

Wayne State University

**Detroit, MI
December 29, 2012**

Dining Services Customer Satisfaction Survey

The Process of Continuous Improvement



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I. Executive Summary

A. Preface

This document provides a summary of the **2012 Dining Services Customer Satisfaction Survey** conducted for Wayne State University.

1. From December 5 through December 18, 2012, Wayne State University students, faculty, and staff were invited to participate in an online Customer Satisfaction Survey concerning the Dining Services.
2. The Survey questions had been reviewed, edited, and approved by Wayne State University. The link to access the on-line survey was distributed by Wayne State University to all participants selected by the University.
3. Survey responses were submitted electronically online. There were 1,051 participants in the Survey.
4. The Incentive Prize, a NOOK Tablet from the Wayne State University Bookstore, was offered to students completing the survey. One winner was randomly selected electronically from the data download on December 19, 2012 and the winner's name was sent to the Department of Business and Auxiliary Operations. The Department of Business and Auxiliary Operations notified the winner.

B. The Results and Performance Gaps

1. Survey results will determine whether specific areas of the Wayne State University Dining Services meet the needs of its customers. The goal was to identify the Positive, Neutral, and Negative Performance Gaps. The level of importance and the Performance Gap express where the Operator is performing well and identifies specific areas requiring attention.
 - a) A Dining Services attempting to achieve the goal of an Above Average Dining Services would strive to reach a 50% response rate in the combined Four plus Five rating levels.
 - b) A Performance Gap can be identified between how Important an item is to the customers, and how well the Needs are Met for specific categories or Key Performance Indicators (KPI). A positive Performance Gap means the delivery of the Service has exceeded the customers' expectations. A Negative Performance Gap indicates the Service has not met the customers' expectations.
 - c) For all Performance Gap items, we recommend a goal for every category to attain fifty percent (50%) of the responses in the Four plus Five rating levels combined. A very high rating for a specific category is to have twenty-five percent (25%) of the responses in the Five rating level.

1. Performance Gaps

- a) A Positive Performance Gap (>0) identifies where the Operator is meeting and exceeding the needs of the customers. This represents exemplary service and is a rare occurrence. The Operator achieving this should be congratulated.
- b) A Neutral Performance Gap is ≤ 10.0 PP negative variance. It is the desired goal for all above average Dining Services, but still difficult to achieve.
- c) A Negative Performance Gap is > 10.0 PP negative variance and needs to be addressed as soon as possible. Negative Performance Gaps greater than 25 percentage points (PP) are substantial, immediate concerns for the success of the operation.

II. 2012 Results – Dining Customer Satisfaction Survey

A. Overall “Importance” and “Meets Needs”

- Survey participants were asked to respond to two questions: first, if Wayne State University’s Dining Services were “important” to them and, second, if the Dining Services “met their needs.”

B. Survey Response – Performance Gaps

- A Negative Performance Gap is established when the score is > (-10) percentage points (PP). All six categories surveyed show this Negative Gap, with “Speed of Service” showing the least Negative Gap, at (-18.8).
- The impact of Negative Performance Gaps can be great and should be addressed as soon as possible. Negative Performance Gaps greater than 25 (PP) are substantial, immediate concerns for the success of the operation.

WSU Dining Customer Satisfaction Survey – 2012 Performance Gap Analysis				
Positive Gap = >0; Neutral Gap = 0 – (-10); Negative Gap = > (-10)				
Gap = “Importance” minus “Meets Needs”				
Item	4 + 5 Combined Importance	4 + 5 Combined Meets Needs	Performance Gap % Points	Performanc e Gap Percentage
Quality of Products	90.7%	54.1%	(36.6) Pts.	-40.0%
Variety of Products	88.3%	49.7%	(38.6) Pts.	-44.0%
Price of Products	84.4%	46.2%	(38.2) Pts.	-45.2%
Responsiveness of Staff	80.3%	56.9%	(23.4) Pts.	-29.1%
Speed of Service	84.4%	65.6%	(18.8) Pts.	-22.2%
Cleanliness (Overall)	94.5%	62.9%	(31.6) Pts.	-33.4%

C. Total Survey Response – “Important to Me”

Item	1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
Quality of Products	0.95%	3.52%	4.85%	32.16%	58.52%
Variety of Products	1.05%	3.71%	6.95%	46.24%	42.06%
Price of Products	2.19%	3.43%	9.99%	37.49%	46.91%
Responsiveness of Staff	1.52%	3.14%	15.03%	45.86%	34.44%
Speed of Service	1.24%	2.47%	11.89%	46.24%	38.15%
Cleanliness (Overall)	0.86%	0.86%	3.74%	23.13%	71.4%

D. Total Survey Response – “Meets My Needs”

Item	1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
Quality of Products	6.66%	16.27%	22.93%	41.77%	12.37%
Variety of Products	7.42%	19.51%	23.41%	36.73%	12.94%
Price of Products	4.66%	14.94%	34.16%	33.97%	12.27%
Responsiveness of Staff	3.71%	10.37%	29.02%	37.58%	19.32%
Speed of Service	2.38%	7.71%	24.36%	45.1%	20.46%
Cleanliness (Overall)	3.57%	9.93%	23.63%	44.07%	18.8%

