



## 2022 Dining Services Survey Full Report

UNIVERSITY UNITS IMPACTED ⇒ Administrative Affairs

More information on Dining Services:  
<https://www.ius.edu/dining-services/>

### BACKGROUND

Administrative Affairs has administered the Dining Services survey semi-annually since 2009 to measure satisfaction with the University Food Court, the on-campus Subway restaurant, the on-campus Papa John’s restaurant, and the University Grounds Coffee Shop. Respondents to the Spring 2022 survey were entered into a drawing to win one of ten \$50 Crimson Card credits. Winners were notified in April and survey results posted in the Summer at <https://www.ius.edu/oie/reports-and-surveys/institutional-assessment.php>.

### THE DATA AND RESPONDENT DEMOGRAPHICS

The survey was sent to a random sample of undergraduate students and all graduate students, faculty and staff via Qualtrics web survey software on March 22, with two reminders sent to non-respondents, and closing on April 8.

	2017	2019	2022
Female	71.9%	75.1%	74.1%
Male	28.1%	24.9%	25.9%
Faculty/Staff	61.0%	48.4%	58.8%
Undergraduate	36.9%	48.4%	38.5%
Freshmen	3.6%	7.8%	5.6%
Sophomore	7.6%	12.0%	9.6%
Junior	10.8%	13.0%	11.0%
Senior	14.9%	14.7%	12.0%
Visiting/Non-Degree	0.0%	1.0%	0.3%
Graduate	2.0%	3.2%	2.7%
Other	0.0%	0.0%	0.0%
On-Campus Undergraduate	20.7%	19.7%	24.3%
Off-Campus Undergraduate	79.3%	80.3%	75.7%
Part-Time Undergraduate	18.5%	18.7%	11.8%
Full-Time Undergraduate	81.5%	81.3%	88.2%
Total Respondents	249	409	374

The 2022 survey response rate was 13.5%, which has increased since 2019. The 2022 survey administration took a 40% sample of the undergraduate population. In the charts that follow, respondents are broken down by gender and role, and undergraduates are broken down further by residency and course load. Three notable data trends emerged. First, the 2022 survey administration saw a 10% decrease in undergraduate response rate compared to 2019. Second, females continue to make up over 70% of respondents, similar to previous administrations. Lastly, the faculty/staff response rate increased over 10%.

Individual question response rate varies, as most survey questions were voluntary and some respondents chose not to answer certain questions. Partial responses are included in the data report and, unless

otherwise indicated, non-respondents are excluded in tabled data counts and percentages.

## TIME SPENT ON CAMPUS

Respondents were asked “Compared to the 2020-21 academic year, are you spending more time or less time on campus?” Around 60% of both students and staff/faculty indicated that they were spending more time on campus compared to the 2020-21 academic year.

*Table 1: Time Spent on Campus:*

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
More time	224	60%	133	60%	91	59%
Same amount of time	69	18%	49	22%	20	13%
Less time	50	13%	27	12%	23	15%
Not applicable	31	8%	11	5%	20	13%
<b>Total</b>	<b>374</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>154</b>	<b>100%</b>

## SATISFACTION WITH DINING OPTIONS

Respondents were asked “Indicate your level of satisfaction with the current line-up of dining options: Subway, Papa John’s, University Grounds Coffee Shop.” Forty percent of the students were satisfied with the campus dining options, while 31% of the staff and faculty were satisfied; an additional 25% of students and 32% of staff/faculty were “neutral.” Dissatisfaction spanned from 35% to 37% for each group.

*Table 2: Satisfaction with Dining Options:*

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
Very Satisfied	36	10%	19	9%	17	11%
Satisfied	94	25%	49	22%	45	29%
Neutral	109	29%	71	32%	38	25%
Unsatisfied	94	25%	51	23%	43	28%
Very Unsatisfied	41	11%	30	14%	11	7%
<b>Total</b>	<b>374</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>154</b>	<b>100%</b>

## STUDENT FIRST IMPRESSION

Students were asked “Prior to or at the beginning of your first semester at IU Southeast, what was your first impression of IUS dining services?” Forty-three percent of the students indicated that their first impression was “neutral.” An additional 36% indicated that their first impression was favorable, while 21% indicated that their impression was unfavorable.

*Table 3: Student First Impression of IUS Dining Services:*

	Students	
	N	%
Favorable	56	36%
Neutral	66	43%
Unfavorable	32	21%
<b>Total</b>	<b>154</b>	<b>100%</b>

## SUBWAY

Sixty percent of the staff and faculty and 63% of the students were satisfied with the Subway on campus, for a combined 61% satisfaction rating. An additional 29% from both groups were “neutral.” Overall dissatisfaction was 10% from all respondents.

Table 4: Overall Satisfaction with Subway:

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
Very Satisfied	82	22%	44	20%	38	25%
Satisfied	147	39%	88	40%	59	38%
Neutral	109	29%	64	29%	45	29%
Unsatisfied	21	6%	15	7%	6	4%
Very Unsatisfied	15	4%	9	4%	6	4%
<b>Total</b>	<b>374</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>154</b>	<b>100%</b>

The most preferred time to visit Subway was noon to 2pm for both students and staff/faculty.

Table 5: Preferred Time to Visit Subway:

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
8AM to 10AM	9	2%	6	3%	3	2%
10AM to Noon	91	24%	51	23%	40	26%
Noon to 2PM	264	71%	152	69%	112	73%
2PM to 4PM	88	24%	38	17%	50	32%
4PM to 6PM	61	16%	24	11%	37	24%
6PM to 8PM	33	9%	11	5%	22	14%

\*please note that respondents could select more than one answer

## PAPA JOHN'S

Forty-five percent of the students were satisfied with Papa John's on campus, compared to 38% of staff and faculty. An additional 37% of students and 45% of staff and faculty were “neutral.” Dissatisfaction ranged from 17-18% for each group.

