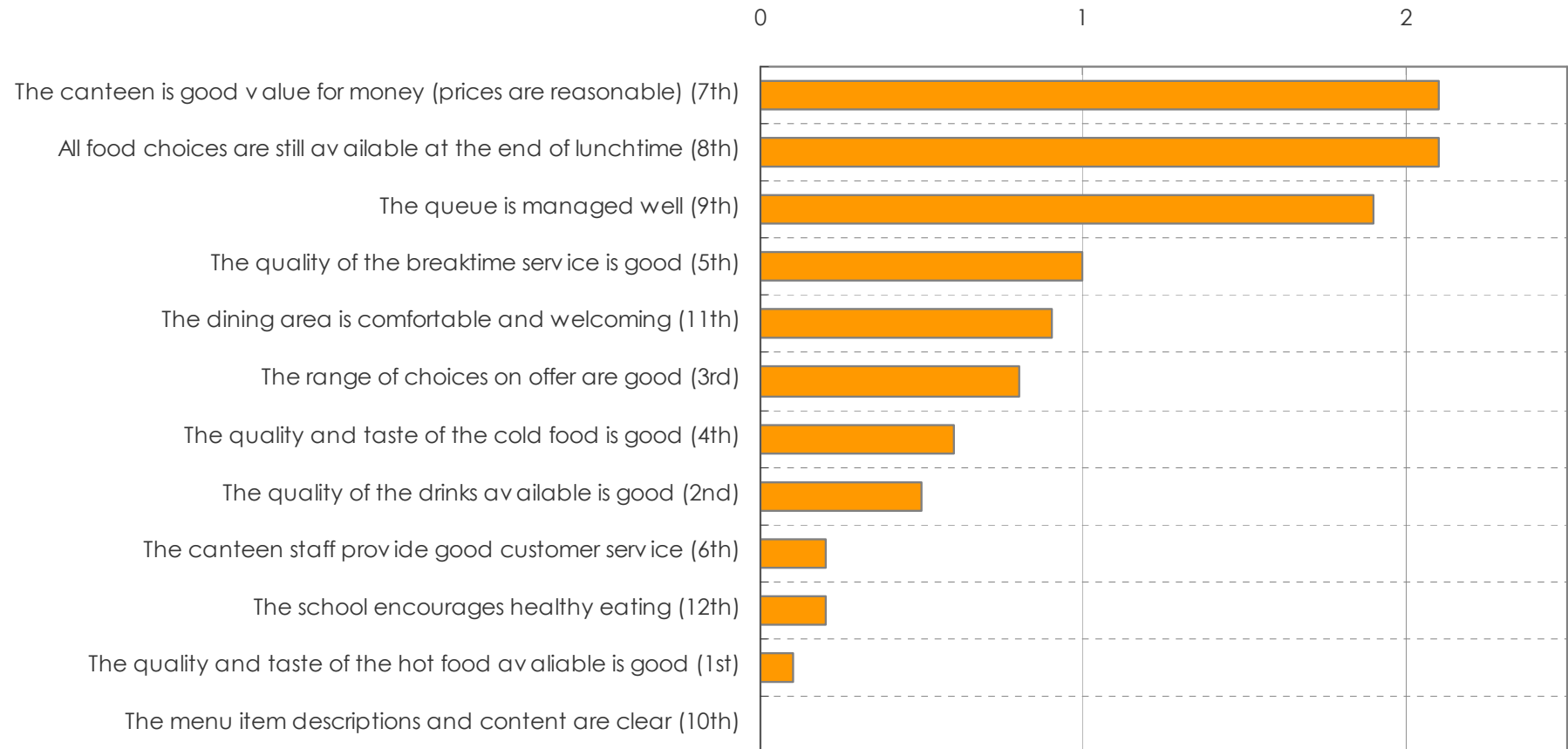
**'Satisfaction Gaps' arising from this survey are depicted overleaf, in Figures 2.1 & 2.2**

Figure 2.1 ~ Table showing the gap between Mean Importance and Mean Satisfaction for each service category