III. Key Findings

A. Purchasing Retail Dining Off Campus

1. How many times per week do you purchase items off-campus at a retail dining location?

Number of times/week you purchase items at a retail dining location off campus:			
Type of Meal	0-2 Times/Week	3-4 Times/Week	5+ Times/Week
Breakfast	86.9%	8.9%	4.3%
Lunch	68.3%	26.0%	5.7%
Dinner	76.8%	17.4%	5.9%
Late Night	89.9%	5.8%	4.4%

B. Purchasing Meals On Campus

1. How many times per week do you currently purchase the following meals on campus?

Number of times/week you currently purchase the following meals on campus:			
Type of Meal	0-2 Times/Week	3-4 Times/Week	5+ Times/Week
Breakfast	87.3%	9.4%	3.3%
Lunch	63.2%	27.8%	9.0%
Dinner	82.4%	10.6%	7.0%
Late Night	91.8%	6.2%	2.1%

C. Identify Where you Most Often Purchase on campus

1. Please identify where you most often purchase food items and products on-campus.

Please identify where you most often purchase food items and products on campus <i>(choose up to three locations)</i>	
31.1%	Subway
29.2%	Jimmy Johns
25.7%	McDonald's
24.5%	Towers Cafe
23.2%	KFC Express/Taco Bell
18.1%	Starbucks
14.6%	Gold 'n' Greens
11.9%	Einstein Bros. Bagels
11.3%	Barnes & Nibble
9.4%	Scott Hall Cafeteria
8.5%	Other
7.7%	Pizza Hut/Wing Street
6.4%	Campus Grounds
5.7%	The Grille
4.7%	Food Cart: Faculty Admin. Bldg.
3.9%	Freshens
3.8%	Salad 101
3.5%	Little Asia Market
3.5%	Food Cart: Law School Library
2.9%	Food Cart: Academic Admin. Bldg.
2.2%	Food Cart: Pharmacy

D. Current Favorite Food Concepts

1. Participants were asked to select their top three food preferences. Out of the total responses, the **top five** food choices are: Mexican (48.9%), Pizza (45.5%), Chinese (45.0%), Deli/Sub Shop (44.1%), and Burgers (39.3%).
2. The total response to this question is as follows:

Please select your favorite food preferences. <i>Please select all that apply</i>	
48.9%	Mexican
45.5%	Pizza
45.0%	Chinese
44.1%	Deli / Sub Shop
39.3%	Burger
38.8%	Italian
38.2%	Greek / Mediterranean
34.4%	Middle Eastern
32.6%	Home style
32.4%	Smoothies
28.8%	BBQ
28.5%	Vegetarian
26.2%	Seafood
24.2%	Organic
22.9%	Sushi
22.4%	Indian
21.9%	Thai
11.2%	Caribbean
10.9%	Vegan
5.6%	Other

E. Enhancements to Increase On-Campus Use

1. Participants were asked to choose from a list of options that would encourage them to use the on-campus Dining Services more frequently. They were encouraged to select all that applied.
2. Selected options are ranked in order of importance:

The following options would persuade you to use the Dining Services more frequently:	
54.8%	Improve the food quality.
52.1%	Provide more value for the price.
50.3%	Increase the healthy menu items.
39.4%	Expand hours of service.
31.0%	Display more menu item nutritional information.
28.0%	Create a “home like” comfortable atmosphere.
18.2%	Shorten the speed of service.
15.1%	Other

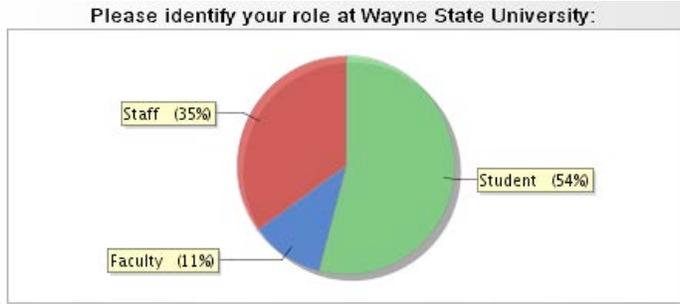
F. Comments

1. Participants were asked to provide any additional comments regarding the CWRU Retail Dining Services. It is important to keep in mind that a single comment has no statistical validity in the Survey process.
2. Responses are attached to this report. They include:
 - a) “Other” responses to the question: “Please identify where you most often purchase food items and products on-campus.”
 - b) “Other” responses to the question: “Which of the following enhancements would persuade you to use the on campus Dining Services more frequently?”
 - c) General Comments requested at the end of the survey.