Table 6: Overall Satisfaction with Papa John's:

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
Very Satisfied	39	10%	21	10%	18	12%
Satisfied	113	30%	61	28%	52	34%
Neutral	156	42%	99	45%	57	37%
Unsatisfied	43	12%	25	11%	18	12%
Very Unsatisfied	21	6%	12	6%	9	6%
<b>Total</b>	<b>372</b>	<b>100%</b>	<b>218</b>	<b>100%</b>	<b>154</b>	<b>100%</b>

Over half of the respondents from both groups preferred to visit Papa John’s from noon to 2pm. An additional 24% to 31% of the students preferred to visit Papa John’s between 2pm and 8 pm.

*Table 7: Preferred Time to Visit Papa John’s:*

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
8AM to 10AM	5	1%	2	1%	3	2%
10AM to Noon	51	14%	28	13%	23	15%
Noon to 2PM	201	54%	117	53%	84	55%
2PM to 4PM	74	20%	33	15%	41	27%
4PM to 6PM	71	19%	23	10%	48	31%
6PM to 8PM	51	14%	14	6%	37	24%

*\*please note that respondents could select more than one answer*

### UNIVERSITY GROUNDS COFFEE SHOP

The University Grounds Coffee Shop received satisfaction ratings of 65% from students and 59% from faculty and staff, for a combined satisfaction rating of 62%. An additional 32% of the combined respondents were “neutral.” Overall dissatisfaction was low.

*Table 8: Overall Satisfaction with University Grounds Coffee Shop:*

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
Very Satisfied	94	25%	48	22%	46	30%
Satisfied	136	36%	82	37%	54	35%
Neutral	120	32%	75	34%	45	29%
Unsatisfied	14	4%	9	4%	5	3%
Very Unsatisfied	9	2%	6	3%	3	2%
<b>Total</b>	<b>373</b>	<b>100%</b>	<b>220</b>	<b>100%</b>	<b>153</b>	<b>100%</b>

Nearly half (49%) of the staff/faculty preferred to visit the coffee shop between 8 am to 10 am, while an additional 44% liked to visit between 10 am and noon. Amongst the students, over half (52%) preferred to visit the coffee shop between noon and 2pm, though 38-39% also indicated a preference for 8 am to 10am, 10 am to noon, and/or 2pm to 4pm.

*Table 9: Preferred Time to Visit University Grounds Coffee Shop:*

	All Respondents		Staff/Faculty		Students	
	N	%	N	%	N	%
8AM to 10AM	166	44%	107	49%	59	38%
10AM to Noon	156	42%	97	44%	59	38%
Noon to 2PM	157	42%	77	35%	80	52%
2PM to 4PM	117	31%	57	26%	60	39%
4PM to 6PM	66	18%	29	13%	37	24%
6PM to 8PM	33	9%	10	5%	23	15%

*\*please note that respondents could select more than one answer*

## CATERING SERVICES SATISFACTION

Faculty and staff were asked to respond to the following prompt: “In 2021, the campus made the decision to outsource catering services. If you attended a catered event in the Conference Center (University Center North), Hoosier Room, or other location, please rate indicate your level of satisfaction with the catered services, if applicable.” Sixty-two percent of the faculty and staff respondents were satisfied with the new outsourced catering services; an additional 26% were “neutral.” Thirteen percent were dissatisfied.

Table 10: Satisfaction with Catering Services:

	Faculty/Staff	
	N	%
Very Satisfied	27	19%
Satisfied	61	43%
Neutral	37	26%
Unsatisfied	14	10%
Very Unsatisfied	4	3%
<b>Total</b>	<b>143</b>	<b>100%</b>

## OPEN-ENDED FEEDBACK

Respondents were asked “Are there menu items or “grab ’n go” items you would like to see in University Grounds that we’re not currently offering?” The qualitative responses were categorized and, when appropriate, further broken down with specific findings.

The predominant portion of respondents had no suggested changes, while the second-largest group requested that University Grounds offer more healthy choices, including items such as salads, vegetables, and fruit. Nearly 10% of the respondents requested breakfast items, such as muffins, scones, and bagels. Another 10% requested more sandwich/wrap varieties, with a few specific requests to put condiments on the side rather than on the pre-made options. The fourth-most requested category was simply “more options,” followed by the fifth-most popular comment of re-open the cafeteria and/or provide hot entrees.

Miscellaneous Items includes items such as protein packs/bars, hummus, smoothies, tea, and desserts. Requests for fast food options includes Chik-fil-a, McDonald’s, and Starbucks.

Would Like to See More of the Following in University Grounds	
No Suggested Changes	23.4%
Healthier Choices/Salads/Vegetables/Fruit	20.0%
Breakfast Items	9.4%
Sandwiches/Wraps	9.4%
More Options	8.3%
Reopen Cafeteria/Hot Entrées	7.2%
Miscellaneous Items	7.2%
Vegan/Vegetarian/Dietary Restrictions	3.8%
Yogurt	3.8%
Soups	2.6%
Fast Food Options	2.3%
Lower Cost Options	1.5%
Microwavable Foods	1.1%

Please note that respondents were able to provide more than one

Full comments from the respondents are provided below; please note that responses appear as submitted without editing for grammar or spelling.