Question No.	Question	Gap	Importance Rank
12	The canteen is good value for money (prices are reasonable)	2.1	7th
11	All food choices are still available at the end of lunchtime	2.1	8th
3	The queue is managed well	1.9	9th
7	The quality of the breaktime service is good	1.0	5th
1	The dining area is comfortable and welcoming	0.9	11th
4	The range of choices on offer are good	0.8	3rd
9	The quality and taste of the cold food is good	0.6	4th
10	The quality of the drinks available is good	0.5	2nd
5	The canteen staff provide good customer service	0.2	6th
6	The school encourages healthy eating	0.2	12th
8	The quality and taste of the hot food available is good	0.1	1st
2	The menu item descriptions and content are clear	0.0	10th

Figure 2.2 ~ Graph showing the difference between Mean Importance and Mean Satisfaction for each service category

"The Satisfaction Gap"



### Sub-Analysis by Demographical Criteria (171 Survey's Analysed)

The results depicted in the previous section generate an overall view of the opinions of the population as a whole. It is useful to further analyse returns using the demographical information collected during the survey. This allows us to interpret trends within certain demographical sectors of Birley's population to ensure that a balanced service is being delivered to all consumer groups.

The demographical data captured were:

- Respondent Type
- Gender
- Year Group

The mean importance and mean satisfaction values recorded for all 12 service categories are presented in a tabular form. The three highest 'Satisfaction Gaps' for each subset of the demographic group are highlighted in red, allowing an ease of comparison between groups. Conversely the three lowest satisfaction gaps for each subset are highlighted in green. In the event of tied values more than three gaps may be highlighted.

In the instance that no analysis is possible for a particular service category due to no answers being recorded the field will be left blank.

It is also possible to generate an 'Overall Satisfaction Score' for each subset, which is presented at the foot of each table, along with the number of respondents for each demographic.

Figure 3.1 ~ Table showing the Mean Importance and Mean Satisfaction for each service category by Respondent Type

Q No.	Question	A Student		No Answer	
		Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	5.6	4.7	5.4	4.6
2	The menu item descriptions and content are clear	5.8	5.8	5.6	6.2
3	The queue is managed well	6.1	3.9	4.3	3.6
4	The range of choices on offer are good	6.7	5.8	5.7	5.9
5	The canteen staff provide good customer service	6.3	6.0	6.4	6.8
6	The school encourages healthy eating	5.6	5.2	5.3	5.4
7	The quality of the breaktime service is good	6.5	5.4	5.0	4.3
8	The quality and taste of the hot food available is good	7.1	6.9	7.3	7.8
9	The quality and taste of the cold food is good	6.6	5.8	6.0	6.0
10	The quality of the drinks available is good	7.1	6.5	6.3	6.7
11	All food choices are still available at the end of lunchtime	6.1	3.8	5.4	4.3
12	The canteen is good value for money (prices are reasonable)	6.3	3.9	4.8	4.4
<b>No. of Respondents</b>		146		25	
<b>Satisfaction index</b>		53.1%		55.0%	

Figure 3.2 ~ Table showing the Mean Importance and Mean Satisfaction for each service category by Gender

Question No.	Question	Male		Female		No Answer	
		Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	5.4	4.3	5.9	5.0	5.2	4.7
2	The menu item descriptions and content are clear	5.8	6.0	5.9	5.4	5.6	6.4
3	The queue is managed well	5.7	3.6	6.6	4.2	4.5	3.7
4	The range of choices on offer are good	6.6	5.5	6.8	6.0	5.6	6.0
5	The canteen staff provide good customer service	6.1	5.9	6.4	6.1	6.5	6.9
6	The school encourages healthy eating	5.5	4.8	5.6	5.5	5.5	5.7
7	The quality of the breaktime service is good	6.3	5.2	6.8	5.7	5.0	4.5
8	The quality and taste of the hot food available is good	7.1	6.9	7.1	6.8	7.4	7.8
9	The quality and taste of the cold food is good	6.5	5.7	6.8	6.0	6.0	6.1
10	The quality of the drinks available is good	7.0	6.1	7.2	6.8	6.3	6.6
11	All food choices are still available at the end of lunchtime	6.0	3.5	6.3	4.2	5.2	4.1
12	The canteen is good value for money (prices are reasonable)	6.1	3.6	6.6	4.3	4.5	4.2
<b>No. of Respondents</b>		72		72		27	
<b>Satisfaction index</b>		51.0%		55.0%		55.5%	