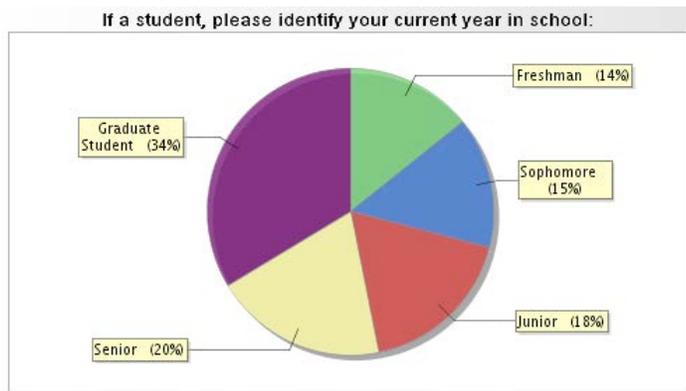
IV. Survey Demographics

A. Demographics

1. Identify your role at Wayne State University.



2. If a student, please identify your current year in school.



V. How the Study Was Conducted

A. Type of Survey and Key Results

1. The Wayne State University Customer Satisfaction Survey is a “Sample Survey” and not a “Census Survey.”
2. A Likert five-point scale of One to Five was used to score survey questions. A rating of One is the lowest rating or “Not Important.” A rating of Five is the highest rating or “Very Important.” We recommended use of this method as the comparative measure in the evaluation of the responses.
3. The second method of measurement is a key performance measurement, which is established by specific questions. Participants were asked to identify “Importance” and “Meets Needs” on specific Key Performance Indicators (KPI). The Positive, Negative, or Neutral Performance Gap will express how well the performance of the Dining Services meets the needs and expectations of the CWRU students, faculty and staff.
4. The “Meets Needs” Four plus Five rating levels combined were subtracted from the “Importance” Four plus Five rating levels combined to establish the Performance Gap.

Comments

“Other” responses to the question: “Please identify where you most often purchase food items and products on-campus.”

Please identify where you most often purchase food items and products on-campus (choose up to three locations):

Other

Responses

(88 total)

<u>11</u>	Blimpy
<u>68</u>	Taco Truck
<u>71</u>	tim horton
<u>82</u>	circa
<u>96</u>	none above
<u>102</u>	taco truck
<u>107</u>	Food Trucks
<u>113</u>	undergrad lib
<u>114</u>	Bigby
<u>135</u>	med school
<u>173</u>	None, I bring my lunch
<u>174</u>	Delia's Cafe
<u>213</u>	La Pita
<u>226</u>	El Guapo food truck
<u>254</u>	Detroit Receiving Hospital
<u>260</u>	Byblos
<u>264</u>	N/A
<u>266</u>	xyz
<u>272</u>	I no longer eat at any on campus food venue. the food is not to my standards.
<u>309</u>	Food Cart: Pharmacy and Health Sciences
<u>310</u>	campus diner
<u>314</u>	La Pita
<u>324</u>	Freshens
<u>326</u>	Epicurus (W. Warren)
<u>327</u>	DIA Cafe

<u>379</u>	Byblos, la pita, blimpies
<u>382</u>	Epicurus
<u>393</u>	NONE
<u>402</u>	Delilah's Cafe
<u>403</u>	Biggby in DRH
<u>423</u>	Food cart Scott Hall
<u>459</u>	Campus Diner
<u>465</u>	Mac Shack
<u>484</u>	Store in Student Center
<u>493</u>	LaPita
<u>498</u>	I am in the medical center
<u>511</u>	Have eaten at none of these places
<u>512</u>	La Pita
<u>514</u>	DMC
<u>517</u>	El Guapo Taco Truck
<u>518</u>	El Guapo by the UGL
<u>531</u>	Cafe in UGL
<u>541</u>	Pack my own food
<u>544</u>	Harmonie Gardens (by the physics building)
<u>569</u>	La Pita
<u>591</u>	El Guapo food truck
<u>592</u>	olympic grille
<u>607</u>	Never knew these were here!
<u>628</u>	Seva
<u>660</u>	andy's in 5057 Woodward
<u>663</u>	El Guapo (Mexican food truck)
<u>673</u>	La Pita
<u>681</u>	food trucks
<u>696</u>	Blimpies
<u>701</u>	Blimpie

<u>714</u>	tacobell
<u>748</u>	outside
<u>754</u>	La Pita
<u>759</u>	UGL
<u>767</u>	La Pita
<u>770</u>	The stores at the Student Center and Undergraduate Library
<u>785</u>	La Pita Fresh
<u>804</u>	Tim hortons
<u>808</u>	Vending Machines
<u>830</u>	Biggby Coffee in Detroit Receiving Hospital
<u>838</u>	Eugene Applebaum Bldg
<u>855</u>	Campus Diner, laPita, Byblos
<u>859</u>	N/A
<u>877</u>	Blimpee's
<u>881</u>	Lefty's
<u>896</u>	Lapita
<u>900</u>	Wendy's
<u>911</u>	Eastern Market area
<u>921</u>	China One
<u>923</u>	Unviersity Foods
<u>924</u>	none
<u>925</u>	Delilah's Cafe in UGL
<u>928</u>	La Pirta
<u>947</u>	Tim Hortons
<u>976</u>	Tim Horton's
<u>984</u>	Children Hospital
<u>986</u>	bring my own food
<u>992</u>	Deliah's Cafe
<u>993</u>	Blimpie
<u>1014</u>	the new place in student center building

1021 Tim Hortons

1033 None

1034 Baked potato place

(88 total)

Comments

“Other” responses to the question: “Which of the following enhancements would persuade you to use the on-campus dining services more frequently.”