1. Not that I can think of
2. Would like different options other than sandwiches and pizza, maybe create a salad bar?
3. No
4. No
5. There are not any that I know of.
6. I think the recent addition of items was very helpful!
7. wraps, breakfast sandwiches
8. Hot food.
9. I enjoyed the cafeteria and its options. They were fresh, healthy, and provided variety from the morning to evening. The grab-and-go is a great start to bringing back options!
10. I never go into the university grounds so I don't know why they serve
11. A chick Fil a or chipotle would be nice but I know that's likely not feasible given our campus size
12. Some lower carb items such as salads. Soups would also be a great option.
13. Simpler sandwiches.
14. A salad bar, low sodium soups, grain or noodle bowls with roasted vegetables, sushi, burritos
15. I am not interested in eating pre-made sandwiches. They remind me of gas station food. Not only are pre-made sandwiches typical unappetizing, they are over priced. Snack items such as humus and yogurt would be OK. Cheese and crackers something a little more upscale that one would typically find at a Starbucks
16. I would like to see the cafeteria open back up. There are not enough options for students living on campus.
17. I don't usually eat lunch on campus and since I do not drink coffee, never use the coffee shop as a place to get refreshments.
18. no
19. I have nothing to add to the menu. However, the options are expensive for what you are getting. Considering you can go off campus to get similar priced items that are often times better, it makes me not want to go to University Grounds.
20. I would like to see healthier items like complete salads, yogurt parfaits, and low carb options.
21. No
22. I have not used the Grab 'n Go yet.
23. no
24. I used to love the scones they had to go with the coffee. Otherwise I think having the grab and go items are awesome.
25. Sandwiches, more lunch options since the cafeteria is closed. Protein packs.
26. P3 protein packs would be fun to have in the grab and go!
27. Some healthy options of sandwiches and salads.
28. Breakfast
29. Full sized pizza from papa John's
30. I would like to see other hot food items offered on campus again! Students who live on campus need these options, they are eating too much fast food when they can't cook for themselves. As a faculty member, I would utilize these services again, as I did before the pandemic.
31. I am not sure. Do they offer any small pre-packaged salads and/or pre-made sandwiches?
32. Have not bought a "grab n go" item yet.
33. Breakfast sandwiches, croissants, salads, hummus and pretzels, cheeses
34. More vegetarian options and healthier breakfast options (not just pastries/donuts)
35. More vegetarian options
36. I need veggies. I loved the great salad bar that was in the cafeteria.
37. I love teas so wish their were more options for that.
38. I didn't realize they had Grab N Go. Must have missed that, sorry.
39. It's been a couple months since I've been in, but healthier, less processed options would be appreciated.

40. nah
41. Yes
42. I haven't been recently but if there were premade sandwiches I would love to walk over and grab rather than wait in line at Subway. Other ideas would be cans of soup or frozen meal options.
43. The entire lunch line area that's been closed off.
44. Soups, charcuterie boards, and smoothies
45. No
46. I would like to see items like yogurts and simpler sandwiches (think pb&j).
47. No
48. Can't think of anything right now.
49. The only "grab and go" items that I have seen recently in the University Grounds shop are Pop-tarts and muffins. I would love to see a wider variety of items including yoghurt, scones, biscuits, or cinnamon rolls available for purchase. Perhaps breakfast sandwiches or breakfast burritos as well as savory or warmed items.
50. Love the new grab n go items just more of them.
51. Not that I can think of.
52. It would be nice to get hot items, like cheeseburgers, french fries, fish sandwiches, tator tots, chicken sandwiches.
53. Parfaits, Starbucks food items
54. All seems pretty pleasing.
55. N/A
56. Bagels and cream cheese; muffins; yogurt; Nutrigrain Bars; Crystal Light "to go" sticks; microwavable pre-made breakfast sandwiches; donuts; scones
57. cherry coke
58. bagels
59. More grab and go! Please stock things that could last several days so we don't sell out. Wraps, salads, sandwiches, hummus/cracker cups, fruit cups in the refrigerated section, and protein bars (healthier, not just chips) in the shelf stable section. There are a lot of healthy convenience foods that you can now find in a nicer truck stop, so surely we can offer those here! Especially things that resident students could take home and eat for supper, or grab for breakfast.
60. I would love for you to bring back your scones! I would probably go over there more for a scone!
61. Smoothies
62. Packaged danish
63. Starbucks breakfast sandwiches and food would be awesome!
64. NA.
65. no
66. I think having actual food choices, like sandwiches, salads and other foods here.
67. Thank you for bringing grab and go. I just have to remember it is there.
68. I haven't been to the University Grounds yet so I'm not sure of their menu options.
69. I would like to see more food variety. As someone who cannot get a car, it can be very tiresome with the same two options for food. Foods like pastas, hamburgers, perhaps more authentic food that is not junk food as well would be ideal.
70. Sandwich options.
71. Chocolate Chip Muffins
72. Not particularly
73. no
74. Nope.
75. N/A
76. Sometimes, there are turkey sandwiches with cheese, mayo, etc., and I would like to see options with just turkey or just roast beef.
77. More healthy options, more vegetarian/vegan options
78. Sandwiches with the sauce on the side, cupcakes, and veggie trays
79. Maybe some salads? (Sorry if you already have them - maybe I just haven't noticed.)

80. The grab-n-go has just recently been added, so am still building a familiarity with them. Salads with egg but NOT meat. Boiled egg bento breakfasts. More Fresh fruit. Yogurt with granola option.
81. I would like to see more gluten free options offered.
82. Pre-packaged sandwiches, quesadillas, desserts, muffins, etc. that the "cafeteria" (not sure what it's called) area used to serve when it was open prior to the pandemic. There was an Oreo chocolate pudding thing that was very good. I don't think these are offered on campus, so I would love to see them come back.
83. I think it would be a good idea to provide other lunch/dinner foods besides the current options. For example, boxed salads, sandwiches, wraps, fruit cups, etc.
84. n/a
85. I like the grab-n-go offerings in University Grounds, but they're too expensive to be worth it. Most of it is sandwiches that I can get for less at Subway and more food. All it does is save me the walk. I'm just really tired of sandwiches and I don't like eating pizza because it's just too greasy. I'm sure it's a popular option with students, but it isn't staff friendly.
86. Please open the cafeteria.
87. More gluten-free items.
88. Menu items
89. More spinach based sandwiches (Turkey, Cheese, Spinach) and less dairy based.
90. Not sure.
91. Sandwiches with no mayonnaise or other condiments.
92. I would just like to see more diversity in the amount on dining options on campus, it could be anything, really.
93. We have no options. We have no cafeteria. I understand some students aren't on campus but many are, we need more options and better hours. I think it's sad we don't have a cafeteria considering we have dorms and in person classes.
94. I think it would be cool to have some deli-type options like sandwiches or salads.
95. not currently
96. I don't know where the groceries are bought for the grab 'n go but I have found a popular item between my friends and I at Sam's Club is containers of pre-made buffalo chicken dip.
97. I am satisfied with the current choices.
98. yogurt with the fruit and granola. I would like to see chicken wraps or turkey wraps.
99. I don't visit University Grounds because it's too expensive.
100. I would like to see more veggie options.
101. Breakfast items like bagels and cream cheese, english muffins etc.
102. It's good
103. Vegan options
104. I liked the fridge that they had years ago with the pudding. I also like the grab and go section in the cafeteria.
105. No
106. No
107. N/A
108. N/A
109. No
110. Sanwiches Soups Salads Yogurt
111. I like having healthier options available. I also like items I can stick in my lunchbox and eat again cold later. That is why subway is great, because I can take a 1/2 sandwich out and eat it cold. So I've had the typical cold sandwiches passed out by Starbucks, and they aren't great. However, I would like to see grab n go cold sandwiches and salads with the sauce in a sealed side cup. Maybe a couple of different types of salads and sandwiches/wraps. Those would be great options!
112. A few more breakfast and salad options would be helpful.
113. I haven't seen the menu or "grab 'n go" items, but I feel that you are offering a good amount of items.
114. More sandwich and salad choices.
115. They have a great selection, but honestly, I just grab coffee there