Figure 3.3 ~ Table showing the Mean Importance and Mean Satisfaction for each service category by Year Group

Question No.	Question	7		8		9		10	
		Imp	Sat	Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	6.5	5.2	5.8	4.8	5.8	3.8	3.8	3.8
2	The menu item descriptions and content are clear	6.7	7.0	5.9	5.7	5.8	4.6	4.5	5.5
3	The queue is managed well	6.4	4.5	6.2	3.6	6.5	4.0	5.1	2.8
4	The range of choices on offer are good	7.7	7.3	6.8	5.3	6.1	4.9	5.2	5.2
5	The canteen staff provide good customer service	7.0	7.0	6.5	5.6	6.2	5.9	4.5	5.7
6	The school encourages healthy eating	6.2	5.6	5.7	5.2	5.5	4.4	4.3	5.0
7	The quality of the breaktime service is good	6.6	6.2	7.0	5.1	6.8	5.7	4.8	5.0
8	The quality and taste of the hot food available is good	7.9	7.8	7.2	6.8	7.0	6.4	5.6	6.1
9	The quality and taste of the cold food is good	7.2	6.7	6.9	5.8	6.4	5.9	4.6	4.1
10	The quality of the drinks available is good	7.7	7.4	7.0	6.1	7.0	7.0	5.6	5.3
11	All food choices are still available at the end of lunchtime	6.5	4.8	6.2	3.4	6.2	3.9	5.2	2.8
12	The canteen is good value for money (prices are reasonable)	6.6	5.0	6.8	3.5	6.5	3.4	4.7	2.4
<b>No. of Respondents</b>		44		47		22		13	
<b>Satisfaction index</b>		62.1%		50.8%		50.0%		44.6%	

Figure 3.3a ~ Table showing the Mean Importance and Mean Satisfaction for each service category by Year Group

Question No.	Question	11		12		No Answer	
		Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	4.5	4.6	8.0	4.5	5.3	4.6
2	The menu item descriptions and content are clear	4.4	4.3	7.0	5.5	5.6	6.4
3	The queue is managed well	5.4	3.7	7.0	4.5	4.4	3.6
4	The range of choices on offer are good	5.6	4.9	9.5	5.0	5.7	6.0
5	The canteen staff provide good customer service	5.2	5.2	10.0	7.0	6.5	6.9
6	The school encourages healthy eating	4.6	5.4	5.5	5.0	5.5	5.6
7	The quality of the breaktime service is good	5.8	4.4	6.5	4.0	5.0	4.5
8	The quality and taste of the hot food available is good	6.2	5.9	10.0	6.0	7.4	7.9
9	The quality and taste of the cold food is good	5.6	4.8	8.5	5.0	6.1	6.1
10	The quality of the drinks available is good	6.1	5.1	10.0	9.0	6.4	6.8
11	All food choices are still available at the end of lunchtime	5.2	3.1	9.5	4.5	5.4	4.3
12	The canteen is good value for money (prices are reasonable)	5.2	3.9	9.0	6.0	4.6	4.2
<b>No. of Respondents</b>		17		2		26	
<b>Satisfaction index</b>		46.0%		55.0%		55.7%	

Figure 3.4 ~ Table showing the Mean Importance and Mean Satisfaction for 'When do you use the school food service?'