Which of the following enhancements would persuade you to use the on campus Dining Services more frequently? *Please select all that apply.*

Other

Responses

(159 total)

<u>16</u>	more variety - same old menu options each week
<u>21</u>	More food choices
<u>22</u>	Have the menu match the menu online
<u>25</u>	Greater selection at food cart
<u>28</u>	more vegetarian & vegan
<u>38</u>	A meal plan that didn't expire at the end of the semester.
<u>43</u>	Cheap prices
<u>61</u>	OK so far
<u>67</u>	having Chinese/Thai/Japense choices
<u>71</u>	quick service
<u>76</u>	Delivery Service
<u>95</u>	more variety
<u>100</u>	increased variety
<u>107</u>	more seating in the student center. usually 1 person at every table.
<u>114</u>	More restaurant choices
<u>118</u>	may not use more
<u>127</u>	I usually bring my lunch
<u>135</u>	fresh options, cooked in front of you, soup selections (healthy), something more like Panera or Zoups
<u>136</u>	more options at north end of campus
<u>140</u>	variety, I go to circa for chicken and the foutside ood cart for mexican
<u>141</u>	location
<u>153</u>	Location as far as the Dining Halls are concerned.
<u>154</u>	increase outside seating and brighten the seating area inside
<u>155</u>	Offer more vegan options that are not soy-based.
<u>160</u>	Create simpler, better tasting entrees

<u>173</u>	None
<u>182</u>	I like Gold 'n' Greens
<u>207</u>	Better Food Selection
<u>208</u>	everything is fine with me
<u>213</u>	\$3-\$5 lunch menu
<u>215</u>	food variety
<u>216</u>	Subway is probably the worst at getting people through the line & so many workers.
<u>217</u>	More of a variety
<u>226</u>	More vegetarian options
<u>239</u>	more food choices for meat eaters!
<u>242</u>	I bring my lunch except on special occasions
<u>244</u>	delivery to offices
<u>247</u>	improve customer relations
<u>252</u>	"Faculty Club" Dining
<u>254</u>	More services by the medical school buildings
<u>260</u>	None of the above I bring food from home most of the time.
<u>264</u>	Reduced prices
<u>265</u>	More salad options
<u>266</u>	Improve customer service for catered items. We do a large volume of catering with AVI.
<u>267</u>	takeaway boxes for those who can not sit down and eat
<u>281</u>	enhance the food menu
<u>283</u>	I am vegan
<u>302</u>	Accept credit/debit cards at dining halls
<u>309</u>	Improve quality, food hygiene and freshness of salads in CPHS; have found mold on cucumbers, and hair in salads on a number of occasions. I typically walk to the hospital cafeteria to purchase a salad. Variability in service and quality of food is too great. Not certain if it is related to this survey, but food quality for catered event is typically appalling.
<u>326</u>	GET RID OF AVI
<u>327</u>	provide exactly what is ordered
<u>338</u>	More variety - the current choices are pretty boring!
<u>340</u>	Does not apply to me.
<u>345</u>	provide better, more courteous, more attentive customer service

381 ALL HALAL

382 delivery

404 Quality of service

409 More Gluten Free options

410 Provide Greater Variety

446 QUALITY

461 healthier options offered

463 The food court in the student center needs to be updated, more options need to be available.

473 quiet places

481 food places needs to be cleaner. McDonalds has roaches which is absolutely disgusting. If one place has roaches then how many others have them?

490 cClean the top of the McDonalds sign. gross

498 need more on med campus

499 reduced food prices

511 Don't eat on campus

514 none

518 have food cart by undergraduate library more often!!!

521 less flies and more food please

523 didn't know all students could use dining halls.

528 Yogurt and fresh fruit served during all meal times

531 Improve cleanliness

534 Signs outside saying 2 for a dollar

535 More variety of food for each meal

543 accurate menus

553 add a Wendy's restaurant

558 I don't use dining services

564 More vegan/veg options!

575 Add Tim Hortons!

589 have more variety

596 More organic options. I don't want any GMO, pesticide ridden junk!

- 607 let people know they exist
- 609 CLEANINESS
- 615 Additional raw fruit selections
- 618 Offer take-out service at the dining hall
- 633 MORE HALAL FOODS!!!!
- 637 HAVE FREE DELIVERY
- 638 Offer carry-out
- 639 Actually hire competent people who don't have attitudes.
- 652 Offer lower cost options at Towers and Gold 'n' Greens for people who don't want to overeat
- 660 open a place closer to where I work (5057 Woodward) such as in the 5057 building
- 663 way too much unhealthy fastfood on campus, its almost as if your intentionally trying to give people diabetes.
- 668 "good" food at a competitive price per unit food
- 677 knowing what's served at each, proximity of service to where I am on campus, and hours
- 681 I always bring my lunch to save money and time, so all of the above aren't a factor for me
- 695 lower prices
- 698 Friendlier staff that actually work hard
- 700 stock more of the popular items at food carts
- 701 Cleanliness
- 713 Get rid of AVI. They suck.
- 715 More Halal food options for Muslims
- 716 bigger portions when asked
- 724 PROVIDE OPTIONS...I DON'T WANT TO EAT HALAL MEAT, IT'S FORBIDDEN BY MY RELIGION, WHY CAN'T WE HAVE THE FREEDOM TO CHOOSE??
- 729 change to diffrent vendor
- 730 Maintain order within dining facility. It is too loud with everyone running wild.
- 748 home cooking
- 754 The Student Center is disgusting and shameful
- 758 Larger portion control
- 767 more gluten-free options
- 770 I'd love to see a quality salad bar. Real greens instead of nutritionally devoid iceberg lettuce is a BIG deal!