116. I would just like other options for food. Either more restaurants or open back up the food court
117. It would be nice to have more healthy options on campus. Papa Johns is very unhealthy and subway is the only healthy option.
118. More fruit options like bananas or oranges
119. No.
120. Please bring back Nutrigrain bars. Very happy with the new grab 'n go items!
121. Hot breakfast or lunch items.
122. No comment - bring my lunch. But I like the powdered donuts available there to go with morning coffee
123. Salads, sandwiches, wraps
124. I would like to see breakfast options on campus more  
More fruit selection like bananas or apples
125. Chicken wings.
126. N/A
127. No
128. Fresh fruit. Fresh salads. Breakfast burritos. Foods with low sodium.
129. I don't usually buy items from University Grounds.
130. I've literally never gone there since 2009 because I can't afford the food on campus and usually go to the food pantry. My partner and I are under the poverty line. Don't exactly have the luxury to buy the shitty overpriced coffee y'all have. Sorry, not sorry. Do better.
131. N/A
132. I haven't seen any fruit cups available, which were my favorite grab 'n go item when the cafeteria was open
133. This might be a bit impossible, but some sandwiches would be nice. Something that can act as meal.
134. No.
135. More vegetarian options to go.
136. Not at this time.
137. Fruits and vegetables
138. Salads.
139. Salad bar, chicken strips, fries
140. Nothing comes to mind.
141. Sandwiches, wraps, salads
142. dessert boba pizza more dinner foods
143. no
144. n/a
145. Chick-fil-A
146. Salads, Bagels, Fruit, Breakfast sandwiches
147. none
148. no
149. Chocolate + Strawberry Milk. Plain sandwiches. Stuff we can heat up in the microwaves.
150. I don't know. I've never ordered anything there.
151. Salads using higher quality ingredients. Hummus and veggie sticks. healthy gluten free options.
152. Not at the moment!!
153. Cafeteria food, I suppose
154. Not that I can think of.
155. More bakery items like bread or donut or even yogurt options.
156. More vegetarian and vegan options. More fruits and veggies. More locally-produced foods and beverages.  
Warmed food. Like Dining Hall.  
Paninis. Healthy breakfast options.
157. It would be great to have more variety in general. The Grab 'N Go items are a good idea, just concerned about how healthy they are. I got a wrap that was very, very high in calories and fat. Soup options would be good, healthier wrap/sandwich options.

- 158. Would be great to have more breakfast options as well - maybe bagels or other bakery items, protein options (eggs/breakfast wraps) that could be heated up, etc.
- 159. chic fil a
- 160. None that I can think of.
- 161. Fruit cups, more health snack options
- 162. A nice soup and salad bar would be a nice option
- 163. More breakfast items! The last few times I've been in there's been either very little or nothing at all for breakfast. Even having the Starbucks food items would be nice.  
I haven't gotten lunch from the grab'n'go, but it looks like it's mostly sandwiches, which you could get at Subway. I think offering food that's not already on campus would be nice.
- 164. More plain sandwich options and condiments you can select to add if you'd like.
- 165. Not any I can think of
- 166. More options. The only options for food are Papa John's or Subway. When students are on campus 4-5 days a week, those options get very old. The cafeteria being open would help with that since they offered a large selection of things or bringing in more restaurants to campus.
- 167. more healthy but fast food
- 168. Not at this time
- 169. fresh fruit, yogurt options (not sure if these are currently offered)
- 170. I wish there were grilled cheeses and more options at the coffee shop, like tea wise.
- 171. I barely go to the "grab n' go" item, but I would like to see salads offered.
- 172. chicken
- 173. more items
- 174. I would really like a chicken nugget place maybe a Chick-fil-A or a McDonald's if possible, more versatile food selections.
- 175. Unsure

Finally, respondents were asked about any additional comments they might care to share about Dining Services at IU Southeast. The predominant comment from respondents was expressing a desire for the campus cafeteria to re-open, though it was closely followed by a desire for more variety in food options.

<b>Additional Comments</b>	
Re-open Cafeteria	30.4%
Variety	28.5%
General Acclamations	10.6%
Quality	7.2%
General Suggestions for Improvement	5.8%
Hours of Operation	5.3%
Quality of Catering	4.3%
Miscellaneous	3.9%
Affordability	3.9%

*\*please note that comments could fall into more than one category*

Full comments from the respondents are provided below; please note that responses appear as submitted without editing for grammar or spelling.

1. I would like a meal plan and the cafeteria back, there are people who have been open about being willing to work there so staffing isn't a problem and covid regulations are extremely light.
2. Bristol catering was not good. Lady Fingers is much better.
3. It would be nice to have other options to choose from. Papa John's especially has been poor quality lately. I would like to see some healthy choices made available.

