

Oakland Community College Food Service Survey

INTRODUCTION

The following report presents the results of a study conducted by the Office of Institutional Planning & Analysis. Through a survey of currently enrolled Oakland Community College students, the study sought to evaluate current use of the College's vending machines and cafeteria food services, and to identify ways in which existing services might be improved to better meet the needs of the students. Survey respondents were asked how many times per week they were on campus, as well as how many times they used both the vending machines and the cafeterias. Students who stated that they did not use at least one of OCC's food services were asked to indicate what their reasons are. Those who reported using food services at least once a week were asked to evaluate the importance and quality of various elements of both vending machines and the cafeterias, including food quality, prices, cleanliness, customer service, healthfulness, and food variety. Finally, students who use the services were asked to make suggestions as to how the existing food services might be improved.

METHODOLOGY

Methods of Data Collection

Between April 17 and 22, 1996, 404 currently enrolled Oakland Community College students were surveyed from a selection of 1,500 randomly chosen students. Students who are not currently enrolled in at least one course were not included in the survey. A copy of the survey instrument used in this study is included in Appendix A.

Methods of Data Analysis

Quantitative analysis was conducted by means of frequency distributions, crosstabulations and correlations. Narrative responses were analyzed for content. Responses appear in Appendix B.

ANALYSIS

Overall Analysis

Students responding to the survey were first asked how many times per week they are on campus, followed by the time of day students were primarily on campus. While one-third of respondents declare that they are primarily on campus in the evening only, 55% are on campus at least in the evening and 52% are present in the morning. Slightly over one-third of students responding to this survey are on campus at minimum in the afternoon.

ever at least one other time

bullet
↙

Methodology

Slightly over one third of students surveyed never use vending machines, while nearly two-thirds of respondents never use cafeteria services.

positive

Analysis by Gender and Race

gender, race, age

Survey respondents consisted of two-thirds female and one-third male; slightly more females than the total student population at the College. Students' race seemed to be consistent with the entire student College population.

Age → avg, mode

no sig differences

Student Use of OCC Vending Machines

Campus-wide, 65% of students use vending machines. The Auburn Hills campus exhibits the widest usage among campuses, while the Southfield has the smallest usage of vending machines (see Figure X).

In taking a closer look at the use of vending machines by campus

of machines, \$\$ machines

When looking at what factors students consider important when buying from vending machines, it appears that "cleanliness" rated the highest, with 85% of the respondents noting that it is "very important". In order of importance the following items were rated "very important": food quality 55%; prices 53%; food variety 47%; and, healthfulness 46% (see Figure X).

In addition to what the student deems important, they were also asked how satisfied they were with vending machine services at OCC. Campus-wide, "unacceptable" items include: prices 23%; healthfulness 15%; food variety 12%; cleanliness and food quality 2% (see Figure X). It appears that, while cleanliness is the most important item for these particular individuals, only 2% were unsatisfied with this aspect of the vending machines. Prices seem to be an issue both of importance, and dissatisfaction among these students. Some students claim that they can get the same thing elsewhere for less money, or that the portions received for the money are too small.

98% were acceptable of auto birds

Suggestions for Improving the Vending Machines

Among those student respondents who use vending machines, suggestions for improvement include: lowering prices, adding more healthy food items, adding food variety, and keeping the machines in proper order (i.e. machines not working properly or not at all, machines not stocked, no change available). Additional suggestions are cleaning out the machines more often, enhancing the food quality, and changing the locations of certain machines. - more conveniently located

Reasons for Not Using Vending Machines

gender, race, age + time of day

3 major tags
24.9 → young
25.35
36 older

Address, graph/cashier, m/f important

w/ few in almost

merch, more

Oakland Community College
STUDENT RIGHT-TO-KNOW

The U.S. Department of Education is requiring all Community Colleges to provide you with completion information on a select subgroup of students over a three year period. Following is the information we believe meets the federal requirements.

1,063 students enrolled at Oakland Community College in the Fall of 1989 (207 certificate seeking and 856 degree seeking) who:

1. Indicated a desire to earn a certificate or degree.
2. Enrolled in college for the first time, and
3. Enrolled for 12 or more credit hours

The status of these students as of June 30, 1993 was:

Certificate (Cohort=207):

- 3 (1.4%) had received their certificate.
- 57 (27.5%) had not received their certificate, but were still enrolled in classes at OCC.
- 5 (2.4%) had transferred to: Eastern Michigan University or Western Michigan University.
- The remainder had either transferred to a school for which we have no enrollment information or decided to discontinue their education at OCC.

Degree (cohort=856):

- 109 (12.7%) had received their degree.
- 165(19.3%) had not received their degree, but were still enrolled in classes at OCC.
- 63 (7.4%) had transferred to Central Michigan University, Eastern Michigan University, Grand Valley State University, University of Michigan-Ann Arbor, University of Michigan-Dearborn, or Western Michigan University.
- The remainder had either transferred to a school for which we have no enrollment information or decided to discontinue their education at OCC.

More detailed information can be obtained by contacting the Registrar's office at District Office.

OAKLAND COMMUNITY COLLEGE
Student Success Report
Student Cohort: Fall 1989

ONE YEAR CERTIFICATE

Total Students in Cohort: 207

At the end of:

	Fall 1990		Fall 1991		Fall 1992	
	Number	Percent	Number	Percent	Number	Percent
1. Graduated	2	1.0	2	1.0	3	1.4
2. Transferred	0	0.0	0	0.0	5	2.4
3. Still Attending	127	61.4	90	43.5	57	27.5
4. Not Currently Enrolled	78	37.7	115	55.6	142	68.6
Graduation/Transfer Rate:	2	1.0	2	1.0	8	3.9

DEFINITIONS

The *Student Cohort* contains all students who meet all of the following criteria established by the Federal Government:

- 1) Enrolled for the first time at any college in the indicated cohort semester or in the preceding Summer semester and then continued in the Fall cohort semester.
- 2) Took 12 or more credit hours of courses in their first Fall semester.
- 3) Are enrolled in majors that have a certificate awarded at the completion of a defined number of credit hours.
- 4) Indicated they are seeking a certificate.

Transferred students are those the institution knows has changed their enrollment to another institution.

Not Currently Enrolled includes all students who were not enrolled for the year preceding the semester indicated and are not counted in any other category.

Graduation/Transfer Rate = (Graduated + Transferred)/ Initial cohort.

For this rate, graduated students are counted up to the end of 150% of the time period for the award they are seeking.

150% Time Period is set by the federal government at three (3) semesters for one year certificate programs, and six (6) semesters for two year certificate programs.

NOTE: This counts two (2) semesters per year as a normal load.

Reporting Schedule - reports on a cohort group will be published in the Summer of each year and would continue until the completion of ten semesters. This means the Fall 1989 cohort will be reported on in July '90, '91, '92, '93 and '94.

Unduplicated Count - This report presents an unduplicated count by category of students in the cohort. If a student can be counted in more than one category, they are reported ONLY in the lowest numbered (i.e. graduated takes priority over transferred) category listed.

OAKLAND COMMUNITY COLLEGE
Student Success Report
Student Cohort: Fall 1989

DEGREE PROGRAMS

Total Students in Cohort: 856

At the end of:

	Fall 1990		Fall 1991		Fall 1992	
	Number	Percent	Number	Percent	Number	Percent
1. Graduated	0	0.0	49	5.7	109	12.7
2. Transferred	0	0.0	0	0.0	63	7.4
3. Still Attending	576	67.3	351	41.0	165	19.3
4. Not Currently Enrolled	280	32.7	456	53.3	519	60.6
Graduation/Transfer Rate:	0	0.0	49	5.7	172	20.1

DEFINITIONS

The *Student Cohort* contains all students who meet all of the following criteria established by the Federal Government:

- 1) Enrolled for the first time at any college in the indicated cohort semester or in the preceding Summer semester and then continued in the Fall cohort semester.
- 2) Took 12 or more credit hours of courses in their first Fall semester.
- 3) Are enrolled in majors that have a degree awarded at the completion of a defined number of credit hours.
- 4) Indicated they are seeking a degree.

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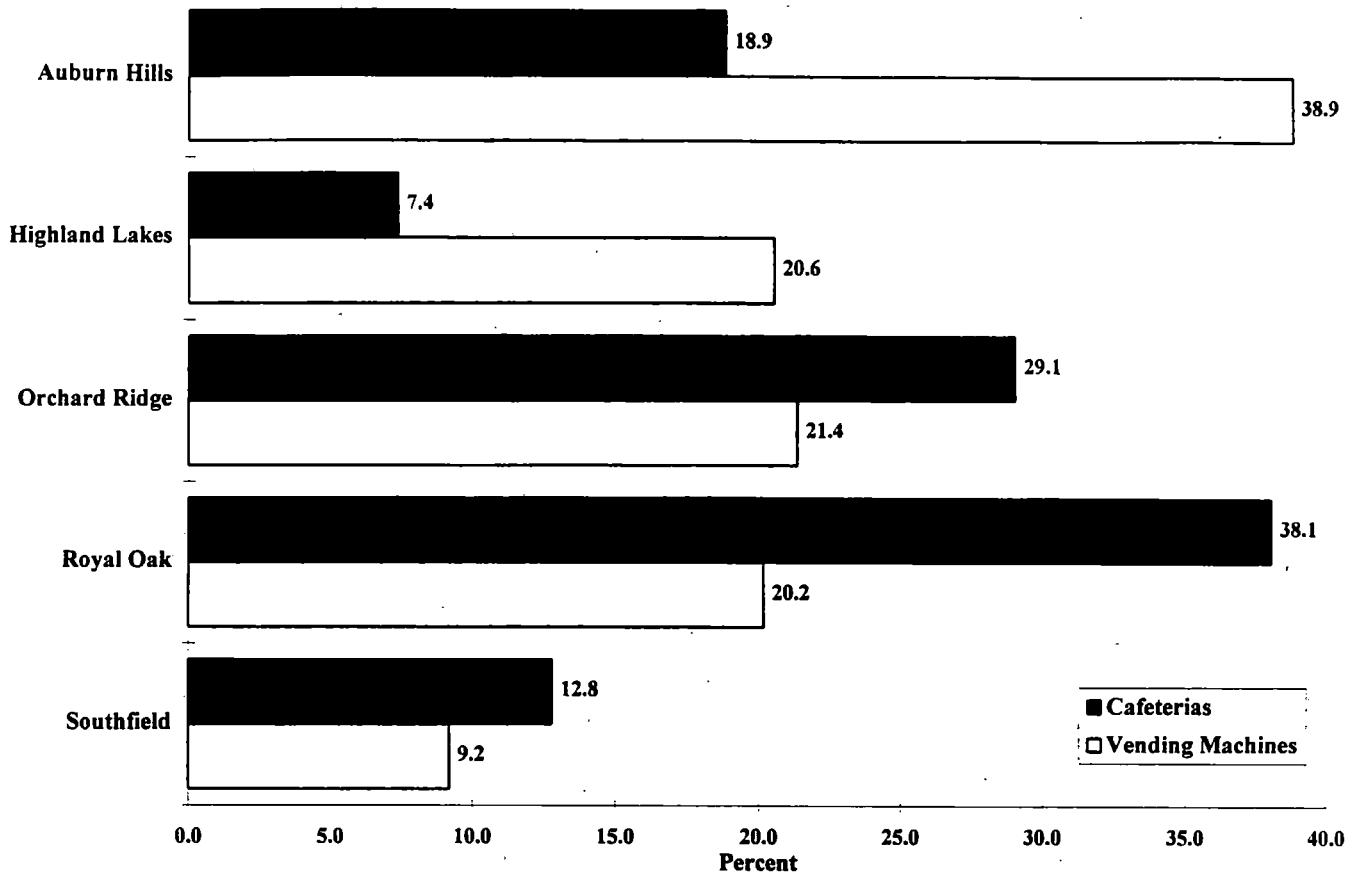
Student Use of Vending Machines

<i>Campus</i>	<i>Number of Vending Machines</i>	<i>1995 Sales</i>	<i>Percent of Students Using Vending Machines</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Vending Machines</i>
Auburn Hills	22	\$213,407	39.0	2.5	2.0
Highland Lakes	27	\$115,535	21.0	1.9	1.7
Orchard Ridge	22	\$125,803	21.0	2.2	1.8
Royal Oak	8	\$63,512	20.0	2.5	1.8
Southfield	12	\$37,655	9.0	2.0	1.8
<i>Total</i>	91	\$555,912	22.0	2.2	1.8

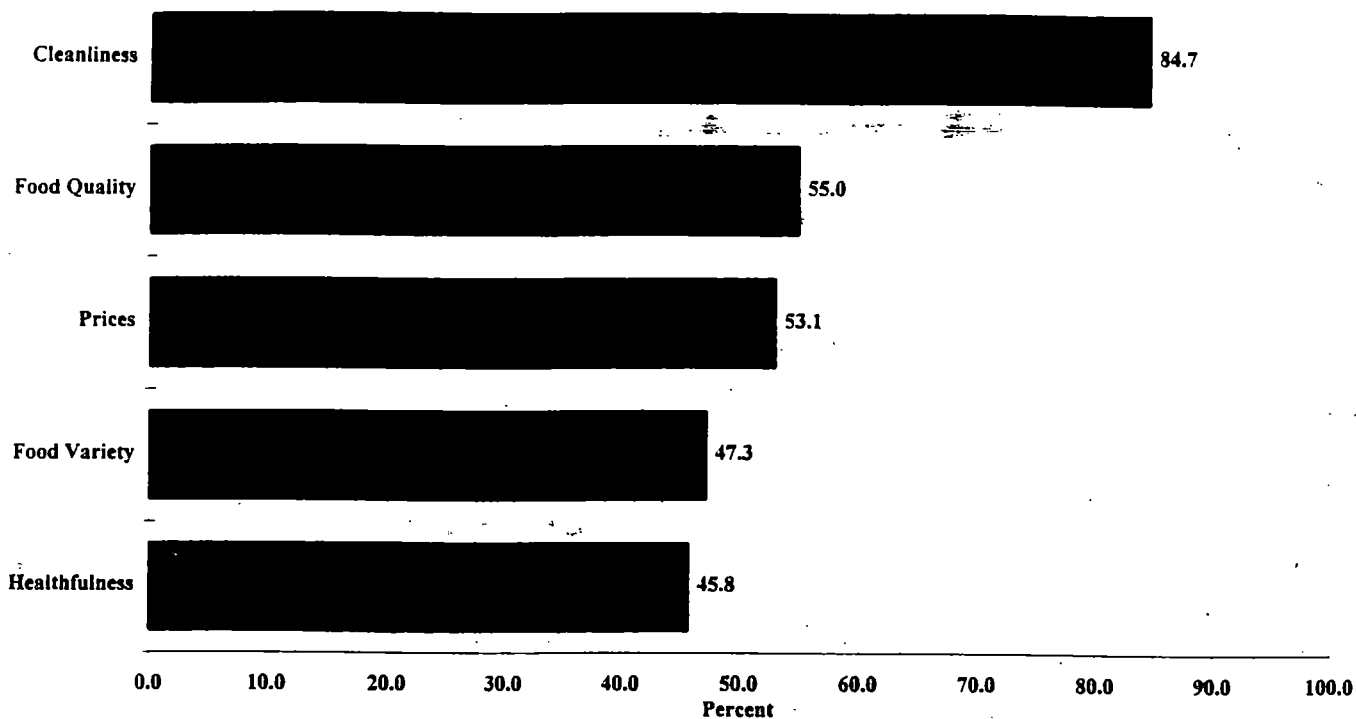
Student Use of Cafeteria Services

<i>Campus</i>	<i>Number of Cafeterias</i>	<i>1995 Sales</i>	<i>Percent of Students Using Cafeteria Services</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Cafeteria Services</i>
Auburn Hills	1	\$116,275	19.0	2.5	1.4
Highland Lakes	1	\$74,816	29.0 7.0	1.9	1.2
Orchard Ridge	1	\$200,439	7.0 29.0	2.2	2.1
Royal Oak	1	\$149,526	38.0	2.5	2.2
Southfield	1	\$42,845	13.0	2.0	1.8
<i>Total</i>	5	\$583,901	21.2	2.2	1.7

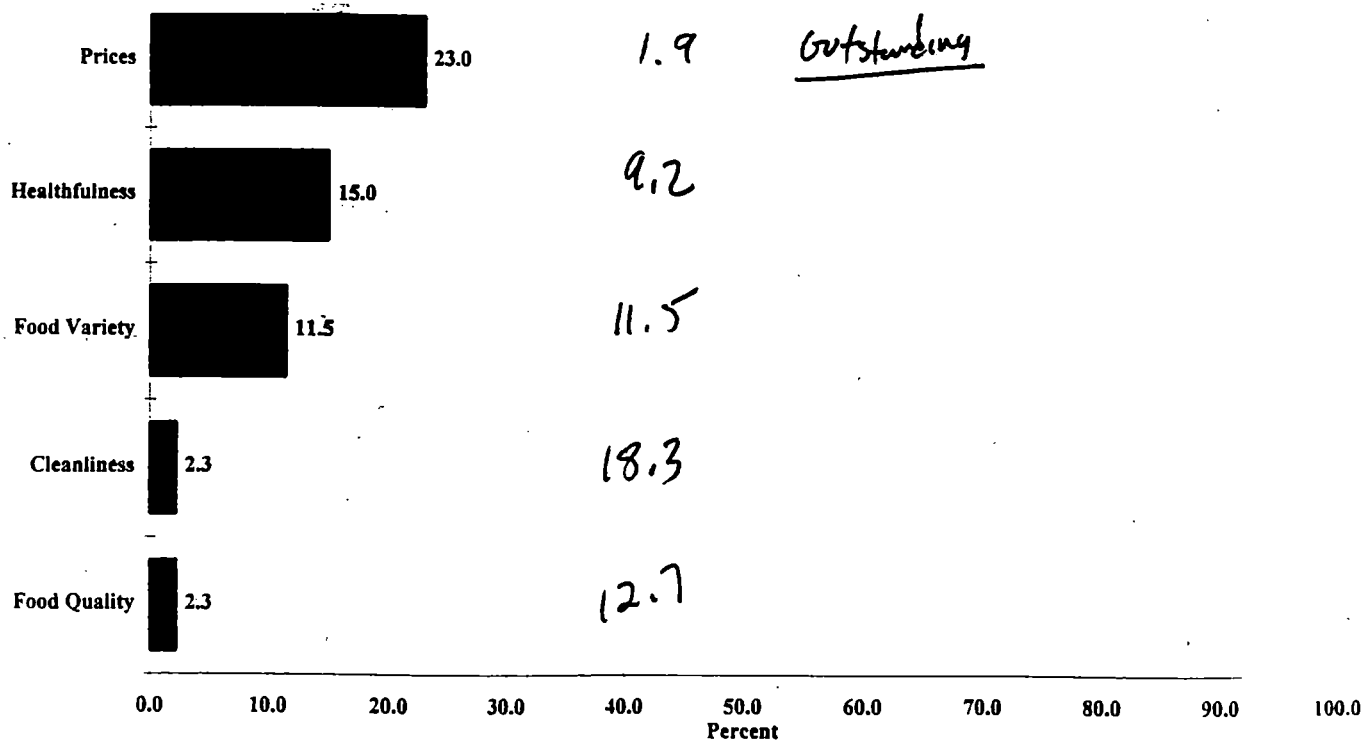
Student Use of OCC Food Services Campus-Wide



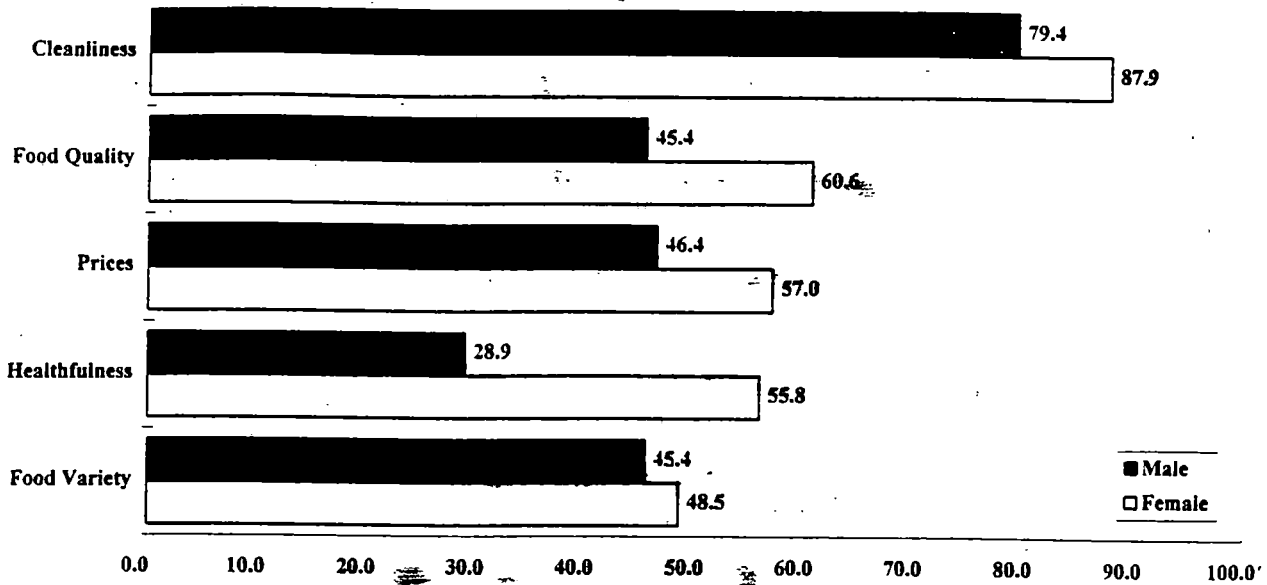
**Importance of Vending Machine Services
"Very Important" Items: Campus-Wide**



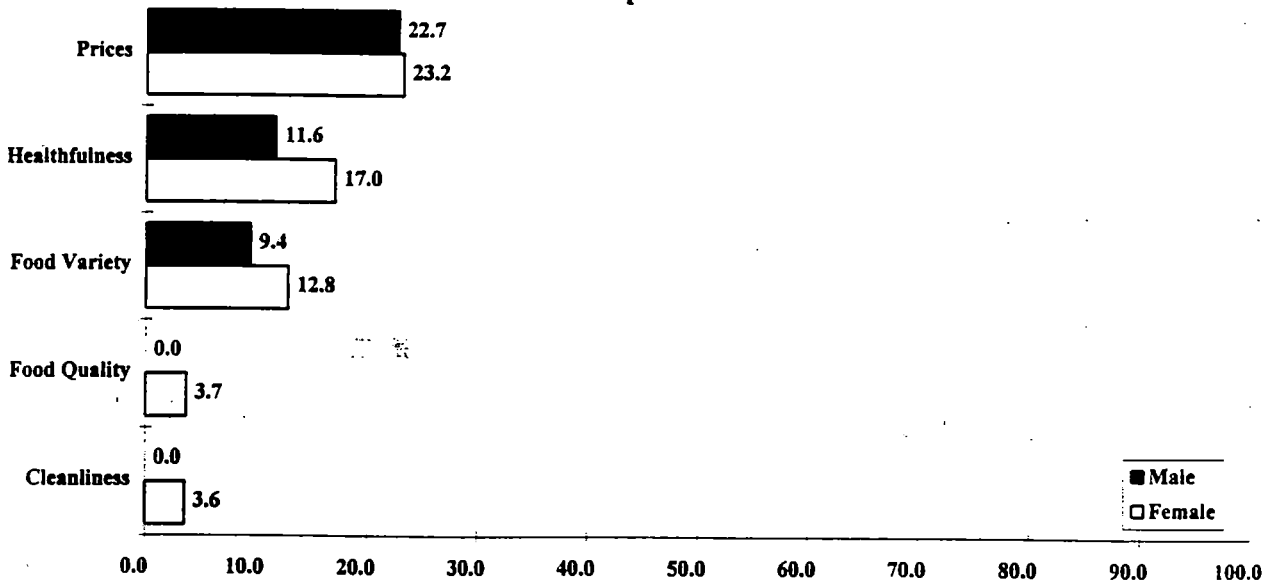
**Satisfaction with Vending Machine Services
"Unacceptable" Items: Campus-Wide**



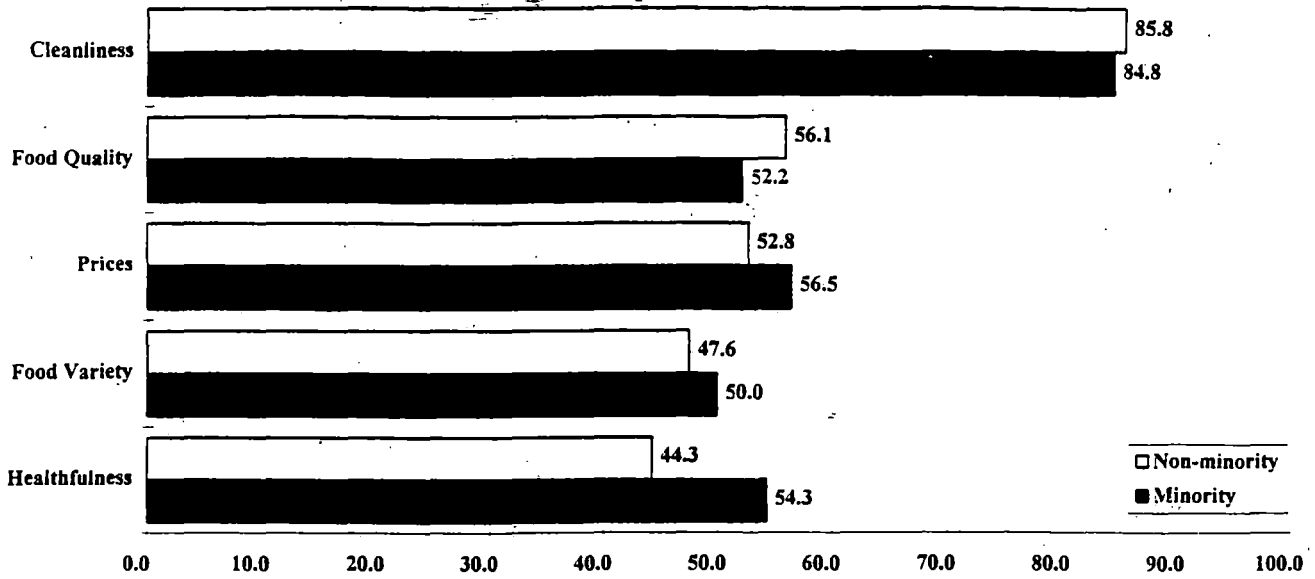
**Importance of Vending Services - "Very Important"
Campus-Wide**



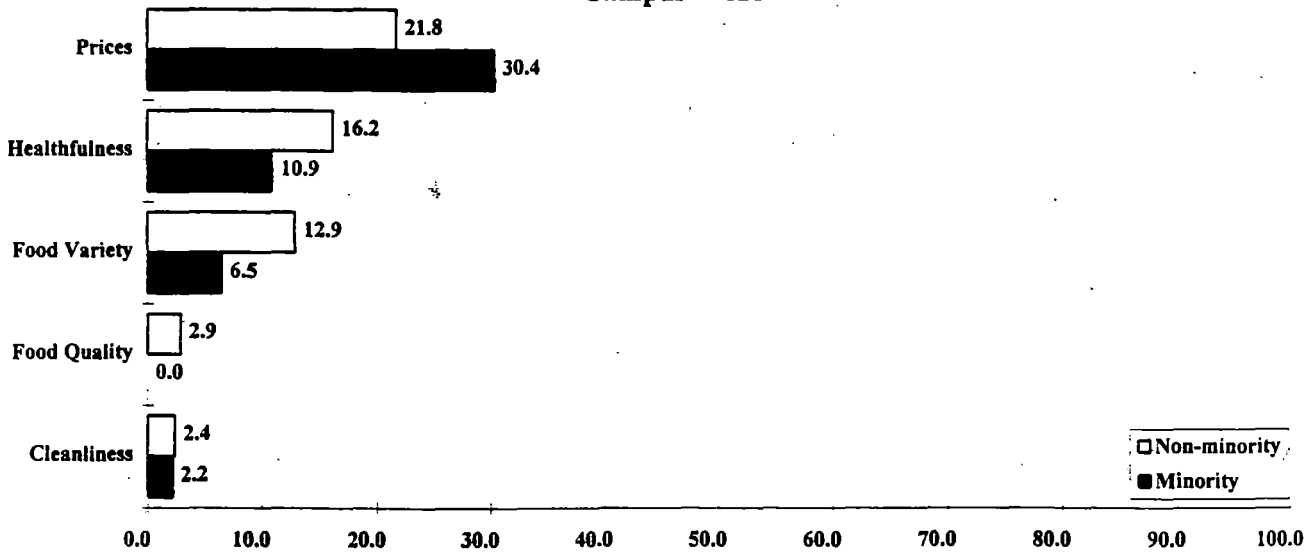
**Satisfaction with Vending Services - "Unacceptable"
Campus-Wide**



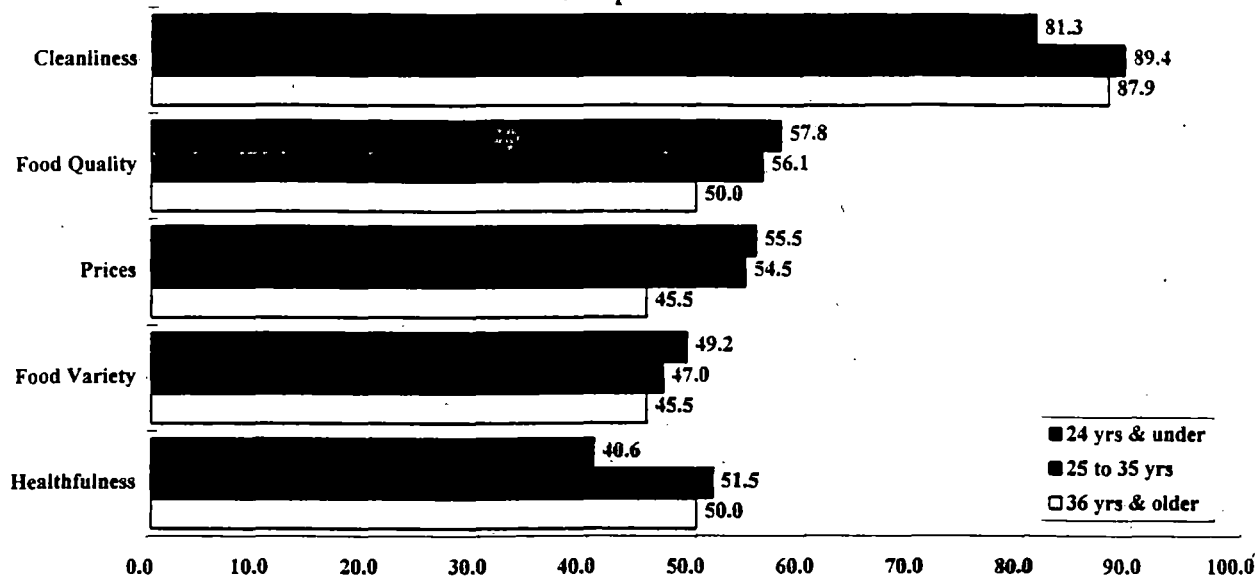
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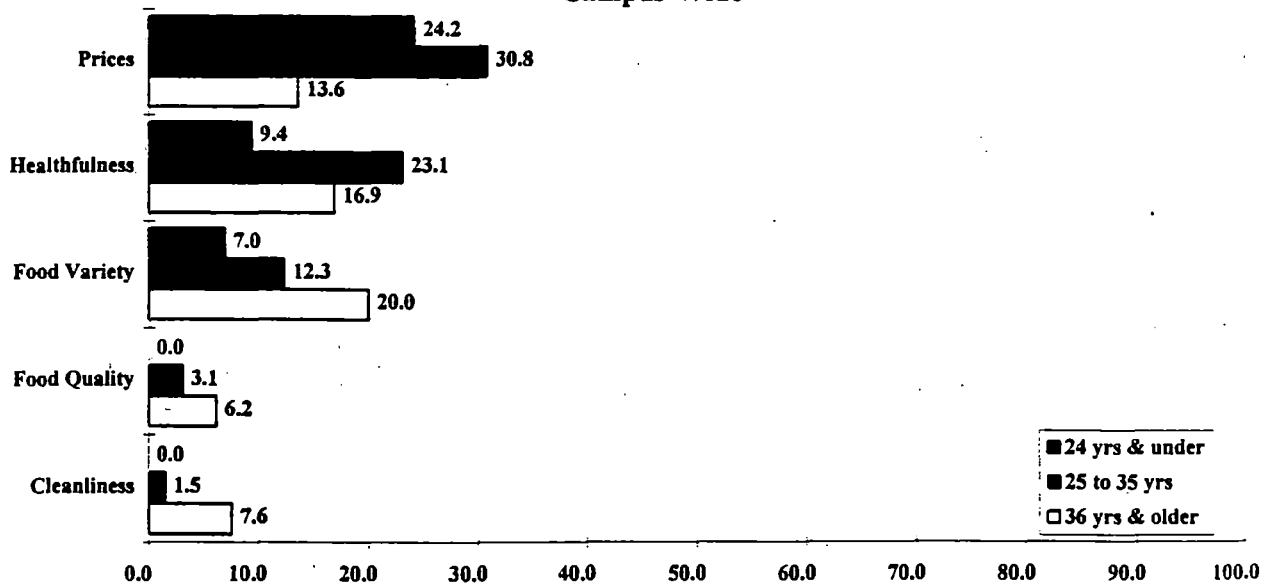
**Satisfaction with Vending Services - "Unacceptable"
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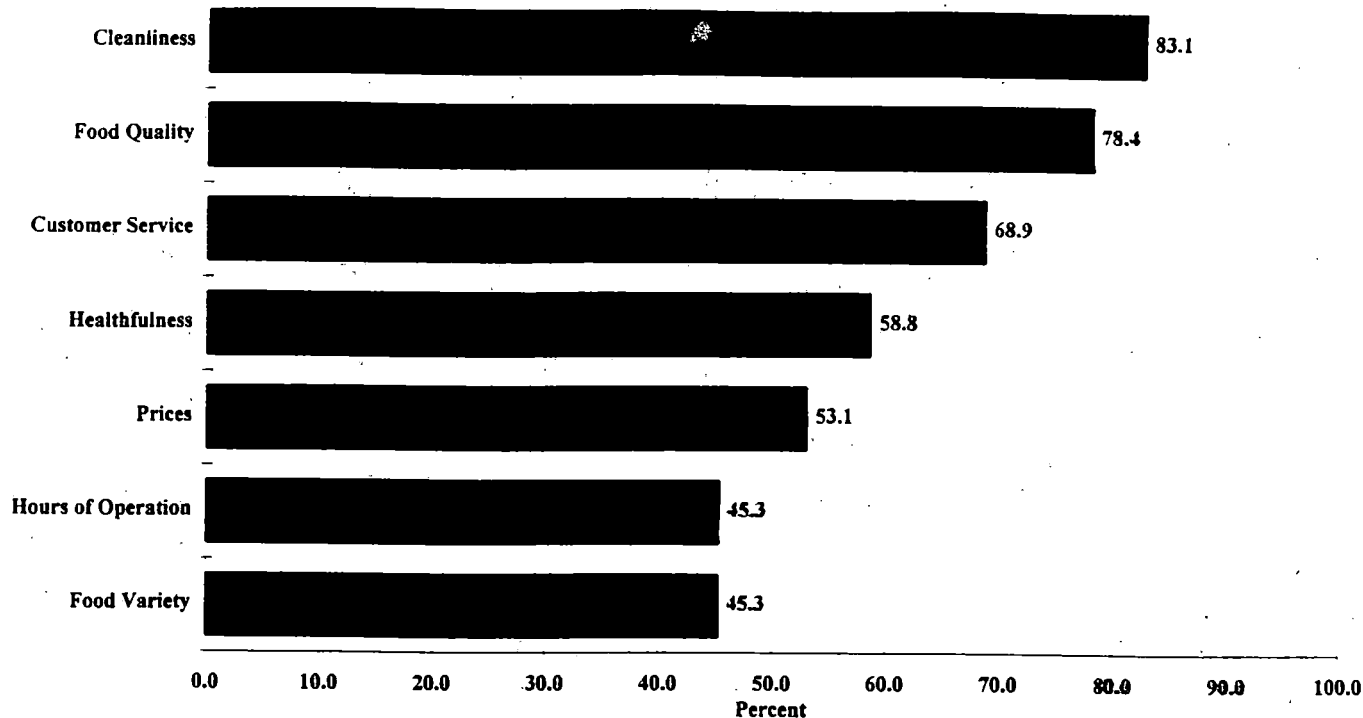
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Campus-Wide**