<u>777</u>	More kosher options
<u>784</u>	None
<u>785</u>	increase the speed of service
<u>792</u>	a Pinkberry branch
<u>795</u>	provide more variety
<u>799</u>	study area
<u>808</u>	healthy values
<u>813</u>	More vegetarian Options
<u>818</u>	Provide more responsive staff and cleaner environment
<u>819</u>	move closer to my office
<u>828</u>	its not appetizing yo the eye
<u>837</u>	locate near classrooms
<u>849</u>	Make a good macaroni and cheese
<u>850</u>	Larger selection
<u>851</u>	more workers/faster lines
<u>856</u>	Variety of Foods
<u>859</u>	N/A
<u>864</u>	more fresh cooked, non-chain choices
<u>873</u>	different variety of food,not the same food everyday
<u>881</u>	Take-out options!
<u>883</u>	Value your customer.
<u>891</u>	More locations
<u>894</u>	Bring Back The good French Fires and Burgers
<u>904</u>	n/a
<u>912</u>	fine as is
<u>915</u>	distance from my building
<u>916</u>	My time and their location.
<u>921</u>	Weekly menu of food cart soup
<u>924</u>	none
<u>925</u>	Better menu items in the Dining Halls. Used to be much better. Now they are SO wierd that I'm not interested.

- [933](#) More options
-
- [947](#) More Healthier Choices near Old Main Side of Campus. One card benefits. For example, if I use my one card more than 10x's within a certain period, I would love some sort of discount or free item, etc.
-
- [950](#) cleaner dishes/warmer food, actual seasoning
-
- [953](#) less vegan products
-
- [959](#) Closer location
-
- [977](#) none/dining services nearer where I work
-
- [979](#) More visibility, sometimes I just forget to go there. Other staff members have said the same thing.
-
- [990](#) COOK THE DAMN CHICKEN!!!!!!
-
- [999](#) Greater variety of offerings
-
- [1011](#) NOT HAVE SO MUCH CURRY...I hate THE SMELL!
-
- [1012](#) lower cost
-
- [1014](#) knowledge of hours, price
-
- [1016](#) Sometimes I would prefer to not have to sit a table with so many other people
-
- [1018](#) clean dishes better, dry them thoroughly and cook food fully
-
- [1032](#) Gold n Greens should have a permanent burrito/taco bar and its vegetable salad section should be expanded. Mexican is served almost exclusively for lunch only at Gold n Greens and Towers for some odd reason...and either in addition to or instead of the ice cream machines, a frozen yogurt machine should be added.
-
- [1033](#) None
-
- [1040](#) Open Towers in Summer
-

(159 total)

Comments

General Comments requested at the end of the Customer Satisfaction Survey.

Comments - Please provide any additional comments regarding the Dining Services provided.

Responses

(365 total)

3

hhh

13

Since Gold N Greens open, I have been eating lunch there every day I am on campus. It actually brings me to campus more often. The quality is outstanding. I have been convening meetings there and others have followed my lead. It greatly enhances my work experience and I really appreciate the healthful and varied options that are provided there. THANKS!!!!

16

Would like more variety - would help increase the number of visits.

21

The food service choices at Scott Hall is the worse it's been in the 20+ years of working here. The staff is fantastic, but the hot meal choices on any given day are terrible.

29

I did not realize until very recently that staff and faculty were welcome in the dining facilities. The publicity surrounding Gold and Greens helped clarify that.

30

another Starbucks on the east side of the campus would be a good idea. When time is at a premium, a hike to the far side of campus isn't possible.

37

Burger King would be great to have on Campus again. The service at Pizza Hut is food on demand which is really hard for people who work here and have a limited amount of time. McDonald's just plain sucks for service, but the price is right.

38

We need a meal plan that doesn't expire at the end of the semester or gives a discount for 1-2 meals per week. Right now, the meal plans are too much. There would also need to be more vegetarian and healthy options in the student center for me to eat there.

40

Love the fish and tuna salad at Scott Hall. Also the salad bar is a great option. Staff are friendly and helpful.

42

The university should advertise the dining options. I've learned of the existence of gold and greens only a couple weeks ago, although I've been at Wayne over a year.

52

We would need a similar survey covering the catering service used by WSU. AVI is terrible!

55

I have had many bad experiences when dealing with AVI. The prices are too high and the service is not the best.

57

Can you consider putting a food cart in the new Medical Tolan Park bldg. that is opening March 2013? Healthy and quick service would be appreciated.

60

Need to supply more choices on the medical campus

61

SOM cafeteria is OK although at busy times an extra cashier would be helpful.

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none

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The garbage cans in the Student center are terrible and fill up WAY too quickly. They need to be twice as tall, and service needs to empty them MUCH more frequently.

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I would like to see more options around the Pharmacy building!

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I eat most often at the Towers Cafe and appreciate the limitations that the layout of the area presents to you. But the Grill Area is impossible to access as folks wait for "special services" and the recent emphasis on "fake" burgers is frustrating. I also wish we could get the Staff Meal Plan directly online (no having to go to the Housing Office) and that we could check our balance (no. of meals remaining) online at any time. Thanks.