4. The convenience of having on-campus catering is very much missed. Our team at IU Southeast did a better job than any of our outsourced vendors and was easier to work with and more reliable.
5. I enjoyed the cafeteria and its options. They were fresh, healthy, and provided variety from the morning to evening.
6. Miss the commons cafeteria!!!
7. THANK YOU FOR ALL YOU DO!!! We appreciate you!!!
8. In general, my dissatisfaction is with the limited choices, the poor overall quality of food at Subway, and the general attitude of the employees at each of these locations. If you don't want pizza or a sandwich, you pretty much have to go off campus. Subway employees will serve burnt meatballs and brown lettuce. If a customer complains, the customer is treated as the problem. Employees are busy talking to friends or distracted; better training and supervision would be helpful. The new catering system is also problematic as food quality varies tremendously and much more work is being placed on the event organizers.
9. We would love for the dining hall to be back open.
10. Papa Johns as the primary food option is devastating to campus health. Even their single-serving pizzas are actually 4 servings. Subway isn't much better. Please offer an option for make-your-own salads, roasted vegetables, whole grains, beans, fish, and I may actually purchase food on campus.
11. Would like to see the cafeteria reopened and serving breakfast and lunch with salad bar.
12. I think Dining Services has done an excellent job adapting to the current challenges that the Campus has faced. I don't visit the coffee shop and PJ's that often but I do Subway. I can honestly say I have a great experience every time I go there. They seem to have a good team working there. I have heard nothing but nice things about Julie and Tammy from students. How flexible, compassionate and what good bosses they are. Kudos to dining services for hanging in there and doing their part to accommodate students both from a customer perspective and a place that offers students employment. Keep up the fine work Dining Services!
13. I miss hot breakfast options. I know that is difficult to have available, but it was one of the best parts of dining.
14. As a faculty member and a parent, I think it is vital that we provide multiple healthy options (not fast food) if we are going to be a residential campus.
15. The salad bar that used to be available in the commons area is really missed. It was a nice option to the expensive entrees that were sold. And the sandwich bar was convenient with all the selections they had. The soda fountains were convenient as well because the soft drinks tasted better than the bottles.
16. I don't use the food services here since the cafeteria closed. I try to avoid fast food.
17. I'd like to see some of the pre-pandemic options return. Consider adding the BBQ food truck as a pop-up if you can make dollars and cents work! Could be a hit!
18. There is nothing wrong with the options available, but because they are so limited, I bring my lunch most days. If I were a student living on campus, it would get really old. The to-go options are helpful, but also pricey, and I miss the variety of the caf, where you could choose a sandwich or salad or something hot, or just get some fries.
19. It seems like people want dining services on campus. However, what is generally offered is not great. Subway seems to be the best option, but not frequently used. Papa Johns is expensive with a limited menu. I do not see the draw of getting a small personal pizza for close to the price you can pay for a regular sized pizza from the Papa Johns on Klerner Lane and Charlestown Road. With the cafeteria being closed, and University Grounds increasing their options, its still seems like it is not enough. It seems that all dining services are more of a drain on budgets and appear to not be profitable from an outsiders perspective.
20. Bring back the commons cafeteria!!
21. I hope we can reopen the Commons Dining Hall soon but I am happy with what has been able to be offered!
22. Need to remove barriers to options such as food trucks, student group sponsored food options (Chic-Filet sponsored by Launch), and others. The more options / competition the better for everyone.

23. I do hope we eventually go back to having the food court. I am more of a hot food lover than cold foods.
24. I've never been to the campus
25. Miss the cafeteria
26. It may be fun to add in another restaurant
27. There needs to be some way that students can get healthier options or access to essential groceries on campus. Not all students on campus have a car and the current food options are too limited, not very healthy, and don't adequately respond to special dietary needs.
28. Please open the canteen. It provided significantly more dining options and was much more convenient to me as a student. Not to mention it can cater to my food restrictions more than 2 fast food places and a coffee shop can.
29. Full sized pizza from papa John's
30. Bring back the food service.
31. Having our own catering services again would allow for more food options for events, as well as coffee/tea options again. As one who has hosted events in the past year on campus, it was quite difficult to order catering and pick up large orders of coffee etc. myself because we no longer have that option. I'd love to see more people employed on campus again!
32. People on campus have gotten their COVID-19 shots, and the mask mandate has been lifted. Please open back up the main cafeteria for Fall 2022, because the three dining options in this survey are too limited! It would help enrollment, and it would give the people living in the dorms a fair meal plan option choice.
33. I would love to see some healthy, hot meal options. Many students, staff, and faculty would enjoy having a hot meal at breakfast/brunch and lunch times. This would include vegetables, hot entrees, salads, soups, etc.
34. At the beginning of the semester subways was always out of bread options. I wish the cafeteria was open
35. The commons dining area is greatly missed; it added a social gathering place for campus and offered a variety of food options. Even if it can return on a limited/reduced capacity it would add to the life of campus.
36. Having only sandwiches and pizza as dining options isn't ideal for people with certain allergies and food sensitivities. Having the commons open, when we have enough people on campus, is ideal for maximum variety.
37. We need more healthy options on campus. The dining hall was way better than what we have now. More students would be on campus and choose IUS as their school if IUS stopped getting rid of important things!
38. Thank you for all you do. You are appreciated!
39. I don't frequent Subway or Papa John's, but I do frequent the coffee shop. The decision to go with Starbucks was one of the best decisions, and the students and staff who work there are excellent.
40. Need more affordable options
41. I appreciate you seeking feedback and trying to meet our needs
42. It would be nice to have something on the Ogle Center side of campus, preferably something with health options.
43. We need to have an actual dining room (if outsourcing is the solution let it be) if we want to be called and consider a university (get inspired by Bellarmine). What we presently have is pathetic and I feel sorry for students. The unpredictability and not that healthy choices have me and many of my colleagues bring lunch or go eat off campus. Subway and pizza are Not satisfactory nor healthy options. It's bad- high-school at its worse. The dining portion of the campus should be vibrant and it's dead. How do we think we can attract and retain students if we portray such a sad face.
44. Please open up the cafeteria.
45. Love our creative dining solutions. I wish we had more healthy options.
46. While there is not a ton of variety, the services that are provided are quite fast and reliably good.
47. I wish there were more food options available on campus.