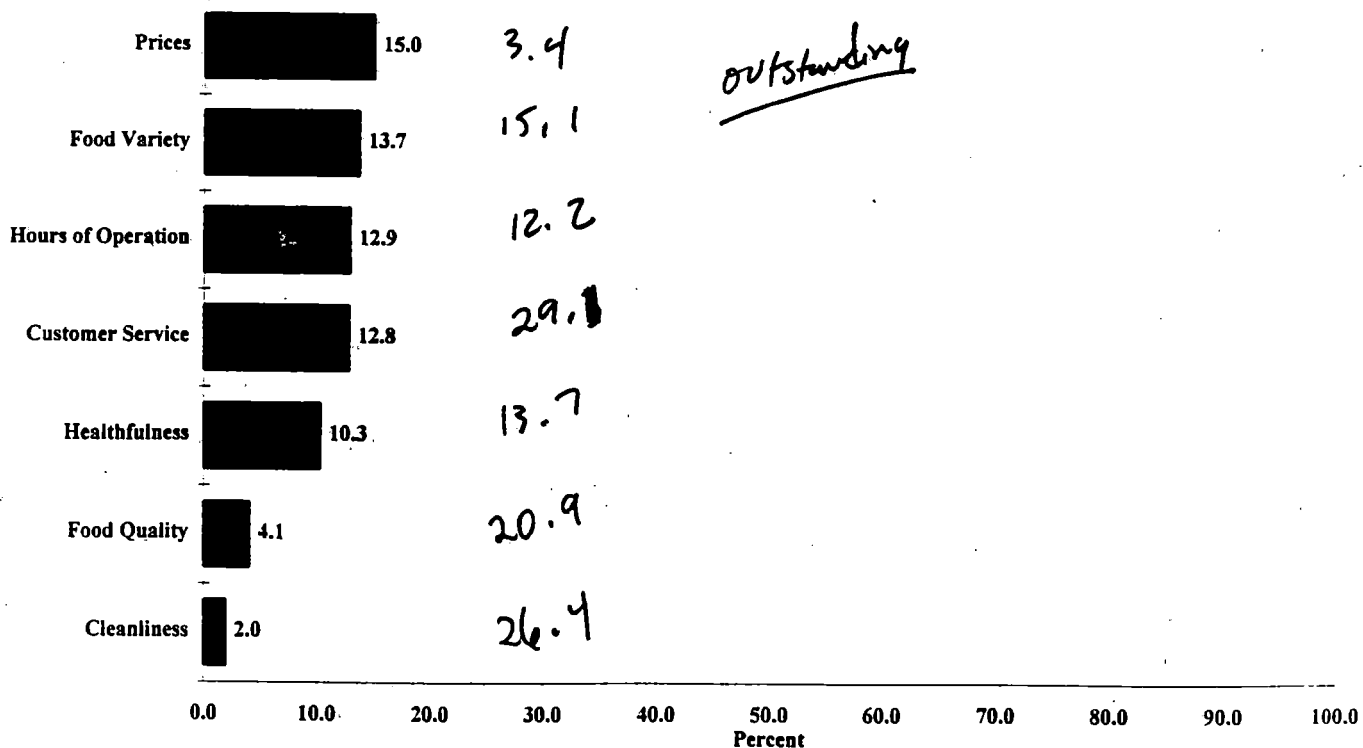
**Satisfaction with Vending Services - "Unacceptable"
Campus-Wide**



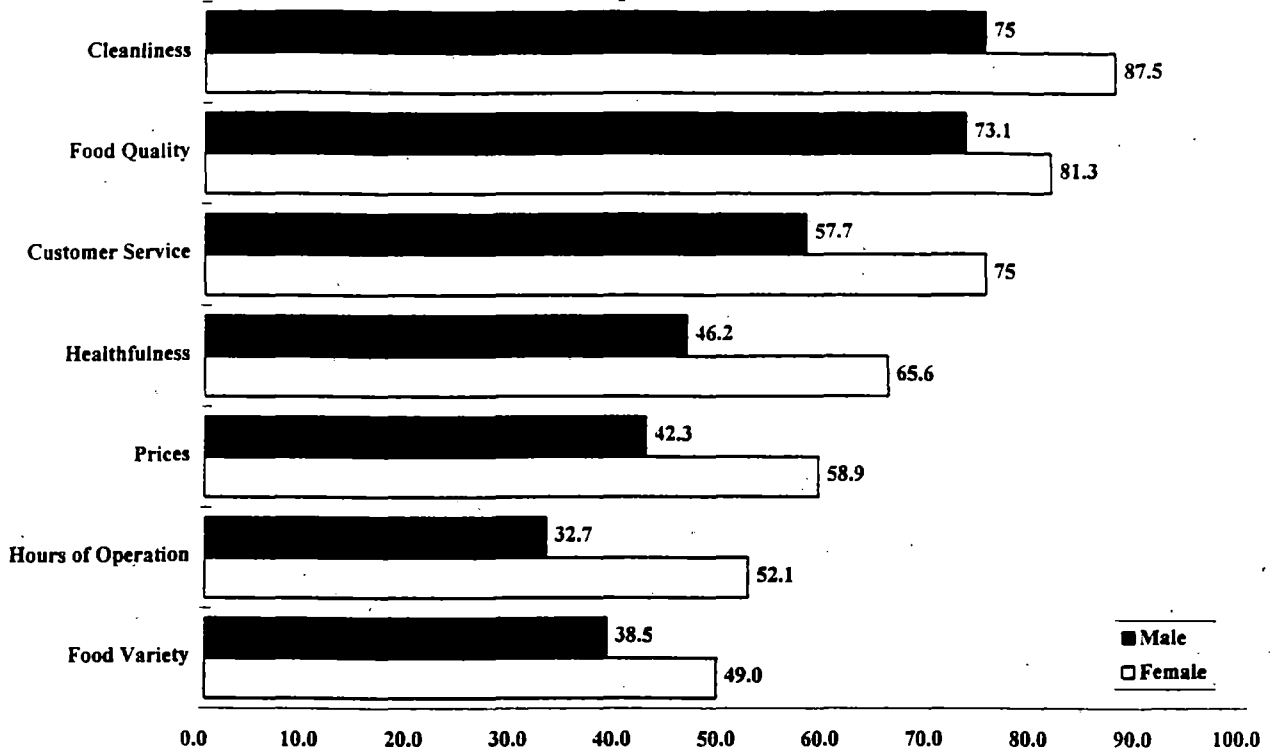
**Importance of Cafeteria Services
"Very Important" Items: Campus-Wide**



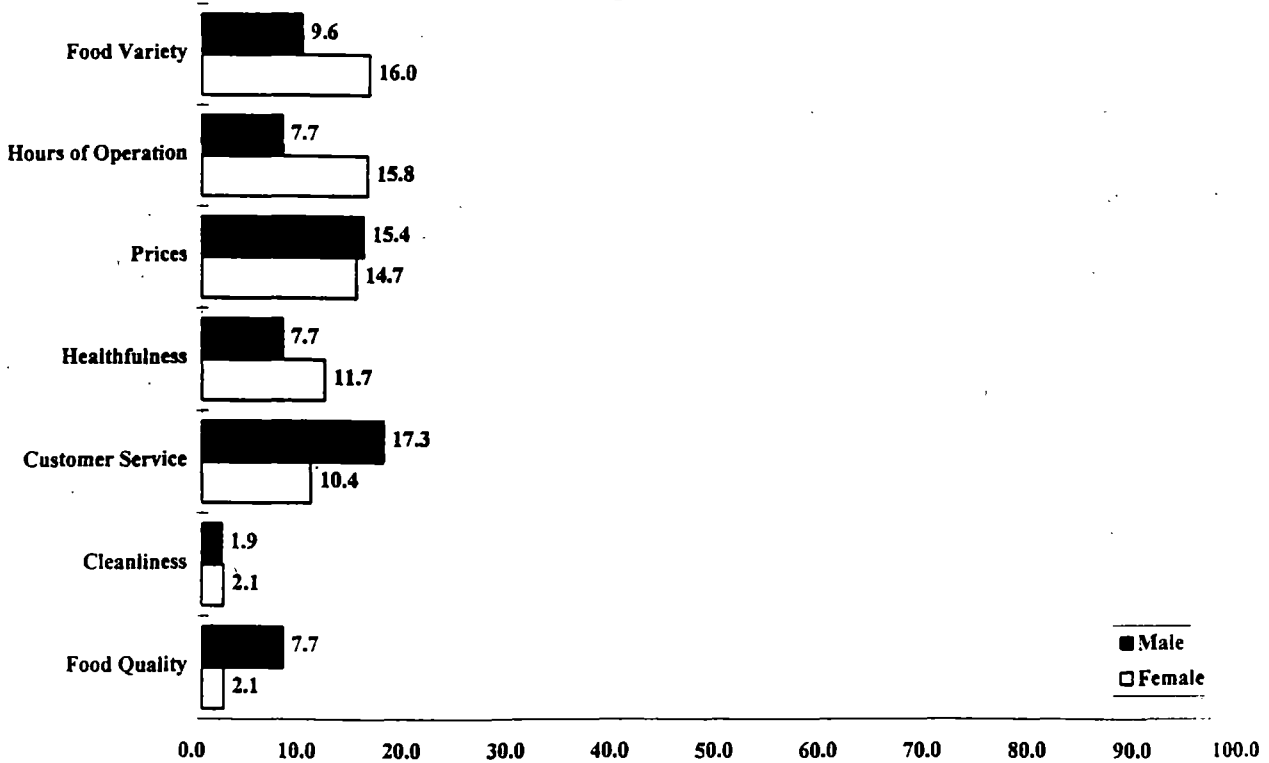
**Satisfaction with Cafeteria Services
"Unacceptable" Items: Campus-Wide**



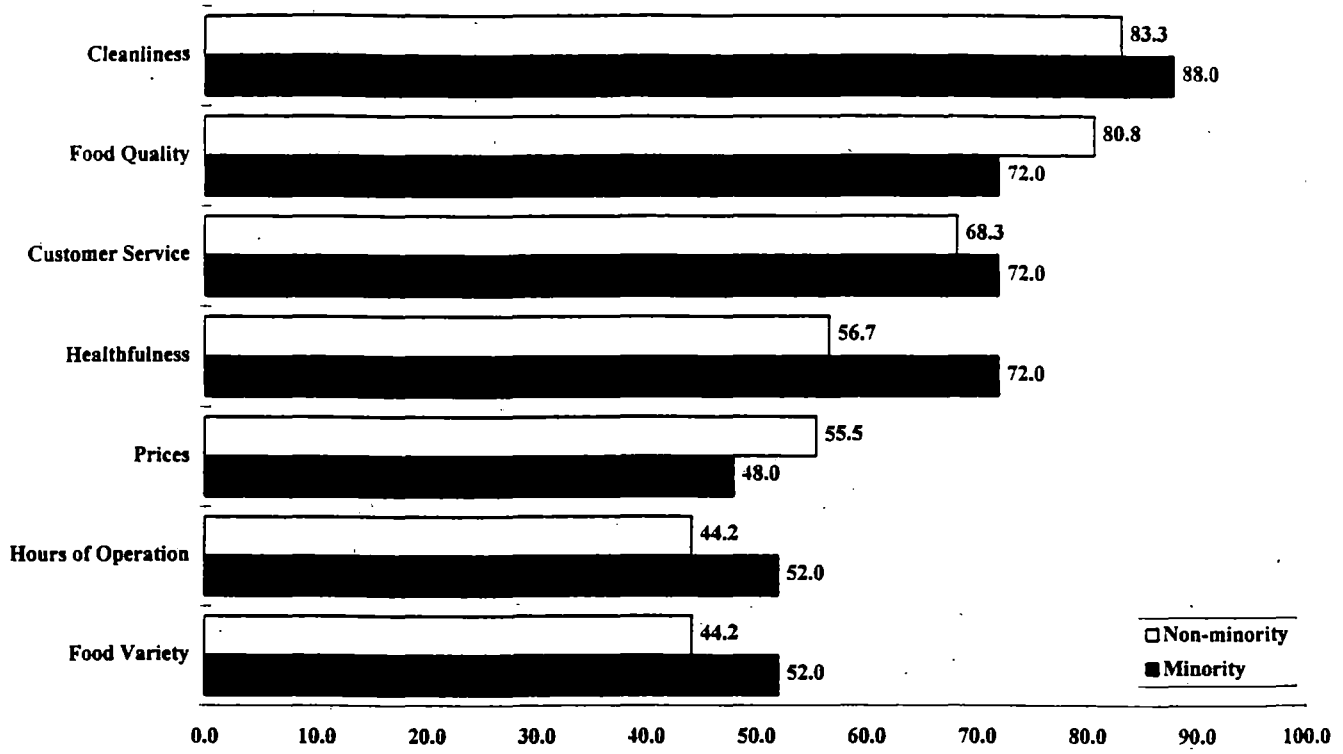
**Importance of Cafeteria Services - "Very Important"
Campus-Wide**



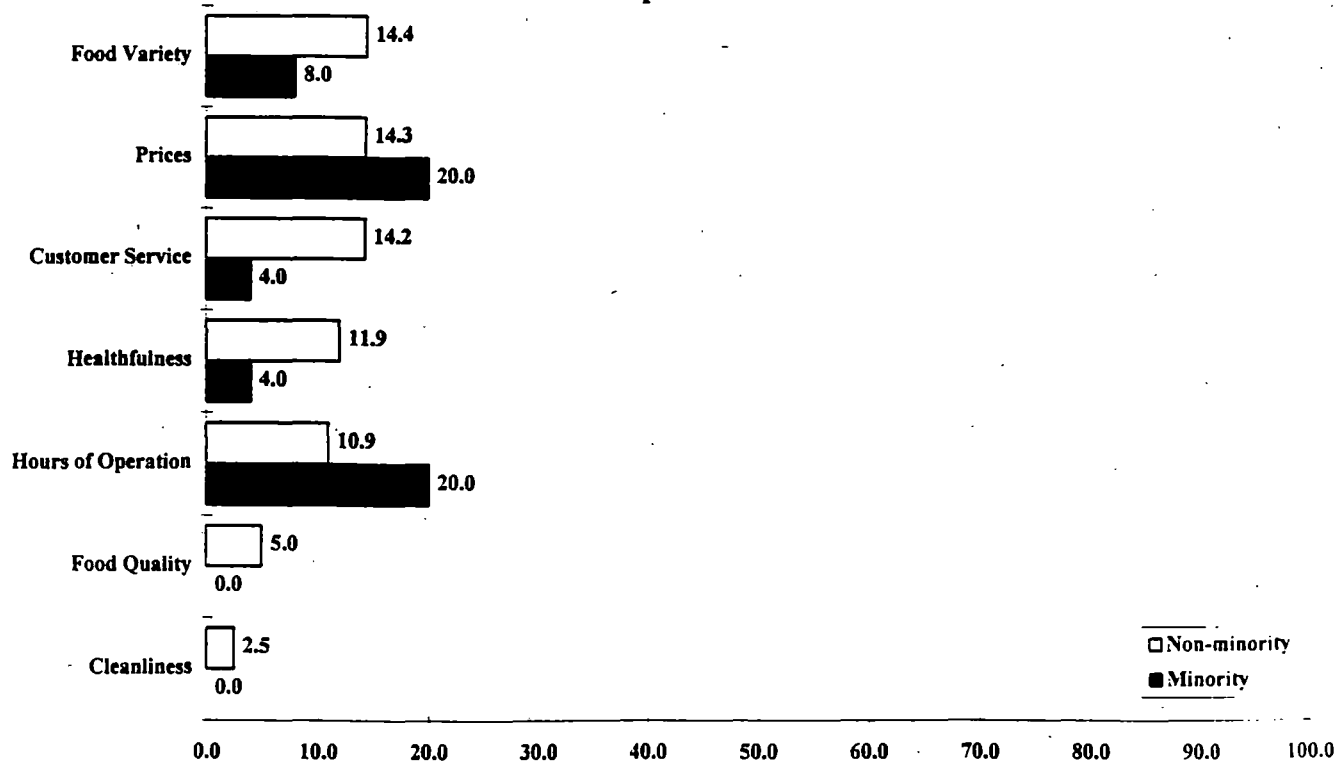
**Satisfaction with Cafeteria Services - "Unacceptable"
Campus-Wide**



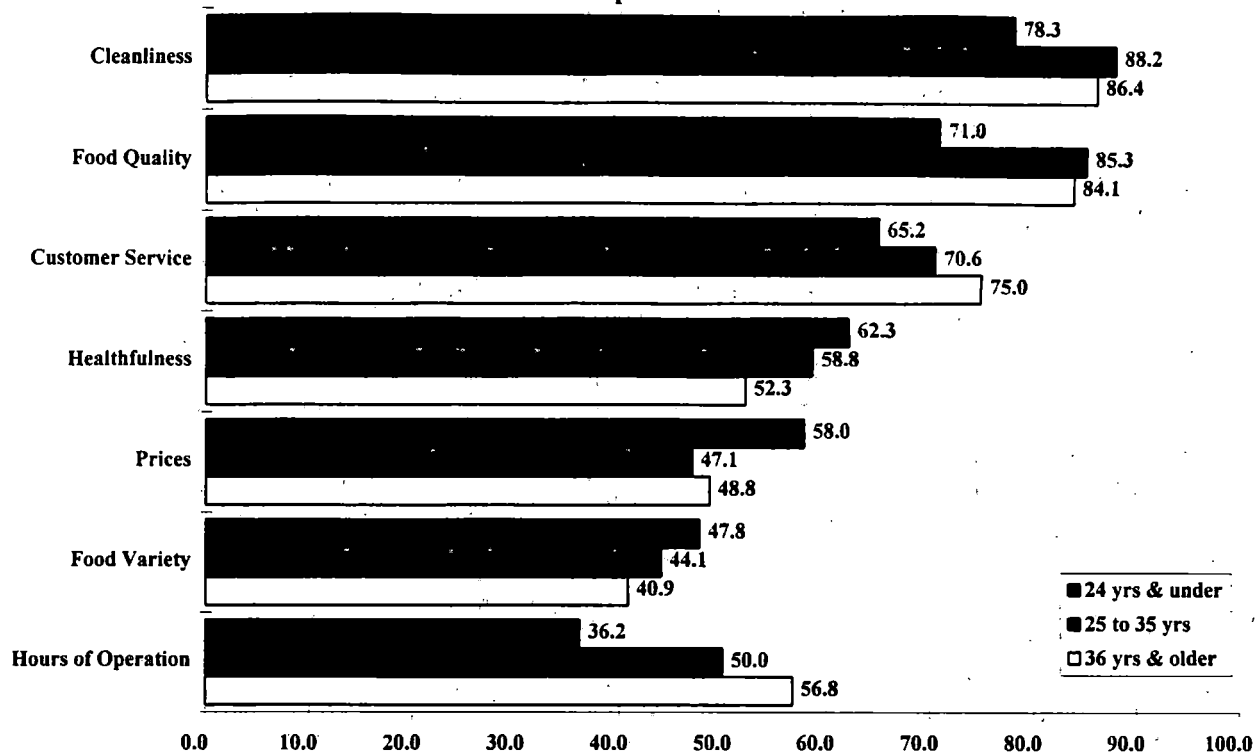
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Campus-Wide**



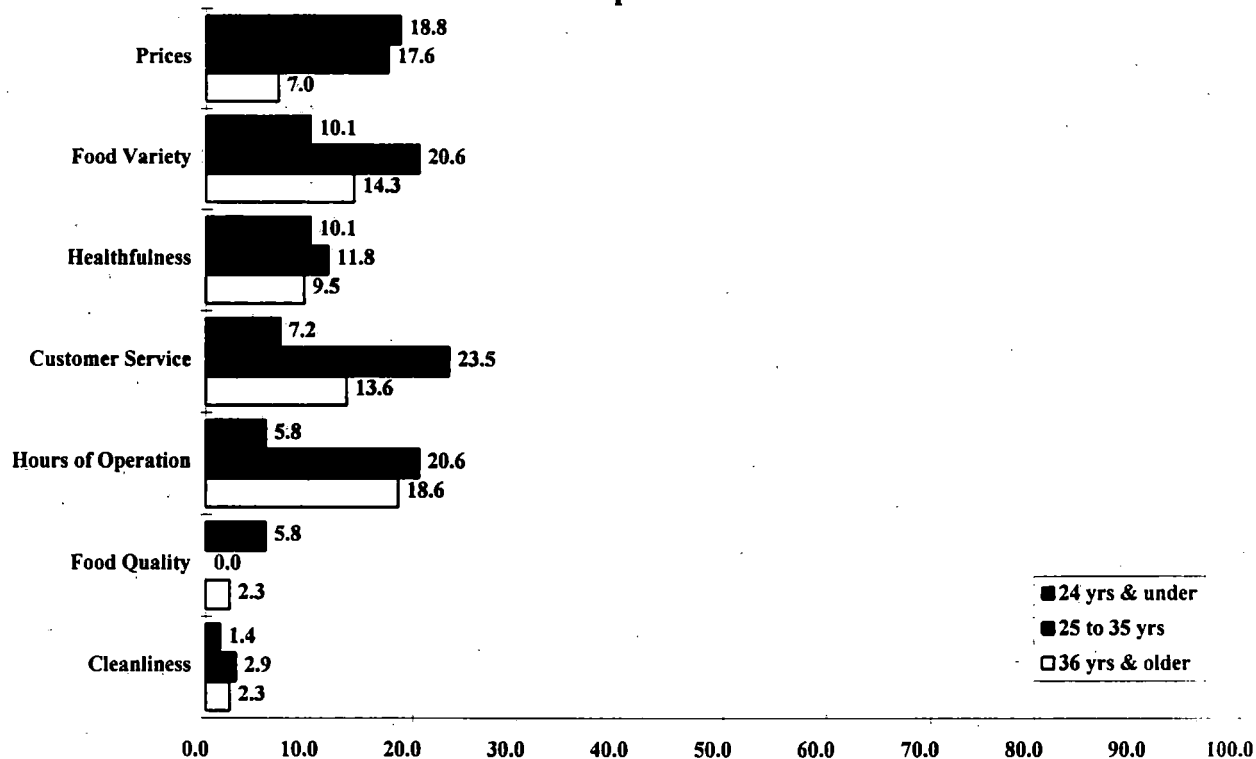
**Satisfaction with Cafeteria Services - "Unacceptable"
Campus-Wide**



**Importance of Cafeteria Services - "Very Important"
Campus-Wide**



**Satisfaction with Cafeteria Services - "Unacceptable"
Campus-Wide**



From: MAORLOWS--OCC
To: CMROBISO--OCC

Cynthia Robison

Date and time
JPADAMS --OCC

05/14/96 16:12:17
JP Adams

Subject: Food Survey Comments

Here is long list of comments that respondents gave on the survey. This should give you some good insight prior to our meeting which I would like to have on either May 28 or 29.

OCC Food Service Survey Narratives
April 1996

Question #6

Among those items you are not completely satisfied with, what improvements would you suggest?

- In "C" building should put coffee machine right beside pop machine instead of walking a farther distance.
- Prices. Pop should be cheaper.
- The prices could be lower.
- Prices for beverages pretty high (.80 pop/\$1.00 juice). At Highland Hall vending machines are either out of order or out of stock. Food variety is average.
- Hot chocolate and coffee machines need to be cleaned more often, especially afternoons.
- Have more crackers, nuts, and trail mix. Install vending machine pusher to push candy out automatically so it won't get stuck. Change machine runs out of change too frequently.
- Have different flavors of Arizona Iced Tea, other than lemon.
- Food soggy, stale, taste like it's been there a long time. I'm diabetic and can't eat food there. Only my home is clean enough for me.
- More low fat things.
- More healthful food, especially vegetarian. Candy without gelatin and food without lard.
- Soda prices too high. Don't offer sandwiches for evening people.
- Juice would be nice addition. I do not buy food, only drinks.
- I feel the location of the machines are not convenient.
- Lower the prices on certain items. Food is not always fresh. Machines need to be checked more often.
- The prices are too high in the vending machines compared to other vending places.
- Machines could be washed down and cleaned out more often.
- The vending machines need to be checked more often, for change and content.
- Check machines more often for malfunctions.
- There needs to be more places to purchase soft drinks. That's all I ever get.
- We'd love to have yogurt and more healthy choices.
- Too high priced.
- I can purchase it elsewhere for much less. Most vending food is high in fat and sodium. It does not contain much nutrition.
- I prefer warm food over vending machines.
- Vending machines with extra cheese pizza to be heated up in near by microwave. I don't want to eat chips all the time - want something hot for a change.
- A lot cheaper I guess would be an improvement.
- Adding more healthy products such as fresh fruit and vegetables.
- Add more fat free items.
- Lower prices.
- More variety.
- More variety, sandwiches.
- Drop prices 10 cents. Maybe add some muffins.
- Lower prices.
- Prices on pop lowered.

- Add breakfast foods - Brauns bagels.
- Coffee/hot cocoa machine needs cleaning. Prices are a bit high. Too many empty on Friday nights in vending machines.
- Put in more fruits, vegetables, and yogurt.
- Lower prices.
- Items having less fat. Slight price decrease.
- Lower the prices or get larger size for items. For candy bars and bags of munchies such as Doritos, chips, etc., prices should be comparable to other places.
- More healthy foods. Less chips and more granola bars.
- Offer more healthy choices such as fruits and salads.
- Lower the prices. Candy bars are almost 85 cents. The healthy stuff, like pretzels are 85Cents for a small bag that you could get in a store for a quarter. I would buy more if it was cheaper. Also they should have a microwave in the building across from the library and have packs of microwave popcorn in the machines.
- Lower the prices a little and get new machines. The machines are old.
- I'm pretty satisfied, but it seems like lots of times the machine won't take dollar bills or they're not turned on. Also one time I got hot chocolate from the coffee machine and there was no chocolate in it -just hot water.
- They need healthier, low cal food. As far as the prices: it's more expensive than any other place.
- Recommend more healthy food and lower prices.
- Lower prices. Change drinking varieties other than pop.
- Lower prices - especially pop.
- Needs more variation in food.
- Lower prices.
- More juice.
- A lot of candy - more granola bars and crackers.
- Machine to make change. Often only correct change can be used and I don't have it.
- Prices expensive for Snapple and juices.
- Prices are very expensive. I think \$1.00 is excessive and 60 cents for a cup of coffee when I could go across the street to Jimmy's and pay 75 cents for unlimited refills.
- Would like healthier food in machines, not as many candy bars or cholesterol chips. I would like low fat free stuff.
- Sometimes not fully stocked.
- Just buy drinks, but they are very expensive. Last week I couldn't find juice in a machine-moved them. The food machine had pop and HiC in it and no food.
- Prices too high.
- Prices are too high - pop and candy.
- Variety is important, even though I don't always eat healthy.
- Need to make healthier sandwiches. Prices are high.. Food variety - more fat free. People enjoy Snackwell where I work.
- High but normal. Juices are \$1.00. Food variety not always there and things get stuck in the machine.
- Prices are too high for pop.
- Maybe different selections of candy bars. Better quality of machine with more selections.
- Cheaper prices on juices.
- Choice seems to be the same kind (like 6 selections) all the same, no variety.
- There's not a lot of health stuff to eat. I find myself eating a lot of junk food. I'm not really a junk food eater, but sometimes I have no choice.
- I'd like to see more health treats.
- Prices are too high.
- It's too much junk food. Prices are too steep. The variety is just junk, nothing but junk food!

- Prices are a bit high.
- Coffee/hot machines should be cleaned out 3 times a day. More paper towels available.
- Prices are high, selling convenience. Two machines in same building are selling the same product, but one cost 80 cents and the other is \$1.25.
- Make machines more workable. Some keep money.
- I wish there was bottled water in the machines.
- Add a wider selection of items.
- The serving size could be bigger.
- Keep the machines in working order. Often times they won't accept the money.
- Re design the machines so the spirals release the food.
- Less junk, more healthy selection.
- Lower the prices. Expand the variety. Clean the machines, they're dirty.
- Put more vending machines in J building.
- Lower prices.
- Just have more fat free stuff. In the 3 years I've been going to OCC, it's been getting better.
- Have a little more variety of food, ie different flavors of potato chips. Also, get some peanuts - plain, roasted, honey roasted. It's very hard to find peanuts anywhere.
- Prices are too high - should be lower prices.
- Lower the prices - a big bag of chips is 75 cents and it's really only worth 25 cents.
- Should have bigger cups for the coffee and they should be insulated. Now they have paperboard cups and it's too hot. They should also get new cups that are biodegradable and recyclable. The pop is too expensive, I don't buy it for that reason and I just get coffee.
- Drop the prices.
- Have more low fat or no fat things, ie snack bars or granola bars. Also they should have low fat munchies such as chips.
- Lower the prices. You can get two things at the store for the price of one from the machine.
- Sometimes the stuff is stale, that's why I cut down on getting it. Also, there's barely anything in the machine.
- Putting in lower fat stuff, granola or nuts.
- Lower prices.
- Fresher items, lower fat items such as Snackwell.
- Lower prices.
- Need more health items.
- Too high. I try not to eat there. A drop in prices would be nice.
- You need healthier food. There's too much junk food.
- They're not really full all the time. Either the hot chocolate or something wasn't working or was empty.
- They need things with less fat. They could use an Absopure water thing, it's not good water at Highland campus.
- It's all junk food.
- More diet pop (greater variety of it).
- Lower prices.
- More healthful selections.
- Service the machines more, they're often empty.
- Clean the machines, they're dirty.
- Make sure the machines are stocked. Lower the juice prices. More healthful selections.
- Doors on revolving machines don't always open.
- Offer a wider variety of choices.
- Lower the prices. Get a new brand of orange juice (Calif. Style). Put out more condiments and utensils.
- Lower prices.
- More fruit needed. Less candy, less fat. Get canned juices.
- Keep pop machine better stocked up.
- Less junk food, more health food.
- I wonder why school does not put out collection boxes for cans

- because we are stuck with no where to throw them.
 - Over priced.
 - Juice is a little high compared to where I work. Would like fresh fruit.
 - Less sweets and salty - like chips.
 - Wish it was more healthy.
 - Not enough nutritious stuff there. The fruit is snapped up and fresh bagels are gone right away.
 - More health food snacks, granola bars, fiber bars, and fruit.
 - More fruit available. Things that are quick and healthy, low in fat. Good variety overall. Find a different vendor, they are 15 too high as compared with other machines I use.
 - Wider selections - different flavors chips. More fruit type candies, Skittles, Starbursts. Wider variety like Hostess.
 - Price - they are all a little high.
 - Lower prices. They are actually lower where I work. More variety, so there"s more to pick from
 - The prices are too high and that"s why I don"t purchase often.
 - Try to lower the prices.
 - Need to add fruit juices or tea.
 - Lower the prices, they seem extremely high for pop and juices.
 - Regular Milky Ways and more fruit snacks (dehydrated).
 - More low fat items need to be added.
 - Better maintenance. They seem to be broken quite often.
 - Other things like fruit could be added along with other healthier snacks.
 - Some bottled water machines or juices that are healthier.
 - Only thing would be stocking of items, a beverage, candy bar, only one thing left. You"re stuck with whatever choice there is left.
 - Prices. 90 cents for animal crackers. Something needs to be changed, and the cleanliness could be better.
 - Offer more low fat and more natural items of food.
 - It"s OK, I don"t use it too much. Make it healthier.
 - Lower prices. More juice.
 - Put in granola bars, popcorn, less pop and more juice.
 - Lower price.
 - More variety - salads.
 - More healthy foods - crackers, low fat candy.
 - Refill more often.
 - Not working a lot, or they couldn't make correct change. They are empty a lot.
 - Lower prices.
 - Can"t make correct change. If there is a problem, like it keeps the money or no food comes out, there is nobody to help you out.
 - More variety, more health smart choices.
 - Lower the prices.
 - Healthier foods. Change items, more fruit.
 - Broken machines a lot. Keep them more serviced.
 - Takes money, things turn around but not enough for the food to drop. Also, coffee or pop but no cup to catch the liquid.
 - Getting it to stop eating money. Sometimes takes your money, but doesn't give you any food.
 - More variety, like healthy snacks.
 - More things people want like Twizzlers, variety chips for example Doritos or Crunchers.
 - Lower prices.
 - Lower prices.
 - Prices are higher than ordinary.
- Question #10

Among those items you are not completely satisfied with, what improvements would you suggest?

- Why can"t there be fresh coffee at 6 p.m. when evening classes start.

- Need separate person to cook food and run register. Wear gloves to handle food. Prices are steep, could be dropped .25 to .50 cents lower.
- Class starts at 9 a.m., would recommend open cafeteria at 8 a.m. Garbage cans changed more often and they need to be wiped off and cleaned.
- Run specials are left in steamer. Suggest you find ways to keep food fresher, especially food in steamers. Stir Fry rice was crunchy.
- Muffins tended to be greasy. Fruit in containers taste like plastic. Fresh fruit not always the best quality. Might have hot food more often if service were faster.
- Prices too high, no vegetarian foods. Cheese pizza. They could be a little friendlier in the customer service department.
- Open until at least 8:30 p.m. Should be open Friday for lunch. More vegetarian foods. Need more people working, lines are too long. Grill food not available as long as cafeteria is open. Grill food is not available at 7:45 p.m.
- Lower the prices. For example: bagel .70 (without cream cheese) - too much.
- Put more healthy and fresh food in the cafeteria. I want less fat. I ate in the cafeteria last night and they seem to have expanded the choices. I was very impressed. I hope it continues.
- I stand in line too long. The vegetarian doesn't look all that appetizing. Coffee is way over priced and it's weak. Food variety is limited. Need more cashiers. It's too busy.
- I don't like much of what is offered. I like more healthy choices. The choice of healthy food needs to improve greatly.
- Fresher food. Freshly prepared food.
- Could have a bigger selection of food in the cafeteria.
- The coffee needs to be fresh. 9 out of 10 times it's cold and stale. The bagels need to be covered because they get hard and stale. Fruit should be put in a cooler area - now it's near the hot food and it's warm. It should be with the salad. They also need a better variety of fruit, there are no apples (only bananas and oranges). Tables are always dirty - someone should be wiping them. Expedite cash out process. It takes 3 minutes because cashier also has other duties (taking orders, re-stocking line etc.). Should have one cashier and another person to tend to the salad, take orders, etc. Also workers should be faster.
- Prices are too high for the food. A sandwich is over \$2.00, that's too much for a college student.
- Things are expensive. French fries are cold and greasy. More healthy version of sandwiches. Food needs to be warm, not cold.
- A friendlier attitude and healthier food items.
- Two cash registers: the line is too long.
- Better service - faster service.
- Faster service: fresh food not under heat lamps.
- More seating space during lunch time.
- Cafeteria should be open to at least 8:30 or 9 p.m.
- Offer more healthy foods such as salads and less fried foods. Also lower the prices.
- I got a hamburger and it was raw! That completely turned me off and I haven't been back since. They should take more time with preparing the food. Also should keep it cleaner, especially the food line, counter tops, dispensers for catsup and mustard, etc. I heard that Pizza Hut was supposed to come to Orchard Ridge. I think they should be looking into that. Need to have fast food chains so people won't go off campus.
- As far as cleanliness, people don't throw their stuff away. Things are left on the tables, but this isn't the fault of the workers. Maybe you could post signs for people to throw their own garbage away.
- Try to have more healthy items.
- Stay open a little later.
- Prices should be a lot cheaper especially for the people attending

- OCC. I'd love to buy more, but it's too expensive.
- Later hours. Lines are always so long, (breaks are just 15 minutes) even just paying for pop is so slow.
- Coffee (80 cents) is a little expensive and muffins are too.
- I'm there at 7:30 a.m. and wish they were open for breakfast. Hours are bad at the Southfield and Highland campuses. Highland has a MacDonald's across the street for the same price. If I had the time, I'd eat there.
- Stay open later - until 8:30 or 9:00 p.m.
- A little pricey. Food is cooked in butter or fried: need food with low fat count. Customer service: not real fast. I don't have a flexible time schedule and the service is slow.
- Would like earlier hours for breakfast like 9:00 a.m. Not open late enough after class gets out (for my afternoon class).
- Pretzels and muffins are gone by the time I get there. Never open at 6:30 when we get our break. Breaks are not long enough to order and eat food: have tried ordering and re-heating, but it doesn't taste the same.
- More doughnuts and muffins.
- Stuff is expensive, all pretty much. People are nice, I'll give them that.
- I wanted a toasted bagel at 8:30 p.m. and they would not toast it for me. The lady at Royal Oak (Thurs.) is unfriendly, no greetings, no smile, turns me off.
- Extended hours to at least 7 O'clock: 8 would be better.
- The food quality is not very healthy. There was only one person working. They need to expand their services and quality of the food. I spent a lot of time there the first year of Nursing school and the cafeteria is not good. The prices are way too high. We could go to MacDonald's and get the same junk food for much less. The person behind the bars was rude. They need a bigger kitchen area. One time I saw a worker stick her finger in the food and taste it. That was so gross. My girlfriend got a hot dog once and it was served on green moldy bread.
- I compare the prices at the cafeteria to retail places. Cafeteria was way out of line. At the Royal Oak campus they are too slow. They need more help. I hate standing in line to get something. I spend a lot of money on food every week.
- Longer hours needed. Cafeteria closes at 8:30, but cases are locked up earlier (8:15). More clean up staff for eating area. Separate machine needed.
- More help is needed. The staff that is there does a good job, but they need more help for the amount of students using the cafeteria.
- More registers at check out.
- The help needs to move faster!
- Hire more help or help that works harder.
- Clean up the place. Get more help, not enough employees to accommodate the rush. Open Southfield cafeteria earlier to accommodate early morning classes.
- Extend hours of operation. The woman who works there needs to move more quickly.
- Help is very rude - they don't greet you. I go in the morning to get some caffeine to wake me up and they don't say "good morning, How ya doing?". Prices are ridiculous - a hamburger, fries and pop are about \$6.00 and you can get a combo at McDonalds for \$3.00. Pop is too much, fries are greasy, pretzels are hard, and pizza is burnt.
- Lower the cost of the salad bar and sandwiches. And you should be able to go back to the salad bar and get free refills.
- Should have less fried foods and more baked - you can bake french fries. Drain the oil off the meat, have more fresh fruit such as apples and oranges.
- Prices are too high. It's cheaper to get a pop from the vending machine than to get a juice from the cafeteria.

- Instead of fries for a side dish, give lower fat items such as fruit cups, fresh vegetables, etc. Keep the salad bar.
- Having two registers especially during breaks. Pizza.
- More low fat things.
- Food does not meet healthy, nutritious standards. It carries too many calories.
- There's really nothing healthy that looks appealing. There is not much variety. The prices are high, but that's the same everywhere. I'd try to offer more healthful foods. Perhaps better management is the answer.
- I'd like to see food for the health conscious person.
- Employ more helpful people. Clean tables more frequently.
- Need more employees (helpful ones). Wider variety of foods needed. Stay open an hour later.
- Extend hours of operation.
- Wider variety of food. More utensils. Get appropriate length coffee stirrers (and lids).
- More vegetarian selections. Offer some soups without meat.
- Lower prices.
- Southfield only has 1 person working and you have to wait and sometimes be late for class.
- Only 1 or 2 people taking money and it takes 30 minutes to buy a drink. Coffee tastes terrible at 5:00 p.m.
- Need more variety - salads. All greasy or fatty food on the grill.
- Need to be open later, they neglect night service. Wider variety of entrees, more pasta dishes other than beef or chicken. More variety of chicken dishes.
- More types of food available. Salads, different types of food. Have people available to wait on people instead of a customer having to wait for service.
- The prices are too high for portions given. My orders are never right when I receive them. Also the same thing is served continuously.
- The hours of operation need to be extended.
- Checking hours that students are on campus and then extending hours to meet that.
- More healthy things. Frozen yogurt stand or a salad bar would be nice.
- Friend says more variety of food available. Salad, well they have salad but my friend says it's not very good.
- Cafeteria - typical foods, I guess it could be healthier, but it's cafeteria food.
- Service - friendlier staff. Less fried foods.
- Pricing more moderate on specials.
- Lower prices. More pre-cooked foods.
- Add Mexican food like burritos and tacos.
- More healthy food, an alternate to fried foods.
- Lower prices.
- Some prices could be lower. Sometimes food not always cooked thoroughly and sometimes ran out of things.
- More help, the people seem really stressed out.
- Serving old fruit is terrible! Watch the produce better. Offer tuna without mayo, and offer more salads.
- Open earlier, at least by 8:00 a.m.
- I would like more variety of food items.
-

Question #11

Are there any particular reasons why you do not purchase food or drinks from a vending machine or at one of the cafeterias at OCC?