- 74 Need more variety
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- 75 Choice on weekends is very limited.
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- 79 I love the Towers. I think they do a great job - excellent food for a good price, especially at lunch. I think the food at the Towers is better than McGregor which is strange to me (as a staff person) but good for the students.
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- 83 Overall, I personally think dining services at Wayne State are absolutely AWESOME!!!! Keep up the good work!!
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- 100 am referring to Scott Hall cafeteria only
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- 103 I welcome any expansion of eating options on or off campus. I've tried Goldn'Greens and thought the food was a really decent quality (and I say that as a committed foodie), but the cafeteria style with empty food stations and chattering staff diminished the experience. There is already enough of real (or vaguely) Mediterranean food. How about more quality chains like Panera, Cosi or simliar on campus? If they can't be enticed, can the "spread" at GnG be expanded to include more quality options? I, for one, am willing to pay more for more--more options, more quality, better atmosphere.
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- 105 I was getting very bored with the Freshens cafe options. I like the standard hummous tabouli wrap and some of the nori rolls but more options would be nice. Gold and Greens is a great step forward. It seems like the only sandwich options are a egg based chicken sandwich (non-vegan) and PBJ variations. I think we can get more edgy with the sandwiches or have some of the standard AVI wraps as well. I think the entrees are a great example of good quality ingretients and presentation. I would like more variety in the salad bar. I think the hot side bar rotates in variety nicely. Try some vegan dessets over and above fruit. Label what is vegan and what isn't so I don't have to ask. The french fries tend to get a bit greasy and cold--perhaps substitue on rotation baked potatoes or even pan fried wedges. I need to keep my cholestoral down and I love potatoes. Even well seasoned boiled potatoes might be interesting. A vegan potato salad would work. I would love to have a vegan pizza option--it's not necessary to have a vegan cheese per se. A simple basil, mushroom pesto would work. How about more pasta dishes?
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- 114 I would like to see more variety of restaurants and food choices.
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- 115 MacDonalds food & service is the worst!
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- 118 I have not eaten in dining services often because of the ease of location of off-campus options to my office.
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- 133 WSU cart to provide chilli (vegetarian, ground beef, or chicken) at least once a week during the winter months
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- 135 There needs to be more healthy choices- stir fry, nice salads (no mayo), beans, etc
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- 137 I wish we had a more variety available on campus like Chinese, Thai and also Asian/Indian food. I am hoping more Halal food will be added to the current menu as well as expanding the menu for more varieties.
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- 139 I would like more ethnic Indian, more spicy, vegetarian food.
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- 144 MidTown Deli was a great institution. Good food with reasonable prices.It would be nice to see it return to campus.
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- 150 Variety. I have seen the same soup served for 3 days in a row.
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- 155 The options have improved greatly over the years. I have been at WSU since 1993, back when there was hardly any place to eat and especially not in the eve/weekend hours. The dining services have improved a lot. I am especially impressed that the vegetarian dining hall opened, and that organic gardens on campus provide food for some of the meals on campus. Hoping that the organic gardening initiative continues to grow. As someone trying to avoid GMO items having an organic option is important to me. Having more healthy foods on campus is also important for the students. Nice to see the increase in healthy places but the price is apparently high according to some students & they just buy the cheaper fast food.
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- 160 I had a meal plan for 3 years. AVI creates entrees that are overly complicated with so many components that don't reach the pickier eaters. Creating simpler entrees and the giving students the option of adding other toppings or glazes would be better.
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- 161 Would love to see more of a variety offered at Scott Hall - make your own deli sandwiches perhaps. Price is an issue for the prepackaged sandwiches.
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- 162 Staff can have a variety of meal plans to choose from.
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- 166 Please keep eggs in the salad bar at The Towers!! :)
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- 176 The floor in the Towers Cafe needs to be washed oftener than it apparently is.
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- 182 I occasionally eat lunch on campus but prefer to eat in my office due to workload and student availability. My wife and I enjoy eating on campus one night per week and have really enjoyed the addition of Gold 'n' Greens to the campus.
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- 183 Food at WSU is getting better over the years, both in quality and taste.
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- 193 There is not enough entree selection at the Towers Cafeteria. There should not be 1 meat item and 1 vegetarian item any longer. The vegetarians have Gold N Greens now so that station is practically a waste and is never used. Instead, create two meat entrees that our good and students would get more full and enjoy the experience. Additionally, the healthiness of the food is in serious question. There needs to be a decrease in the amount of salt used and more options for students to get quality food.
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- 203 I have been employed at the university for more than 25 years and I am "thrilled" to see the many choices of dinning offered on campus. I don't enjoy driving for lunch breaks and despritely trying to locate safe parking upon my return. So, walking through campus and selecting the variety of dinning choices is an essential part of my work week.
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- 207 Expand the menu of Food Choices at some of the well known restuarants (KFC, TACCO BELL, ETC.)
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- 209 A food cart would be welcomed in the engineering building.
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- 210 Would like to see an Arby's on campus.