Question No.	Question	No Answer		Breakfast / Morning Break		Lunchtime		Both Lunchtime and Breakfast / Morning Break	
		Imp	Sat	Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming			4.8	4.2	5.4	4.5	6.4	5.1
2	The menu item descriptions and content are clear	3.0	6.0	5.1	5.4	5.8	6.1	6.2	5.8
3	The queue is managed well	7.0	8.0	5.4	3.1	5.7	4.0	6.4	4.1
4	The range of choices on offer are good	7.0	8.0	6.1	5.2	6.4	6.0	7.1	5.9
5	The canteen staff provide good customer service	7.0	7.0	5.9	5.6	6.2	6.3	6.6	6.3
6	The school encourages healthy eating	7.0	8.0	5.9	5.2	5.2	5.1	5.6	5.4
7	The quality of the breaktime service is good	7.0	7.0	6.6	5.4	5.6	4.9	7.0	5.5
8	The quality and taste of the hot food available is good	7.0	7.0	6.7	6.5	6.9	6.9	7.8	7.5
9	The quality and taste of the cold food is good	7.0	8.0	6.1	5.2	6.3	5.8	7.1	6.4
10	The quality of the drinks available is good	7.0	6.0	6.8	6.5	6.7	6.0	7.3	7.1
11	All food choices are still available at the end of lunchtime	7.0	5.0	5.3	3.5	6.1	4.1	6.4	3.9
12	The canteen is good value for money (prices are reasonable)	7.0	5.0	5.5	2.9	5.9	4.5	6.7	3.9
<b>No. of Respondents</b>		1		38		75		57	
<b>Satisfaction index</b>		62.5%		48.8%		53.5%		55.7%	

Figure 3.5 ~ Table showing the Mean Importance and Mean Satisfaction for 'What do you do for lunch?'

Question No.	Question	Bring packed lunch from home		Buy something at the shops before school		Buy something at break	
		Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	6.1	4.5	4.0	2.7	5.4	5.2
2	The menu item descriptions and content are clear	6.4	5.2	5.3	5.0	5.6	6.2
3	The queue is managed well	6.3	3.9	5.3	3.3	5.4	4.1
4	The range of choices on offer are good	7.0	5.9	5.3	5.7	6.7	6.2
5	The canteen staff provide good customer service	6.7	6.0	4.5	7.5	6.4	6.2
6	The school encourages healthy eating	6.0	5.4	4.0	6.5	5.7	5.5
7	The quality of the breaktime service is good	7.3	5.8	5.3	4.3	6.3	5.5
8	The quality and taste of the hot food available is good	7.4	6.8	5.7	7.0	7.5	7.1
9	The quality and taste of the cold food is good	6.9	5.8	5.0	3.7	6.9	6.4
10	The quality of the drinks available is good	7.3	6.7	6.0	6.7	7.2	6.5
11	All food choices are still available at the end of lunchtime	6.8	3.7	3.3	3.3	5.6	4.8
12	The canteen is good value for money (prices are reasonable)	7.3	3.7	4.0	5.3	5.8	4.7
<b>No. of Respondents</b>		45		3		54	
<b>Satisfaction index</b>		52.8%		50.8%		56.9%	

Figure 3.5a ~ Table showing the Mean Importance and Mean Satisfaction for 'What do you do for lunch?'

Question No.	Question	Go off the school site		Skip		No Answer	
		Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	4.5	4.5	5.7	4.8	6.0	4.3
2	The menu item descriptions and content are clear	4.3	5.4	6.5	6.3	6.0	6.2
3	The queue is managed well	5.7	3.5	5.8	3.4	6.1	3.9
4	The range of choices on offer are good	5.6	5.1	6.5	4.6	6.6	6.0
5	The canteen staff provide good customer service	5.0	5.9	5.5	5.0	6.8	6.7
6	The school encourages healthy eating	4.9	5.3	5.7	3.9	5.1	5.2
7	The quality of the breaktime service is good	5.8	4.8	5.1	4.3	5.9	4.8
8	The quality and taste of the hot food available is good	5.6	6.3	6.9	6.2	7.4	7.9
9	The quality and taste of the cold food is good	5.0	4.9	6.3	5.5	6.4	5.9
10	The quality of the drinks available is good	6.2	6.6	6.7	6.0	6.7	6.3
11	All food choices are still available at the end of lunchtime	4.7	3.4	6.5	2.5	6.5	3.6
12	The canteen is good value for money (prices are reasonable)	4.8	3.5	6.4	3.4	5.7	3.6
<b>No. of Respondents</b>		20		13		36	
<b>Satisfaction index</b>		49.4%		46.6%		53.5%	

Figure 3.6 ~ Table showing the Mean Importance and Mean Satisfaction for 'Why don't you use the school food service?'