- I take classes in evening and eat dinner before coming to class.
- Only have night classes and eat dinner before coming to class.
- Based on schedule, doesn't permit me to use.
- Just come for classes in evening and go home.

- Lack of money.
- Not on campus long enough.
- Only taking one evening class, it's not needed.
- I do my main eating before or after school.
- I bring food from home.
- I am not there long enough in any succession to purchase anything.
- I don't have time to go over to the student center between classes.
- I usually don't eat at the times I am there or I bring something from home.
- I just don't use these items. I bring my own.
- I just go to class and go home.
- I don't have much time to spend on campus.
- I'm a homeowner and I only attend one class, one night a week. I've never purchased anything from the vending machine or the cafeteria.
- I come around mid day and I've already eaten and I don't get into snack or junk food.
- I'm only there for an hour each day so I don't use the services.
- I usually eat at home.
- I bring my own food and drink with me.
- No particular reason, just go to class and go home.
- Have evening classes: don't have time.
- Do not want to spend the money.
- Only there for a short period of time.
- Not on campus long enough.
- Class is at 11:30 a.m. and don't need food.
- I eat at home.
- For my morning class, we have no break. For my evening class, it's dark when I get out and I don't want to walk over. I suppose if there was a machine in my building, I'd use it.
- Time my class is, I've already eaten.
- Don't have time.
- When I get done with class, I leave the campus.
- Nothing is open on Saturday and that's the only time I go. Would be nice if they offered something.
- I'd like to see the nutritious value of the food in the cafeteria go up.
- Don't have time.
- I come straight from work to class and leave for home right after.
- I generally eat at home. I'm not hungry.
- I live near by, so no need to buy anything.
- Really not that hungry when I'm at school. I live 15 minutes away and can wait until I get home.
- Lack of time.
- I attend classes in evening after having dinner at home. Don't purchase anything from machines either.
- Usually come to class from work and then I go home. Don't buy anything while at school.
- I sit in cafeteria in the morning before class, but I don't buy anything because I have a 3 hour break between classes and I go home to eat.
- Have eaten dinner before coming to class.
- I usually bring food with me to save money.
- Only at school for one class: just come in for class and then leave.
- I eat food at home. Only come to campus for classes.
- I am on a special diet.
- I usually bring items from home.
- I am only there one hour per week, I am in and out.
- Just because I'm there only twice a week, don't spend a lot of time there. Go to class and go home.
- Just never there long enough to get hungry. Twice a week, go to class, then home.
- Bring stuff from home and eat that. No recommendations.

- Don't need to.
- Not hungry or thirsty at the time.
- I'm only there for 1 class in the morning and 1 in the evening.
- I bring my own food every day. I spend a lot of time here.
- I just go to class once a week, so I never stop to eat anything.
- I'm only on campus for a short time.
- I'm only on campus for a minute and I always bring a can of pop and a snack. It's much cheaper that way too.
- I just don't have time. I'm not there that long.
- I go to class and leave. I have no reason to buy anything.
- Because I'm coming from work. I take my class and go back to work. I usually have something that I bring with me.
- I focus on studying and not on food while I'm on campus.
- My classes take a long time and I don't need to buy anything.
- No particular reason. I'm at home until 1:30 so I snack at home.
- I just always eat before going to school.
- Campus is confusing and I can't eat in micro-lab at all, so I just don't use vending machine or cafeteria.
- Because of time I get there. I just carry a pop with me.
- I eat before I come to school.
- Don't have the time.
- No need to.
- To save money
- Only one class a day and I go to work right after that.
- It's a two hour class. I come, go to class and leave.
- I don't eat between meals and I've already eaten when I get there.
- I attend evening classes and have eaten before I get to class.
- I don't have time, straight to class and then I leave.
- I only have one class.
- I don't have time.
- I have already eaten before class.
- I am a guest student at night and by the time I go to class I have already eaten.
- I go to work and then to school,
- One class. I eat at home before I come to class and have no need to use cafeteria or vending machines.
- I live 2 minutes away and go home to eat.
- Night class and I eat before going.
- Just go for class and that's it.
- Not hungry.
- The prices. I eat at home before I come to school.
- I am a vegetarian and want all organic grown food. Water must be put through reverse osmosis.
- Distance between machine and class or cafeteria and class.
- My class is between lunch and dinner.
- I'm coming from work and I eat there before I get to school.
- Don't need to waste money on it when I can bring it from home.
- I'm not hungry or I don't have the time.
- Not there long enough. I go to class and leave.
- I usually eat before I go to class or at home, so there is no need to go to the cafeteria or vending machine.

Specifically VENDING:

- Usually there are only candy bars and I would like to buy more healthy food.
- Adequate selection and change available.
- Don't bother with snacks.
- Usually bring food for snacks. Would like more healthy foods in vending machines.
- If there was a vending machine in my building, I would buy a candy bar or whatever. I'm in building A and I looked for a machine, but there wasn't one near the doors where I come in.
- I don't buy from a vending machine - I'm too poor.

- I do not use the vending machine because it primarily consists of junk food.
- Vending machines are too expensive. I purchase bags of chips at work for 25 cents and bring them to class with me.
- I don't eat or drink. The machines are a waste of time.

Specifically CAFETERIAS

- Never been interested in going in cafeteria.
- After completing classes, I'm not interested in cafeteria food at that time.
- Time - don't have enough time. Could use better hours for cafeteria. More hours open.
- Only have night classes and usually have had dinner. Just grab a snack from the machine.
- Don't need food because of schedule times.
- I bring my own lunch.
- I only use the vending machines.
- I only have one class per night and it's in a separate building.
- I attend classes on Saturday.
- I only buy items from the vending machines because I only attend class in the evening.
- Cafeterias are not open on Saturdays.
- Usually the cafeteria is closed.
- I don't have time to go to the cafeteria.
- My schedule didn't allow time this semester. I ate there last semester.
- No particular reason, just prefer Mc Donalds.
- Don't trust cafeteria cooking.
- I have never eaten in the cafeteria because I don't have time between classes.
- Did not purchase food from cafeteria because it takes too long to get there and back to meet my other classes.
- I bring things from home. Never have time to use the cafeteria.
- On the other side of campus and don't get to the building. It's easier to come home between classes.
- I eat before I go to class. Add frozen yogurt and iced tea to cafeteria.
- Takes too much time to get food during break time.
- Have cafeteria open to at least 9:00 p.m.
- Don't have time. Class gets out at 9 and cafeteria closes around - Really want it open later - need a place to eat, study, and have a cup of coffee after class. You can't do that in the library. My lab partner and I like to finish up lab reports and study for exams after class and we're looking for someplace to go. They should have the cafeteria open later and put out fliers to tell people.
- Lousy food - over priced. Needs to have more down home country cooking.
- I never eat lunch. Haven't eaten lunch since high school.
- Usually it's before or after dinner when I am here. I've never checked out the cafeteria food.
- I'm only there 2 hours and have only 1 ten minute break.
- I don't eat or drink anything on campus because I keep kosher.
- My building is separated from campus and it's too far away to go.
- I'm into weight lifting and I bring my own stuff in Tupperware.
- Bring my own - I buy it on the way to school.
- Not necessary. I come home, eat, and then go to class.
- Never need to buy anything when I'm there.
- Don't need the cafeteria.
- It's a little expensive and I live close by.
- Because it's winter and I don't want to go outside, and I don't come early enough to go to the cafeteria.
- It's too far and too time consuming to go to the cafeteria.
- It's too far to walk from where my classes are.
- I only live 5 minutes from campus, so I never buy food from the

cafeteria.

- I don't have enough time to go to the cafeteria.
- I have no reason to go. I bring my own water bottle. Never been to cafeteria.
- I think I don't use the cafeteria because of the close proximity of the vending machines to my classes.
- I haven't purchased anything from the cafeteria because it's a matter of my scheduling. I'm only there in the morning. I go to class and leave for work.
- I never go to the cafeteria. I go to my classes and then directly home.
- I'm there for only a short time. I usually just purchase a soft drink from the vending machine.
- I don't have any reason to go to the cafeteria, plus it's closed at 6:00. Another half hour would make a difference. I think it needs to stay open longer.
- Usually closed. Attend classes at night and cafeteria is usually closed.
- I eat dinner prior to coming to class. Just want a pop and will get that from the vending machine.
- I attend evening classes.
- I am only on campus one and a half hours and usually a beverage will suffice.
- I attend night classes and by the time I arrive on campus, I have already eaten.
- I do not have any classes in that building I never make it over there.
- They do not offer healthy alternatives. Everything is basically fried. A wider selection on the salad bar is needed. Baked potatoes could be added to the menu.
- I'm not there during mealtime.
- I assume the cafeteria is closed the times I am there (Sat. And evenings).
- I'm only on campus for 2 hours, once a week.
- I don't have time and I don't know where the cafeteria is located.
- I eat dinner before I go to class. I have no time to eat in the cafeteria.
- I'm only there for 5 hours. I bring my food.
- Usually I don't have any money. Plus, I eat my breakfast at home before I go to class.
- I just never go over to the building where the cafeteria is. I'm a part time student and it's not close to where I have my classes. Maybe if I was on campus all day I would.
- I'm not there long enough to worry about eating. And, it's on the other side of campus - it's quite a hike to get there.
- I usually bring my own pop and I don't eat junk food. Maybe if I had classes more, I'd go to the cafeteria.
- It's out of the way.
- Never in the building - not convenient.
- Because the class did not have a break.
- Long lines.
- Because of the afternoon and evening classes, I don't go to the cafeteria.
- Don't know where cafeteria is located.
- I did not know there was a cafeteria on campus.
- I just don't have the time. After school I leave and go directly to work.
- I don't purchase from the cafeteria. A lot of times I grab a bite to eat before classes.
- I really don't have the time.
- I'm not on campus that often.
- I just never have the time.
- It's just not, I don't know, I guess I usually bring my lunch so I don't buy from the cafeteria.
- I usually bring my own food. I stopped going to the cafeteria when they banned smoking.

- I don't buy , but I probably would if there were more low fat items available.
- Because I go to night classes and I usually eat at work or when I get home.
- It's a long walk to the cafeteria.
- I get to campus at six. I don't eat on campus.
- I'm just not there enough.
- I just bring from home.
- I just eat before I go.
- The class is in the middle of the afternoon. I just eat before I go.
- It's out of my way.
- Too expensive. I pack my lunch and eat at work first.
- Cafeteria is closed when I'm there.
- Don't know when it's open and I go in the evenings and don't know how late it stays open.
- I'm not in that building, I only go part time, and it's not that important to me.
- I just get a cup of coffee in the AM and go home after class.
- I go in the evening and I'm not sure how fresh it is or if it is still offered.
- Not there enough, and I have to pick up my kids from child care, etc.
- Not there long enough. Didn't know there was a cafeteria. I stop at the Big Boy after work or eat junk food from the vending machine.
- Just have class - no need to use.
- I have no need to.
- No need to.
- When I'm there the cafeteria is closed (Friday mornings and evenings after 6:30).
- Most of the food is fried and I only go for one class. But money would be better spent to upgrade the library.
- Live close to home -if I get really hungry I can just go home or bring it myself.
- Only there for one class and then I go home.
- The food services are closed when I have my first break. If they were open I might use them.
- I eat before I come on campus.
- Bring food from home.
- I am only there in the evening, no need to go to the cafeteria.
- I get something to eat before class either at home or on the way.
- I attend evening classes so I have already eaten by the time I go to class.
- I am not in that building when I am on campus.
- I attend evening class so the cafeteria is closed.
- I come with coffee and fruit from home and cafeteria has not been open when I have wanted to go there.
- When going to library at Orchard Ridge I might go to the cafeteria - lack of time is the real reason.
- Evening classes - don't have need for the cafeteria.
- Because I go home and eat dinner before I go to class and have no reason to buy food, unless I'm running late sometime and have to eat dinner there.
- Not there long enough to need food.
- Never over there.
- Nor convenient - other side of campus.
- Stomach problems. Cafeteria open at Orchard Ridge this summer. Vegetarian menu, not fried.
- Vending machines are more accessible.
- Do not have time.
- Don't have the time.
- Out of the way for me.
- Never that hungry.
- Not there a lot. Too short of time.
- They're closed when I come to school.
- Auburn Hills cafeteria is closed down.

- No time.
- Only there a short time.
- Didn't know there was one or where it is located.
- It's in another building.
- Not on campus long enough.

Student Use of Vending Machines and Cafeterias

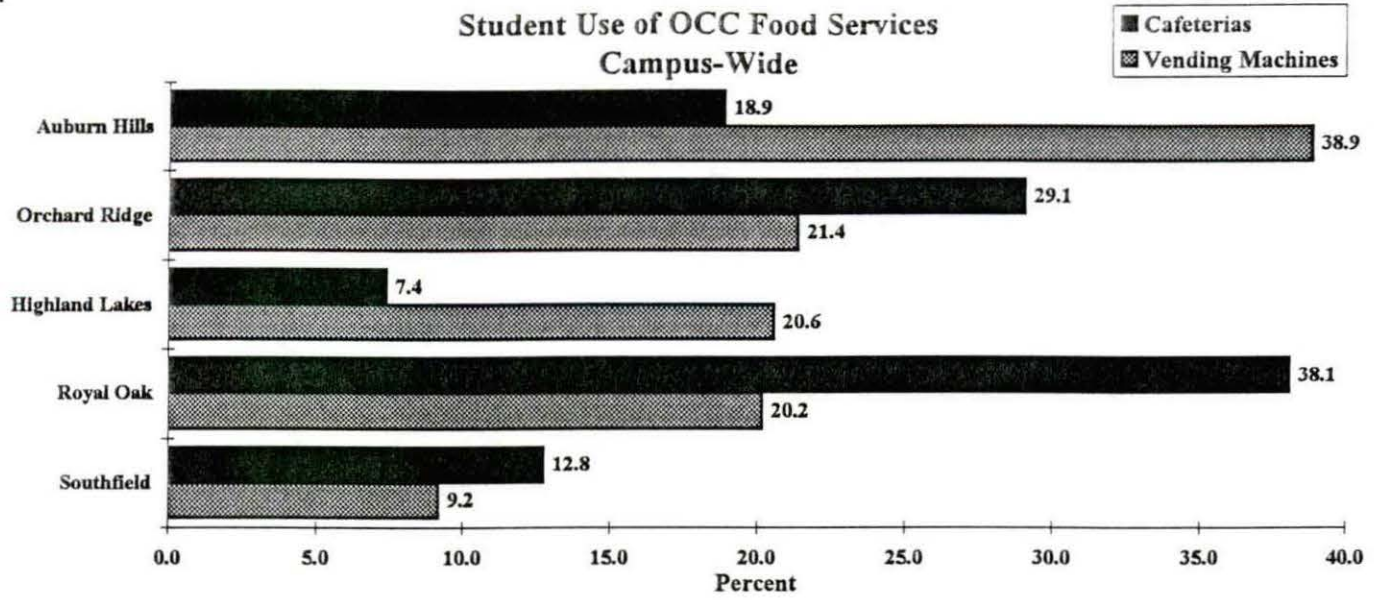
	AH		HL		OR		RO		SF		ALL	
	N	P	N	P	N	P	N	P	N	P	N	P
Courses taken on campus	142	35%	76	19%	105	26%	111	27%	36	9%	470	
Times on campus	141	35%	70	17%	101	25%	109	28%	37	9%	458	
Times per week student buys from vending machines	102	39%	54	21%	56	21%	53	20%	24	9%	289	65% use
Times per week student buys from the cafeteria	28	19%	11	7%	43	29%	56	38%	19	13%	157	37% use

* Total number of respondents = 404

Student Use of Vending Machines

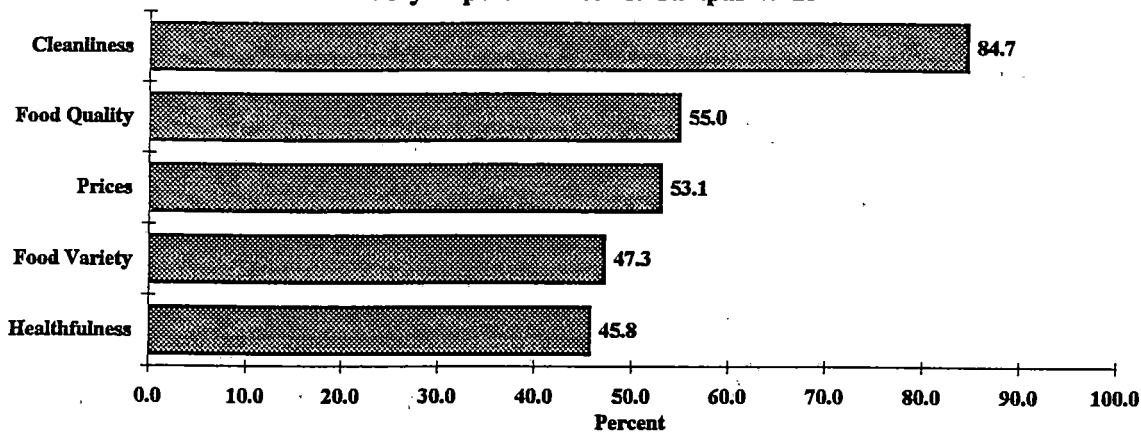
<i>Campus</i>	<i>Number of Vending Machines</i>	<i>1995 Sales</i>	<i>Percent of Students Using Vending Machines</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Vending Machines</i>
Auburn Hills	22	\$213,407	39.0	2.5	2.0
Highland Lakes	27	\$115,535	21.0	1.9	1.7
Orchard Ridge	22	\$63,512	21.0	2.2	1.8
Royal Oak	8	\$37,655	20.0	2.5	1.8
Southfield	12	\$125,803	9.0	2.0	1.8
<i>Total</i>	91	\$555,912	22.0	2.2	1.8

Student Use of OCC Food Services Campus-Wide

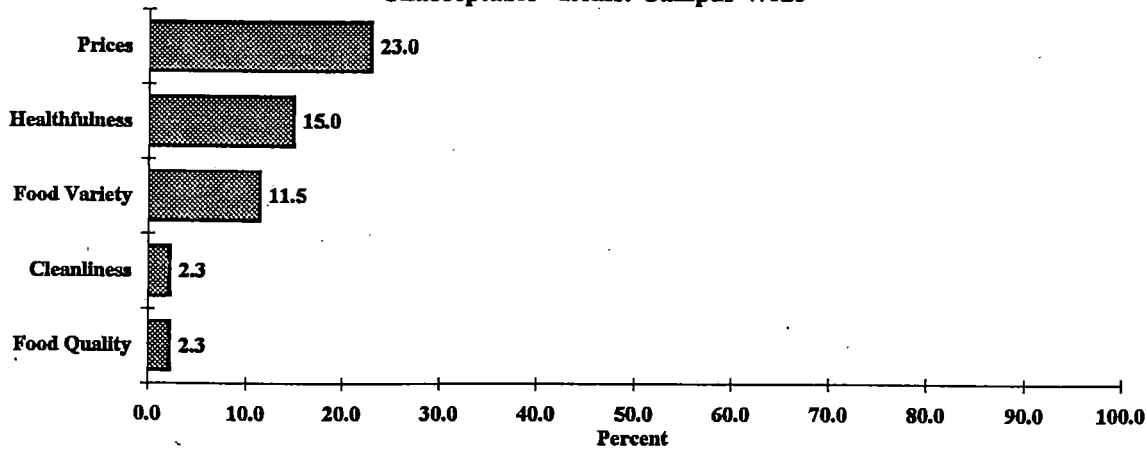


Hours of operation vs time on campus

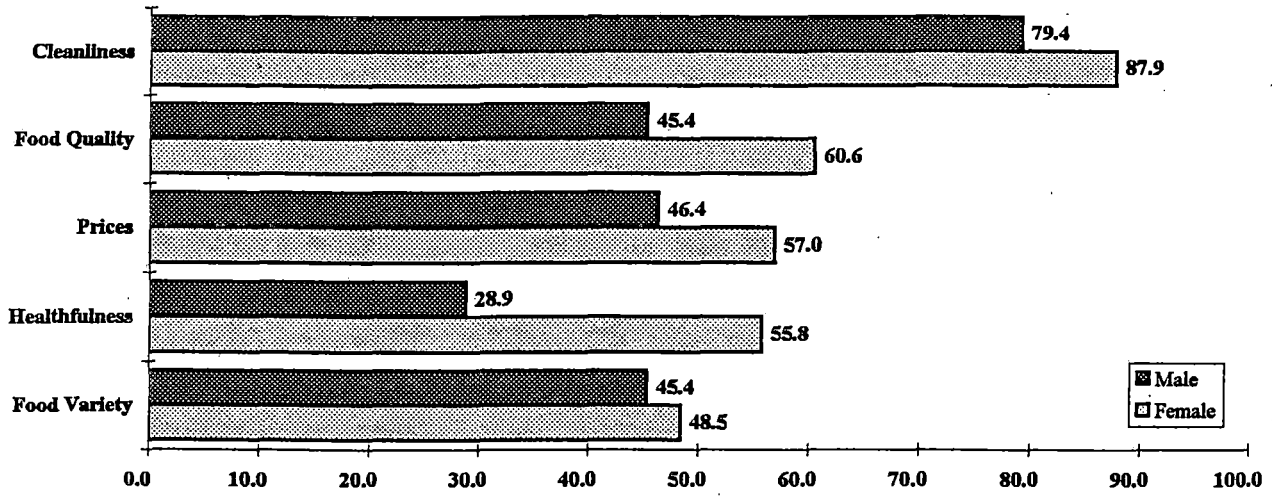
**Importance of Vending Machine Services
"Very Important" Items: Campus-Wide**



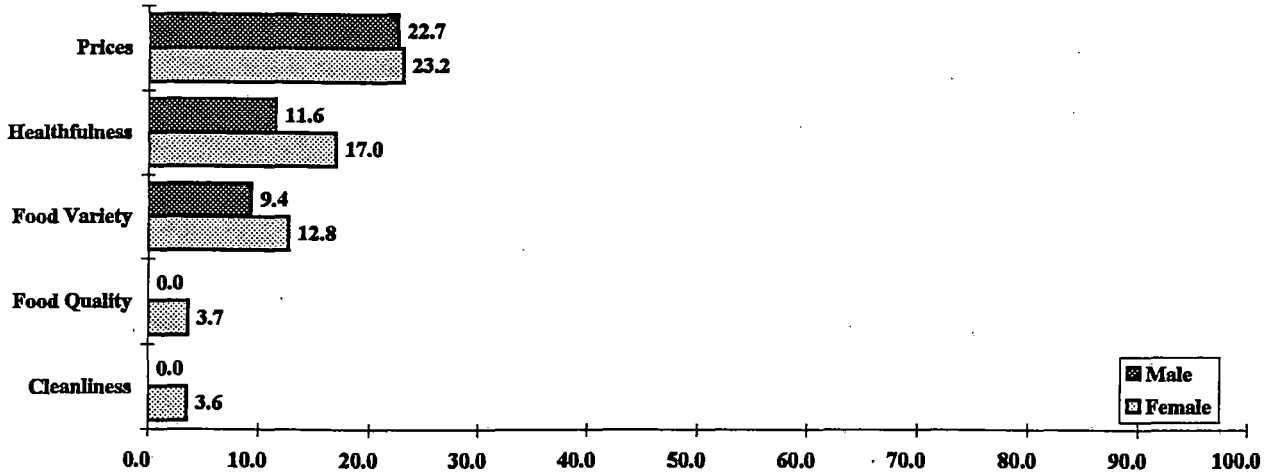
**Satisfaction with Vending Machine Services
"Unacceptable" Items: Campus-Wide**



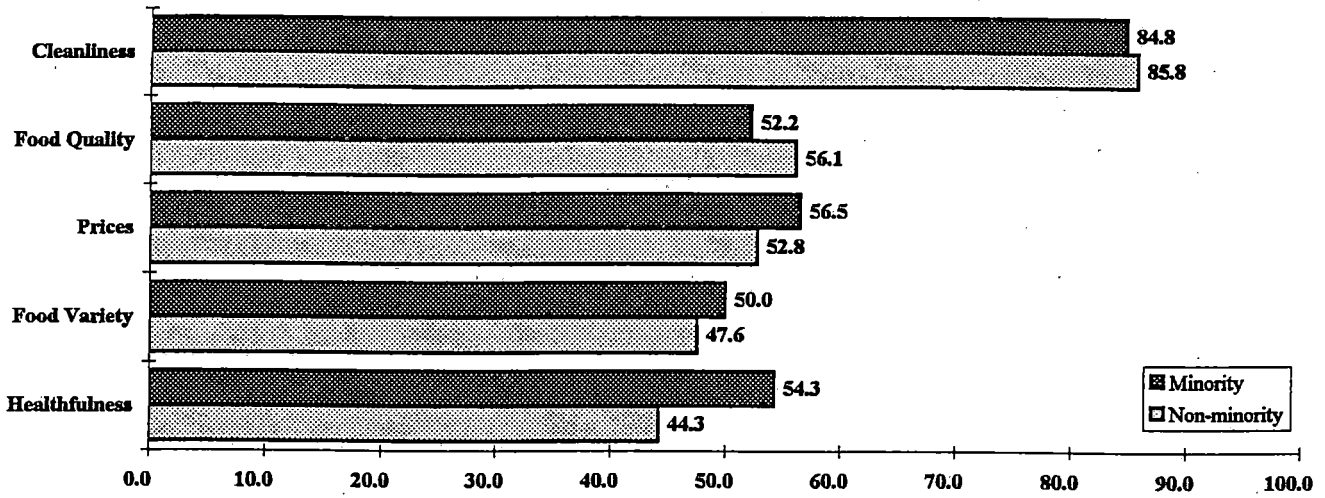
Importance of Vending Services - "Very Important"



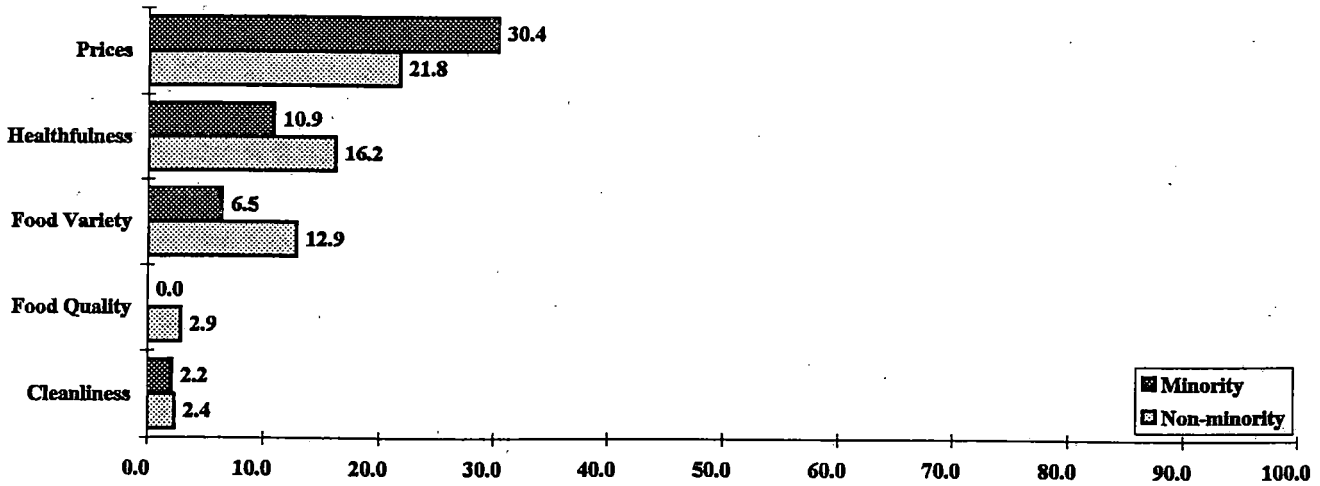
Satisfaction with Vending Services - "Unacceptable"



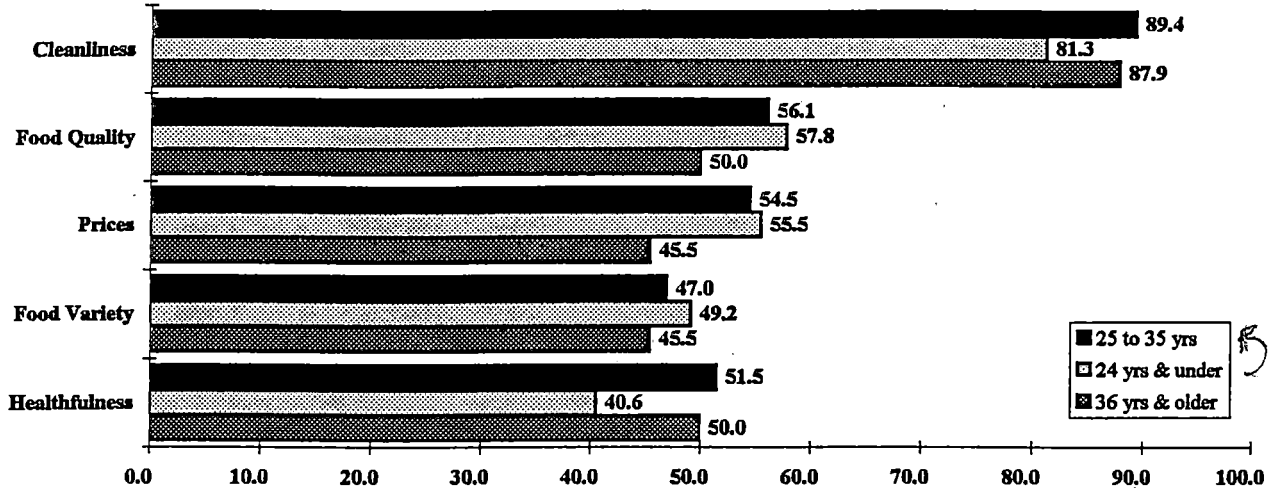
Importance of Vending Services - "Very Important"



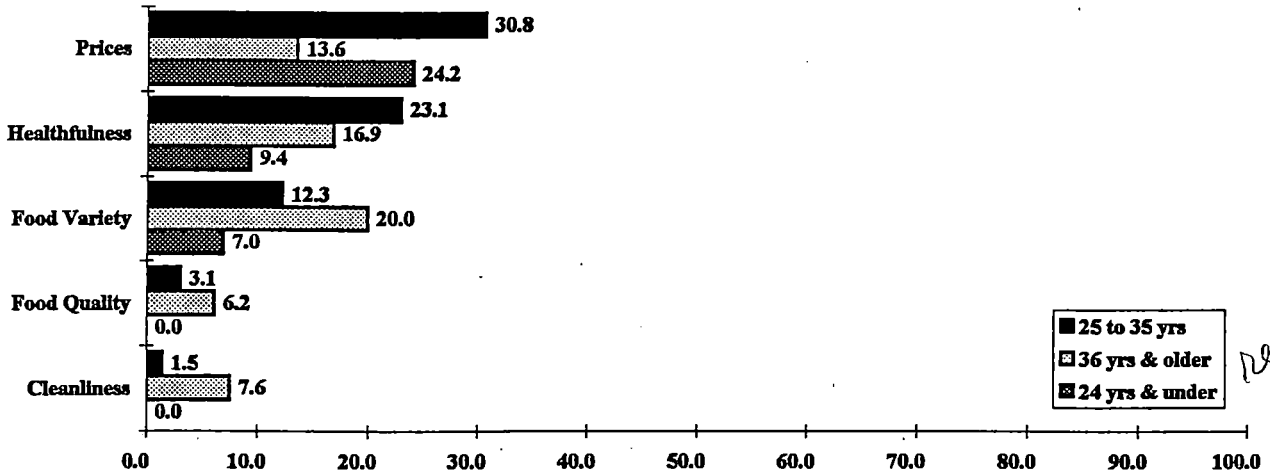
Satisfaction with Vending Services - "Unacceptable"



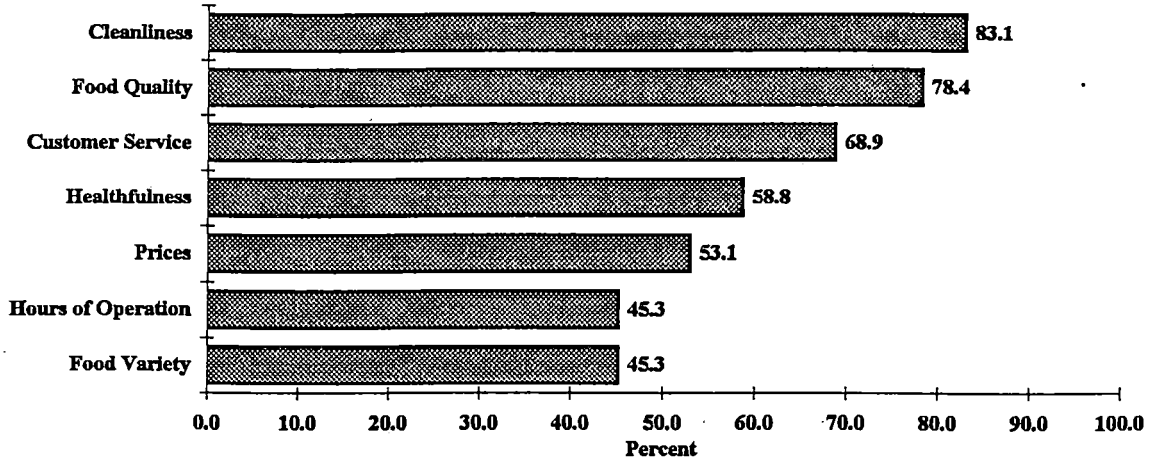
Importance of Vending Services - "Very Important"



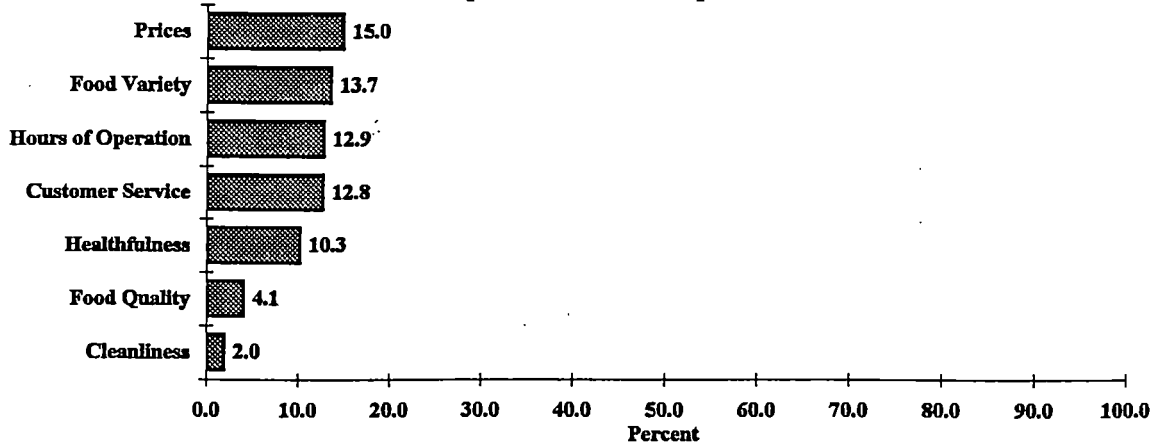
Satisfaction with Vending Services - "Unacceptable"



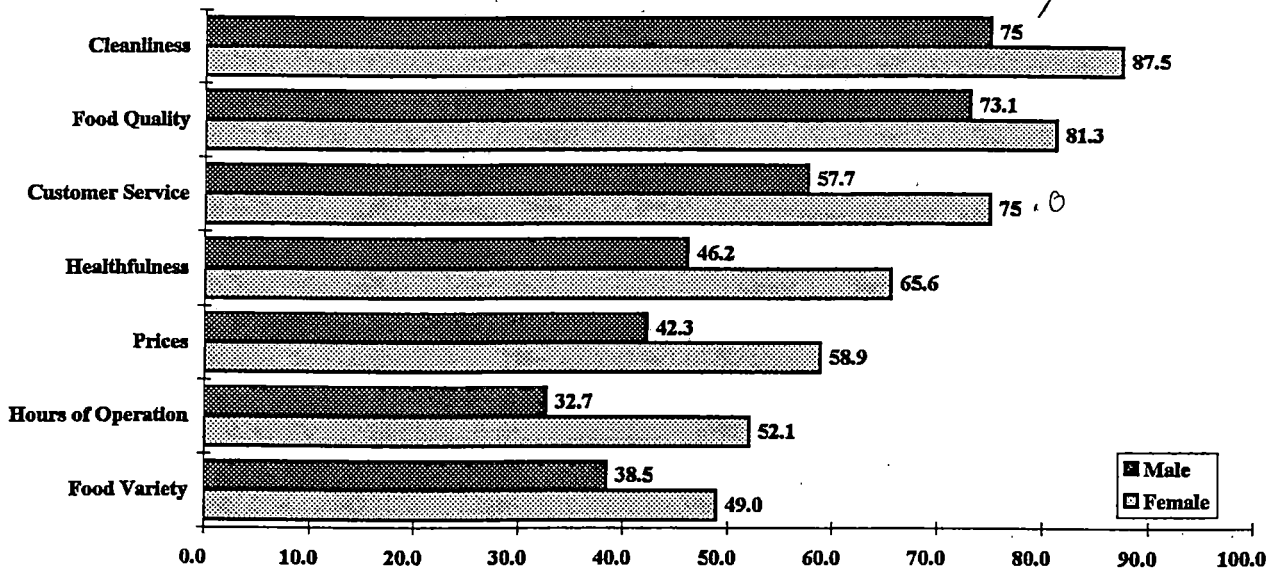
**Importance of Cafeteria Services
"Very Important" Items: Campus-Wide**