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- 212 While thew food is OK, it lacks much flavor.
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- 214 i really liked golds n greens but i havent been back because the lack of labeling on what items were vegan or vegetarian. also, faux meat options were not vegan so it limited me from the enticing main dishes.
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- 215 Variety of the food is really narrow in WSU campus, especially around medical campus. I have a really hard time dining especially for lunch. I work in DMC as a research assistant and everyday I have problems dining. There are not enough places to go and you will get tired of the food very soon. Please fix this. We had some options up to last year. there was a restaurant next to the Shiffman library and now that is even closed. It is tough.
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- 216 The Tower is the best at offering variety, Salad area could be a little cleaner and often the dressing is out -- many times the smell of the dinning hall is unappitizing.
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- 217 I love the option of being able to go downstairs to the FAB Cart particularly on a day when I'm trying to meet a few deadlines or when the weather is bad. However, the quality of food needs to be upgraded both on the carts and AVI participating restaurants. I do not eat beef or pork and I am always looking for a great turkey, chicken or tuna sandwich or salad. The tuna is sometimes undiscernable and brown, and it tastes bad. The deli sandwiches/salads are made with a low quality turkey and American cheese. The chef salad comes with paper thin strips of low quality turkey and ham. How about offering chef salads without ham and only turkey and please upgrade the quality. Offer more cheese and bread selections. I'd pay the higher price. Bring in some turkey chili sometimes, and other soup options that don't always include beef or a beef broth. How about the idea of a pop-up chef in FAB, AAB and the school of Medicine to occassionally prepare and promote an excting food selection that may be placed on the menu eventually. I've been bringing my lunch more times than not over the past year, but if the cart can get revived, I might be tempted to spend my money there. Thanks for the opportunity to offer suggestions.
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- 219 good but improvements are always expected
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- 220 NA
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- 223 I like the Towers --- this semester, it seems as though the quality/selection has dipped. Overall, though, it is very good. I thought moving the price to \$7 was a bit high.
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- 225 I am pleased with the Kosher Greens and Gold option.
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- 228 I've been impressed with the food quality and variety at Towers and thinking about getting a dining plan as a staff member.
- 229 They're much improved over the past 10 years, but I miss Pizza Venti (don't recall the exact name) for the location, menu, and ambience. Would like to see a replacement in the same vein.
- 231 There used to be a separate dining facility for faculty and staff in the Student Union that was quite popular, in part because it encouraged faculty and staff to interact both socially and, one assumes, professionally. It would be nice to see the rebirth of such a facility.
- 232 The salad bar in Gold N Greens is seriously lacking. Also, more salad dressing options at Towers would be nice. There is so much more out there than just Ranch & Italian. Honey Mustard, French please
- 236 Keep vegetarian
- 238 Scott Hall cafeteria is the worst ever .They need to completly make over.I and my friends usually go to the hospital cafeteria.
- 239 I like eating at Gold N' Greens, but I wish there were more choices for meat eaters. The other day I went in there and you had Quesadillas, but they were bean and I believe corn flavored (because I think it's for vegatarians) - it would have been AWESOME if you had also had Cheese Quesadillas.
- 241 There need to be more options. Something like a Panera Bread on campus would be huge. Even greater fast food variety. Wendy's would be nice. Mix it up. Also, I've noticed that the Subway's food is not as fresh as other Subways off campus.
- 245 I never eat at the dining area, because of the quality of the food. If you are constipated, we can have two crunchy taco and within one hour, you need to be close to a restroom for the rest of the day. I believe that to be from the quality control during the food preparation. I have never had that issue at any of the other location. I believe that WSU has a captive audience, as you have patronage that have no other place to go, which translate into, not a much care is taken in providing good quality food. I have worked at WSU for a number of years and used to eat a SCB with friends two to three times a week. Surroundings are find if you're with friends, but food counts alot. I can't tell you the last time I had a meal with co-worker at SCB. We would rather wait line longer, and pay more, if the food was worth the wait.
- 248 There has always been lots of fatty food for students on campus. More salads please.
- 252 At other Universities I have either been a member (University of Texas SW Medical Center) or guest (University of Chicago) of the Faculty Club. Dining at the Faculty club was always a pleasure. Has WSU ever considered creating a faculty club with a dining facility?
- 264 I rarely, if ever eat on campus...
- 265 I would like to see more low calorie options, like good soup and salads.
- 272 There should be some other on campus options besides pizza hut, taco bell, and mcdonalds that have more flexible hours. These are some of the most unhealthy restaurants, and am surprised that they are even allowed on campus! There should be a healthy option with good quality food. Look at the carnegie mellon model of a 24 hour cafeteria.
- 280 I haven't returned to the Taco Bell in the Student Center after the first time that I went there. I ordered 3 items and I believe that the amount of filling in those (in terms of amount of beef, beans, cheese, lettuce, whatever) was sufficient for ONE. I had already walked across campus before eating it so I wasn't going to walk back to complain but if I'm paying the price for 3 tacos I want more than just 3 shells! There was no value for my money in this instance.
- 281 This is not the Dining Services (AVI) responsibility but the cafeteria is not clean - the tables should be cleaned regularly. I would like the cafeteria to expand the menu options and reduce the prices somewhat - bakery goods, chips and soda prices are too expensive. Items that are affordable, there isn't enough on a daily basis, i.e., the chicken salad with fruit, it is excellent and worth every penny!
- 284 I have tried 3 times to eat at the new Vegetarian place. The hours are very limiting. When I finally went back at the same time, I was told it was all you can eat, dine-in only. Vegetarian and "All you can eat" is an oxymoron. I like the food in the dining hall, but since I work here, I need take-out options.. so I only eat there rarely.