48. The dining services my freshman year and part of my sophomore year were very favorable. This is because the cafeteria was open. The cafeteria provides many different options for students, whereas Subway and Papa Johns provide a very limited selection.
49. I appreciated the increased variety of catered food options that have appeared since this outsourcing move. I have also noticed an increase in the quality of food options available with the catering lately.
50. I miss the on campus catering because I always knew the menu was great, delivery/setup of items was always on time and overall ease of planning an event was wonderful. The conference and catering staff always made planning events, large or small, Executive level or Casual, less stressful because they always handled our requests with quality and professionalism.
51. I wish there were just more options in the University Center for lunch.
52. I had the chicken salad, I did not like that it had raisins in it.
53. I wish we had the University commons back open because that allowed a lot of students who have more food options. Also the meal plan really helped out tons of students that couldn't have money in the bank account to eat on campus still.
54. With all that is going on, each service has been providing as best as they can. I appreciate all they do for us.
55. There are no dining options for the times I am on campus. Dining is too limited. When I started at IUS in 2017 the cafeteria food was where I would always get lunch at the salad bar. It was cheaper and easier to make healthier choices. It was always busy and the cafeteria was a place to meet with friends between classes or do assignments. Because of the limited options, very few people go to the university center anymore which creates less of a community on campus. There are only two options for food now. Subway or papa johns which there are very limited options. Subway has no seating near it and it is discouraged to eat in the library where it is located. I would love to see the cafeteria section of the university center reopened, more tables put near the subway and increased hours of operation.
56. I would like to see the area in the commons that used to be the cafeteria become a grab-n-go central. For breakfast, there could be grab-n-go breakfast sandwiches that are microwavable, cereal, fresh fruit, bagels, cream cheese, etc... And, for lunch, there could be grab-n-go salads, sandwiches, sushi, microwavable sandwiches, etc. And, all the time, there could be grab-n-go snack offerings such as cheese cubes, hummus with pretzels, chips, veggies and dip, etc... If, by chance, it becomes a cafeteria again, it's important to have dining options that are in line with today's tastes and trends and not things that would be served in a retirement home.
57. Would love to have the University commons area (where food used to be served prior to COVID) be outsourced to other businesses, in order to get the community to come to IUS as well as branch out the food opportunities. For example, allow Bert's food truck or Fistful of Tacos, La Catrina, etc. have the opportunity for like a week or a few days of the week to come in and serve food while utilizing that space!! This would help not only get the community to come in and on campus, but it would also give students the opportunity to expand their food options and give them a chance to learn about restaurants and food outside of campus' current options. This could also change weekly, that way there's the opportunity for students to have more variety.
58. Bristol food is very good. I wish it weren't so expensive for the campus, though. I really like that smaller events can now have food provided by anyone. That's a game changer for staff who can now take more control over the budget for planning and executing smaller events themselves.
59. I would like to see the salad bar come back! I also think we should offer a "hot meal" option for students.
60. I miss having a variety of options that we had when the commons was open.
61. I rarely use IU Southeast's food service but when I do, the quality is good and price is reasonable. Offerings seem very limited but other than a cafeteria/grill like we had in the past, I'm not sure what you can do to change that. I do like the idea of food trucks on a more frequent basis if it can be arranged. Thanks!
62. There's not enough variety or healthier options
63. University Coffee Grounds is a gem. The first place I actually encounter anyone on campus are the people behind the counter on my morning arrival. The barristas are invariably cheerful and always remember my order for a medium cappuccino.

64. Sad the school cafeteria is closed. I always have to leave campus to get food! Papa Johns does not make pizza right. Staff sits around and talks. One staff member talked about smoking m\*\*\*\*\* and having \*\*\* in front of customers. I have not been back since then. Subway is usually out of bread or meats which is also disappointing.
65. I would like the commons back open
66. I realize the cafeteria is a tough area because of staffing, etc., but the cafeteria was a gathering place. It was the hub, the reason for gathering. Students, faculty and staff would all gather in one place and talk. The cafeteria was the only real "vibe" on campus. I realize that there may be a financial loss to operating the cafeteria, but it's worth it.  
At U of L they automatically give every commuter student credit on their account. Let's do the same. That will help fund the cafeteria. Each semester every students gets \$100 to spend on food or something like that. Bring back the only hub that IU Southeast had. Oh, and change the name of the cafeteria to IU Southeats.
67. Please open the food court again. Eating the same things over and over again gets very tiring.
68. Again, the variety of food was something i was not impressed with especially with the fact people do live on campus. There is more food down the street sure, but it is dangerous to across over and get to due to the road being so busy, especially at lunch. I know I am not the only one to be lacking a car, so I would like to see some changes in this department if at all possible for our health and the happiness of others.
69. Now that the dining options are limited to pizza and subs I no longer eat on campus. Pre-pandemic I ate on campus two to four times a week. I have no issues with the services provided by Subway and Papa Johns, they just don't appeal to me. I'm not looking for 'grab and go' options either, I'd like to see real dining services restored.
70. I wish we had better hours for the restaurants in campus or just more restaurants in general. I can't even eat dinner on campus so I if there was a place that opened and closed later in the day that would be good.
71. Friendly staff and great food
72. Please open the cafeteria up again
73. Open the commons dining.
74. The crew seem pretty nice at all of the places.
75. It would be nice to see vegetarian options. I know that they are offered sometimes, but not always.
76. IUS needs to bring back the campus dining facilities. Those of us with special dietary needs really do not have much of a choice with Subway and Papa John's. It is extremely hard to eat healthy with only those two options available to us. When it was in-service, the campus dining facilities and staff offered many nutritious and healthy options for eating a meal on campus.
77. I've never actually used IUS dining services because I don't live on campus and options are almost always closed in the evenings or on weekends when I'm most likely to be on campus for class/studying.
78. I don't know anyone on campus who is happy/neutral about the Commons still being closed. It's a universally disliked issue. This is a MAJOR embarrassment (it is THE biggest embarrassment-not arrested professors-- It's the closed Commons food area) when trying to promote the University.
79. I personally do not eat subway nor do I eat Papa John's. Currently there is no food offered on our campus that would meet my dietary needs. Many of my students have also complained about the lack of food diversity on campus and have been lamenting the loss of the dining services that they used to get. Prior to covid 8 from the salad bar at least three times a week but now I am forced to either go off campus or bring food.
80. I know there is a risk to reopening the dining services in the commons area (or cafeteria, for lack of a better word), but I would love to see it reopen for my senior year. The pandemic started in the second semester of my freshman year and I'm about to be a senior. It may sound weird but I miss the commons area being open for food! (The one next to the campus Papa Johns.)
81. uesd cash be nice. No cards.
82. I seldom use these services, I like to bring my own cofffee and lunch to keep my costs down.

