

CHAPTER 10

CATERING FACILITIES

SATISFACTION WITH CATERING FACILITIES

There are some areas of concern amongst students regarding the catering facilities, especially for respondents at **Wellesbourne Campus**, for those at **Amersham and Wycombe College** (UAW) and for those at **Berkshire College of Agriculture** (Figures 10.1, 10.2).

Respondents at **Amersham and Wycombe College**, **Berkshire College of Agriculture**, male students at **Chalfont Campus** and those aged under 23 at **Wellesbourne Campus** are dissatisfied with *quality of the food*, and *value for money of food*. *Value for money of drinks* is also unsatisfactory for all these students with the exception of males aged under 23 at **Chalfont Campus** (Figures 10.2 and 10.5).

Overall students are dissatisfied with *range of food available on the menu* and *extent to which dietary requirements are catered for* (e.g. vegetarian, diabetic, halal) (Figure 10.1).

Females aged 23 and under at **Wellesbourne Campus** are dissatisfied with *cleanliness of eating areas* (Figure 10.5).

Students at **High Wycombe Campus** are *very* satisfied with *availability of seating* and *helpfulness of staff* (Figure 10.1).

Efficiency of the service is *very* satisfactory for males aged under 23 at **High Wycombe Campus** (Figure 10.5).

Figure 10.1: Student perceptions of catering facilities by campus

<i>Catering facilities</i>	<i>Campus</i>			
	Chal	HW	W'bourne	BCUC
Opening hours	B	B	B	B
Quality of the food	C	B	D	C
Value for money of food	C	C	D	C
Value for money of drinks	C	C	D	C
Range of food available on the menu	C	C	D	D
Extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)	C	C	D	D
Cleanliness of eating areas	B	B	C	B
Availability of seating	B	A	B	B
Helpfulness of staff	B	A	B	B
Efficiency of the service	B	B	C	B
Availability of food/drink vending machines	B	b	b	b
Availability of space to eat your own food	B	B	B	B

Figure 10.2: Student perceptions of catering facilities by partner college

<i>Catering facilities</i>	<i>Partner college</i>		
	UAW	UBA	UEB
Opening hours	C	B	(b)
Quality of the food	D	D	c
Value for money of food	D	D	b
Value for money of drinks	D	D	b
Range of food available on the menu	D	D	(c)
Extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)	D	D	(c)
Cleanliness of eating areas	C	B	b
Availability of seating	B	B	b
Helpfulness of staff	B	C	b
Efficiency of the service	B	B	b
Availability of food/drink vending machines	b	B	b
Availability of space to eat your own food	B	B	b

Figure 10.3: Student perceptions of catering facilities by campus and mode

<i>Catering facilities</i>	<i>Campus and mode</i>				
	Chal		HW		W'bourne
	FT	PT	FT	PT	FT
Opening hours	B	b	B	b	B
Quality of the food	C	C	C	B	D
Value for money of food	D	C	C	B	D
Value for money of drinks	C	C	C	B	D
Range of food available on the menu	C	C	C	b	D
Extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)	C	c	C	(b)	D
Cleanliness of eating areas	B	B	B	B	C
Availability of seating	B	B	A	A	B
Helpfulness of staff	B	B	A	B	B
Efficiency of the service	B	B	B	B	C
Availability of food/drink vending machines	B	c	B	b	b
Availability of space to eat your own food	B	b	B	B	B

Figure 10.4: Student perceptions of catering facilities by partner college and mode

<i>Catering facilities</i>	<i>Partner college and mode</i>			
	<i>UAW</i>		<i>UBA</i>	<i>UEB</i>
	<i>FT</i>	<i>PT</i>	<i>FT</i>	<i>PT</i>
Opening hours	C	B	b	(b)
Quality of the food	D	C	D	c
Value for money of food	D	D	D	b
Value for money of drinks	D	D	D	b
Range of food available on the menu	D	d	D	(c)
Extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)	D	D	D	(c)
Cleanliness of eating areas	C	B	B	b
Availability of seating	B	B	B	b
Helpfulness of staff	B	B	C	b
Efficiency of the service	B	B	B	b
Availability of food/drink vending machines	B	(b)	B	b
Availability of space to eat your own food	B	B	B	b

*Nb columns omitted where all responses fewer than 10

Figure 10.5: Student perceptions of catering facilities by campus, gender and age