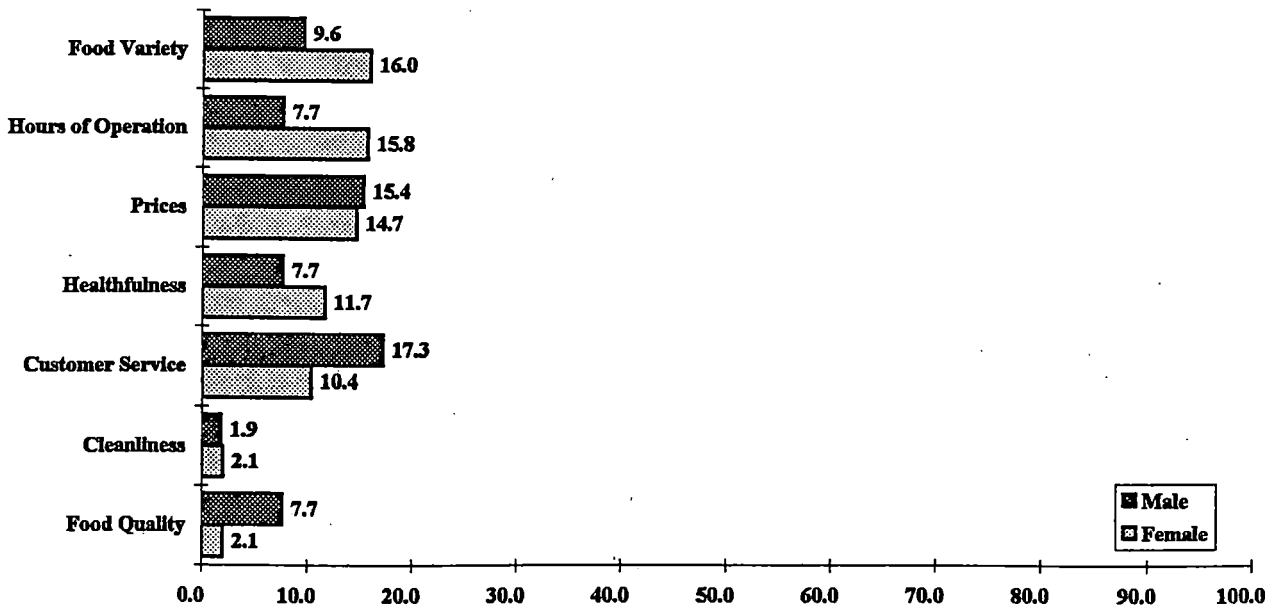
**Satisfaction with Cafeteria Services
"Unacceptable" Items: Campus-Wide**



Importance of Cafeteria Services - "Very Important"



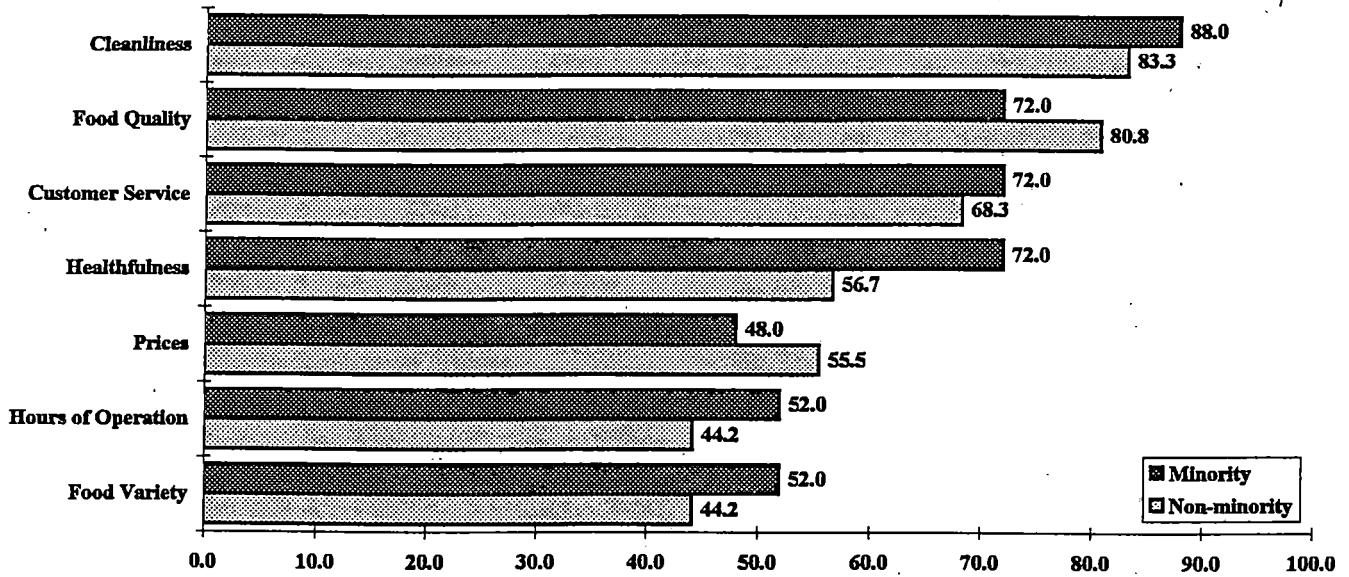
Satisfaction with Cafeteria Services - "Unacceptable"



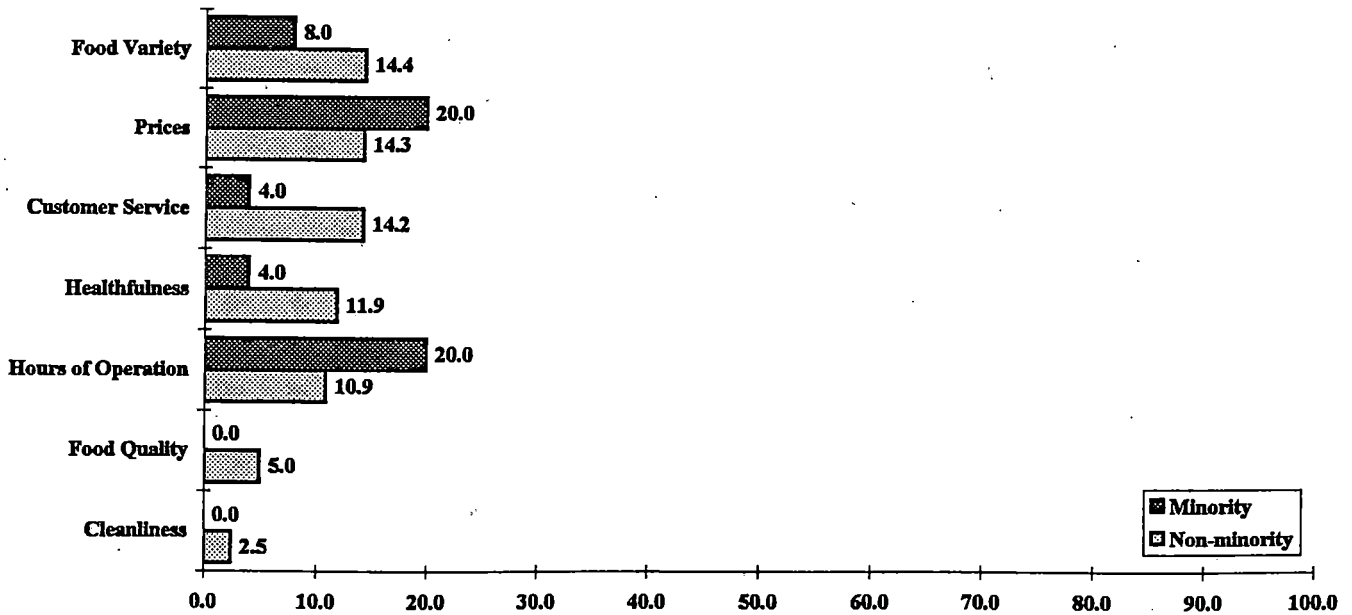
(Minority / Non-Minority)

Importance of Cafeteria Services - "Very Important"

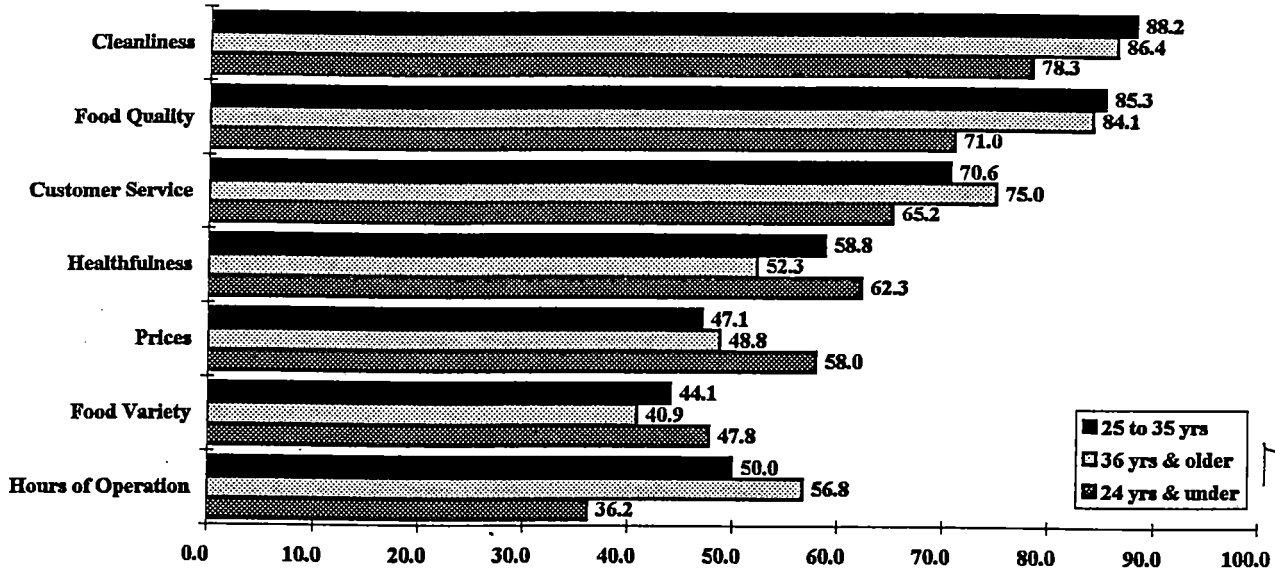
by Ethnicity



Satisfaction with Cafeteria Services - "Unacceptable"

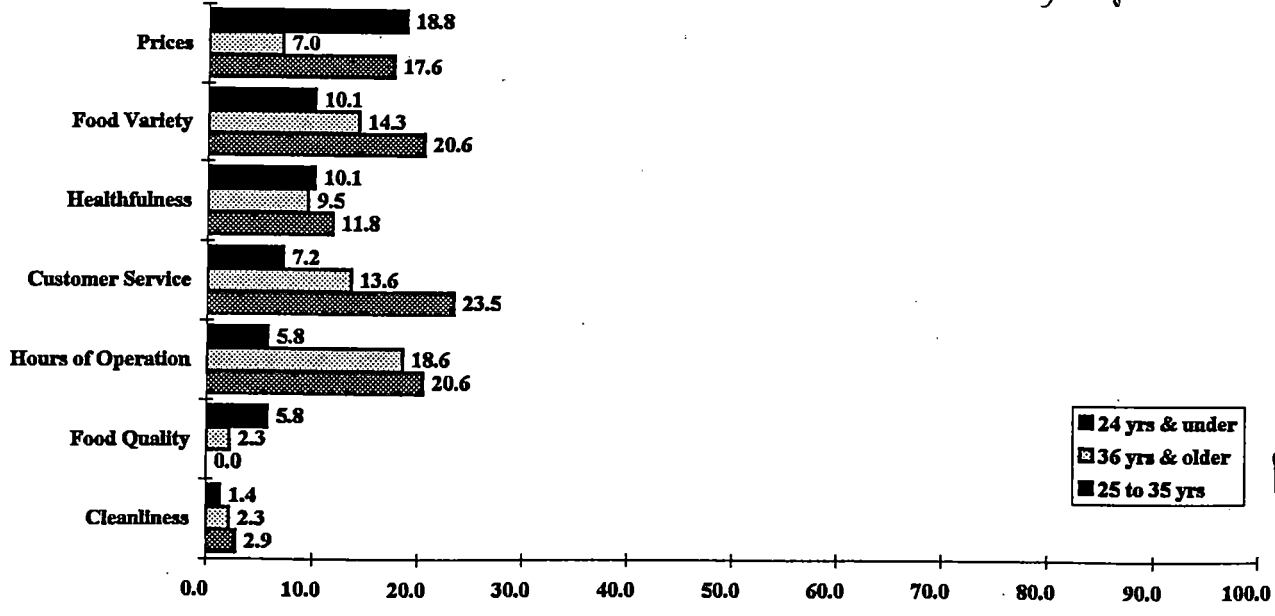


Importance of Cafeteria Services - "Very Important" *by Age Group*



reorder

Satisfaction with Cafeteria Services - "Unacceptable" *by Age Group*



reorder

**Oakland Community College
Food Service Student Survey
Dialogue Sheet**

Hello, this is insert your name, first and last. I am calling from Oakland Community College. May I please speak to insert the respondent's name, first and last.

Step 1	<i>You reach the person.</i>	<i>You reach someone else and the person you need is home and available.</i>	<i>Person is not home or available.</i>
Step 2	Hello, <u>insert respondent's first name.</u> This is <u>insert your name, first and last.</u> I am calling from Oakland Community College. Continue with the following:	<i>Ask to speak with the respondent. When he/she is on the line, continue with the following:</i> Hello, <u>insert respondent's first name.</u> This is <u>insert your name, first and last.</u> I am calling from Oakland Community College. Continue with the following:	<i>Try to find out when the person may be reached. If they ask why you are calling, explain the following:</i>
Step 3	I am glad I was able to reach you. OCC is conducting a survey on Food Services which are available on campus. We are in the process of contacting current students about their opinion of Food Services at OCC. All responses will be kept confidential. Do you have a moment to answer a few brief questions? <i>If yes, begin the survey. If no, see if there is a better time to call them back, note the call-back time on the list, and indicate that someone will attempt to call them then.</i> <i>If they are unwilling to complete the survey, simply thank them for their time and indicate that on the list.</i>		We are in the process of obtaining student input regarding Food Services at OCC. Since <u>insert respondent's first name</u> is a current student at OCC, his (or her) opinions regarding the Food Services will be valuable to us.

Utilization at each campus

vending
caf

satisfaction

hours
variety
pricing
quality of food
hours

Vending

hot cold
drinks
food
speciality products

540-1841 JP fax

cmrobiso

Washtenaw Community College
Student Cafeteria Survey

Student ID: _____

1. During the semester, approximately how many times per week are you on campus?

_____ # of times per week

2. During the semester, approximately how many times per week do you use the food service in the cafeteria?

_____ # of times per week

If they do not use food services, why (then end survey):

3a. I am going to read you several statements concerning food services. Please tell how important each of these items is to you by telling me if they are **Very Important**, **Somewhat Important**, or **Not At All Important**.

3b. Now I am going to read you the same list of items. However this time I would like for you to rate your level of satisfaction with each by telling me if they are **Outstanding**, **Acceptable**, or **Unacceptable**.

Very Important	Somewhat Important	Not At All Important	Item	Outstanding	Acceptable	Unacceptable
3	2	1	Food Quality	3	2	1
3	2	1	Prices	3	2	1
3	2	1	Cleanliness	3	2	1
3	2	1	Courteous Service	3	2	1
3	2	1	Efficient Service	3	2	1
3	2	1	Food Variety	3	2	1
3	2	1	Healthfulness	3	2	1
3	2	1	Eating Environment	3	2	1

4. Over the years, there have been many suggestions about changing the food service at Washtenaw. These suggestions have included more vending machines, adding franchised fast foods, and remodeling the eating area. Do you have any suggestions for improvements? (*PROBE, get respondent to be as specific as possible e.g. which fast food, how to remodel.*)

Frags of entire sample pop for food service sur.

GENDER Students gender

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Female	0	908	60.5	60.5	60.5
Male	1	592	39.4	39.5	100.0
.	.	1	.1	Missing	
Total		1501	100.0	100.0	

Mean .395 Median .000 Mode .000

Valid cases 1500 Missing cases 1

RACE Students race

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	1212	80.7	82.1	82.1
African American	2	179	11.9	12.1	94.2
Self-American Indian	3	4	.3	.3	94.5
Asian	4	51	3.4	3.5	98.0
Hispanic	5	23	1.5	1.6	99.5
Foriegn	6	5	.3	.3	99.9
Cert-Amer Indian	8	2	.1	.1	100.0
.	.	1	.1	Missing	
Unknown	9	24	1.6	Missing	
Total		1501	100.0	100.0	

Mean 1.319 Median 1.000 Mode 1.000

Valid cases 1476 Missing cases 25

AHCC Auburn Hills courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	233	15.5	44.7	44.7
	2	140	9.3	26.9	71.6
	3	70	4.7	13.4	85.0
	4	61	4.1	11.7	96.7
	5	17	1.1	3.3	100.0
	.	1	.1	Missing	
Not at campus	0	979	65.2	Missing	
	Total	1501	100.0	100.0	
Mean	2.019	Median	2.000	Mode	1.000
Valid cases	521	Missing cases	980		

HLCC Highland Lakes courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	104	6.9	40.6	40.6
	2	72	4.8	28.1	68.8
	3	34	2.3	13.3	82.0
	4	43	2.9	16.8	98.8
	5	3	.2	1.2	100.0
	.	1	.1	Missing	
Not at campus	0	1244	82.9	Missing	
	Total	1501	100.0	100.0	
Mean	2.098	Median	2.000	Mode	1.000
Valid cases	256	Missing cases	1245		

ORCC Orchard Ridge courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	208	13.9	48.3	48.3
	2	109	7.3	25.3	73.5
	3	60	4.0	13.9	87.5
	4	41	2.7	9.5	97.0
	5	11	.7	2.6	99.5
	6	1	.1	.2	99.8
	7	1	.1	.2	100.0
	.	1	.1	Missing	
Not at campus	0	1069	71.2	Missing	
		-----	-----	-----	
Total		1501	100.0	100.0	

Mean 1.944 Median 2.000 Mode 1.000

Valid cases 431 Missing cases 1070

ROCC Royal Oak courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	235	15.7	56.9	56.9
	2	111	7.4	26.9	83.8
	3	46	3.1	11.1	94.9
	4	17	1.1	4.1	99.0
	5	4	.3	1.0	100.0
	.	1	.1	Missing	
Not at campus	0	1087	72.4	Missing	
		-----	-----	-----	
Total		1501	100.0	100.0	

Mean 1.654 Median 1.000 Mode 1.000

Valid cases 413 Missing cases 1088

SFCC Southfield courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	86	5.7	65.2	65.2
	2	29	1.9	22.0	87.1
	3	13	.9	9.8	97.0
	4	4	.3	3.0	100.0
	.	1	.1	Missing	
Not at campus	0	1368	91.1	Missing	
	Total	1501	100.0	100.0	
Mean	1.508	Median	1.000	Mode	1.000
Valid cases	132	Missing cases	1369		

DOCC District Office courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	.	1	.1	Missing	
Not at campus	0	1500	99.9	Missing	
	Total	1501	100.0	100.0	
Valid cases	0	Missing cases	1501		

AGE

age of respondent

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	16	2	.1	.1	.1
	17	15	1.0	1.0	1.1
	18	116	7.7	7.7	8.9
	19	144	9.6	9.6	18.5
	20	132	8.8	8.8	27.3
	21	115	7.7	7.7	35.0
	22	82	5.5	5.5	40.5
	23	68	4.5	4.5	45.0
	24	65	4.3	4.3	49.3
	25	52	3.5	3.5	52.8
	26	55	3.7	3.7	56.5
	27	41	2.7	2.7	59.2
	28	48	3.2	3.2	62.4
	29	38	2.5	2.5	65.0
	30	43	2.9	2.9	67.8
	31	44	2.9	2.9	70.8
	32	32	2.1	2.1	72.9
	33	31	2.1	2.1	75.0
	34	26	1.7	1.7	76.7
	35	33	2.2	2.2	78.9
	36	28	1.9	1.9	80.8
	37	22	1.5	1.5	82.2
	38	30	2.0	2.0	84.2
	39	29	1.9	1.9	86.2
	40	25	1.7	1.7	87.9
	41	16	1.1	1.1	88.9
	42	18	1.2	1.2	90.1
	43	27	1.8	1.8	91.9
	44	19	1.3	1.3	93.2
	45	16	1.1	1.1	94.3
	46	11	.7	.7	95.0
	47	16	1.1	1.1	96.1
	48	9	.6	.6	96.7
	49	3	.2	.2	96.9
	50	8	.5	.5	97.4
	51	5	.3	.3	97.7
	52	9	.6	.6	98.3
	53	3	.2	.2	98.5
	54	2	.1	.1	98.7
	55	3	.2	.2	98.9
	56	4	.3	.3	99.1
	57	3	.2	.2	99.3
	59	4	.3	.3	99.6
	64	1	.1	.1	99.7
	67	1	.1	.1	99.7
	68	1	.1	.1	99.8
	72	1	.1	.1	99.9
	74	1	.1	.1	99.9
	84	1	.1	.1	100.0
	.	3	.2	Missing	
	Total	1501	100.0	100.0	

Mean 27.898

Median 25.000

Mode 19.000

Valid cases 1498 Missing cases 3

Freqs. F.S.

GENDER Students gender

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Female	0	269	66.6	66.6	66.6
Male	1	135	33.4	33.4	100.0
	Total	404	100.0	100.0	

Mean .334 Median .000 Mode .000
Sum 135.000

Valid cases 404 Missing cases 0

RACE Students race

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
White	1	340	84.2	85.4	85.4
African American	2	36	8.9	9.0	94.5
Self-American Indian	3	1	.2	.3	94.7
Asian	4	12	3.0	3.0	97.7
Hispanic	5	9	2.2	2.3	100.0
Unknown	9	6	1.5	Missing	
	Total	404	100.0	100.0	

Mean 1.276 Median 1.000 Mode 1.000
Sum 508.000

Valid cases 398 Missing cases 6

AHCC Auburn Hills courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	56	13.9	39.4	39.4
	2	40	9.9	28.2	67.6
	3	20	5.0	14.1	81.7
	4	23	5.7	16.2	97.9
	5	3	.7	2.1	100.0
Not at campus	0	262	64.9	Missing	
	Total	404	100.0	100.0	

Mean 2.134 Median 2.000 Mode 1.000
Sum 303.000

35% at campus

Valid cases 142 Missing cases 262

HLCC Highland Lakes courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	32	7.9	42.1	42.1
	2	18	4.5	23.7	65.8
	3	12	3.0	15.8	81.6
	4	13	3.2	17.1	98.7
	5	1	.2	1.3	100.0
Not at campus	0	328	81.2	Missing	
Total		404	100.0	100.0	
Mean	2.118	Median	2.000	Mode	1.000
Sum	161.000				

19% on campus

Valid cases 76 Missing cases 328

ORCC Orchard Ridge courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	50	12.4	47.6	47.6
	2	24	5.9	22.9	70.5
	3	18	4.5	17.1	87.6
	4	11	2.7	10.5	98.1
	5	2	.5	1.9	100.0
Not at campus	0	299	74.0	Missing	
Total		404	100.0	100.0	
Mean	1.962	Median	2.000	Mode	1.000
Sum	206.000				

26% on campus

Valid cases 105 Missing cases 299

ROCC Royal Oak courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	46	11.4	41.4	41.4
	2	37	9.2	33.3	74.8
	3	15	3.7	13.5	88.3
	4	9	2.2	8.1	96.4
	5	4	1.0	3.6	100.0
Not at campus	0	293	72.5	Missing	
Total		404	100.0	100.0	
Mean	1.991	Median	2.000	Mode	1.000
Sum	221.000				

27% on campus

Valid cases 111 Missing cases 293

SFCC Southfield courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	1	27	6.7	75.0	75.0
	2	6	1.5	16.7	91.7
	3	1	.2	2.8	94.4
	4	2	.5	5.6	100.0
Not at campus	0	368	91.1	Missing	
Total		404	100.0	100.0	
Mean	1.389	Median	1.000	Mode	1.000
Sum	50.000				

9% on campus

Valid cases 36 Missing cases 368

DOCC District Office courses

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at campus	0	404	100.0	Missing	
Total		404	100.0	100.0	

Valid cases 0 Missing cases 404

AH# Time at AH Per Week

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not on campus	0	263	65.1	65.1	65.1
	1	46	11.4	11.4	76.5
	2	43	10.6	10.6	87.1
	3	26	6.4	6.4	93.6
	4	18	4.5	4.5	98.0
	5	3	.7	.7	98.8
	6	3	.7	.7	99.5
	16	1	.2	.2	99.8
	18	1	.2	.2	100.0
	Total	404	100.0	100.0	

35% response

Mean .864 Median .000 Mode .000
Sum 349.000

Valid cases 404 Missing cases 0

HL# Time at HL Per Week

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not on campus	0	333	82.4	82.6	82.6
	1	35	8.7	8.7	91.3
	2	19	4.7	4.7	96.0
	3	8	2.0	2.0	98.0
	4	6	1.5	1.5	99.5
	5	2	.5	.5	100.0
Unknown	99	1	.2	Missing	
	Total	404	100.0	100.0	

17% response

Mean .325 Median .000 Mode .000
Sum 131.000

Valid cases 403 Missing cases 1

OR# Time at OR Per Week

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not on campus	0	303	75.0	75.0	75.0
	1	31	7.7	7.7	82.7
	2	42	10.4	10.4	93.1
	3	9	2.2	2.2	95.3
	4	13	3.2	3.2	98.5
	5	3	.7	.7	99.3
	6	3	.7	.7	100.0
Total		404	100.0	100.0	
Mean	.562	Median	.000	Mode	.000
Sum	227.000				

256 mp

Valid cases 404 Missing cases 0

RO# Time at RO Per Week

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not on campus	0	295	73.0	73.0	73.0
	1	40	9.9	9.9	82.9
	2	28	6.9	6.9	89.9
	3	17	4.2	4.2	94.1
	4	16	4.0	4.0	98.0
	5	5	1.2	1.2	99.3
	8	2	.5	.5	99.8
	15	1	.2	.2	100.0
Total		404	100.0	100.0	
Mean	.661	Median	.000	Mode	.000
Sum	267.000				

287 response

Valid cases 404 Missing cases 0

W. Neutisend
gp, +5 extra
20th June
930/100

99% response

SF# Time at SF Per Week

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not on campus	0	367	90.8	90.8	90.8
	1	21	5.2	5.2	96.0
	2	9	2.2	2.2	98.3
	3	3	.7	.7	99.0
	4	1	.2	.2	99.3
	5	2	.5	.5	99.8
	10	1	.2	.2	100.0
Total		404	100.0	100.0	

Mean	.178	Median	.000	Mode	.000
Sum	72.000				

Valid cases	404	Missing cases	0
-------------	-----	---------------	---

TIME Time of Day on Campus

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Morning	1	87	21.5	21.5	21.5
Afternoon	2	36	8.9	8.9	30.4
Evening	3	133	32.9	32.9	63.4
Morning + Afternoon	4	59	14.6	14.6	78.0
Morning + Evening	5	40	9.9	9.9	87.9
Afternoon + Evening	6	26	6.4	6.4	94.3
Morning, Afternoon +	7	23	5.7	5.7	100.0
Total		404	100.0	100.0	

Mean	3.245	Median	3.000	Mode	3.000
Sum	1311.000				

Valid cases	404	Missing cases	0
-------------	-----	---------------	---

7 Mon 21.5
14.6
9.9
5.7

51.7

adj.
8.9
14.6
6.4
5.7

35.6

Even
32.9
9.9
6.4
5.7

54.9

AHV

Use of Vending at AH

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	160	39.6	61.1	61.1
	1	56	13.9	21.4	82.4
	2	21	5.2	8.0	90.5
	3	11	2.7	4.2	94.7
	4	10	2.5	3.8	98.5
	5	1	.2	.4	98.9
	6	1	.2	.4	99.2
	8	1	.2	.4	99.6
	10	1	.2	.4	100.0
	Does not apply	88	142	35.1	Missing
Total		404	100.0	100.0	
Mean	.763	Median	.000	Mode	.000
Sum	200.000				

39%

Valid cases 262 Missing cases 142

HLV

Use of Vending at HL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	208	51.5	79.4	79.4
	1	32	7.9	12.2	91.6
	2	10	2.5	3.8	95.4
	3	7	1.7	2.7	98.1
	4	5	1.2	1.9	100.0
Does not apply	88	142	35.1	Missing	
Total		404	100.0	100.0	
Mean	.355	Median	.000	Mode	.000
Sum	93.000				

21%

Valid cases 262 Missing cases 142

ORV

Use of Vending at OR

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	206	51.0	78.6	78.6
	1	29	7.2	11.1	89.7
	2	20	5.0	7.6	97.3
	3	3	.7	1.1	98.5
	4	2	.5	.8	99.2
	5	1	.2	.4	99.6
	8	1	.2	.4	100.0
	Does not apply	88	142	35.1	Missing
Total		404	100.0	100.0	
Mean	.378	Median	.000	Mode	.000
Sum	99.000				

21%

Valid cases 262 Missing cases 142

ROV

Use of Vending at RO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from campu	0	209	51.7	79.8	79.8
	1	29	7.2	11.1	90.8
	2	15	3.7	5.7	96.6
	3	3	.7	1.1	97.7
	4	3	.7	1.1	98.9
	5	2	.5	.8	99.6
	7	1	.2	.4	100.0
Does not apply	88	142	35.1	Missing	
Total		404	100.0	100.0	
Mean	.370	Median	.000	Mode	.000
Sum	97.000				

20%

Valid cases 262 Missing cases 142

SFV

Use of Vending at SF

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	238	58.9	90.8	90.8
	1	12	3.0	4.6	95.4
	2	8	2.0	3.1	98.5
	3	3	.7	1.1	99.6
	5	1	.2	.4	100.0
Does not apply	88	142	35.1	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	
Mean	.160	Median	.000	Mode	.000
Sum	42.000				

Valid cases 262 Missing cases 142

VMI1 Important Vending: Food Quality

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	27	6.7	10.3	10.3
Somewhat important	2	91	22.5	34.7	45.0
Very important	3	144	35.6	55.0	100.0
Does not apply	8	142	35.1	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	
Mean	2.447	Median	3.000	Mode	3.000
Sum	641.000				

Valid cases 262 Missing cases 142

VMI2 Important Vending: Prices

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	26	6.4	9.9	9.9
Somewhat important	2	97	24.0	37.0	46.9
Very important	3	139	34.4	53.1	100.0
Does not apply	8	142	35.1	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	
Mean	2.431	Median	3.000	Mode	3.000
Sum	637.000				

Valid cases 262 Missing cases 142

VMI3 Important Vending: Food Variety

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	23	5.7	8.8	8.8
Somewhat important	2	115	28.5	43.9	52.7
Very important	3	124	30.7	47.3	100.0
Does not apply	8	142	35.1	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	
Mean	2.385	Median	2.000	Mode	3.000
Sum	625.000				

Valid cases 262 Missing cases 142

VMI4 Important Vending: Cleanliness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	6	1.5	2.3	2.3
Somewhat important	2	34	8.4	13.0	15.3
Very important	3	222	55.0	84.7	100.0
Does not apply	8	142	35.1	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	
Mean	2.824	Median	3.000	Mode	3.000
Sum	740.000				

Valid cases 262 Missing cases 142

VMI5 Important Vending: Healthfulness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	39	9.7	14.9	14.9
Somewhat important	2	103	25.5	39.3	54.2
Very important	3	120	29.7	45.8	100.0
Does not apply	8	142	35.1	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	
Mean	2.309	Median	2.000	Mode	3.000
Sum	605.000				

Valid cases 262 Missing cases 142

VMA1 Satisfied Vending: Food Quality

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	6	1.5	2.3	2.3
Acceptable	2	221	54.7	85.0	87.3
Outstanding	3	33	8.2	12.7	100.0
Does not apply	8	142	35.1	Missing	
Unknown	9	2	.5	Missing	
Total		404	100.0	100.0	
Mean	2.104	Median	2.000	Mode	2.000
Sum	547.000				

Valid cases 260 Missing cases 144

VMA2 Satisfied Vending: Prices

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	60	14.9	23.0	23.0
Acceptable	2	196	48.5	75.1	98.1
Outstanding	3	5	1.2	1.9	100.0
Does not apply	8	142	35.1	Missing	
Unknown	9	1	.2	Missing	
Total		404	100.0	100.0	
Mean	1.789	Median	2.000	Mode	2.000
Sum	467.000				

Valid cases 261 Missing cases 143

VMA3 Satisfied Vending: Food Variety

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	30	7.4	11.5	11.5
Acceptable	2	200	49.5	76.9	88.5
Outstanding	3	30	7.4	11.5	100.0
Does not apply	8	142	35.1	Missing	
Unknown	9	2	.5	Missing	
Total		404	100.0	100.0	
Mean	2.000	Median	2.000	Mode	2.000

Sum 520.000

Valid cases 260 Missing cases 144

VMA4 Satisfied Vending: Cleanliness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	6	1.5	2.3	2.3
Acceptable	2	208	51.5	79.4	81.7
Outstanding	3	48	11.9	18.3	100.0
Does not apply	8	142	35.1	Missing	
Total		404	100.0	100.0	

Mean 2.160 Median 2.000 Mode 2.000
 Sum 566.000

Valid cases 262 Missing cases 142

VMA5 Satisfied Vending: Healthfulness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	39	9.7	15.0	15.0
Acceptable	2	197	48.8	75.8	90.8
Outstanding	3	24	5.9	9.2	100.0
Does not apply	8	142	35.1	Missing	
Unknown	9	2	.5	Missing	
Total		404	100.0	100.0	

Mean 1.942 Median 2.000 Mode 2.000
 Sum 505.000

Valid cases 260 Missing cases 144

IMPROVEV How Can Vending be Improved

graph

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
inconveniently locat	1	3	.7	1.9	1.9
① prices (too high)	2	62	15.3	38.8	40.6
② healthfulness	3	36	8.9	22.5	63.1
cleanliness	4	7	1.7	4.4	67.5
③ food variety	5	27	6.7	16.9	84.4
food quality	6	3	.7	1.9	86.3
④ machine problems (br	7	22	5.4	13.8	100.0
Does not apply	88	142	35.1	Missing	
Unknown	99	102	25.2	Missing	
Total		404	100.0	100.0	

Mean 3.563 Median 3.000 Mode 2.000
Sum 570.000

Valid cases 160 Missing cases 244

AHC Use of Cafeteria at AH

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	120	29.7	81.1	81.1
	1	19	4.7	12.8	93.9
	2	7	1.7	4.7	98.6
	3	1	.2	.7	99.3
	4	1	.2	.7	100.0
Does not apply	88	256	63.4	Missing	
Total		404	100.0	100.0	

19%

Mean .270 Median .000 Mode .000
Sum 40.000

Valid cases 148 Missing cases 256

HLC

Use of Cafeteria at HL

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	137	33.9	92.6	92.6
	1	9	2.2	6.1	98.6
	2	2	.5	1.4	100.0
Does not apply	88	256	63.4	Missing	
Total		404	100.0	100.0	

29th

Mean .088 Median .000 Mode .000
 Sum 13.000

Valid cases 148 Missing cases 256

ORC

Use of Cafeteria at OR

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	105	26.0	70.9	70.9
	1	21	5.2	14.2	85.1
	2	14	3.5	9.5	94.6
	3	3	.7	2.0	96.6
	4	3	.7	2.0	98.6
	9	1	.2	.7	99.3
Does not apply	10	1	.2	.7	100.0
	88	256	63.4	Missing	
Total		404	100.0	100.0	

29th

Mean .601 Median .000 Mode .000
 Sum 89.000

Valid cases 148 Missing cases 256

extra

ROC Use of Cafeteria at RO

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	91	22.5	61.9	61.9
	1	26	6.4	17.7	79.6
	2	17	4.2	11.6	91.2
	3	5	1.2	3.4	94.6
	4	4	1.0	2.7	97.3
	5	3	.7	2.0	99.3
Does not apply	15	1	.2	.7	100.0
Unknown	88	256	63.4	Missing	
	99	1	.2	Missing	
Total		404	100.0	100.0	

38%

Mean .823 Median .000 Mode .000
 Sum 121.000

Valid cases 147 Missing cases 257

SFC Use of Cafeteria at SF

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Don't buy from this	0	129	31.9	87.2	87.2
	1	10	2.5	6.8	93.9
	2	4	1.0	2.7	96.6
	3	4	1.0	2.7	99.3
	5	1	.2	.7	100.0
Does not apply	88	256	63.4	Missing	
Total		404	100.0	100.0	

13%

Mean .236 Median .000 Mode .000
 Sum 35.000

Valid cases 148 Missing cases 256

CI1 Importance Cafeteria: Food Quality

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	3	.7	2.0	2.0
Somewhat important	2	29	7.2	19.6	21.6
Very important	3	116	28.7	78.4	100.0
Does not apply	8	256	63.4	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	

Mean 2.764 Median 3.000 Mode 3.000
Sum 409.000

Valid cases 148 Missing cases 256

CI2 Importance Cafeteria: Prices

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	2	.5	1.4	1.4
Somewhat important	2	67	16.6	45.6	46.9
Very important	3	78	19.3	53.1	100.0
Does not apply	8	256	63.4	Missing	
Unknown	9	1	.2	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	

Mean 2.517 Median 3.000 Mode 3.000
Sum 370.000

Valid cases 147 Missing cases 257

CI3 Importance Cafeteria: Food Variety

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	7	1.7	4.7	4.7
Somewhat important	2	74	18.3	50.0	54.7
Very important	3	67	16.6	45.3	100.0
Does not apply	8	256	63.4	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	

Mean 2.405 Median 2.000 Mode 2.000
Sum 356.000

Valid cases 148 Missing cases 256

CI4 Importance Cafeteria: Healthfulness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	11	2.7	7.4	7.4
Somewhat important	2	50	12.4	33.8	41.2
Very important	3	87	21.5	58.8	100.0
Does not apply	8	256	63.4	Missing	
	Total	404	100.0	100.0	
Mean	2.514	Median	3.000	Mode	3.000
Sum	372.000				