83. I miss having a breakfast choice and the hot meals. I also miss the grill and fryers. There is just not a lot to choose from with the current setup.
84. I would like to see the the whole cafeteria and salad bar return to campus. The cafeteria provided healthier food options than the current options. The commons area was a place of community and relationship building. Retention happened because students bonded with one another, faculty, and staff. A sense of community amongst faculty and staff also existed in the commons area. The lack of community space on campus where people can eat together has dramatically impacted the depth of relationship building.
85. n/a
86. I would really like to see some more options, and I like the idea of the food trucks, but again, everything is so expensive. I also realize that eating out in general has gotten more expensive since the pandemic, so I'm not faulting campus for this I just don't want to spend the money on it but in particular for options that are not ideal.
87. Please at least partially open the cafeteria!
88. I wish the Commons "cafeteria" was open.
89. Please open the dining court back up again.
90. It would nice to see the cafeteria open and running
91. N/A
92. I'd say the big problem here is that without the UC cafe, there just isn't enough variety to keep me on campus.
93. I do not like Subway or Papa John's so eating on campus is not option for me. Prefer to have the salad bar, baked potato and chef made meals as in pre-COVID days.
94. It was very nice when the kitchens were open like they were before COVID-19 hit. There were more options and they were affordable.
95. Subway hours of operation are unacceptable. Not only do they close at 4pm, they often close early or run out of food. It's depressing trying to support an open campus when there's no food available around a meal time. Subway is unreliable to the point that I just assume they're closed/out of food (no, a cookie or a bag of chips is not dinner) and go off-campus for my needs, which takes more time.
96. It's gone way downhill. Zero options. It's embarrassing when we have visitors and there is no cafeteria.
97. I think my biggest issue is that I wish the dining was open a bit later as some of us have activities or classes that go late on campus and don't have time to leave campus to go get food. Since many of us don't live on campus and can't just go cook something, it would be nice to have something that is open later for when we have to pull late nights on campus.
98. If I had the money then I would probably be eating there.
99. Would love to see the dining hall and food stations open back up. The salads were amazing
100. I really miss the Commons. I rarely eat at Subway and never at Papa Johns. The University Grounds staff are all terrific, but not having the options of the Commons left a hole in the past 2 years.
101. If possible I think there should be healthy options on campus. Especially for those who live on campus and don't drive. They can't be expected to eat pizza and sandwiches for every meal everyday.
102. The cafeteria was great my Freshman Year (fall 2019), but since then it has definitely lacked. I understand that the pandemic definitely affected the way the cafe operates, but I would still like the cafeteria running at its fullest. I really liked getting a breakfast omelet in the morning from the cafeteria.
103. Our campus is currently at a very difficult/nearly impossible customer level to provide enough variety at an appropriate pricing level to remain a relevant option for regular on campus dining. Given that fact, many of us do not even consider on campus options at all anymore. One suggestion (provided the food truck vendors we've recently hosted have been happy with the number of customers) would be to explore expanding this by offering/selling permits to food trucks a couple set days a week. This would likely cannibalize some of the current business of Papa Johns and Subway who might need to be closed on those days to avoid splitting the market, but it might help increase the overall customer base by increasing customer satisfaction with the variety it would provide. Something else to consider might be to try increasing the customer base by having this occur in part of the parking lot that is visible from the road and making it open to the public. Possibly also exploring some sort of advertising partnership

- with businesses in the industrial parks behind us and down Grant Line Rd. who have employees also looking for other lunch options.
104. I would like to see the cafeteria reopen to allow for more choices. It had hot dogs, burgers, salads, and breakfast items. If you don't bring it back during the day, at least let it be open for breakfast since Papa John's and Subway do not have breakfast.
  105. Liked the food.
  106. Doing a really great job! Always has great service!
  107. Longer hours could be helpful  
Cafeteria options/ more food options would bring in more students
  108. I like papa johns, but as I said, I try to eat healthy when I can. Maybe if there was a more healthy range of options that papa johns could serve, that would be beneficial. Since pizza is best eaten warm or hot, if I want to eat pizza leftovers, that creates an extra step for finding a microwave on campus. Personally, I have found the microwave locations across campus in the buildings I frequent. However, my preference is cold foods so that I can just grab it out and eat it, because finding the microwave takes time away from homework or whatever else I'm working on.
  109. However, you should ask other students about the convenience of their food, if it matters to them too.
  110. I am an active commuter student on campus and I work part time too, and I'm on campus m-f from 9-5 for classes and work. Throughout the week, I am also on campus after 5:00 PM for events. And I like to eat and be well fed. But I don't like leaving campus for Taco Bell or the other places because it just takes more time away from being on campus!
  111. Would like to see more vegetarian options, please. And it would be nice if items would be more affordable.
  112. Again, open the food court back up. Or allow other options for restaurants
  113. I just feel like there should be more healthy choices. It would be cool if there was a place to pick up pre made salads or something like that
  114. I miss the cafeteria selections and hope that opens back up
  115. Would like to see the old cafeteria open or another food option besides what is offered
  116. I can't purchase anything to eat on campus, because these locations do not accept cash anymore. I used to frequent Subway every day before they went cashless. Now, I bring my lunch.
  117. I'm glad it was outsourced. Not sure whether the previous question was asking about satisfactory before or after the outsourcing.
  118. The dining team was hit hard by COVID and they have responded remarkably well to the dramatic reduction in the on-campus presence of students, faculty, and to a lesser degree, staff.
  119. The Commons was much better than Papa Johns and Subway.
  120. I am a student technically but also an employee in upper pay echelons. If I were to win the \$50 crimson card, I'd prefer not to take but to let it go to a full time student who may need it more than I do.
  121. Needs more healthy options. Subway doesn't count.
  122. Different catering options and food trucks coming to campus would be nice
  123. Keep up the good work!
  124. Bring back the cafeteria! I miss the salad bar!
  125. My first semester (fall of 2019) was great having the coffee shop open til 7 and the cafeteria open. The main thing I miss is the cafeteria, and it being closed is one reason I no longer live on campus.
  126. More variety is needed. Students are tired of sub sandwiches and pizza! How about Mexican food? Asian food? Chicken options?
  127. The campus needs to re-open the food court and provide more affordable food options. Subway and Papa Johns are higher cost for fast food and the average student can't afford to buy food from either 4 days a week; I never understood why they were selected as campus food providers in the first place. The grab n' go items are okay, but students need more affordable options for a hot meal when they're on campus several hours a day. On a positive note, the food trucks have been a nice addition and I would like to see that continue.
  128. Honestly it's absolutely ridiculous we only have these three places on campus. As someone who lives on campus and doesn't have a car the dining services need to be improved.