Q No.	Question	Price		Time		Don't like the food on offer		Queuing	
		Imp	Sat	Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	6.2	4.4	4.9	5.1	5.3	4.9	4.8	5.0
2	The menu item descriptions and content are clear	6.8	5.2	6.3	5.6	4.0	4.7	5.1	6.3
3	The queue is managed well	6.0	3.5	6.3	6.3	6.5	3.2	5.3	3.8
4	The range of choices on offer are good	6.6	5.5	7.6	6.4	5.9	3.1	6.0	6.3
5	The canteen staff provide good customer service	6.4	5.5	8.6	7.0	5.9	6.0	5.3	5.8
6	The school encourages healthy eating	5.7	5.1	6.6	6.1	5.4	3.6	5.8	6.2
7	The quality of the breaktime service is good	6.7	5.4	6.4	6.2	6.0	4.3	6.5	5.8
8	The quality and taste of the hot food available is good	7.4	6.8	7.7	7.3	5.3	4.5	6.8	7.2
9	The quality and taste of the cold food is good	6.5	5.7	7.0	4.7	5.4	5.2	6.4	6.2
10	The quality of the drinks available is good	6.7	6.4	9.0	8.1	6.1	5.7	7.0	6.8
11	All food choices are still available at the end of lunchtime	5.9	3.0	7.7	5.1	6.6	4.0	4.9	4.7
12	The canteen is good value for money (prices are reasonable)	6.3	3.2	7.9	6.0	5.4	4.3	5.4	4.1
<b>No. of Respondents</b>		36		7		7		32	
<b>Satisfaction index</b>		49.6%		61.7%		44.5%		56.9%	

Figure 3.6a~ Table showing the Mean Importance and Mean Satisfaction for 'Why don't you use the school food service?'

Q No.	Question	Uncomfortable seating area		Other		No Answer	
		Imp	Sat	Imp	Sat	Imp	Sat
1	The dining area is comfortable and welcoming	5.7	4.0	4.3	3.7	6.2	4.9
2	The menu item descriptions and content are clear	4.8	5.5	5.2	5.4	5.9	6.3
3	The queue is managed well	5.3	4.5	5.0	3.4	6.2	4.0
4	The range of choices on offer are good	6.8	4.2	5.0	5.0	7.3	6.4
5	The canteen staff provide good customer service	7.0	6.0	5.4	5.3	6.8	6.9
6	The school encourages healthy eating	6.0	3.4	4.6	5.4	5.4	5.1
7	The quality of the breaktime service is good	6.0	4.0	5.5	4.9	6.4	5.2
8	The quality and taste of the hot food available is good	7.0	6.3	5.7	6.2	7.8	7.5
9	The quality and taste of the cold food is good	6.4	5.4	5.5	5.4	7.0	6.2
10	The quality of the drinks available is good	7.4	7.8	5.9	6.3	7.3	6.3
11	All food choices are still available at the end of lunchtime	5.6	5.0	5.4	3.2	6.6	4.0
12	The canteen is good value for money (prices are reasonable)	7.8	6.0	5.3	3.6	6.3	4.1
<b>No. of Respondents</b>		5		20		64	
<b>Satisfaction index</b>		51.7%		48.0%		55.8%	

## Eating Habits

### Q. When do you use the school food services?

	Number of Responses	Percentage
Breakfast / Morning Break	49	18.5%
Lunchtime	91	34.3%
Both of the Above	66	24.9%
I do not use the school food services	59	22.3%
<i>Total Users</i>	206	77.7%

Note: Total Users are those users who use the school food services at least once a day

Q. What do you do for lunch?

	Respondents who specified they did not use the school food service		Total Surveys Analysed	
	Number of Responses	Percentage	Number of Responses	Percentage
Bring packed lunch from home	33	35.1%	78	29.4%
Buy something at the shops before school	3	3.2%	6	2.3%
Buy something at break	5	5.3%	59	22.3%
Go off the school site	37	39.4%	57	21.5%
Skip it	5	5.3%	18	6.8%
No Answer	11	11.7%	47	17.7%
<b>Total</b>	<b>94</b>		<b>265</b>	