Valid cases 148 Missing cases 256

CI5 Importance Cafeteria: Hours of Operation

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	21	5.2	14.2	14.2
Somewhat important	2	60	14.9	40.5	54.7
Very important	3	67	16.6	45.3	100.0
Does not apply	8	256	63.4	Missing	
	Total	404	100.0	100.0	
Mean	2.311	Median	2.000	Mode	3.000
Sum	342.000				

Valid cases 148 Missing cases 256

CI6 Importance Cafeteria: Cleanliness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	2	.5	1.4	1.4
Somewhat important	2	23	5.7	15.5	16.9
Very important	3	123	30.4	83.1	100.0
Does not apply	8	256	63.4	Missing	
	Total	404	100.0	100.0	
Mean	2.818	Median	3.000	Mode	3.000
Sum	417.000				

Valid cases 148 Missing cases 256

CI7 Importance Cafeteria: Customer Service

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Not at all important	1	4	1.0	2.7	2.7
Somewhat important	2	42	10.4	28.4	31.1
Very important	3	102	25.2	68.9	100.0
Does not apply	8	256	63.4	Missing	
	Total	404	100.0	100.0	

Mean 2.662 Median 3.000 Mode 3.000
Sum 394.000

Valid cases 148 Missing cases 256

CA1 Satisfied Cafeteria: Food Quality

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	6	1.5	4.1	4.1
Acceptable	2	111	27.5	75.0	79.1
Outstanding	3	31	7.7	20.9	100.0
Does not apply	8	256	63.4	Missing	
	Total	404	100.0	100.0	

Mean 2.169 Median 2.000 Mode 2.000
Sum 321.000

Valid cases 148 Missing cases 256

CA2 Satisfied Cafeteria: Prices

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	22	5.4	15.0	15.0
Acceptable	2	120	29.7	81.6	96.6
Outstanding	3	5	1.2	3.4	100.0
Does not apply	8	256	63.4	Missing	
Unknown	9	1	.2	Missing	
	Total	404	100.0	100.0	

Mean 1.884 Median 2.000 Mode 2.000
Sum 277.000

Valid cases 147 Missing cases 257

CA3 Satisfied Cafeteria: Food Variety

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	20	5.0	13.7	13.7
Acceptable	2	104	25.7	71.2	84.9
Outstanding	3	22	5.4	15.1	100.0
Does not apply	8	256	63.4	Missing	
Unknown	9	2	.5	Missing	
Total		404	100.0	100.0	
Mean	2.014	Median	2.000	Mode	2.000
Sum	294.000				

Valid cases 146 Missing cases 258

CA4 Satisfied Cafeteria: Healthfulness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	15	3.7	10.3	10.3
Acceptable	2	111	27.5	76.0	86.3
Outstanding	3	20	5.0	13.7	100.0
Does not apply	8	256	63.4	Missing	
Unknown	9	2	.5	Missing	
Total		404	100.0	100.0	
Mean	2.034	Median	2.000	Mode	2.000
Sum	297.000				

Valid cases 146 Missing cases 258

CA5 Satisfied Cafeteria: Hours of Operation

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	19	4.7	12.9	12.9
Acceptable	2	110	27.2	74.8	87.8
Outstanding	3	18	4.5	12.2	100.0
Does not apply	8	256	63.4	Missing	
Unknown	9	1	.2	Missing	
Total		404	100.0	100.0	
Mean	1.993	Median	2.000	Mode	2.000

Sum 293.000

Valid cases 147 Missing cases 257

CA6 Satisfied Cafeteria: Cleanliness

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	3	.7	2.0	2.0
Acceptable	2	106	26.2	71.6	73.6
Outstanding	3	39	9.7	26.4	100.0
Does not apply	8	256	63.4	Missing	
Total		404	100.0	100.0	

Mean 2.243 Median 2.000 Mode 2.000
 Sum 332.000

Valid cases 148 Missing cases 256

CA7 Satisfied Cafeteria: Customer Service

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Unacceptable	1	19	4.7	12.8	12.8
Acceptable	2	86	21.3	58.1	70.9
Outstanding	3	43	10.6	29.1	100.0
Does not apply	8	256	63.4	Missing	
Total		404	100.0	100.0	

Mean 2.162 Median 2.000 Mode 2.000
 Sum 320.000

Valid cases 148 Missing cases 256

58.1% accept

IMPROVEC How Can Cafeteria be Improved

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
food quality	1	7	1.7	7.9	7.9
③ prices (too high)	2	15	3.7	16.9	24.7
food variety	3	10	2.5	11.2	36.0
④ healthfulness	4	14	3.5	15.7	51.7
② hours of operation	5	17	4.2	19.1	70.8
cleanliness	6	5	1.2	5.6	76.4
① customer service	7	20	5.0	22.5	98.9
more seating	8	1	.2	1.1	100.0
Does not apply	88	256	63.4	Missing	
Unknown	99	59	14.6	Missing	
Total		404	100.0	100.0	
Mean	4.337	Median	4.000	Mode	7.000
Sum	386.000				

Valid cases 89 Missing cases 315

OVERALL Why Dont You Purchase (Vending/Cafeteria

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
healthfulness (v)	1	2	.5	.9	.9
availability/locatio	2	3	.7	1.3	2.1
prices (v&c)	3	6	1.5	2.6	4.7
① no time/no interest/	6	171	42.3	73.1	77.8
② hours of operation (7	41	10.1	17.5	95.3
food selection (c)	8	2	.5	.9	96.2
food quality/don't t	9	5	1.2	2.1	98.3
no money (v&c)	11	2	.5	.9	99.1
religious resaons (v	12	2	.5	.9	100.0
Does not apply	88	148	36.6	Missing	
Unknown	99	22	5.4	Missing	
Total		404	100.0	100.0	
Mean	6.179	Median	6.000	Mode	6.000
Sum	1446.000				

Valid cases 234 Missing cases 170

FILTER_\$ ah# >= 0 & hl# >= 0 & or# >= 0 & ro# >=

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Selected	1	404	100.0	100.0	100.0
	Total	404	100.0	100.0	
Mean	1.000	Mode	1.000	Sum	404.000
Valid cases	404	Missing cases	0		

AGE age of respondent

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
	18	4	1.0	1.0	1.0
	19	39	9.7	9.7	10.7
	20	47	11.6	11.7	22.4
	21	38	9.4	9.5	31.9
	22	23	5.7	5.7	37.7
	23	13	3.2	3.2	40.9
	24	20	5.0	5.0	45.9
	25	12	3.0	3.0	48.9
	26	12	3.0	3.0	51.9
	27	14	3.5	3.5	55.4
	28	9	2.2	2.2	57.6
	29	12	3.0	3.0	60.6
	30	5	1.2	1.2	61.8
	31	10	2.5	2.5	64.3
	32	15	3.7	3.7	68.1
	33	6	1.5	1.5	69.6
	34	6	1.5	1.5	71.1
	35	5	1.2	1.2	72.3
	36	12	3.0	3.0	75.3
	37	9	2.2	2.2	77.6
	38	3	.7	.7	78.3
	39	12	3.0	3.0	81.3
	40	10	2.5	2.5	83.8
	41	9	2.2	2.2	86.0
	42	7	1.7	1.7	87.8
	43	7	1.7	1.7	89.5
	44	6	1.5	1.5	91.0
	45	8	2.0	2.0	93.0
	46	5	1.2	1.2	94.3
	47	3	.7	.7	95.0
	48	5	1.2	1.2	96.3
	49	3	.7	.7	97.0
	50	2	.5	.5	97.5
	52	1	.2	.2	97.8
	53	2	.5	.5	98.3
	54	1	.2	.2	98.5
	56	1	.2	.2	98.8
	57	1	.2	.2	99.0
	60	1	.2	.2	99.3
	65	1	.2	.2	99.5
	68	1	.2	.2	99.8
	85	1	.2	.2	100.0
Unknown	99	3	.7	Missing	
		-----	-----	-----	
	Total	404	100.0	100.0	