129. Do better IUS. I know you have a lot of rich white kids going here, but some of us literally can't afford to eat anything on campus and have to scrounge around dollar menus off-campus. Nothing healthy about any of the choices there or on campus.
130. I really only eat at Subway. I've never eaten at Papa John's.  
I miss the old food court. Sometimes all I want is a PB&J sandwich.
131. Support and consort more local businesses to be a part of the menu. Think about food trucks and pop-ups more often. IUS may be an arm of IU as a whole, but it is southern Indiana's home university. It should reflect that.
132. So happy the coffee shop went to Starbuck's! The grab & go items look very good so far.
133. There aren't a lot of choices, which has kept me from eating on campus.
134. Catering has been excellent and appreciate being able to bring food on campus from off campus vendors. More food trucks please!
135. At the time there was the actual ius kitchen still running. And I loved being able to choose from so many dining options in the commons. But now with only being able to have subway or papajohns I'd rather bring a lunch or get food from the gas station.
136. My main thoughts: options are limited; therefore, lines are too long at Subway during lunch. University grounds should be open later to facilitate on-campus study groups. A fresh food option should be available beyond Subway (e.g. salads, fruits, veggie-rich sandwiches and soups in the style of Panera).
137. No additional comments at this time due to my high level of satisfaction.
138. More options for food would be nice. Papa John's has been exceptionally slow at times. The coffee shop is wonderful, and I've had great experiences there.
139. Hopefully we can get some options from the grab and go for reasonable prices
140. none
141. I think we need the university ground cafe open.
142. I have mostly not complained for a decade, but now every single other university and local organization asks about and is responsive to dietary restrictions for catered events--EXCEPT IUS. The exception is catered events with powerful guests (like trustees or legislators) or events where the organizers are attentive. I just registered for a conference in French Lick where they put out front that gluten free options would be available as part of the buffet for every meal. That's what our peers are doing and we're still serving breakfasts that are all bread items, placing croutons in the big salads, and not asking if people need something else. This should not be up to the sponsoring unit, but should be part of conference and catering protocol. I had administrators make fun of my comment about this on a survey after a recent event. The next day the university did a survey on disability and in their definition listed Celiac Disease as a disability--people with Celiac cannot eat wheat, rye, or barley. This is a basic inclusion issue for people with auto-immune diseases. I understand that we cannot cater to every little thing, but we can do better than we currently do. Vegetarian and gluten free options should be standard considerations at this point in time--they seem to be for our peer organizations.
143. I remember when the cafeteria was open and it was great. Multiple different options were available that I could actually eat. I understand the closure but it needs to be reopened with at least 1 section open. I would like a hot meal that I do not eat every other day and something that isn't fast food in my opinion.
144. n/a
145. It would be nice to have some variety.
146. The hours have been shortened and I no longer have access to proper food on campus that fits within my gluten free dietary restrictions. In undergrad I was able to find a limited amount of food at the cafeteria but during my graduate studies, food options are closed.
147. I work part time and it was convenient to get a small lunch. I also miss soft drink machines on the buildings. I sometimes wanted something other than water to drink
148. It would be beneficial and I would eat more on campus if the common grounds were open for services
149. There seem to be very few options.
150. More food options would br good
151. Thanks for making this survey and I hope you have the most dandy day ever!

152. I would like to get a chick Gil a more more restaurants on campus.
153. Warmed food. Like Dining Hall. Paninis. Healthy breakfast options. I miss the variety of food. I used to spend more money for food on campus. Fresh, locally-sourced vegetables and fruits, and meats. And also reusable, discount for refills, coffee cups, drink cups, less plastic. Sustainable cutlery.
154. Really miss the cafeteria options - salad bar, grill, deli, and the meal options.
155. I really miss the original coffees from the coffee shop. In my opinion, they were so much tastier than starbucks! I loved having a unique coffee shop on campus compared to a chain, such a starbucks.
156. I like having the outside catering options for the different level of events (<50 and >50). I would love to see IU Southeast continue to outsource their catering needs and let organizations/offices choose their catering for the <50 groups.
157. It would be nice if Subway would accept subway gift cards.
158. subway is always closed when I get there
159. As a student with a severe gluten allergy, there's almost nothing I can eat on campus. If our Papa John's offered a gluten free crust like the other locations do, you would see me there three times a week. As it is, on days when I'm on campus for nine hours straight, the only thing I can eat is a Subway salad.
160. I have zero interest in eating either Subway or Papa Johns (especially). I'd rather go off campus than eat at either of those - or just go hungry. Almost nothing could get me to eat at either of those.
161. During my first semester here, the cafeteria was open as well as Subway, Papa John's, and the coffee shop were open. That gave variety. Now there is not so we all have to go out or pack a lunch.
162. Very clean an everyone very friendly
163. Can we support local businesses more by having them come to campus weekly? Like the food trucks? And for longer as when they are here i'm in class until they leave.
164. The food that was brought in for the Chancellor's Holiday meal was not as good as was provided in the past by our dining service.
165. The subway staff and coffee staff are amazing! Everyone is so kind and lovely. Thank you so much.