Q. Why don't you use the school food services?

	Respondents who specified they did not use the school food service		Total Surveys Analysed	
	Number of Responses	Percentage	Number of Responses	Percentage
Price	23	24.5%	59	22.3%
Time	2	2.1%	9	3.4%
Don't like the food on offer	10	10.6%	16	6.0%
Queuing	22	23.4%	53	20.0%
Uncomfortable seating area	2	2.1%	7	2.6%
Other	19	20.2%	40	15.1%
No Answer	16	17.0%	81	30.6%
<b>Total</b>	94		265	

### Other Stated

- Sometimes Bring Packed Lunch
- the cantine get`s to packed and i dont like crouded area`s
- Enjoy getting out of school
- i dont like the food prices and its too healthy
- I prefer to sit with my friends outside
- everything ... school has a terrible dining area ... the dinner ladies say you pushed in when you haventalso including this matter ... the food is supposed to support healthy eating when the only thing healthy is pasta king ... also little kids mess about
- Tedious queing system.
- just like to make food my self
- all of them!
- ecause it is high priced and the queues are horrid and the seats are uncomfortable and smelly as ar the trays
- Uncomfortable seating area; Don't like the food on offer
- I eat in the home room.
- I think that at lunchtime it gets very busy and hard and long to get food. also there is not alot of free tables.
- too expensive and not very much variety
- I dislike the seating the queeing and it gets too overcrowded.

## Further Comments

The further comments canvassed in Section D of the questionnaire have been replicated verbatim over the following pages and assigned a code according to demographic criteria.

<b>Respondent Type</b>	Stu	A Student
	Staff	A Member of Staff
	No	No Answer
<b>Gender</b>	M	Male
	F	Female
	No	No Answer
<b>Year Group</b>	N/A	N/A
	7	7
	8	8
	9	9
	10	10
	11	11
	12	12
	No	No Answer

It should be noted that positive comments were collated with respect to the standard and quality of service. It is inherent in the very nature of canvassing further comment that responses received tend to focus on negative aspects to a greater extent than the positive, and the level of positive comment can be seen as encouraging.

Comment	Resp Type	Gender	Year Group
It is not very well organised (Queues, All Over The Place And People Pushing In The Queues) or priced!	Stu	F	8
all of the seats are uncomfey	Stu	F	7
because the seating is not conftuble	Stu	M	8
bring back the old food burgers and cookies	Stu	M	8
bring sausage rolls back shortbread and the cookies and top lower the price	Stu	M	10
cut cost by making it a lot cheaper	Stu	F	7
good overall appart from seating area	Stu	M	9
i dont like the que because people push in front of us a lot	Stu	F	8
I don't think the school encourage healthy eating as much because chicken sandwichs are available and they're not healthy!	Stu	M	8
i have given a low score to the prices because i think the money should go down on the chicken wraps and the chicken burgers because they are 1 pound 50 and some people dont fetch that much to school.	Stu	F	7
i have given mostly low scores because the prices for stuff is too high and people just push in the queues	Stu	F	8
i like school dinners	Stu	F	9
i love chicken joes	Stu	F	11
i never eat at school so it dose not relly mater to me	No	No	No
I thing we should be aloud to have a little space outside where we can eat our meals.Because were not aloud to take our meals outside.	Stu	F	8
i think it should have comfyier seating areas	Stu	F	12
I think it would be better if there was a range of different foods and the food are healthy. The quese also need to bemanaged better.	Stu	F	8
i think that the queues should be sorted out a bit more becace they are really long and it is a long wait and also sometimes its that long that they have ran out of what you want.	Stu	F	7
i think that the some prices are ok but then some are a bit pricey	Stu	F	7

## Further Comments

### Précis of commonly occurring answers

- Lack of organisation
- Long queues and pushing in the queue
- Over-priced food ~ prices are lower in the shops so students go there instead
- Needs an improvement in the seating area ~ currently uncomfortable and not enough seats
- Encourage healthy eating
- Popular food runs out
- More variety in the food offered
- Bring back the cookies

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