<i>Catering facilities</i>	<i>Campus, gender and age</i>										
	<i>Chal</i>				<i>HW</i>				<i>W'bourne</i>		
	<i>F</i>	<i>F</i>	<i>M</i>	<i>M</i>	<i>F</i>	<i>F</i>	<i>M</i>	<i>M</i>	<i>F</i>	<i>M</i>	<i>M</i>
	<23	23+	<23	23+	<23	23+	<23	23+	<23	<23	23+
Opening hours	B	B	B	C	B	B	b	b	B	B	B
Quality of the food	C	C	D	D	C	C	B	B	D	D	C
Value for money of food	C	C	D	D	C	B	C	B	D	D	C
Value for money of drinks	C	C	b	D	C	B	C	C	D	D	C
Range of food available on the menu	C	C	D	D	C	C	B	c	D	D	C
Extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)	C	C	*	d	C	C	A	c	d	D	C
Cleanliness of eating areas	B	B	B	B	B	B	B	B	D	C	B
Availability of seating	B	B	A	B	A	A	A	B	B	B	B
Helpfulness of staff	B	B	*	C	B	A	A	A	c	B	B
Efficiency of the service	B	B	*	B	B	B	A	B	c	B	B
Availability of food/drink vending machines	B	B	B	c	B	a	a	b	b	b	A
Availability of space to eat your own food	B	B	B	C	B	A	A	B	B	B	A

*Fewer than 10 respondents Nb columns omitted where all responses fewer than 10

Figure 10.6: Student perceptions of catering facilities by partner college, gender and age

<i>Catering facilities</i>	<i>Partner college, gender and age</i>						
	UAW				UBA		UEB
	<i>F</i> <23	<i>F</i> 23+	<i>M</i> <23	<i>M</i> 23+	<i>F</i> <23	<i>F</i> 23+	<i>F</i> 23+
Opening hours	C	C	B	b	B	b	(b)
Quality of the food	D	D	B	D	C	d	C
Value for money of food	E	C	D	D	D	E	B
Value for money of drinks	E	D	D	D	C	E	B
Range of food available on the menu	D	d	*	D	C	d	D
Extent to which dietary requirements are catered for (eg vegetarian, diabetic, halal)	E	D	C	*	D	*	D
Cleanliness of eating areas	C	C	*	B	B	B	B
Availability of seating	C	B	A	A	B	A	A
Helpfulness of staff	C	A	B	B	C	B	A
Efficiency of the service	D	b	B	B	B	B	B
Availability of food/drink vending machines	C	(b)	B	B	B	B	b
Availability of space to eat your own food	B	B	A	A	B	B	B

* Fewer than 10 responses Nb columns omitted where all responses fewer than 10

Figure 10.7: Student perceptions of catering facilities by JACS code

<i>Catering facilities</i>	<i>JACS Code</i>											
	B	C	D	G	J	K	L	M	N	P	W	X
Opening hours	B	b	B	B	C	a	B	C	b	C	B	B
Quality of the food	C	C	D	B	B	b	B	D	D	B	D	C
Value for money of food	C	B	D	B	C	c	B	E	D	D	D	D
Value for money of drinks	C	B	D	B	C	c	B	E	D	C	D	D
Range of food available on the menu	C	D	D	B	C	b	B	D	D	B	D	D
Extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)	C	D	D	B	D	*	B	*	D	B	D	C
Cleanliness of eating areas	B	B	B	B	B	A	B	C	C	B	B	B
Availability of seating	B	B	B	A	A	a	A	B	B	A	B	b
Helpfulness of staff	B	A	C	A	A	a	A	*	B	A	B	B
Efficiency of the service	B	B	B	A	B	a	A	B	b	B	B	B
Availability of food/drink vending machines	B	b	B	B	B	b	a	d	b	b	b	b
Availability of space to eat your own food	B	B	B	B	A	b	B	C	B	A	B	B

* Fewer than 10 responses Nb columns omitted where all responses fewer than 10

COMPARISON WITH PREVIOUS YEARS

Respondents at **Amersham and Wycombe College** are still dissatisfied with *quality of the food, value for money of food, value for money of drinks, range of food available on the menu and extent to which dietary requirements are catered for (e.g. vegetarian, diabetic, halal)*. Students at **Berkshire College of Agriculture** are also now dissatisfied with these issues. However the latter two have improved for students at **East Berkshire College** though they are not so important (Figure 10.8).

Students at **East Berkshire College** are now satisfied with *cleanliness of eating areas* whereas this was adequate last year. *Helpfulness of staff* is now adequate for respondents at **Berkshire College of Agriculture**, last year this was satisfactory (Figure 10.8).

Figure 10.8 Student perceptions of catering facilities by partner college 2005 and 2006

Catering facilities	Partner college					
	UAW		UBA		UEB	
	05	06	05	06	05	06
Opening hours	C	C	a	B	a	(b)
Quality of the food	D	D	C	D	d	c
Value for money of food	D	D	C	D	B	b
Value for money of drinks	D	D	C	D	b	b
Range of food available on the menu	D	D	C	D	D	(c)
Extent to which dietary requirements are catered for (e.g., vegetarian, diabetic, halal)	D	D	d	D	D	(c)
Cleanliness of eating areas	C	C	B	B	C	b
Availability of seating	B	B	B	B	B	b
Helpfulness of staff	B	B	B	C	B	b
Efficiency of the service	B	B	B	B	B	b
Availability of food/drink vending machines	B	b	b	B	a	b
Availability of space to eat your own food	B	B	B	B	B	b