Mean 29.274 Median 26.000 Mode 20.000
 Sum 11739.000

Valid cases 401 Missing cases 3

Preceding task required 7.69 seconds elapsed.

```
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-> VARIABLES=gender race ahcc hlcc orcc rocc sfcc docc ah# hl# or# ro# sf#
-> time ahv hlv orv rov sfv vmi1 vmi2 vmi3 vmi4 vmi5 vma1 vma2 vma3 vma4 vma5
-> improvev ahc hlc orc roc sfc ci1 ci2 ci3 ci4 ci5 ci6 ci7 ca1 ca2 ca3 ca4
-> ca5 ca6 ca7 improvec overall filter_$ age
-> /FORMAT=ONEPAGE
-> /STATISTICS=MEAN MEDIAN MODE SUM .
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Memory allows a total of 18,724 values accumulated across all variables.
There may be up to 2,340 value labels for each variable.

Charts completed:

Student Use of Vending Machines (1995 sales included)
Student Use of Vending Machines and Cafeterias (by campus, percent)
Student Use of OCC Food Services Campus-Wide (graph)

Cafeteria

Importance of Vending Machine Services "Very Important": Campus-Wide
Satisfaction with Vending Machine Services "Unacceptable": Campus-Wide
Importance of Cafeteria Services "Very Important": by Gender
Satisfaction with Cafeteria Services "Unacceptable": by Gender
Importance of Cafeteria Services "Very Important": by Minority/Non-minority
Satisfaction with Cafeteria Services "Unacceptable": by Minority/Non-minority
Importance of Cafeteria Services "Very Important": by Age group
Satisfaction with Cafeteria Services "Unacceptable": by Age group

Vending Machines

Importance of Vending Machine Services "Very Important": Campus-Wide
Satisfaction with Vending Machine Services "Unacceptable": Campus-Wide
Importance of Vending Machine Services "Very Important": by Gender
Satisfaction with Vending Machine Services "Unacceptable": by Gender
Importance of Vending Machine Services "Very Important": by Minority/Non-minority
Satisfaction with Vending Machine Services "Unacceptable": by Minority/Non-minority
Importance of Vending Machine Services "Very Important": by Age group
Satisfaction with Vending Machine Services "Unacceptable": by Age group

Charts to be completed:

Importance of Vending Machine Services "Very Important": by time of day
Satisfaction with Vending Machine Services "Unacceptable": by time of day

Importance of Vending Machine Services "Very Important": by time of day
Satisfaction with Vending Machine Services "Unacceptable": by time of day

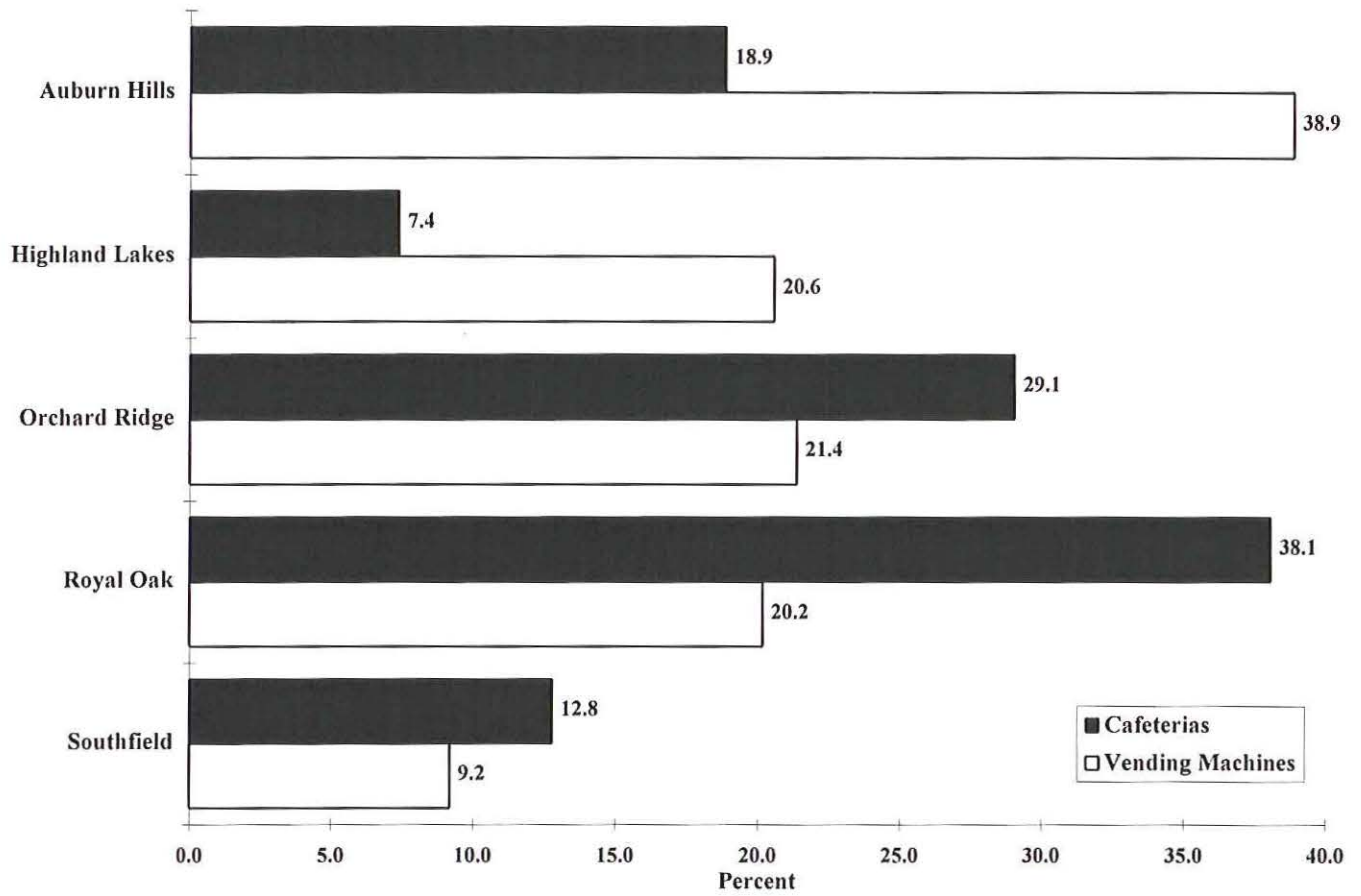
Student Use of Vending Machines

<i>Campus</i>	<i>Number of Vending Machines</i>	<i>1995 Sales</i>	<i>Percent of Students Using Vending Machines</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Vending Machines</i>
Auburn Hills	22	\$213,407	39.0	2.5	2.0
Highland Lakes	27	\$115,535	21.0	1.9	1.7
Orchard Ridge	22	\$125,803	21.0	2.2	1.8
Royal Oak	8	\$63,512	20.0	2.5	1.8
Southfield	12	\$37,655	9.0	2.0	1.8
<i>Total</i>	91	\$555,912	22.0	2.2	1.8

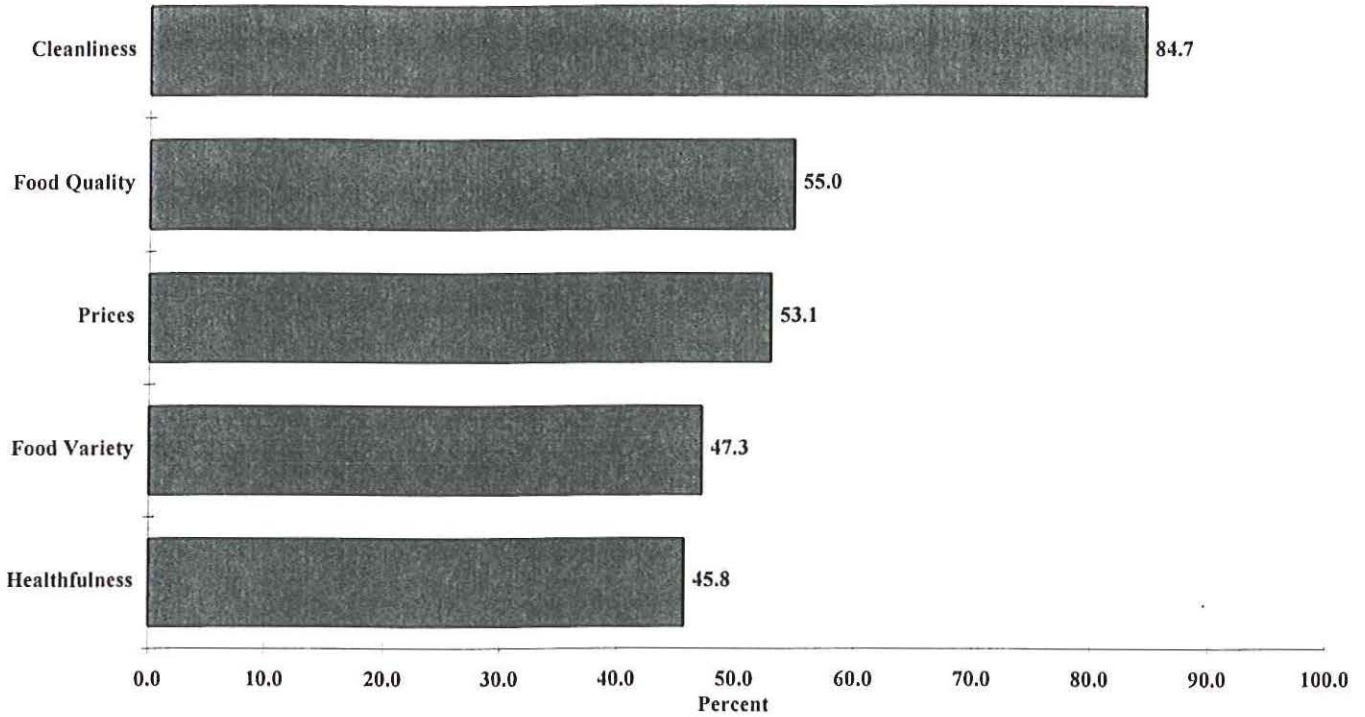
Student Use of Cafeteria Services

<i>Campus</i>	<i>Number of Cafeterias</i>	<i>1995 Sales</i>	<i>Percent of Students Using Cafeteria Services</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Cafeteria Services</i>
Auburn Hills	1	\$116,275	19.0	2.5	1.4
Highland Lakes	1	\$74,816	29.0	1.9	1.2
Orchard Ridge	1	\$200,439	7.0	2.2	2.1
Royal Oak	1	\$149,526	38.0	2.5	2.2
Southfield	1	\$42,845	13.0	2.0	1.8
<i>Total</i>	5	\$583,901	21.2	2.2	1.7

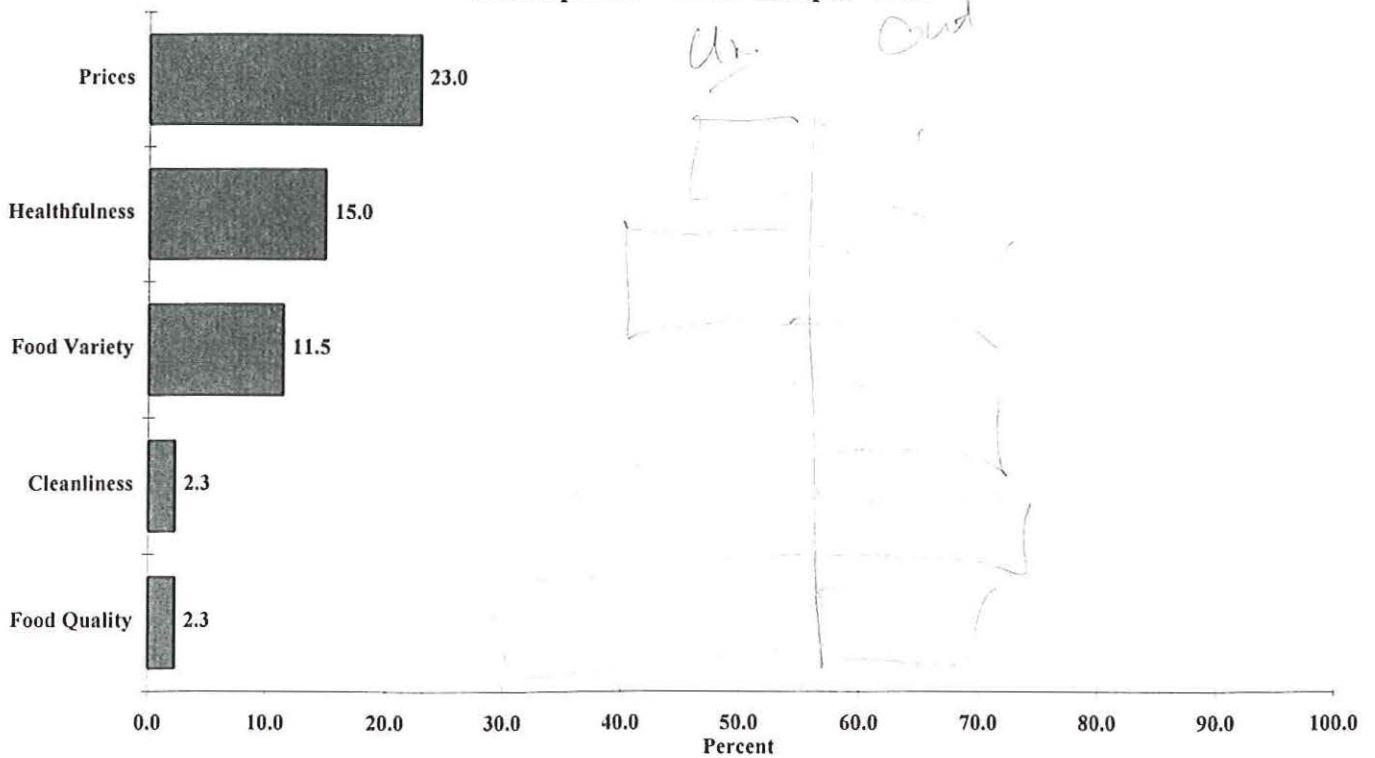
Student Use of OCC Food Services Campus-Wide



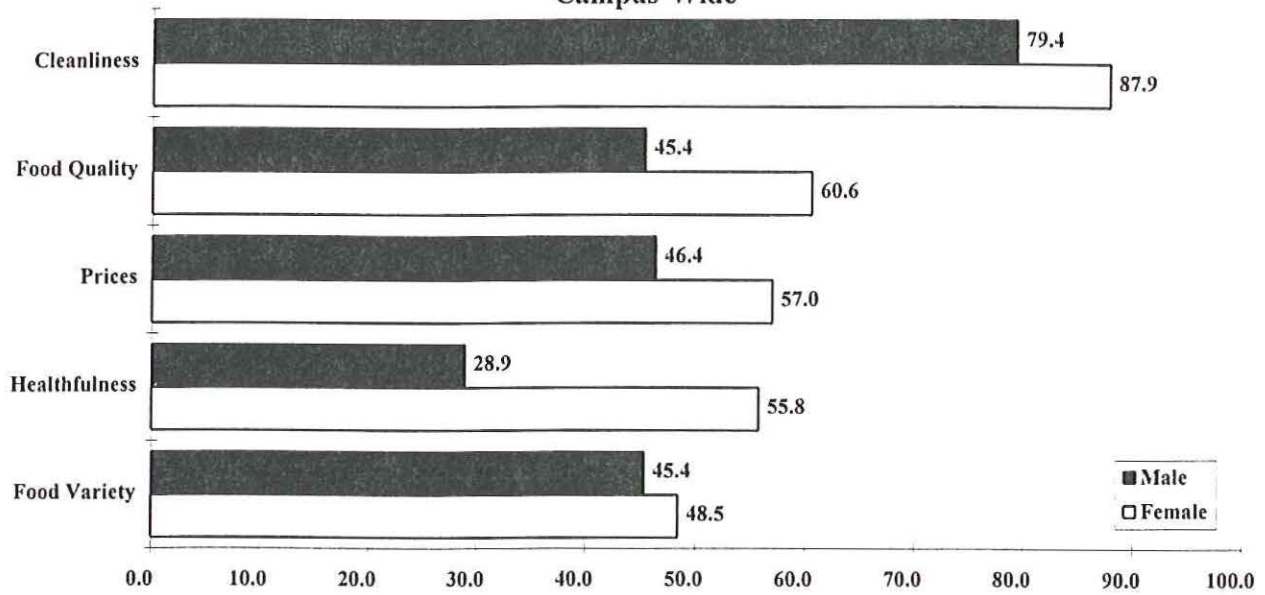
**Importance of Vending Machine Services
"Very Important" Items: Campus-Wide**



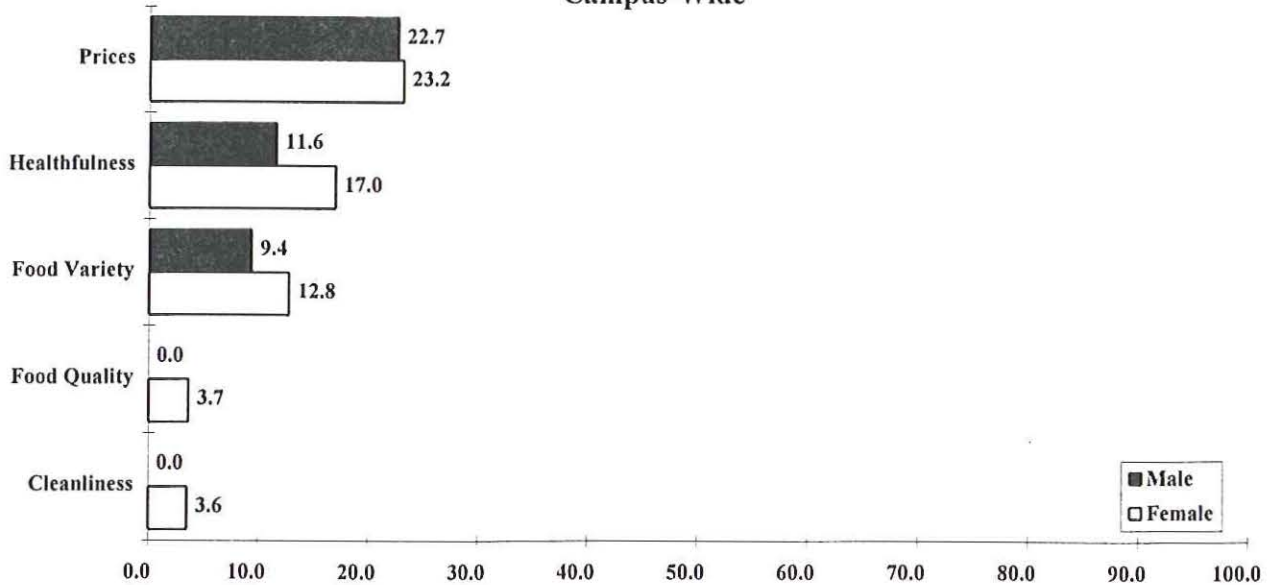
**Satisfaction with Vending Machine Services
"Unacceptable" Items: Campus-Wide**



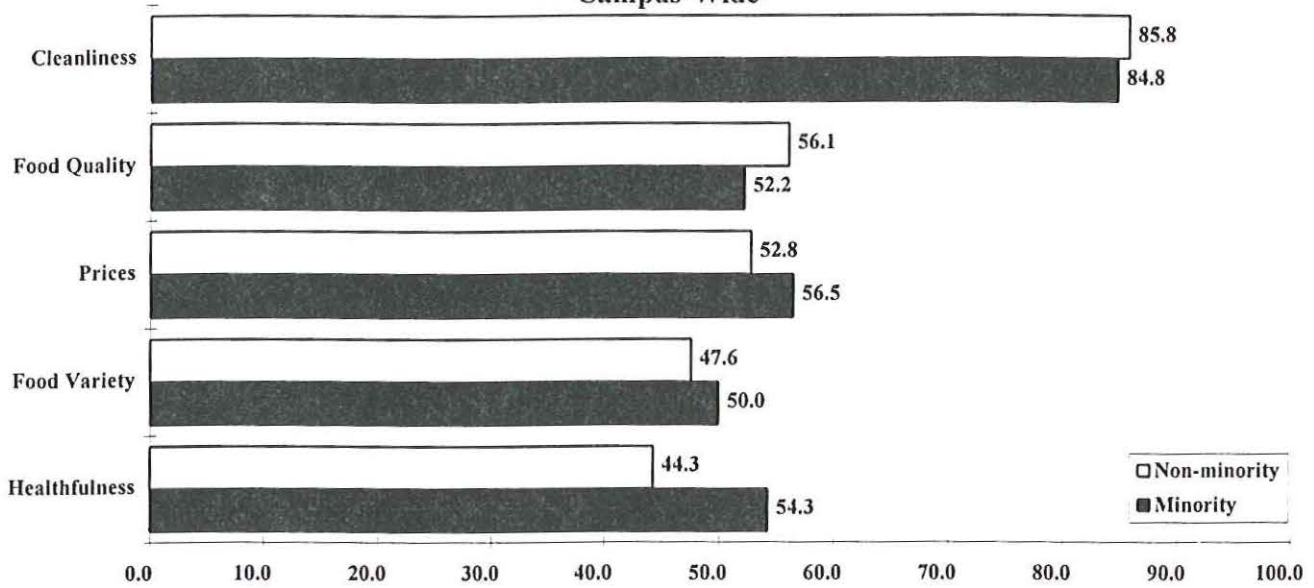
**Importance of Vending Services - "Very Important"
Campus-Wide**



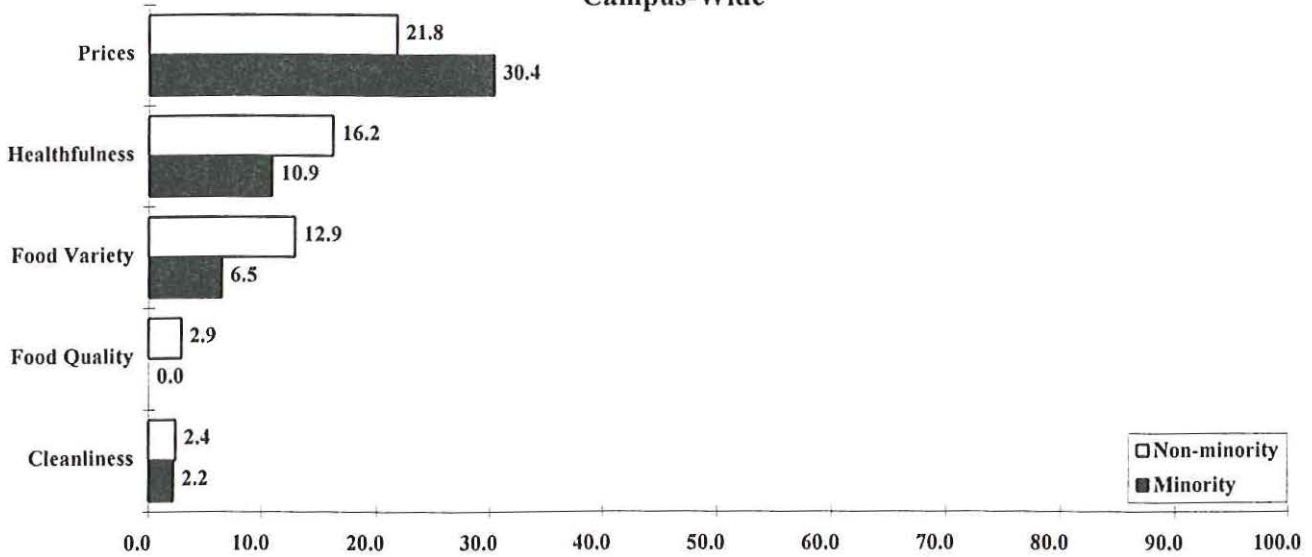
**Satisfaction with Vending Services - "Unacceptable"
Campus-Wide**



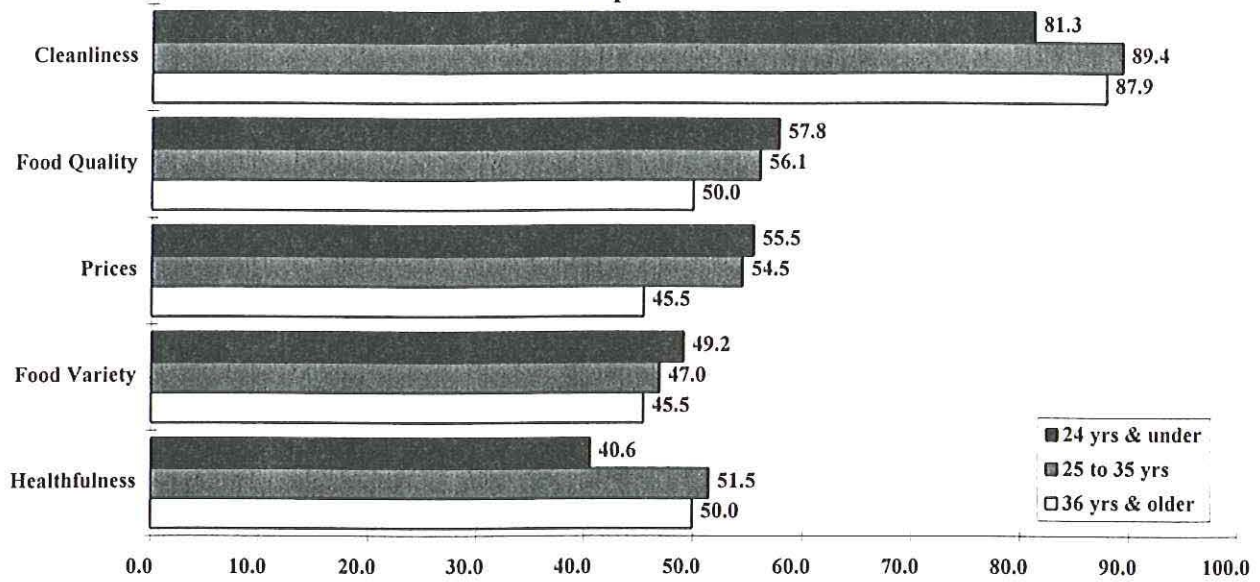
**Importance of Vending Services - "Very Important"
Campus-Wide**



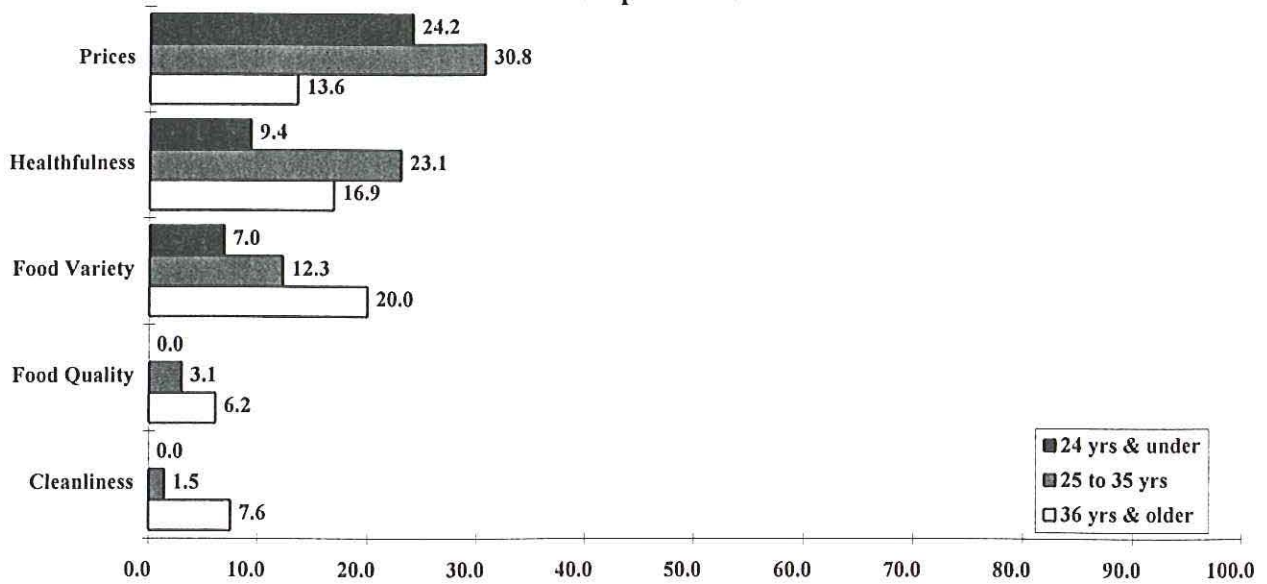
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Campus-Wide**



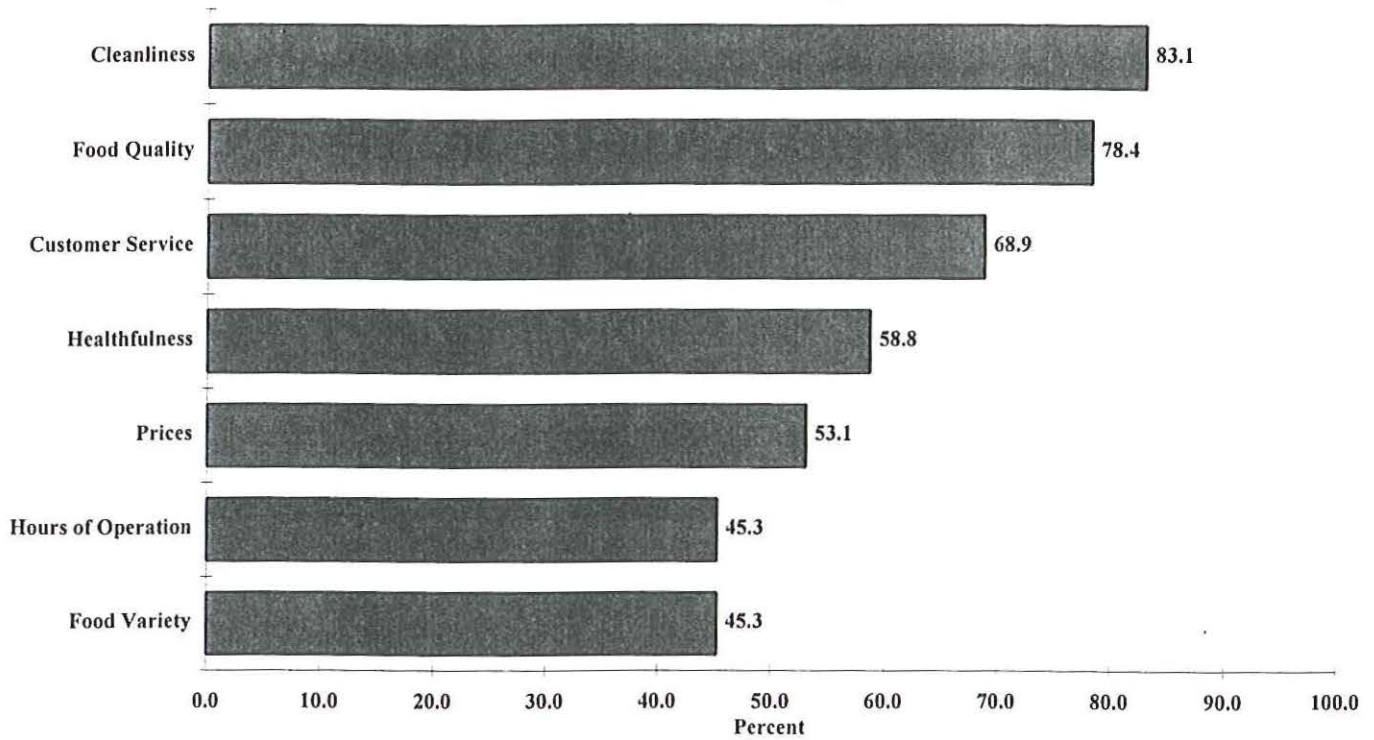
**Importance of Vending Services - "Very Important"
Campus-Wide**



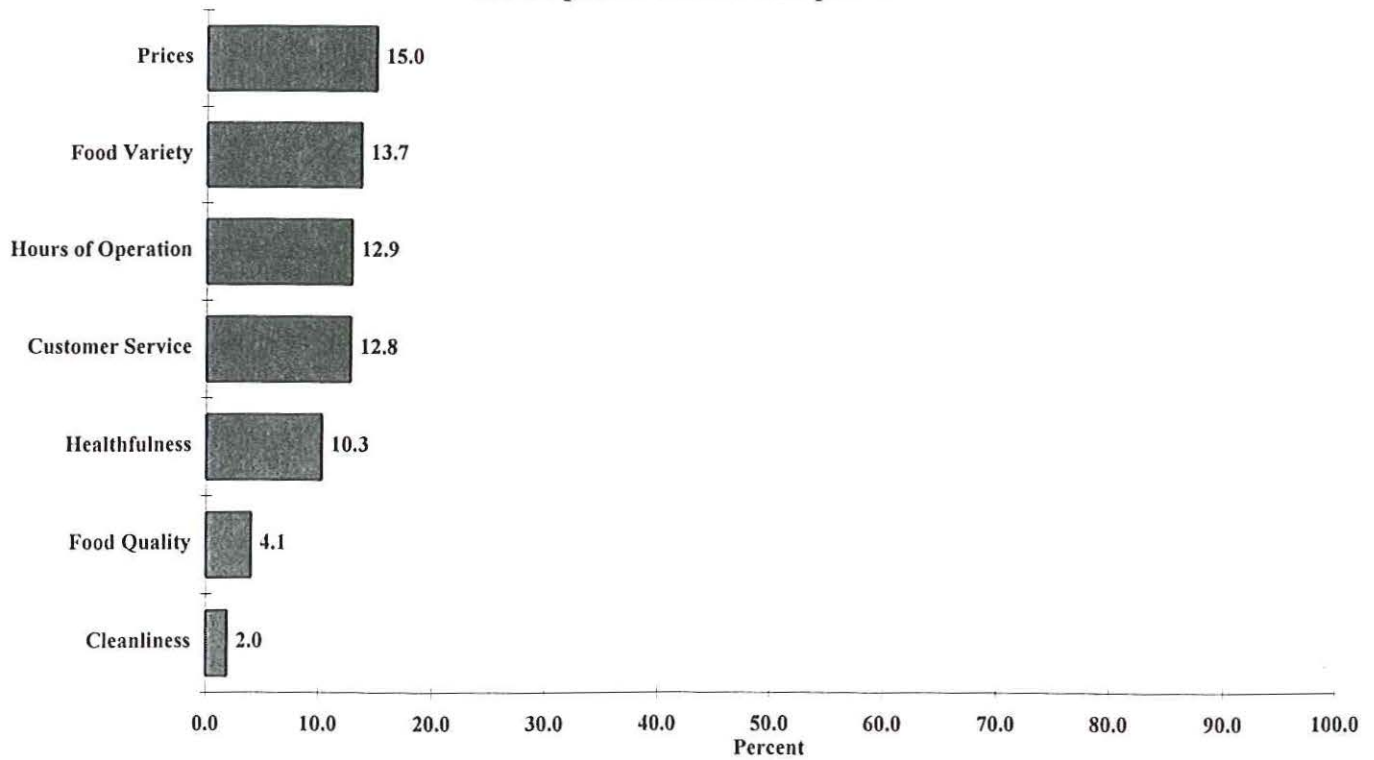
**Satisfaction with Vending Services - "Unacceptable"
Campus-Wide**



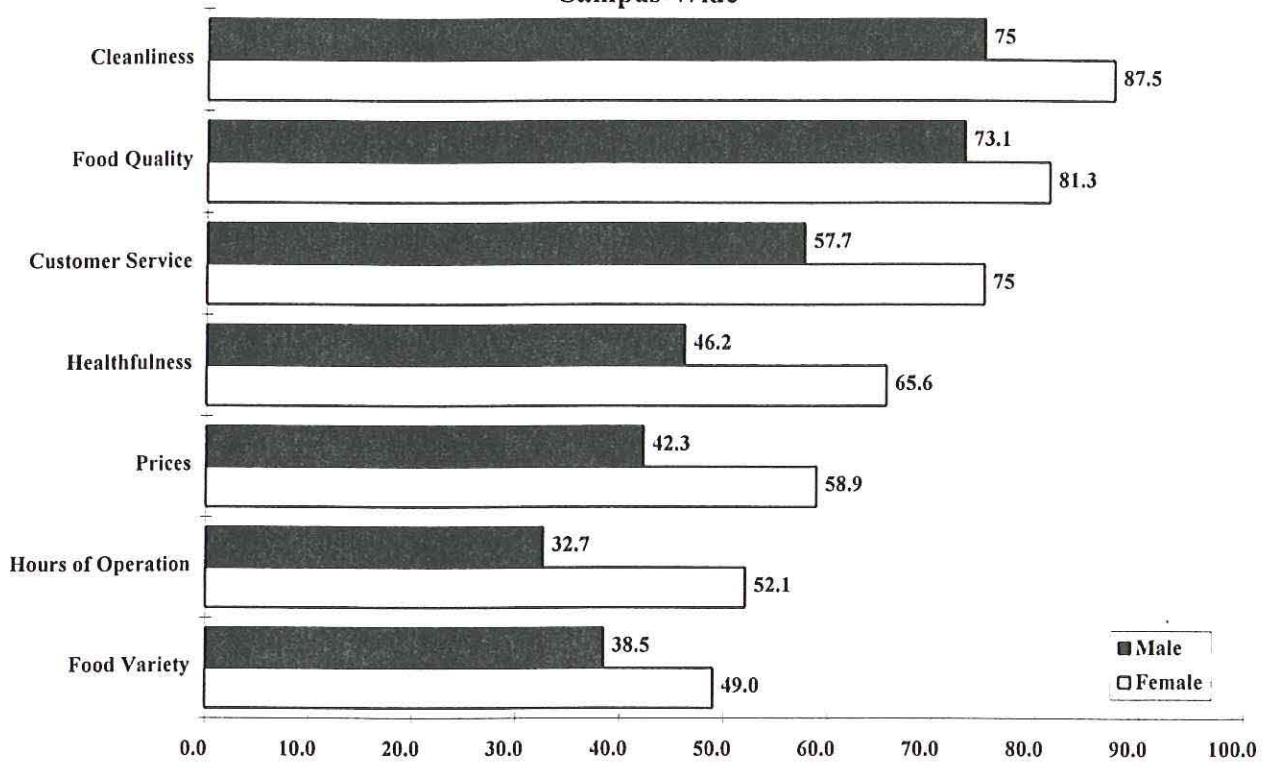
**Importance of Cafeteria Services
"Very Important" Items: Campus-Wide**



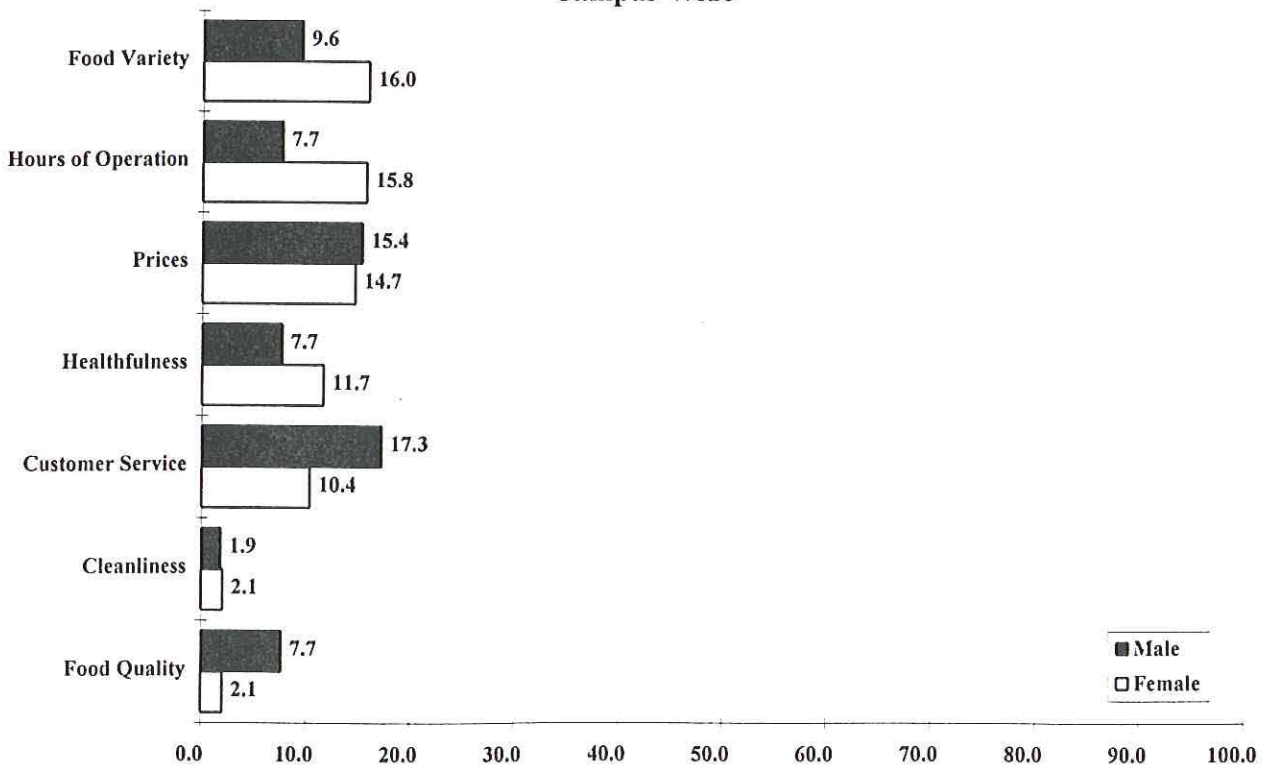
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"Unacceptable" Items: Campus-Wide**



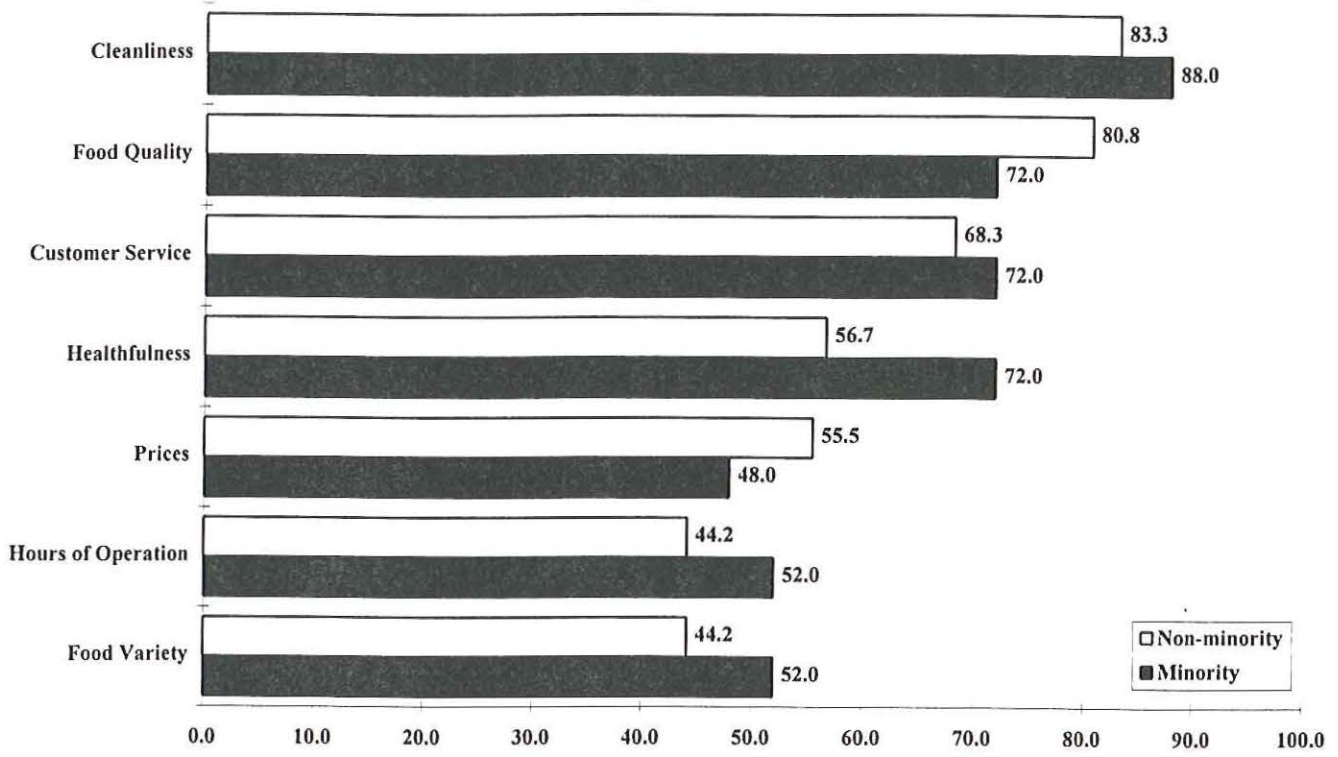
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Campus-Wide**



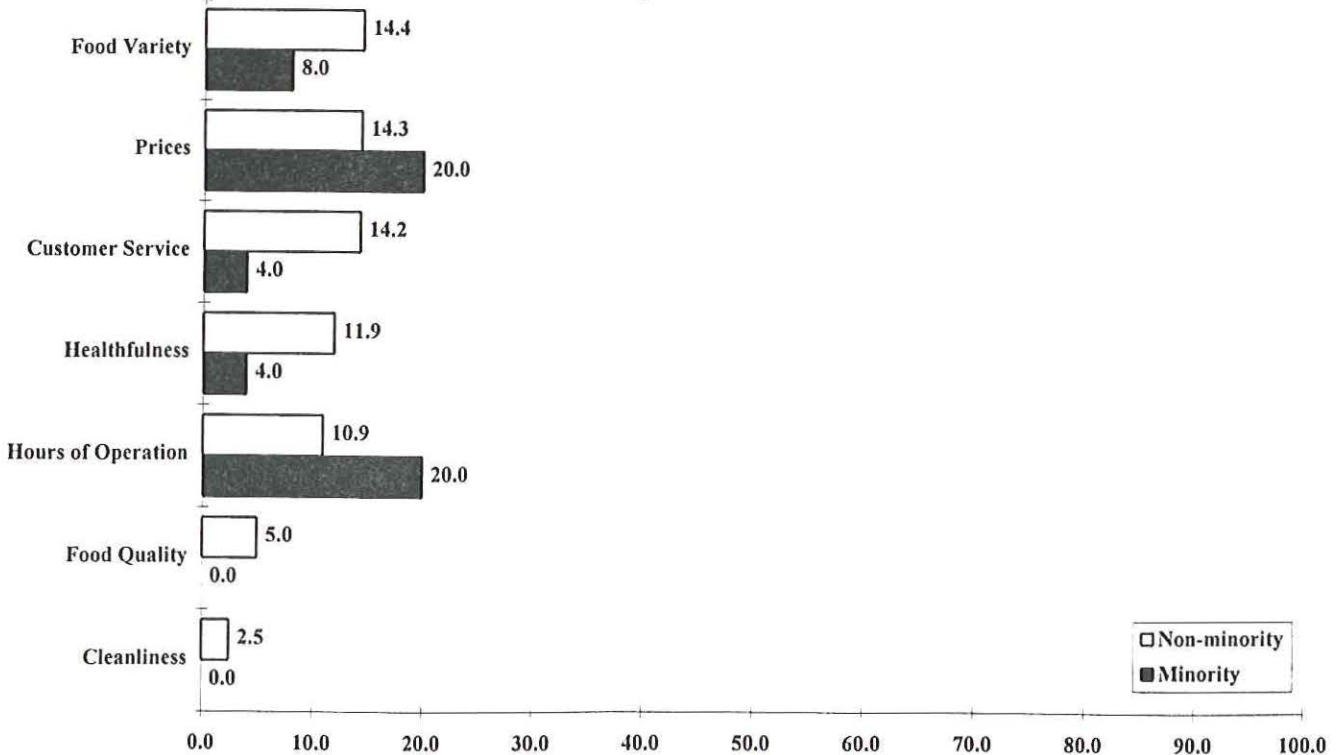
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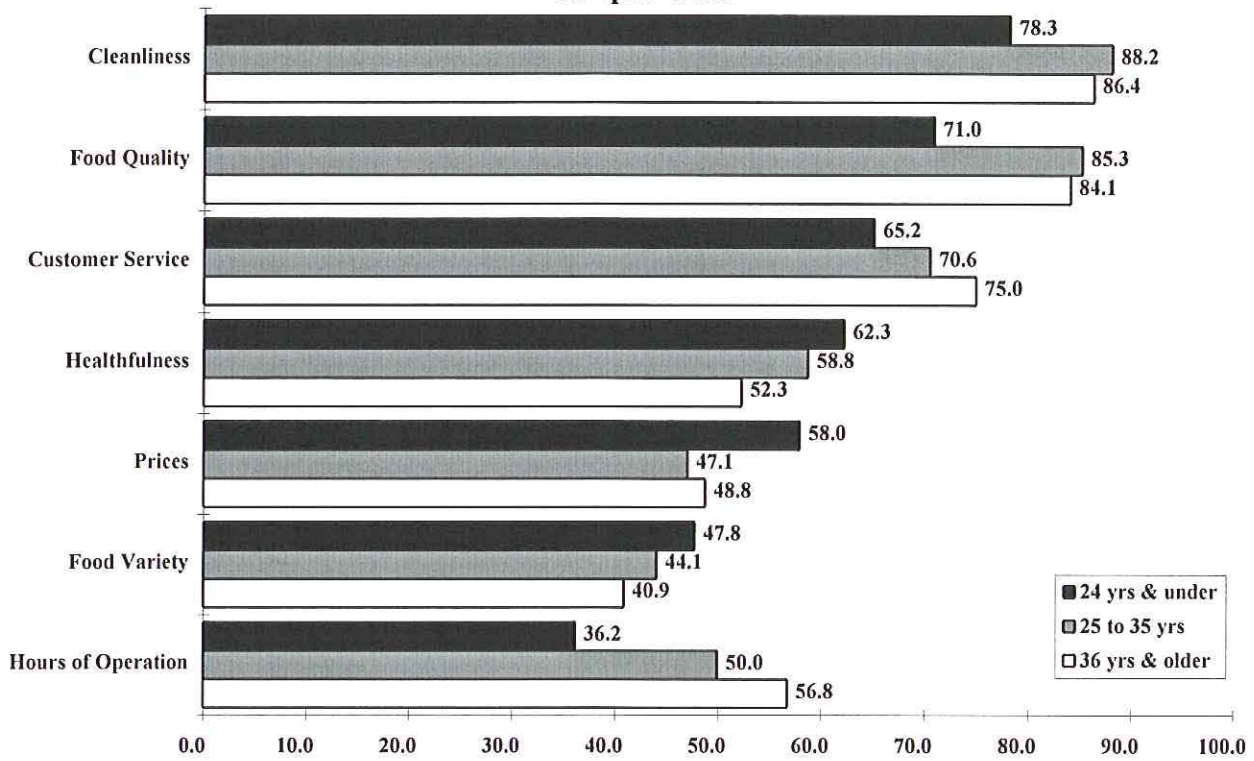
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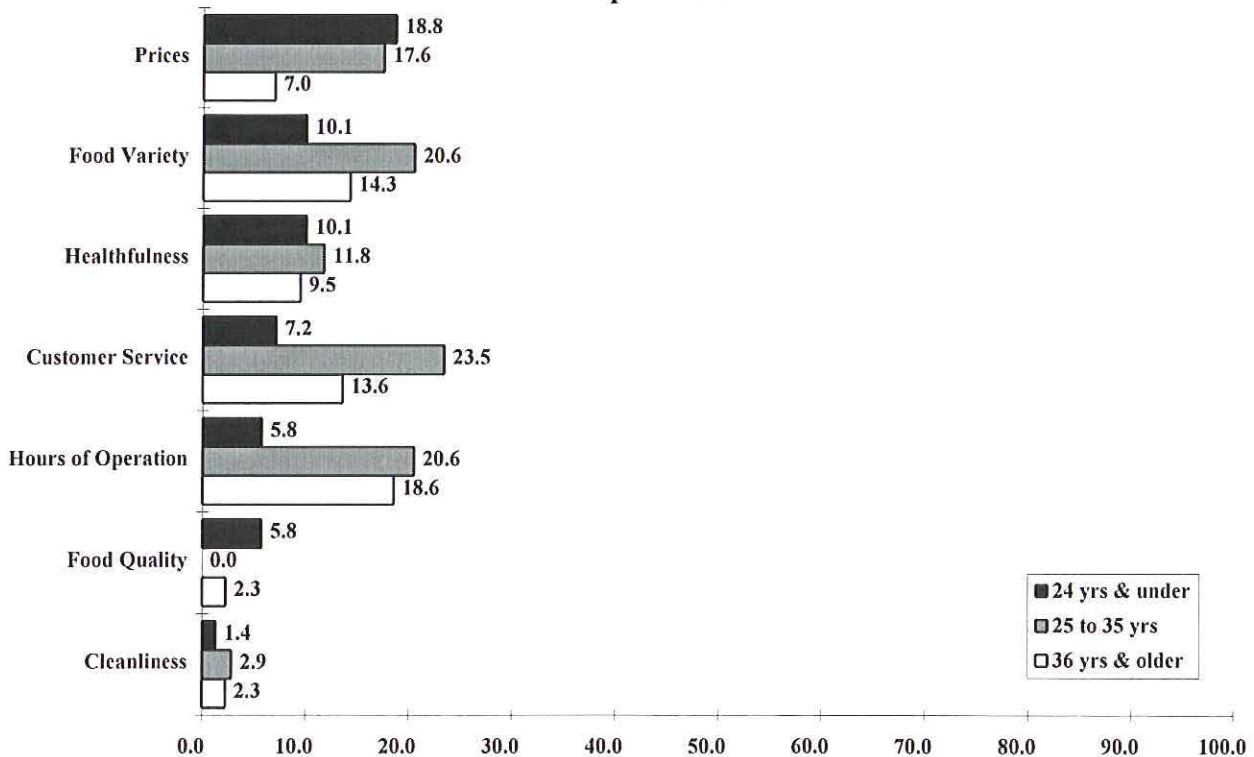
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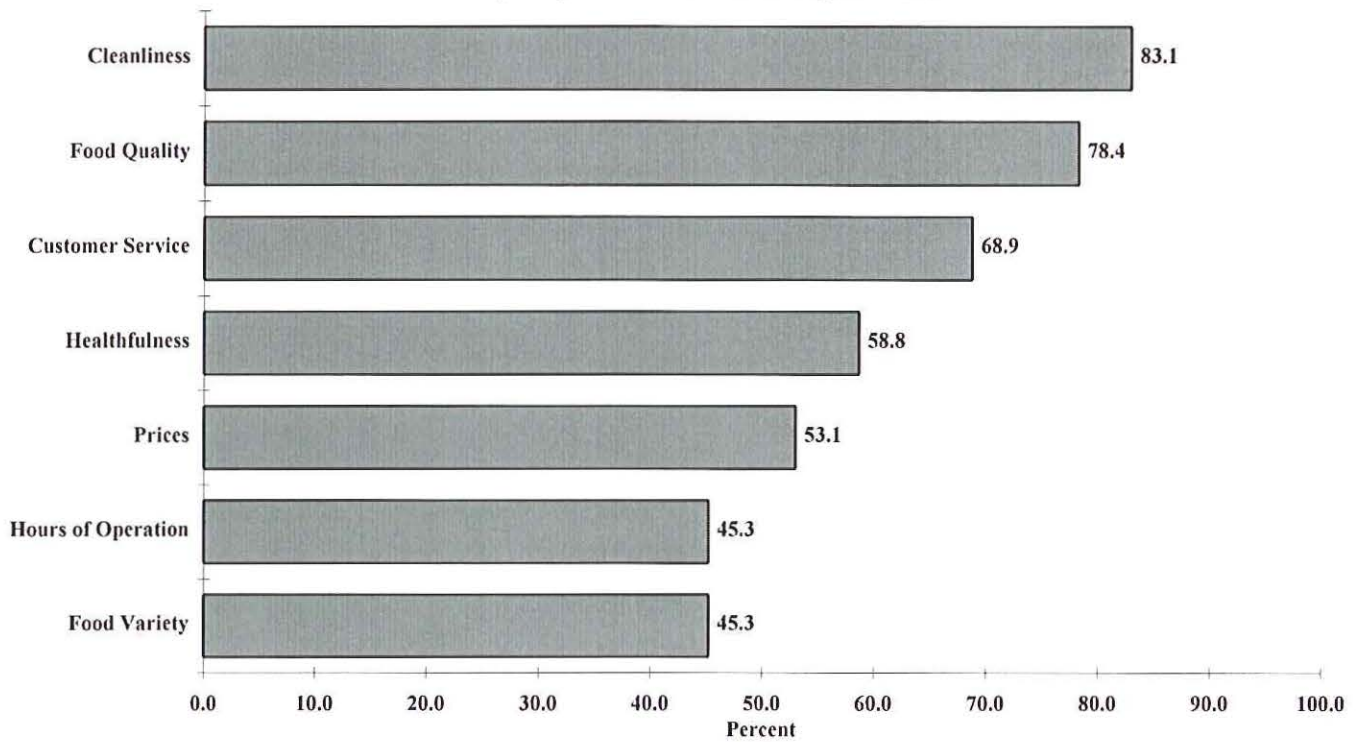
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Campus-Wide**



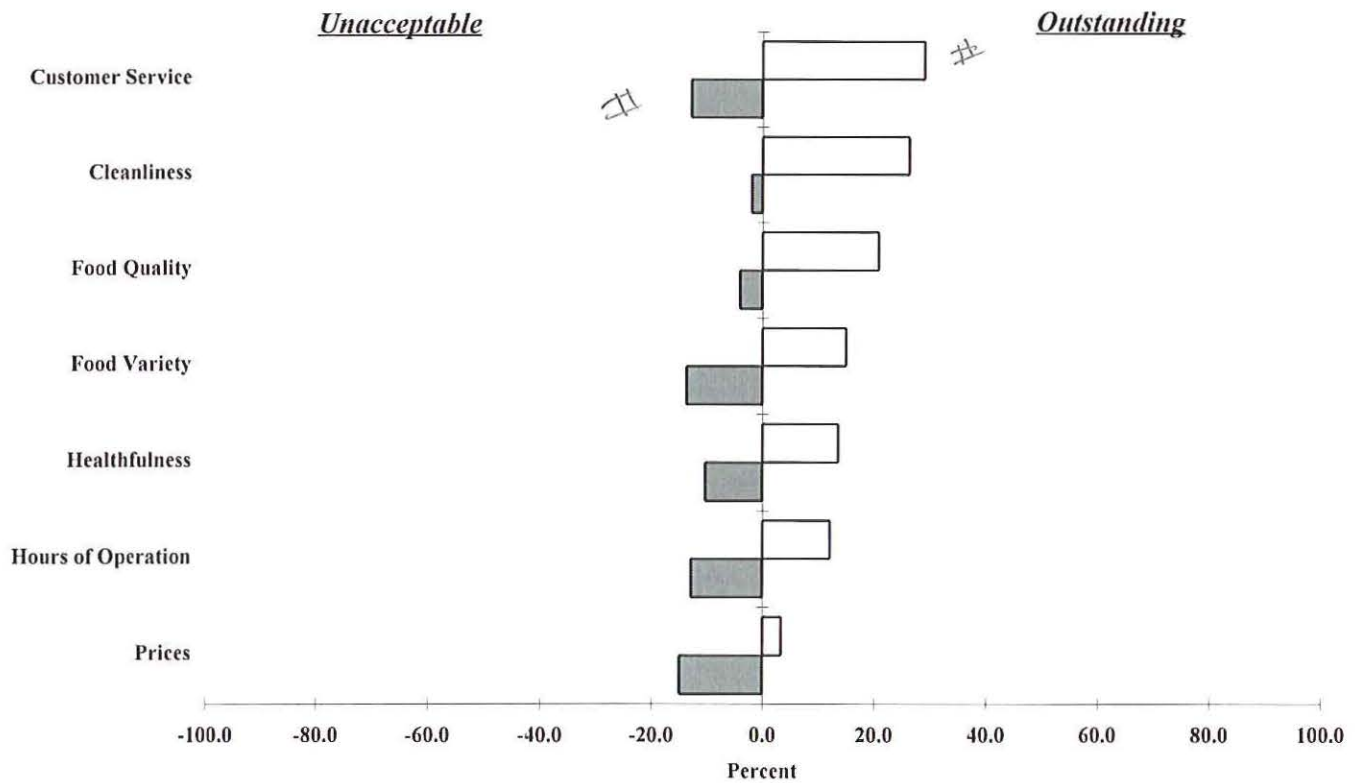
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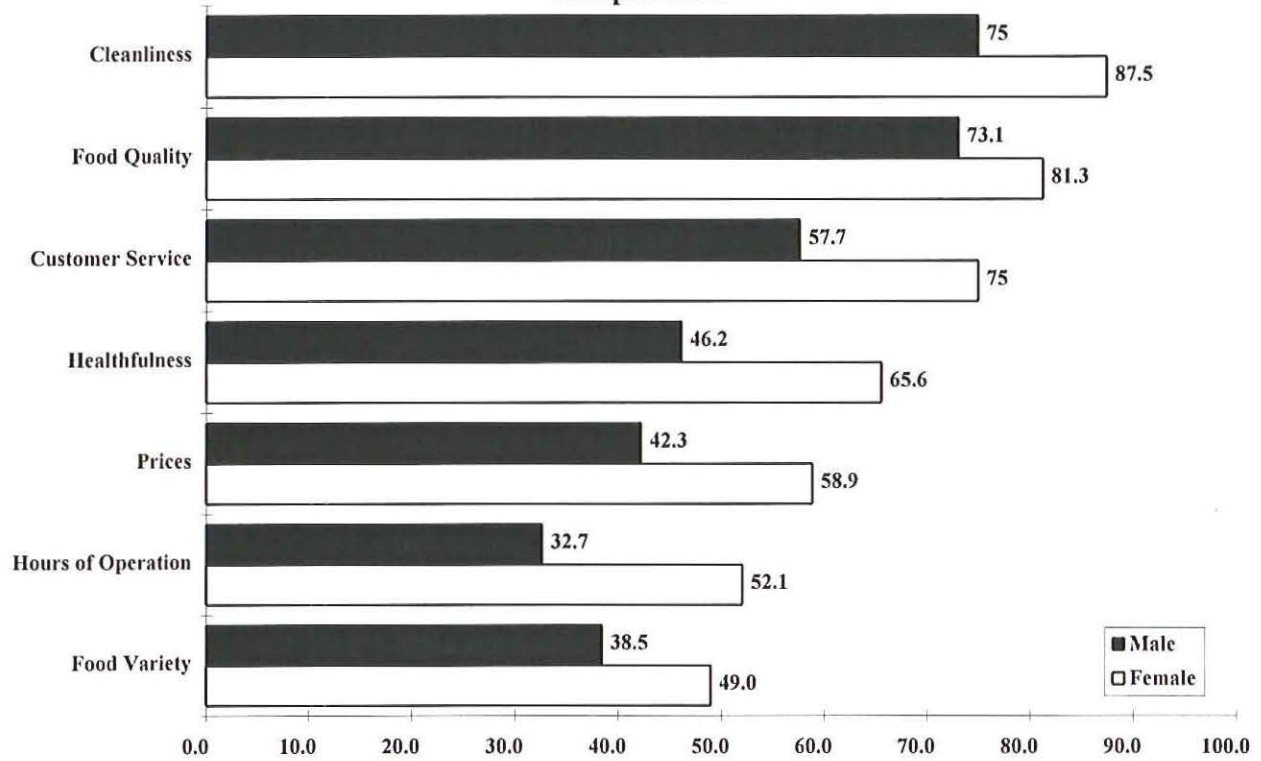
**Importance of Cafeteria Services
"Very Important" Items: Campus-Wide**



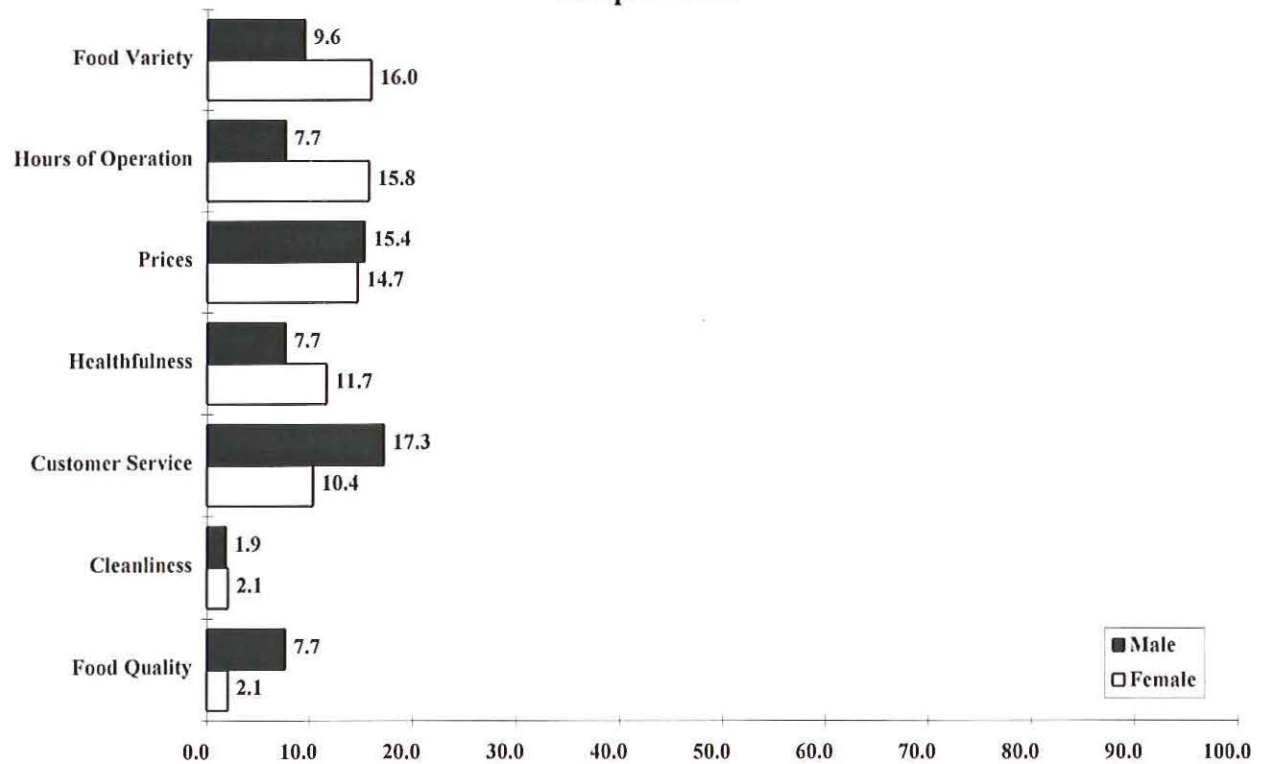
Satisfaction with Cafeteria Services: Campus-Wide



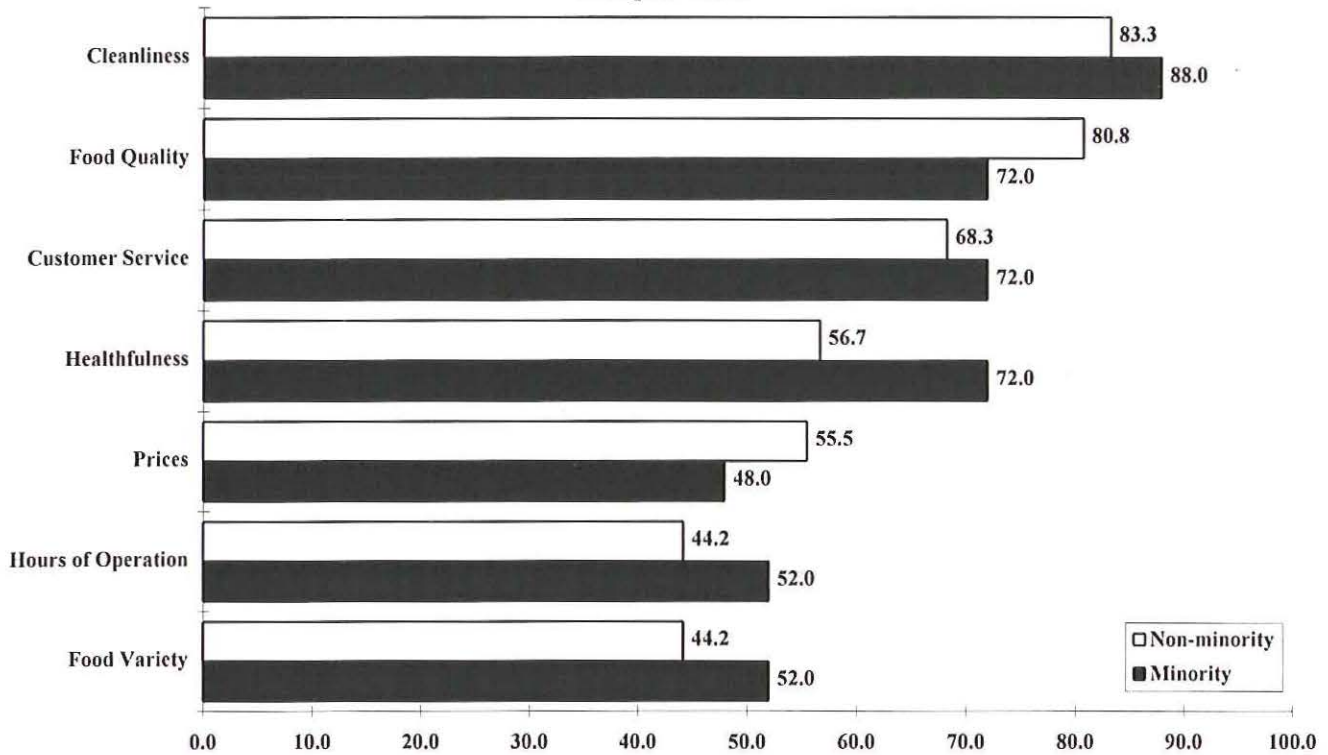
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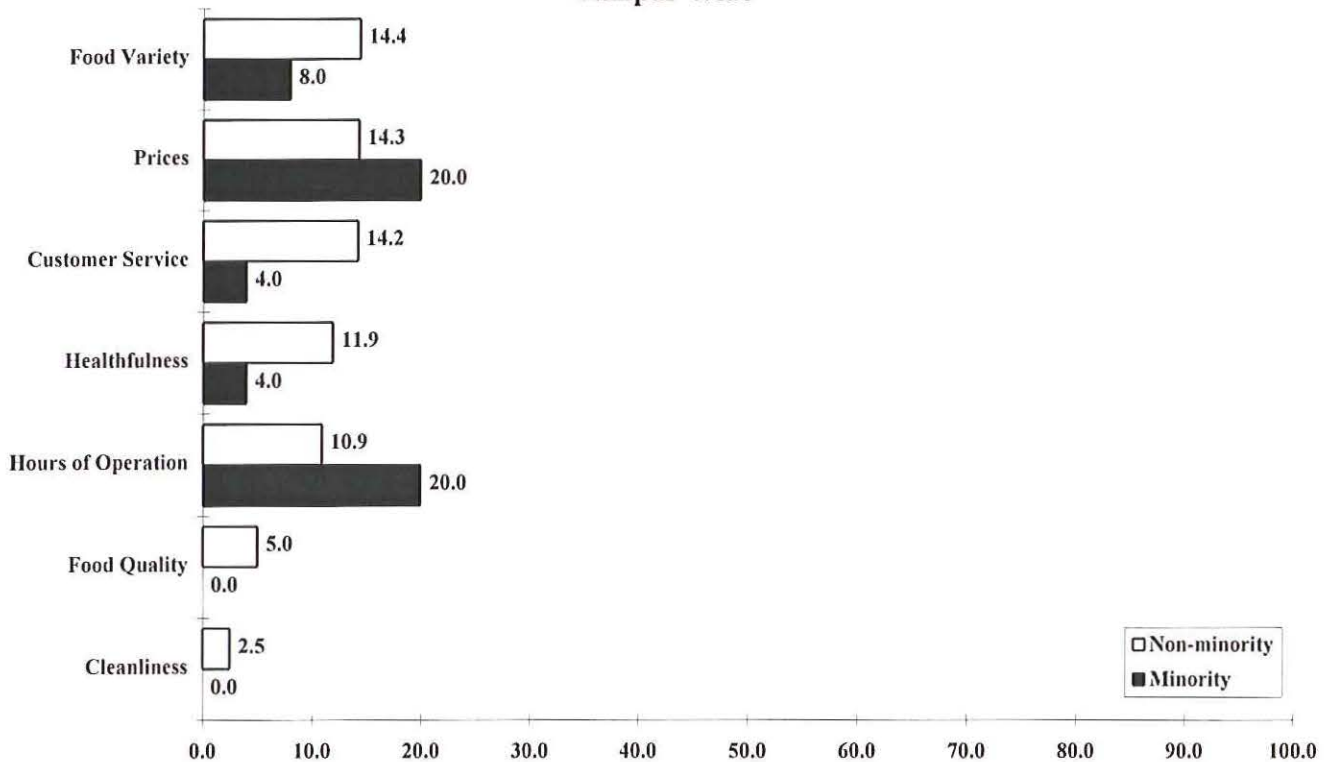
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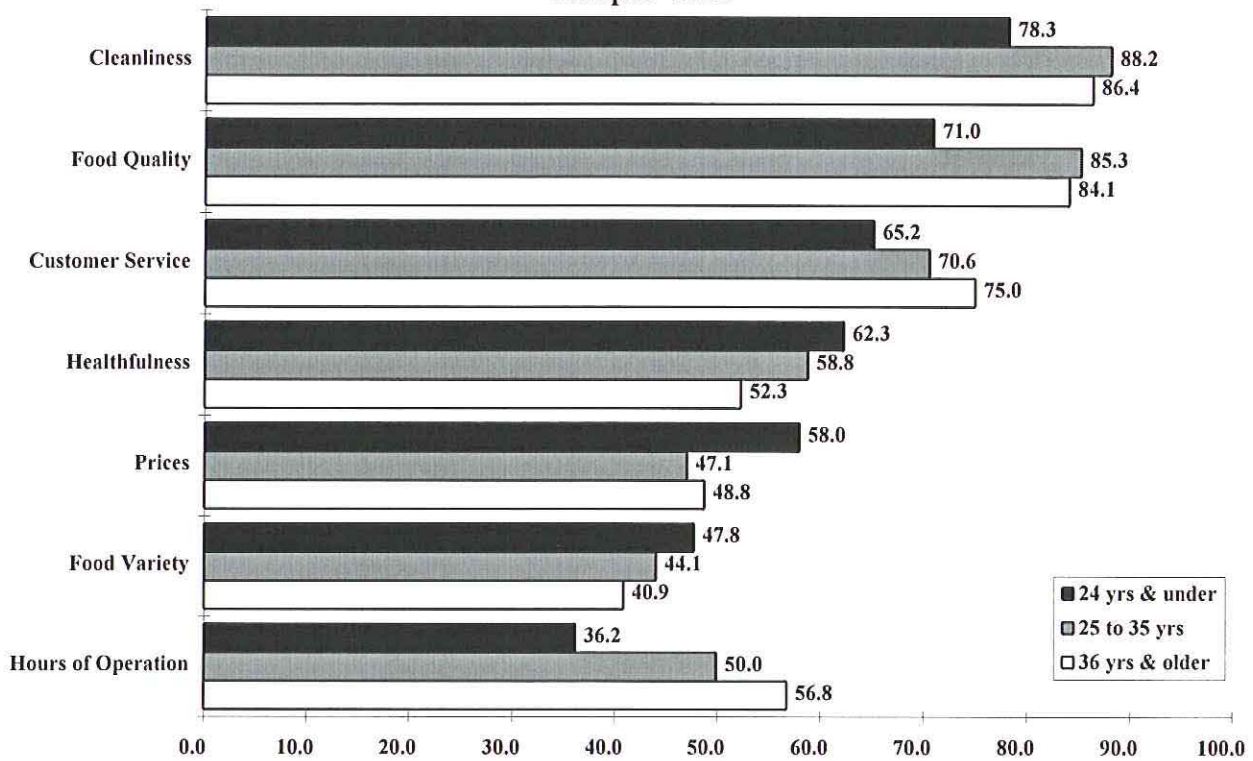
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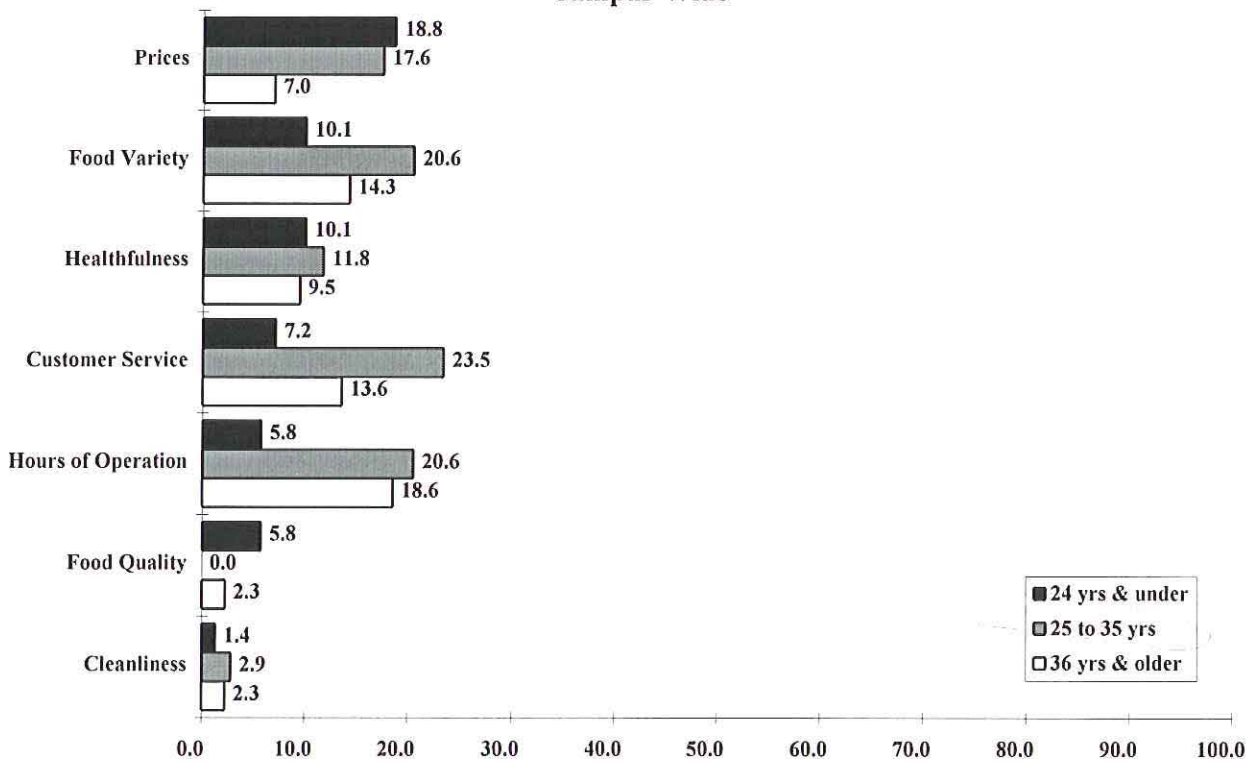
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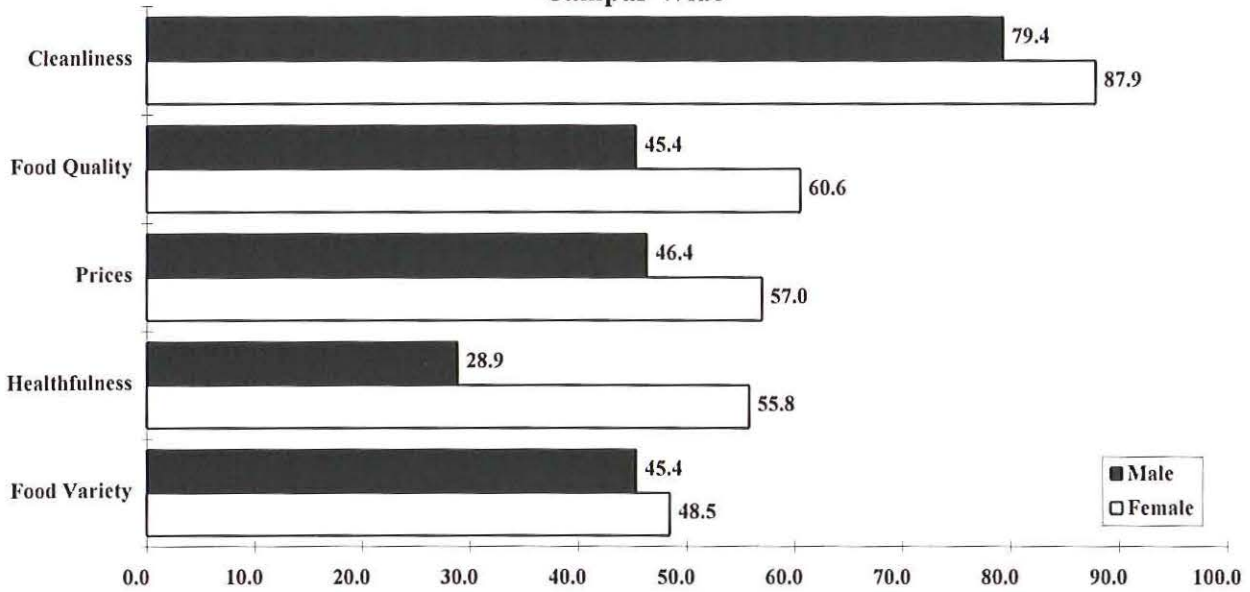
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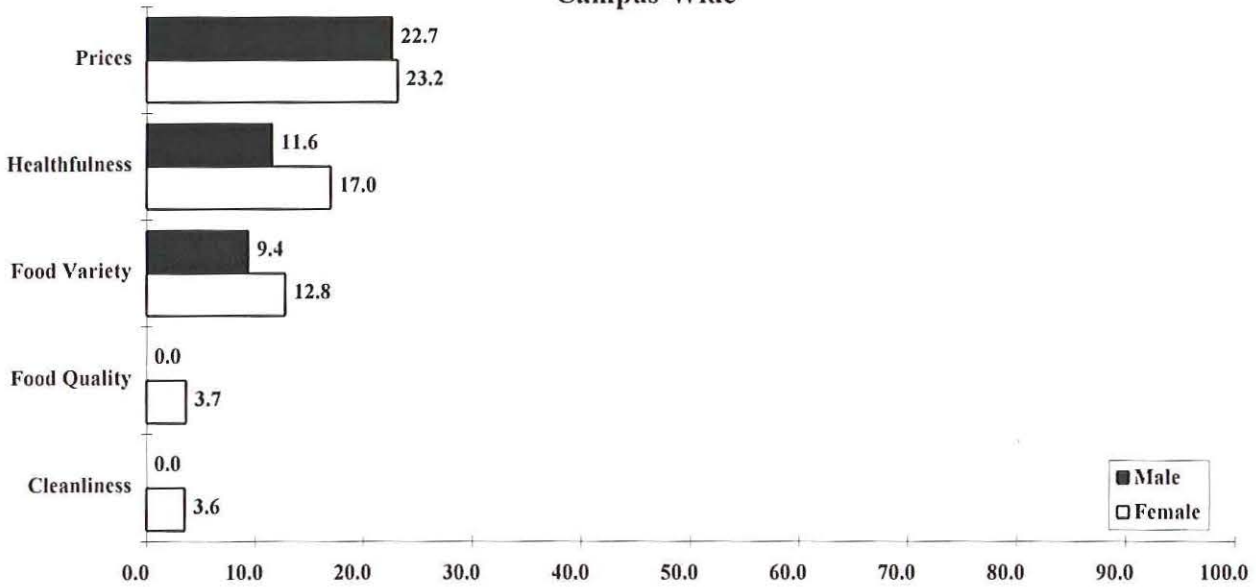
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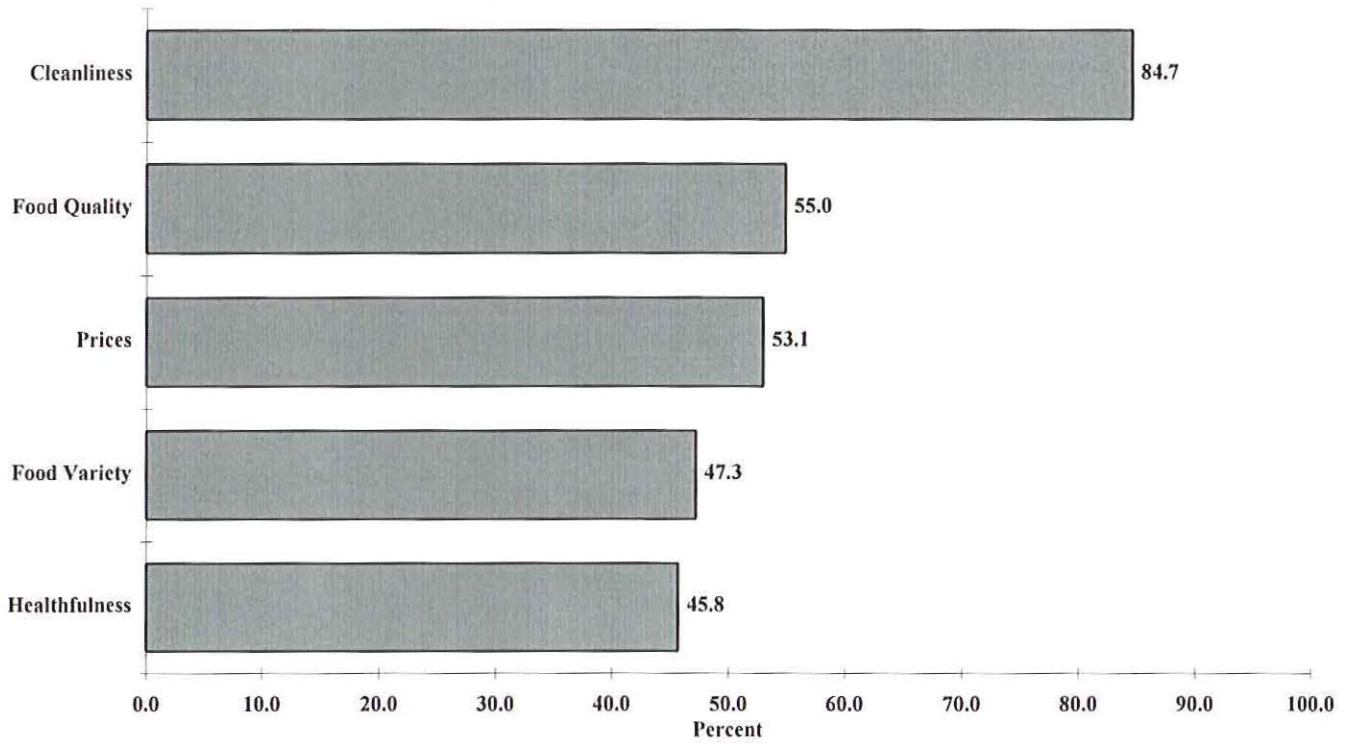
**Importance of Vending Services - "Very Important"
Campus-Wide**



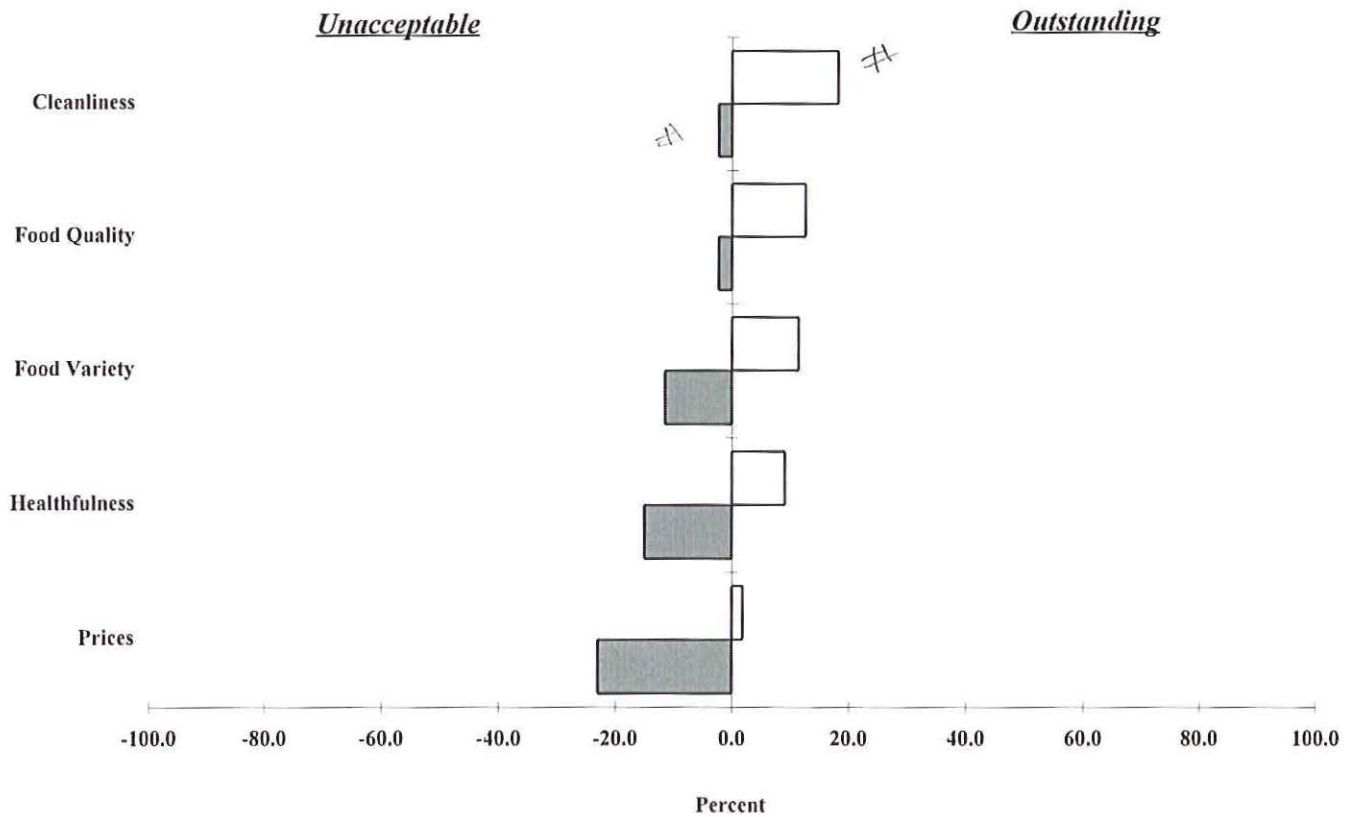
**Satisfaction with Vending Services - "Unacceptable"
Campus-Wide**



**Importance of Vending Machine Services
"Very Important" Items: Campus-Wide**



Satisfaction with Vending Machine Services: Campus-Wide



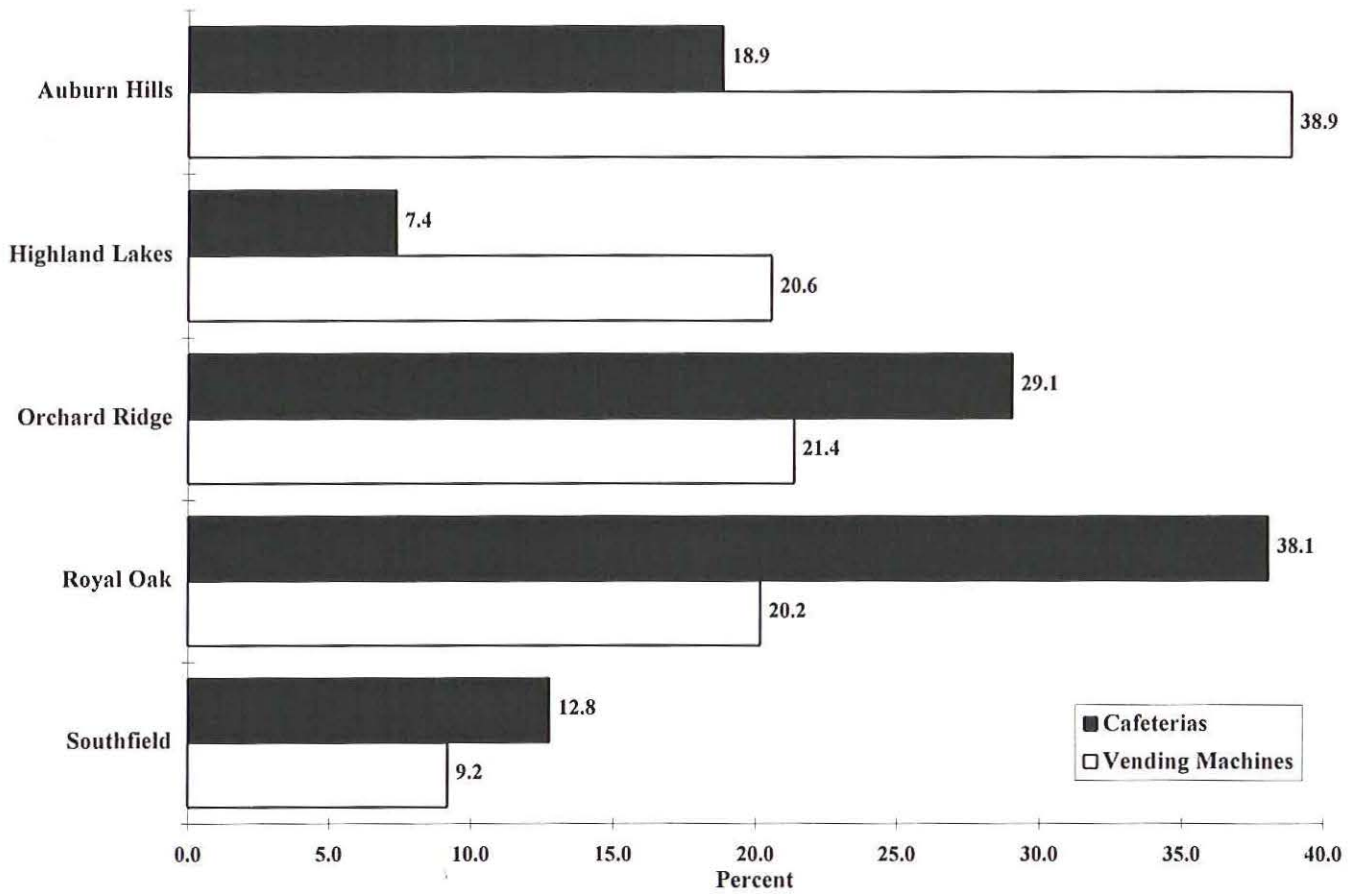
Student Use of Vending Machines

<i>Campus</i>	<i>Number of Vending Machines</i>	<i>1995 Sales</i>	<i>Percent of Students Using Vending Machines</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Vending Machines</i>
Auburn Hills	22	\$213,407	39.0	2.5	2.0
Highland Lakes	27	\$115,535	21.0	1.9	1.7
Orchard Ridge	22	\$125,803	21.0	2.2	1.8
Royal Oak	8	\$63,512	20.0	2.5	1.8
Southfield	12	\$37,655	9.0	2.0	1.8
<i>Total</i>	91	\$555,912	22.0	2.2	1.8

Student Use of Cafeteria Services

<i>Campus</i>	<i>Number of Cafeterias</i>	<i>1995 Sales</i>	<i>Percent of Students Using Cafeteria Services</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Cafeteria Services</i>
Auburn Hills	1	\$116,275	19.0	2.5	1.4
Highland Lakes	1	\$74,816	7.0	1.9	1.2
Orchard Ridge	1	\$200,439	29.0	2.2	2.1
Royal Oak	1	\$149,526	38.0	2.5	2.2
Southfield	1	\$42,845	13.0	2.0	1.8
<i>Total</i>	5	\$583,901	21.2	2.2	1.7

Student Use of OCC Food Services Campus-Wide

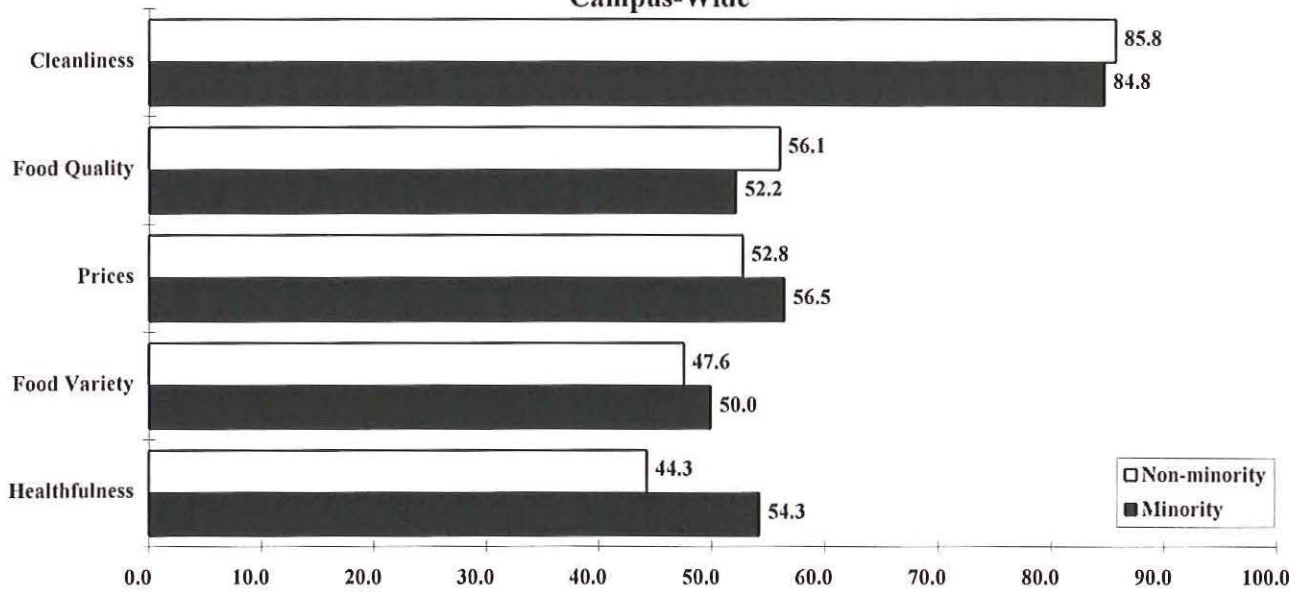


	<u>Minority</u>	<u>Non-Minority</u>
AH -	15%	85%
HL -	8%	92%
OR -	17%	83%
RO/SF -	32%	68%

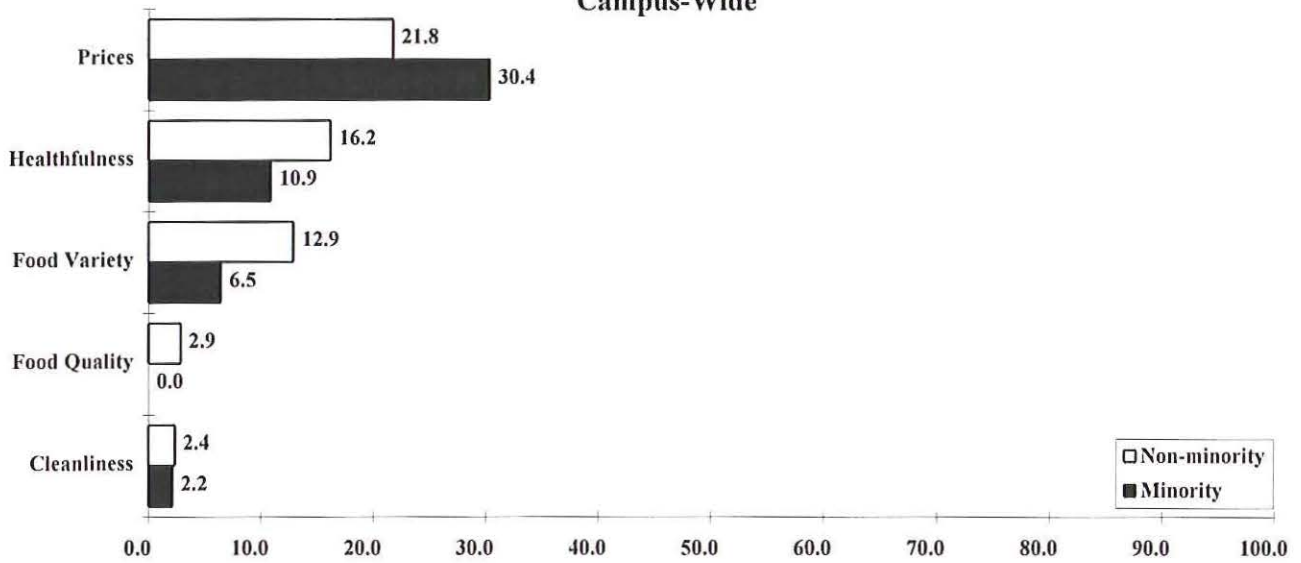
College-wide - 19% 81%

Survey pop. (respondents) 15% 85%

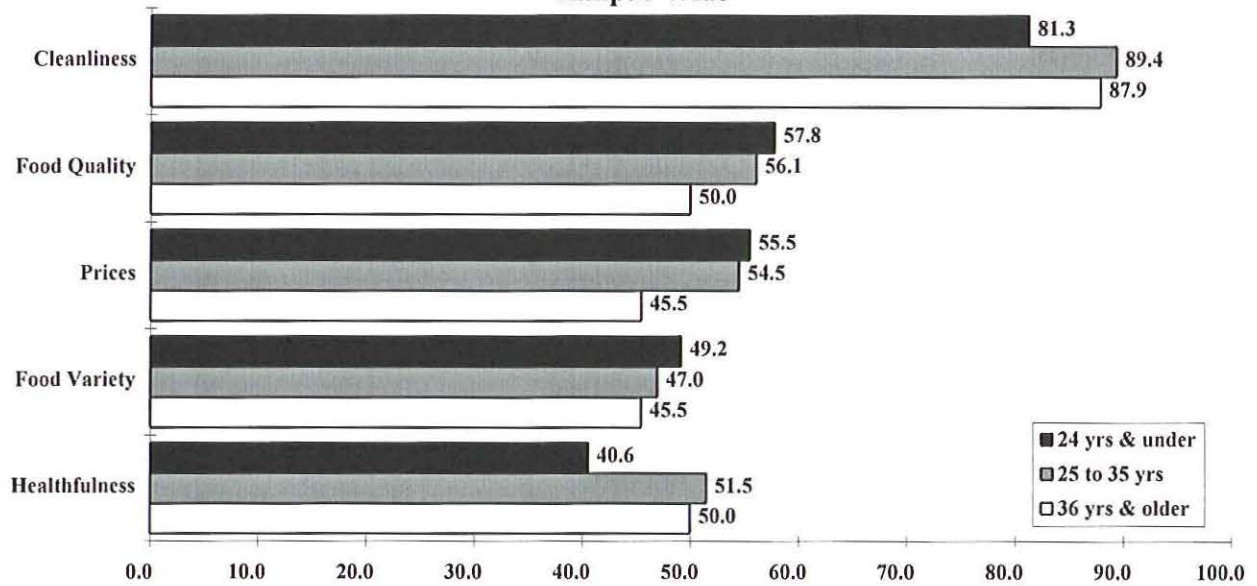
**Importance of Vending Services - "Very Important"
Campus-Wide**



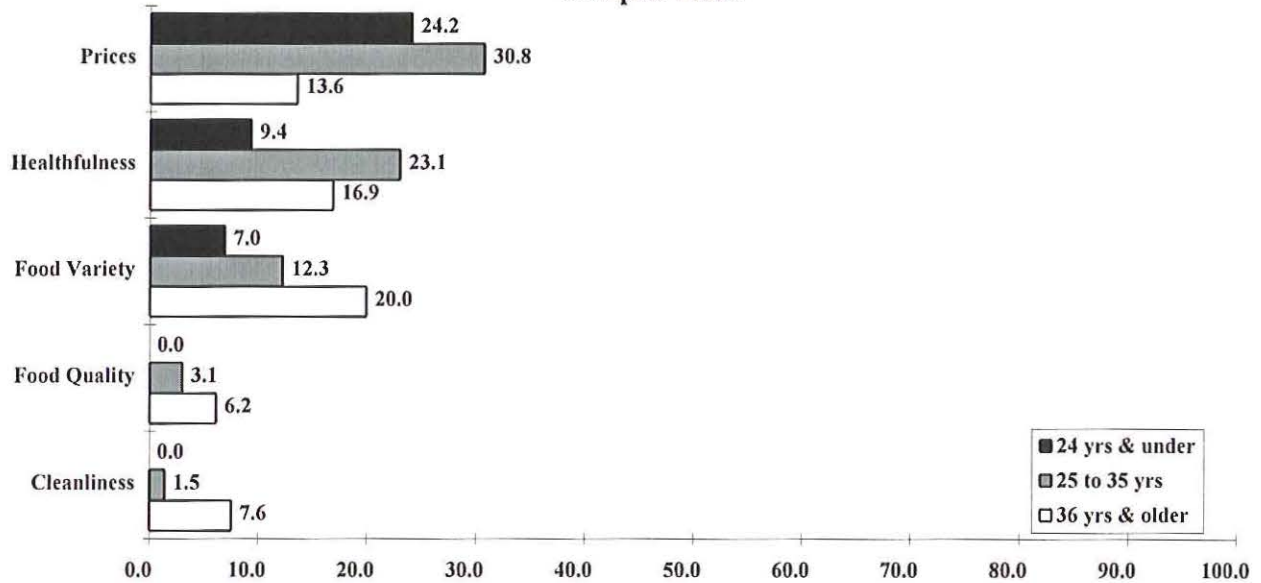
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Campus-Wide**



**Importance of Vending Services - "Very Important"
Campus-Wide**



**Satisfaction with Vending Services - "Unacceptable"
Campus-Wide**



OCC Food Service Survey Codes: April 1996

#2 TIME ON CAMPUS

- | | |
|-------------------|---------------------------------|
| 1. Morning only | 4. Morning & Afternoon |
| 2. Afternoon only | 5. Morning & Evening |
| 3. Evening Only | 6. Afternoon & Evening |
| | 7. Morning, Afternoon & Evening |

#6 VENDING MACHINES

- inconveniently located - not enough machines in various locations
- prices - too high
- healthfulness */ more health foods*
- cleanliness - incl. atmosphere */ supplies / collection containers*
- food variety - availability, warm/microwaveable food wanted
- food quality - stale v. fresh
- machine problems - change not available, broken machines, machines regularly stocked
- small sized items* — quantity
-
-

#10 CAFETERIAS

- food quality
- prices
- food variety
- healthfulness
- hours of operation
- cleanliness
- customer service */ Long Lines, Rude*
- More seating*
- UTENSILS, stirrers, napkins (supplies)*
-

#11 WHY NOT USE?

Vending (1-5)

- healthfulness
- Availability (Location)*
- Price (V+C)*
-
-

notes
13 = 2
10 = 3

Cafeteria (6-10)

- No time/no interest/eat before class/bring own food */ Go home*
- Hours of operations */ Location / Length of*
- Food selection & wait time to be served*
- Food Quality / Trust Food*
- Price*

Both (11+)

- No money
- Religious / food restriction*
- Locations = 2*

96
-44
52

363448564
to 362...

Student Use of Vending Machines

<i>Campus</i>	<i>Number of Vending Machines</i>	<i>1995 Sales</i>	<i>Percent of Students Using Vending Machines</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Vending Machines</i>
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Student Use of Cafeteria Services

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From: JPADAMS --OCC Date and time 05/13/96 19:59:39
To: MAORLOWS--OCC Martin Orłowski
cc: CMROBISO--OCC Cynthia Robison

Subject: Vending \$

Gross Sales figures for the cafeterias, as with the vending numbers,
thru 9/30/95:

AH \$116,275
HL \$ 74,816
RO \$149,526
SF \$ 42,845
OR \$200,439

Let me know if you need additional information.

Thanks.

*** Forwarding note from MAORLOWS--OCC 05/13/96 15:42 ***
To: JPADAMS --OCC JP Adams

Subject: Vending \$

Could you get for me the same numbers for cafeteria gross sales by
campus? The data you provided supports our findings. I think we will be
able to paint a good picture of use and satisfaction with this study.
Thanks.

*** Forwarding note from JPADAMS --OCC 05/10/96 19:49 ***
To: MAORLOWS--OCC Martin Orłowski
cc: CMROBISO--OCC Cynthia Robison

Subject: Vending \$

ARAMARK runs their fiscal year 10/1 to 9/30, the following
are the totals for the fiscal year ended 9/30/95.

Campus	Gross Vending Sales
AH	\$213,407.01
HL	\$115,535.29
RO	\$ 63,512.15
SF	\$ 37,655.49
OR	\$125,803.34

Please let me know if you need additional information.

Student Use of Vending Machines and Cafeterias

	AH		HL		OR		RO		SF		ALL	
	N	P	N	P	N	P	N	P	N	P	N	P
Courses taken on campus	142	35%	76	19%	105	26%	111	27%	36	9%	470	
Times on campus	141	35%	70	17%	101	25%	109	28%	37	9%	458	
Times per week student buys from vending machines	102	39%	54	21%	56	21%	53	20%	24	9%	289	65% use
Times per week student buys from the cafeteria	28	19%	11	7%	43	29%	56	38%	19	13%	157	37% use

* Total number of respondents = 404

Same table for Cafeteria

Student Use of Vending Machines

<i>Campus</i>	<i>Number of Vending Machines</i>	<i>1995 Sales</i>	<i>Percent of Students Using Vending Machines</i>	<i>Avg. No. of Times/Week Students Are on Campus</i>	<i>Avg. No. of Times/Week Students Use Vending Machines</i>
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<i>Total</i>	91	\$555,912	22.0	2.2	1.8

AH. - location of cafeteria → out of the way bldg → not connected so just grab from vending

* rating of students to \$\$ spent.
- by campus sat. of.

OCC Food Service Survey Narratives

April 1996

6. Among those items you are not completely satisfied with, what improvements would you suggest?

VENDING MACHINES

2. In "C" building should put coffee machine right beside pop machine instead of walking a farther distance.
3. Prices. Pop should be cheaper.
7. The prices could be lower.
10. Prices for beverages pretty high (.80 pop/\$1.00 juice). **At Highland Hall vending machines are either out of order or out of stock.** Food variety is average.
13. Hot chocolate and coffee machines need to be cleaned more often, especially afternoons.
14. Have more crackers, nuts, and trail mix. **Install vending machine pusher to push candy out automatically so it won't get stuck. Change machine runs out of change too frequently.**
16. Have different flavors of Arizona Iced Tea, other than lemon.
22. Food soggy, stale, taste like it's been there a long time. I'm diabetic and can't eat food there. Only my home is clean enough for me.
23. More low fat things.
25. More healthful food, especially vegetarian. Candy without gelatin and food without lard.
26. Soda prices too high. Don't offer sandwiches for evening people.
27. Juice would be nice addition. I do not buy food, only drinks.
30. I feel the location of the machines are not convenient.
31. Lower the prices on certain items. Food is not always fresh. Machines need to be checked more often.
33. **The prices are too high in the vending machines compared to other vending places.**
36. **Machines could be washed down and cleaned out more often.**
39. **The vending machines need to be checked more often, for change and content.**
43. **Check machines more often for malfunctions.**
45. There needs to be more places to purchase soft drinks. That's all I ever get.
48. We'd love to have yogurt and more healthy choices.
53. Too high priced.
54. **I can purchase it elsewhere for much less. Most vending food is high in fat and sodium. It does not contain much nutrition.**
55. I prefer warm food over vending machines.
56. Vending machines with extra cheese pizza to be heated up in near by microwave. I don't want to eat chips all the time - want something hot for a change.
59. A lot cheaper I guess would be an improvement.
62. Adding more healthy products such as fresh fruit and vegetables.
63. Add more fat free items.
64. Lower prices.

68. More variety.
70. More variety, sandwiches.
71. Drop prices 5-10 cents. Maybe add some muffins.
73. Lower prices.
76. Prices on pop lowered.
79. Add breakfast foods - Brauns bagels.
80. Coffee/hot cocoa machine needs cleaning. Prices are a bit high. Too many empty on Friday nights in vending machines.
82. Put in more fruits, vegetables, and yogurt.
84. Lower prices.
86. Items having less fat. Slight price decrease.
88. Lower the prices or get larger size for items. For candy bars and bags of munchies such as Doritos, chips, etc., prices should be comparable to other places.
90. More healthy foods. Less chips and more granola bars.
91. Offer more healthy choices such as fruits and salads.
93. Lower the prices. Candy bars are almost 85 cents. The healthy stuff, like pretzels are 85 Cents for a small bag that you could get in a store for a quarter. I would buy more if it was cheaper. Also they should have a microwave in the building across from the library and have packs of microwave popcorn in the machines.
94. Lower the prices a little and get new machines. The machines are old.
95. I'm pretty satisfied, but it seems like lots of times the machine won't take dollar bills or they're not turned on. Also one time I got hot chocolate from the coffee machine and there was no chocolate in it -just hot water.
97. They need healthier, low cal food. As far as the prices: it's more expensive than any other place.
99. Recommend more healthy food and lower prices.
102. Lower prices. Change drinking varieties other than pop.
104. Lower prices - especially pop.
107. Needs more variation in food.
108. Lower prices.
109. More juice.
114. A lot of candy - more granola bars and crackers.
115. Machine to make change. Often only correct change can be used and I don't have it.
116. Prices expensive for Snapple and juices.
117. Prices are very expensive. I think \$1.00 is excessive and 60 cents for a cup of coffee when I could go across the street to Jimmy's and pay 75 cents for unlimited refills.
118. Would like healthier food in machines, not as many candy bars or cholesterol chips. I would like low fat free stuff.
125. Sometimes not fully stocked.
127. Just buy drinks, but they are very expensive. Last week I couldn't find juice in a machine- moved them. The food machine had pop and HiC in it and no food.
133. Prices too high.
135. Prices are too high - pop and candy.
137. Variety is important, even though I don't always eat healthy.
138. Need to make healthier sandwiches. Prices are high.. Food variety - more fat free. People

enjoy Snackwell where I work.

139. High but normal. Juices are \$1.00. Food variety not always there and things get stuck in the machine.
140. Prices are too high for pop.
142. Maybe different selections of candy bars. Better quality of machine with more selections.
143. Cheaper prices on juices.
145. Choice seems to be the same kind (like 6 selections) all the same, no variety.
149. There's not a lot of health stuff to eat. I find myself eating a lot of junk food. I'm not really a junk food eater, but sometimes I have no choice.
150. I'd like to see more health treats.
153. Prices are too high.
155. It's too much junk food. Prices are too steep. The variety is just junk, nothing but junk food!
160. Prices are a bit high.
161. Coffee/hot machines should be cleaned out 2-3 times a day. More paper towels available.
165. Prices are high, selling convenience. Two machines in same building are selling the same product, but one cost 80 cents and the other is \$1.25.
177. Make machines more workable. Some keep money.
