

CMU Dining: You Are What You Eat!

By: Joyner Yu, Jasmine Qi, Jisu Kim,
Sally Cheung, Jenny Chi



Introduction

- ◉ How satisfied are freshmen with the current dining options?
- ◉ Where students like to go the most and least and why?
- ◉ What changes should there be for further improvements?

Motivation

- ◉ Freshmen required to be on meal plan
- ◉ Although changes have been made, constant improvements can motivate students to eat at school vendors more

Questionnaire

- ◉ Demographic Questions:
 - > Gender
 - > What Meal Plan are you currently on?
 - > What college are you in?
- ◉ Dining Option Questions:
 - > How often do you dine at one of the on-campus food vendors?

Questionnaire

- How would you rate the CMU dining services when it comes to...

11. How would you rate the CMU dining services when it comes to: *

	Very Poor	Poor	Neutral	Good	Very Good
The food and drinks offered suit my taste/need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The menu variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prices in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the food	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy choice options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The waiting time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff friendliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability/Hours of Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Sample Selection

- Used R to generate numbers of freshmen pairs
- Find out total random number of pairs which contain page and row number
- Total number of randomly generated pairs: 4100
- Flip through C-book, sort out by page and row given

Glitches

- ◉ Duplications within sample selected
 - > Excel is handy tool! (using sort function and delete duplicates)
- ◉ No simple tools to find pairs of freshmen in C-book
 - > Go through all the page and row to find each freshmen's andrew ID

Survey Set Up

- ◉ Google Form:
 - > 1. Starter: Filter meal plan, over 18, consent form, agreement to participate
 - > 2. Survey: Questionnaire
- ◉ Survey period:
 - > 3/24 – 4/14
- ◉ Contact Method:
 - > Email: member's andrew email and gmail account
 - > Follow up email

Glitches

- ◉ 2 forms of survey
 - > Starter and questionnaire → dropout rate while transitioning
 - > Not contacted again

Nonresponse

- ◉ Contacted 547 CMU Freshmen
- ◉ 115 responded to survey starter
- ◉ 100 completed survey
- ◉ Current response rate: $100/542 = 18.5\%$
- ◉ Will send out 2nd and 3rd follow up, in hope of getting a 25% response rate

Successes

- ◉ Question 20: If you can add one type of food to the CMU dining service's menu, what would it be?
 - > “**SPAGHETTI** WITH SAUCE?? WHY IS THERE NO PLAIN OLD SPAGHETTI ALWAYS AVAILABLE ON CAMPUS?”
 - > “**Pasta!** I would like to see a place that has a pasta bar of sorts, everyday.”
 - > “**Pasta** – as in spaghetti. That's the one thing I miss from home that I can't find anywhere here!”

Data collection and processing

- ◉ Cut off date: April 14th
- ◉ Follow ups:
 - > 1st: sent, 100 responses so far
 - > 2nd follow up: April 6th
 - > Last follow up: April 13th
- ◉ Post Processing:
 - > Weight based on gender
 - > Weight based on school/college

Results so far...

- ◉ 100 respondents
- ◉ 1:1 male to female ratio (freshmen 1.3 :1)
- ◉ 99% of respondents on meal plan
- ◉ 76% also have DineX
- ◉ 6% has plaid cash

Results so far...

- ◉ Most respondents live on campus
 - > 30 from Mudge house (weird/interesting)
- ◉ Issues:
 - > Pricing
 - > Healthy options
- ◉ High ratings:
 - > Cleanliness
 - > Staff Friendliness