178. I wish there was bottled water in the machines.
183. Add a wider selection of items.
187. The serving size could be bigger.
193. Keep the machines in working order. Often times they won't accept the money.
195. Re design the machines so the spirals release the food.
196. Less junk, more healthy selection.
197. Lower the prices. Expand the variety. Clean the machines, they're dirty.
201. Put more vending machines in J building.
202. Lower prices.
207. Just have more fat free stuff. In the 3 years I've been going to OCC, it's been getting better.
208. Have a little more variety of food, ie different flavors of potato chips. Also, get some peanuts - plain, roasted, honey roasted. It's very hard to find peanuts anywhere.
211. Prices are too high - should be lower prices.
213. Lower the prices -a big bag of chips is 75 cents and it's really only worth 25 cents.
214. Should have bigger cups for the coffee and they should be insulated. Now they have paperboard cups and it's too hot. They should also get new cups that are biodegradable and recyclable. The pop is too expensive, I don't buy it for that reason and I just get coffee.
215. Drop the prices.
216. Have more low fat or no fat things, ie snack bars or granola bars. Also they should have low fat munchies such as chips.
217. Lower the prices. You can get two things at the store for the price of one from the machine.
218. Sometimes the stuff is stale, that's why I cut down on getting it. Also, there's barely anything in the machine.
221. Putting in lower fat stuff, granola or nuts.

223. Lower prices.
226. Fresher items, lower fat items such as Snackwell.
230. Lower prices.
232. Need more health items.
238. Too high. I try not to eat there. A drop in prices would be nice.
241. You need healthier food. There's too much junk food.
250. They're not really full all the time. Either the hot chocolate or something wasn't working or was empty.
253. They need things with less fat. They could use an Absopure water thing, it's not good water at Highland campus.
258. It's all junk food.
260. More diet pop (greater variety of it).
262. Lower prices.
263. More healthful selections.
264. Service the machines more, they're often empty.
265. Clean the machines, they're dirty.
266. Make sure the machines are stocked. Lower the juice prices. More healthful selections.
267. Doors on revolving machines don't always open.
270. Offer a wider variety of choices.
271. Lower the prices. Get a new brand of orange juice (Calif. Style). Put out more condiments and utensils.
273. Lower prices.
274. More fruit needed. Less candy, less fat. Get canned juices.
279. Keep pop machine better stocked up.
286. Less junk food, more health food.
287. I wonder why school does not put out collection boxes for cans because we are stuck with no where to throw them.
288. Over priced.
291. Juice is a little high compared to where I work. Would like fresh fruit.
293. Less sweets and salty - like chips.
295. Wish it was more healthy.
305. Not enough nutritious stuff there. The fruit is snapped up and fresh bagels are gone right away.
306. More health food snacks, granola bars, fiber bars, and fruit.
308. More fruit available. Things that are quick and healthy, low in fat. Good variety overall. Find a different vendor, they are 10-15 too high as compared with other machines I use.
313. Wider selections - different flavors chips. More fruit type candies, Skittles, Starbursts. Wider variety like Hostess.
314. Price - they are all a little high.
321. Lower prices. They are actually lower where I work. More variety, so there's more to pick from
323. The prices are too high and that's why I don't purchase often.
329. Try to lower the prices.
330. Need to add fruit juices or tea.
331. Lower the prices, they seem extremely high for pop and juices.

- 332. Regular Milky Ways and more fruit snacks (dehydrated).
- 334. More low fat items need to be added.
- 335. Better maintenance. They seem to be broken quite often.
- 337. Other things like fruit could be added along with other healthier snacks.
- 339. Some bottled water machines or juices that are healthier.
- 342. Only thing would be stocking of items, a beverage, candy bar, only one thing left. You're stuck with whatever choice there is left.
- 343. Prices. 90 cents for animal crackers. Something needs to be changed, and the cleanliness could be better.
- 346. Offer more low fat and more natural items of food.
- 349. It's OK, I don't use it too much. Make it healthier.
- 351. Lower prices. More juice.
- 354. Put in granola bars, popcorn, less pop and more juice.
- 358. Lower price.
- 363. More variety - salads.
- 365. More healthy foods - crackers, low fat candy.
- 369. Refill more often.
- 373. Not working a lot, or they couldn't make correct change. They are empty a lot.
- 374. Lower prices.
- 376. Can't make correct change. If there is a problem, like it keeps the money or no food comes out, there is nobody to help you out.
- 381. More variety, more health smart choices.
- 384. Lower the prices.
- 386. Healthier foods. Change items, more fruit.
- 387. Broken machines a lot. Keep them more serviced.
- 389. Takes money, things turn around but not enough for the food to drop. Also, coffee or pop but no cup to catch the liquid.
- 392. Getting it to stop eating money. Sometimes takes your money, but doesn't give you any food.
- 396. More variety, like healthy snacks.
- 397. More things people want like Twizzlers, variety chips for example Doritos or Crunchers.
- 398. Lower prices.
- 401. Lower prices.
- 404. Prices are higher than ordinary.

10. Among those items you are not completely satisfied with, what improvements would you

suggest?

CAFETERIAS

4. Why can't there be fresh coffee at 6 p.m. when evening classes start.
14. Need separate person to cook food and run register. Wear gloves to handle food. Prices are steep, could be dropped .25 to .50 cents lower.
15. Class starts at 9 a.m., would recommend open cafeteria at 8 a.m. Garbage cans changed more often and they need to be wiped off and cleaned.
16. Run specials are left in steamer. Suggest you find ways to keep food fresher, especially food in steamers. Stir Fry rice was crunchy.
22. Muffins tended to be greasy. Fruit in containers taste like plastic. Fresh fruit not always the best quality. Might have hot food more often if service were faster.
25. Prices too high, no vegetarian foods. Cheese pizza. They could be a little friendlier in the customer service department.
26. Open until at least 8:30 p.m. Should be open Friday for lunch. More vegetarian foods. Need more people working, lines are too long. Grill food not available as long as cafeteria is open. Grill food is not available at 7:45 p.m.
43. Lower the prices. For example: bagel .70 (without cream cheese) - too much.
48. Put more healthy and fresh food in the cafeteria. I want less fat. I ate in the cafeteria last night and they seem to have expanded the choices. I was very impressed. I hope it continues.
49. I stand in line too long. The vegetarian doesn't look all that appetizing. Coffee is way over priced and it's weak. Food variety is limited. Need more cashiers. It's too busy.
50. I don't like much of what is offered. I like more healthy choices. The choice of healthy food needs to improve greatly.
54. Fresher food. Freshly prepared food.
55. Could have a bigger selection of food in the cafeteria.
57. The coffee needs to be fresh. 9 out of 10 times it's cold and stale. The bagels need to be covered because they get hard and stale. Fruit should be put in a cooler area - now it's near the hot food and it's warm. It should be with the salad. They also need a better variety of fruit, there are no apples (only bananas and oranges). Tables are always dirty - someone should be wiping them. Expedite cash out process. It takes 2-3 minutes because cashier also has other duties (taking orders, re-stocking line etc.). Should have one cashier and another person to tend to the salad, take orders, etc. Also workers should be faster.
59. Prices are too high for the food. A sandwich is over \$2.00, that's too much for a college student.
61. Things are expensive. French fries are cold and greasy. More healthy version of sandwiches. Food needs to be warm, not cold.
62. A friendlier attitude and healthier food items.
69. Two cash registers: the line is too long.
70. Better service - faster service.
71. Faster service: fresh food not under heat lamps.
75. More seating space during lunch time.
88. Cafeteria should be open to at least 8:30 or 9 p.m.
91. Offer more healthy foods such as salads and less fried foods. Also lower the prices.
94. I got a hamburger and it was raw! That completely turned me off and I haven't been back

- since. They should take more time with preparing the food. Also should keep it cleaner, especially the food line, counter tops, dispensers for catsup and mustard, etc. I heard that Pizza Hut was supposed to come to Orchard Ridge. I think they should be looking into that. Need to have fast food chains so people won't go off campus.
96. As far as cleanliness, people don't throw their stuff away. Things are left on the tables, but this isn't the fault of the workers. Maybe you could post signs for people to throw their own garbage away.
 102. Try to have more healthy items.
 107. Stay open a little later.
 116. Prices should be a lot cheaper especially for the people attending OCC. I'd love to buy more, but it's too expensive.
 117. Later hours. Lines are always so long,(breaks are just 15 minutes) even just paying for pop is so slow.
 126. Coffee (80 cents) is a little expensive and muffins are too.
 127. I'm there at 7:30 a.m. and wish they were open for breakfast. Hours are bad at the Southfield and Highland campuses. Highland has a MacDonald's across the street for the same price. If I had the time, I'd eat there.
 130. Stay open later - until 8:30 or 9:00 p.m.
 131. A little pricey. Food is cooked in butter or fried: need food with low fat count. Customer service : not real fast. I don't have a flexible time schedule and the service is slow.
 132. Would like earlier hours for breakfast like 9:00 a.m. Not open late enough after class gets out (for my afternoon class).
 137. Pretzels and muffins are gone by the time I get there. Never open at 6:30 when we get our break. Breaks are not long enough to order and eat food: have tried ordering and re-heating, but it doesn't taste the same.
 142. More doughnuts and muffins.
 143. Stuff is expensive, all pretty much. People are nice, I'll give them that.
 145. I wanted a toasted bagel at 8:30 p.m. and they would not toast it for me. The lady at Royal Oak (Thurs.) Is unfriendly, no greetings, no smile, turns me off.
 146. Extended hours to at least 7 O'clock -8 would be better.
 149. The food quality is not very healthy. There was only one person working. They need to expand their services and quality of the food. I spent a lot of time there the first year of Nursing school and the cafeteria is not good. The prices are way too high. We could go to MacDonald's and get the same junk food for much less. The person behind the bars was rude. They need a bigger kitchen area. One time I saw a worker stick her finger in the food and taste it. That was so gross. My girlfriend got a hot dog once and it was served on green moldy bread
 153. I compare the prices at the cafeteria to retail places. Cafeteria was way out of line. At the Royal Oak campus they are too slow. They need more help. I hate standing in line to get something. I spend a lot of money on food every week.
 168. Longer hours needed. Cafeteria closes at 8:30, but cases are locked up earlier (8:15). More clean up staff for eating area. Separate machine needed.
 186. More help is needed. The staff that is there does a good job, but they need more help for the amount of students using the cafeteria.

190. More registers at check out.
193. The help needs to move faster!
194. Hire more help or help that works harder.
196. Clean up the place. Get more help, not enough employees to accommodate the rush. Open Southfield cafeteria earlier to accommodate early morning classes.
203. Extend hours of operation. The woman who works there needs to move more quickly.
213. Help is very rude -they don't greet you. I go in the morning to get some caffeine to wake me up and they don't say "good morning, How ya doing?". Prices are ridiculous - a hamburger, fries and pop are about \$6.00 and you can get a combo at Mc Donalds for \$3.00. Pop is too much, fries are greasy, pretzels are hard, and pizza is burnt.
214. Lower the cost of the salad bar and sandwiches. And you should be able to go back to the salad bar and get free refills.
216. Should have less fried foods and more baked - you can bake french fries. Drain the oil off the meat, have more fresh fruit such as apples and oranges.
218. Prices are too high. It's cheaper to get a pop from the vending machine than to get a juice from the cafeteria.
221. Instead of fries for a side dish, give lower fat items such as fruit cups, fresh vegetables, etc. Keep the salad bar.
222. Having two registers especially during breaks. Pizza.
226. More low fat things.
232. Food does not meet healthy, nutritious standards. It carries too many calories.
238. There's really nothing healthy that looks appealing. There is not much variety. The prices are high, but that's the same everywhere. I'd try to offer more healthful foods. Perhaps better management is the answer.
242. I'd like to see food for the health conscious person.
263. Employ more helpful people. Clean tables more frequently.
267. Need more employees (helpful ones). Wider variety of foods needed. Stay open an hour later.
270. Extend hours of operation.
271. Wider variety of food. More utensils. Get appropriate length coffee stirrers (and lids).
272. More vegetarian selections. Offer some soups without meat.
273. Lower prices.
286. Southfield only has 1 person working and you have to wait and sometimes be late for class.
294. Only 1 or 2 people taking money and it takes 30 minutes to buy a drink. Coffee tastes terrible at 5:00 p.m.
305. Need more variety - salads. All greasy or fatty food on the grill.
313. Need to be open later,they neglect night service. Wider variety of entrees, more pasta dishes other than beef or chicken. More variety of chicken dishes.
321. More types of food available. Salads, different types of food. Have people available to wait on people instead of a customer having to wait for service.
329. The prices are too high for portions given. My orders are never right when I receive them. Also the same thing is served continuously.
332. The hours of operation need to be extended.
341. Checking hours that students are on campus and then extending hours to meet that.
346. More healthy things. Frozen yogurt stand or a salad bar would be nice.

- 348. Friend says more variety of food available. Salad, well they have salad but my friend says it's not very good.
- 349. Cafeteria - typical foods, I guess it could be healthier, but it's cafeteria food.
- 354. Service - friendlier staff. Less fried foods.
- 357. Pricing more moderate on specials.
- 358. Lower prices. More pre-cooked foods.
- 359. Add Mexican food like burritos and tacos.
- 360. More healthy food, an alternate to fried foods.
- 363. Lower prices.
- 366. Some prices could be lower. Sometimes food not always cooked thoroughly and sometimes ran out of things.
- 376. More help, the people seem really stressed out.
- 381. Serving old fruit is terrible! Watch the produce better. Offer tuna without mayo, and offer more salads.
- 382. Open earlier, at least by 8:00 a.m.
- 402. I would like more variety of food items.

11. Are there any particular reasons why you do not purchase food or drinks from a vending machine or at one of the cafeterias at OCC?
5. I take classes in evening and eat dinner before coming to class.
8. Only have night classes and eat dinner before coming to class.
10. Based on schedule, doesn't permit me to use.
12. Just come for classes in evening and go home.
18. Lack of money.
20. Not on campus long enough.
24. Only taking one evening class, it's not needed.
33. I do my main eating before or after school.
34. I bring food from home.
35. I am not there long enough in any succession to purchase anything.
36. I don't have time to go over to the student center between classes.
37. I usually don't eat at the times I am there or I bring something from home.
38. I just don't use these items. I bring my own.
41. I just go to class and go home.
42. I don't have much time to spend on campus.
44. I'm a homeowner and I only attend one class, one night a week. I've never purchased anything from the vending machine or the cafeteria.
46. I come around mid day and I've already eaten and I don't get into snack or junk food.
47. I'm only there for an hour each day so I don't use the services.
51. I usually eat at home.
52. I bring my own food and drink with me.
60. No particular reason, just go to class and go home.
64. Have evening classes: don't have time.
76. Do not want to spend the money.
77. Only there for a short period of time.
78. Not on campus long enough.
83. Class is at 11:30 a.m. and don't need food.
85. I eat at home.
89. For my morning class, we have no break. For my evening class, it's dark when I get out and I don't want to walk over. I suppose if there was a machine in my building, I'd use it.
98. Time my class is, I've already eaten.
103. Don't have time.
104. When I get done with class, I leave the campus.
105. Nothing is open on Saturday and that's the only time I go. Would be nice if they offered something.
112. I'd like to see the nutritious value of the food in the cafeteria go up.
113. Don't have time.
114. I come straight from work to class and leave for home right after.
128. I generally eat at home. I'm not hungry.
136. I live near by, so no need to buy anything.

140. Really not that hungry when I'm at school. I live 15 minutes away and can wait until I get home.
141. Lack of time.
162. I attend classes in evening after having dinner at home. Don't purchase anything from machines either.
163. Usually come to class from work and then I go home. Don't buy anything while at school.
164. I sit in cafeteria in the morning before class, but I don't buy anything because I have a 3 hour break between classes and I go home to eat.
167. Have eaten dinner before coming to class.
169. I usually bring food with me to save money.
170. Only at school for one class: just come in for class and then leave.
172. I eat food at home. Only come to campus for classes.
182. I am on a special diet.
184. I usually bring items from home.
185. I am only there one hour per week, I am in and out.
212. Just because I'm there only twice a week, don't spend a lot of time there. Go to class and go home.
215. Just never there long enough to get hungry. Twice a week, go to class, then home.
224. Bring stuff from home and eat that. No recommendations.
225. Don't need to.
227. Not hungry or thirsty at the time.
240. I'm only there for 1 class in the morning and 1 in the evening.
244. I bring my own food every day. I spend a lot of time here.
247. I just go to class once a week, so I never stop to eat anything.
248. I'm only on campus for a short time.
249. I'm only on campus for a minute and I always bring a can of pop and a snack. It's much cheaper that way too.
251. I just don't have time. I'm not there that long.
252. I go to class and leave. I have no reason to buy anything.
255. Because I'm coming from work. I take my class and go back to work. I usually have something that I bring with me.
275. I focus on studying and not on food while I'm on campus.
276. My classes take a long time and I don't need to buy anything.
277. No particular reason. I'm at home until 1:30 so I snack at home.
278. I just always eat before going to school.
280. Campus is confusing and I can't eat in micro-lab at all, so I just don't use vending machine or cafeteria.
281. Because of time I get there. I just carry a pop with me.
283. I eat before I come to school.
298. Don't have the time.
300. No need to.
307. To save money
309. Only one class a day and I go to work right after that.
311. It's a two hour class. I come, go to class and leave.
316. I don't eat between meals and I've already eaten when I get there.

- 324. I attend evening classes and have eaten before I get to class.
- 325. I don't have time, straight to class and then I leave.
- 326. I only have one class.
- 328. I don't have time.
- 333. I have already eaten before class.
- 336. I am a guest student at night and by the time I go to class I have already eaten.
- 338. I go to work and then to school,
- 347. One class. I eat at home before I come to class and have no need to use cafeteria or vending machines.
- 352. I live 2 minutes away and go home to eat.
- 353. Night class and I eat before going.
- 364. Just go for class and that's it.
- 367. Not hungry.
- 372. The prices. I eat at home before I come to school.
- 378. I am a vegetarian and want all organic grown food. Water must be put through reverse osmosis.
- 383. Distance between machine and class or cafeteria and class.
- 385. My class is between lunch and dinner.
- 390. I'm coming from work and I eat there before I get to school.
- 391. Don't need to waste money on it when I can bring it from home.
- 393. I'm not hungry or I don't have the time.
- 395. Not there long enough. I go to class and leave.
- 403. I usually eat before I go to class or at home, so there is no need to go to the cafeteria or vending machine.

Specifically VENDING:

- 9. Usually there are only candy bars and I would like to buy more healthy food.
- 19. Adequate selection and change available.
- 58. Don't bother with snacks.
- 87. Usually bring food for snacks. Would like more healthy foods in vending machines.
- 92. If there was a vending machine in my building, I would buy a candy bar or whatever. I'm in building A and I looked for a machine, but there wasn't one near the doors where I come in.
- 112. I don't buy from a vending machine - I'm too poor.
- 228. I do not use the vending machine because it primarily consists of junk food.
- 350. Vending machines are too expensive. I purchase bags of chips at work for 25 cents and bring them to class with me.
- 375. I don't eat or drink. The machines are a waste of time.

Specifically CAFETERIAS:

- 1. Never been interested in going in cafeteria.

2. After completing classes, I'm not interested in cafeteria food at that time.
3. Time - don't have enough time. Could use better hours for cafeteria. More hours open.
6. Only have night classes and usually have had dinner. Just grab a snack from the machine.
19. Don't need food because of schedule times.
27. I bring my own lunch.
28. I only use the vending machines.
39. I only have one class per night and it's in a separate building.
40. I attend classes on Saturday.
30. I only buy items from the vending machines because I only attend class in the evening.
31. Cafeterias are not open on Saturdays.
52. Usually the cafeteria is closed.
53. I don't have time to go to the cafeteria.
56. My schedule didn't allow time this semester. I ate there last semester.
58. No particular reason, just prefer Mc Donalds.
66. Don't trust cafeteria cooking.
67. I have never eaten in the cafeteria because I don't have time between classes.
68. Did not purchase food from cafeteria because it takes too long to get there and back to meet my other classes.
72. I bring things from home. Never have time to use the cafeteria.
79. On the other side of campus and don't get to the building. It's easier to come home between classes.
81. I eat before I go to class. Add frozen yogurt and iced tea to cafeteria.
86. Takes too much time to get food during break time.
90. Have cafeteria open to at least 9:00 p.m.
93. Don't have time. Class gets out at 9 and cafeteria closes around 9. Really want it open later - need a place to eat, study, and have a cup of coffee after class. You can't do that in the library. My lab partner and I like to finish up lab reports and study for exams after class and we're looking for someplace to go. They should have the cafeteria open later and put out fliers to tell people.
100. Lousy food - over priced. Needs to have more down home country cooking.
101. I never eat lunch. Haven't eaten lunch since high school.
109. Usually it's before or after dinner when I am here. I've never checked out the cafeteria food.
110. I'm only there 2 hours and have only 1 ten minute break.
111. I don't eat or drink anything on campus because I keep kosher.
118. My building is separated from campus and it's too far away to go.
119. I'm into weight lifting and I bring my own stuff in Tupperware.
121. Bring my own - I buy it on the way to school.
122. Not necessary. I come home, eat, and then go to class.
124. Never need to buy anything when I'm there.
133. Don't need the cafeteria.
134. It's a little expensive and I live close by.
135. Because it's winter and I don't want to go outside, and I don't come early enough to go to

- the cafeteria.
139. It's too far and too time consuming to go to the cafeteria.
 148. It's too far to walk from where my classes are.
 150. I only live 5 minutes from campus, so I never buy food from the cafeteria.
 151. I don't have enough time to go to the cafeteria.
 152. I have no reason to go. I bring my own water bottle. Never been to cafeteria.
 155. I think I don't use the cafeteria because of the close proximity of the vending machines to my classes.
 157. I haven't purchased anything from the cafeteria because it's a matter of my scheduling. I'm only there in the morning. I go to class and leave for work.
 158. I never go to the cafeteria. I go to my classes and then directly home.
 159. I'm there for only a short time. I usually just purchase a soft drink from the vending machine.
 160. I don't have any reason to go to the cafeteria, plus it's closed at 6:00. Another half hour would make a difference. I think it needs to stay open longer.
 165. Usually closed. Attend classes at night and cafeteria is usually closed.
 177. I eat dinner prior to coming to class. Just want a pop and will get that from the vending machine.
 178. I attend evening classes.
 180. I am only on campus one and a half hours and usually a beverage will suffice.
 181. I attend night classes and by the time I arrive on campus, I have already eaten.
 191. I do not have any classes in that building I never make it over there.
 192. They do not offer healthy alternatives. Everything is basically fried. A wider selection on the salad bar is needed. Baked potatoes could be added to the menu.
 197. I'm not there during mealtime.
 199. I assume the cafeteria is closed the times I am there (Sat. And evenings).
 200. I'm only on campus for 2 hours, once a week.
 201. I don't have time and I don't know where the cafeteria is located.
 202. I eat dinner before I go to class. I have no time to eat in the cafeteria.
 204. I'm only there for 5 hours. I bring my food.
 206. Usually I don't have any money. Plus, I eat my breakfast at home before I go to class.
 207. I just never go over to the building where the cafeteria is. I'm a part time student and it's not close to where I have my classes. Maybe if I was on campus all day I would.
 208. I'm not there long enough to worry about eating. And, it's on the other side of campus - it's quite a hike to get there.
 210. I usually bring my own pop and I don't eat junk food. Maybe if I had classes more, I'd go to the cafeteria.
 217. It's out of the way.
 219. Never in the building - not convenient.
 220. Because the class did not have a break.
 223. Long lines.
 230. Because of the afternoon and evening classes, I don't go to the cafeteria.
 236. Don't know where cafeteria is located.

237. I did not know there was a cafeteria on campus.
241. I just don't have the time. After school I leave and go directly to work.
243. I don't purchase from the cafeteria. A lot of times I grab a bite to eat before classes.
245. I really don't have the time.
246. I'm not on campus that often.
250. I just never have the time.
253. It's just not, I don't know, I guess I usually bring my lunch so I don't buy from the cafeteria.
254. I usually bring my own food. I stopped going to the cafeteria when they banned smoking.
256. I don't buy, but I probably would if there were more low fat items available.
258. Because I go to night classes and I usually eat at work or when I get home.
260. It's a long walk to the cafeteria.
262. I get to campus at six. I don't eat on campus.
264. I'm just not there enough.
268. I just bring from home.
269. I just eat before I go.
274. The class is in the middle of the afternoon. I just eat before I go.
279. It's out of my way.
282. Too expensive. I pack my lunch and eat at work first.
284. Cafeteria is closed when I'm there.
288. Don't know when it's open and I go in the evenings and don't know how late it stays open.
289. I'm not in that building, I only go part time, and it's not that important to me.
290. I just get a cup of coffee in the AM and go home after class.
291. I go in the evening and I'm not sure how fresh it is or if it is still offered.
293. Not there enough, and I have to pick up my kids from child care, etc.
295. Not there long enough. Didn't know there was a cafeteria. I stop at the Big Boy after work or eat junk food from the vending machine.
296. Just have class - no need to use.
301. I have no need to.
304. No need to.
306. When I'm there the cafeteria is closed (Friday mornings and evenings after 6:30).
308. Most of the food is fried and I only go for one class. But money would be better spent to upgrade the library.
310. Live close to home -if I get really hungry I can just go home or bring it myself.
317. Only there for one class and then I go home.
318. The food services are closed when I have my first break. If they were open I might use them.
322. I eat before I come on campus.
323. Bring food from home.
330. I am only there in the evening, no need to go to the cafeteria.
331. I get something to eat before class either at home or on the way.
334. I attend evening classes so I have already eaten by the time I go to class.
335. I am not in that building when I am on campus.

- 337. I attend evening class so the cafeteria is closed.
- 340. I come with coffee and fruit from home and cafeteria has not been open when I have wanted to go there.
- 342. When going to library at Orchard Ridge I might go to the cafeteria - lack of time is the real reason.
- 343. Evening classes - don't have need for the cafeteria.
- 344. Because I go home and eat dinner before I go to class and have no reason to buy food, unless I'm running late sometime and have to eat dinner there.
- 351. Not there long enough to need food.
- 355. Never over there.
- 356. Nor convenient - other side of campus.
- 361. Stomach problems. Cafeteria open at Orchard Ridge this summer. Vegetarian menu, not fried.
- 362.. Vending machines are more accessible.
- 365. Do not have time.
- 368. Don't have the time.
- 369. Out of the way for me.
- 370. Never that hungry.
- 373. Not there a lot. Too short of time.
- 374. They're closed when I come to school.
- 377. Auburn Hills cafeteria is closed down.
- 384. No time.
- 387. Only there a short time.
- 388. Didn't know there was one or where it is located.
- 389. It's in another building.
- 404. Not on campus long enough.

Welcome to Macomb

Know Your College

If you are a new student, welcome to Macomb Community College. If you are a returning student, welcome back. Inside this schedule of classes you will find everything you need to apply for admission and to register for the upcoming term. In addition, this booklet also contains important information about your responsibilities as a student and the College's responsibilities to you. Please read it thoroughly.

Our desire is to permit you to register as quickly and easily as possible. Keys to a successful enrollment are listed on this page.

We encourage you to register as soon as possible and we wish you continued success at Macomb Community College.

While every effort is made to publish accurate information in the schedule of classes, subsequent changes may become necessary. The College reserves the right to change the schedule of classes without notice.

Policy On Equal Opportunity

Macomb Community College is committed to the principles of nondiscrimination in the provision of all services and shall maintain the highest standards in administering programs while adhering to a policy of equal opportunity without reference to race, creed or religion, color, sex, national origin, age, handicap, marital status or any factor not lawfully permissible in dealing with educational opportunities. Questions regarding this policy may be directed to Employee Relations (MCC Designated Equal Opportunity Office) at 445-7885.

Accreditation

Macomb Community College is accredited by the North Central Association of Colleges and Universities. Students who wish to review a copy of the documents describing the College's Accreditation should contact the Office of the President.

Student Right to Know

The U.S. Department of Education is requiring all Community Colleges to provide you with completion information on a select sub-group of students over a three year period. Shown below is the information we believe will meet these requirements.

1236 students enrolled at Macomb in the Fall of 1989 who:

1. indicated a desire to earn a certificate or degree,
2. were enrolling in college for the first time, and
3. enrolled for 12 or more credit hours.

The status of these 1236 students as of September, 1992, was:

1. 208 had received their degree or certificate.
2. 520 had not received a degree or certificate but were still enrolled in classes at Macomb.
3. 43 had transferred to either U of M Dearborn, Ferris, Walsh, Eastern Michigan, or Oakland University.
4. The remainder had either transferred to a school for which we have no enrollment information or decided to discontinue their education at Macomb.

Keys to Successful Enrollment

Proof of Residency

Eligibility for resident rates requires proof of residency in Macomb County each semester you register. Refer to index for residency policy.

Tuition

All tuition and fees are payable in full at the time of registration.

Assessment

New students must participate in an assessment testing and orientation before registering. Refer to index for Assessment Schedule. Returning/current students may also need assessment, please check with the Counseling Office.

Holds On Records

The Enrollment Office can assist you in identifying any HOLDS on your record and how they can be released. A student cannot register if there is a Hold on his/her record.

Financial Aid

Application for financial aid should be made well in advance. For further information, contact the Financial Aid Office at 445-7228.

Academic Advising

The Counseling Offices are located in H-316 (South Campus) 445-7211 and in G-105 (Center Campus) 286-2228.

Information regarding items listed below can be found within this class schedule:

Audit Policy	Refunds
Bookstore Hours	Schedule Changes
Grading Policy	Tuition & Fees
Parking/Maps	Veterans