- 285 I love Gold & Greens - it has vastly improved dining on campus.
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- 288 I very seldom buy food from the Scott Hall cafeteria because of bad experiences in the past, a bagel as hard as rock, moldy fruit cup. These things happened a few years ago, but once I have received moldy food in a cafeteria, it's difficult to contemplate going back.
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- 289 Although I am not Jewish, I enjoy the new Kosher food service in Ghafari Hall. Other establishments should take note of their operations.
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- 291 I have found that most times when I purchase food items that are made in the cafeteria, they are poorly cooked. The soups have no real flavor and the broccoli cheddar soup has no broccol. The mac and cheese is hard. The only items that I am usually pleased with are the ones from the salad bar. The staff are very friendly and helpful.
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- 293 #1 - I find it odd survey you did not differentiate between 0-2 times per week dining. Perhaps that's appropriate for student respondents. For faculty/staff respondents, I would think the scale would be monthly. #2 - I used to love eating at Towers. I would often have lunch there and frequently praised the salad bar to my colleagues. The recent drop in quality is such that I do not plan to eat there again. I am quite disappointed as it had been my favorite spot for lunch during the work week.
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- 299 The Scott Hall cafeteria will be a good area for a multispecialty cuisine cafe, as DRH and Harper dont serve the best meals
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- 302 I love the new offerings at Gold and Greens. I would eat there or the Towers more often if they accepted credit or debit cards.
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- 306 it's always so dirty in the student Center. The workers at Pizza hut take there sweet old time.
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- 307 The Starbucks in the Barnes and Noble has terrible customer service. It seems to be a training and management issue.
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- 309 Variability in service and quality of food is too great. Not certain if it is related to this survey, but food quality for catered event is too often appalling.
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- 314 I would like more cleanliness at Subway and better quality vegetables in their subs. I would prefer more halal options because we have a large size of Muslims here as staff, students and faculty. I would prefer McDonald's to improve their menu and reduce the salty stuff they sell or be kicked out of campus. Finally, the health and wellbeing of the campus community ought to be more important than the focus on the bottomline. Improvement in the dining area furniture in the student center will be awesome.
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- 319 I work in Old Main and it is difficult for me to know when dining is available and less convenient. I would love access to a food cart such like the one located in the FAB.
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- 322 It's good but can be improved a lot.
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- 326 The dining services provided are truly poor. The dining services reflect negatively on Wayne State University and the Midtown area. The dining options should be as diverse as the student population and attempt to reflect change. I believe that the services of Gold N Greens only caters to a small group of the WSU population and is unnecessary. I have been a very dissatisfied student of the dining services. Furthermore, I believe that extending the meal plan options and warrior dollars to outside vendors would increase the satisfaction of students as it provides the greater choice.
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- 331 Food service should offer more choice (and not more franchise food chains) and healthier options
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- 332 Dining services on campus meet my needs to a reasonable degree. I would like to have a dining facility open to faculty, such as a "Faculty Club" on campus. I have been on this campus for many years and we used to have a Faculty Club in the past. I'd like to have one of these again.
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- 333 Meal plans for staff/employees or offer a discount to staff/employees @Towers or dining halls. Offer fish (fried grilled broiled/baked) as a daily menu item or more often per week @Towers or dining halls. Offer whole baked potatoes & sweet potatoes as a daily menu option @Towers or dining halls. Extend LUNCH time to 2:30pm or 3pm @ dining halls.
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- 335 I would like it if there was a little bit more variety in the food. I would also like it if the hours were longer for many of the establishments. The hours on the weekend are not long enough. I also wish some of the businesses were open earlier in the day. It would be great if Starbucks was open earlier on all days.
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- 338 Good quality Chinese, Vietnamese, Thai, Mexican or Italian food would really be appreciated!
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- 343 The hardest part of dining on campus for me is finding a place that consistently serves quality food. The Towers Cafe has many options, however, those options seem cheap. I would rather have fewer options if they are of a higher quality. Often times the meat is dry and seems low grade. The variety of vegetable options is lower than anything else. I try to eat vegetables with every meal, however, salad and collard greens can only be tolerated so often. I would rather see a variety of vegetables and quality meat even if it means we need to drop a few options. Quality is what matters.
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- 344 With the quality of food that has been served this semester, I am starting to think that a meal plan is not worth buying. Also, the amount of food that is served on each plate is limited, and I must get up and stand in line several times per meal to get more food. There should not be a limit on how much food is served to each person at once. When there are lots of people and long lines, it is impossible to stand in line more than once to get food.
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- 345 The food on-campus is great. It is the presentation, hours, and customer service that is very deficient. In many venues it is almost as if the staff doesn't care if they make a sale or not or help a person or not. And the lack of late night hours is terrible.
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- 352 we need more restaurants on campus. food has to be fresher, not just frozen food warmed up.
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- 362 Closer subway on the north side of campus by the college of nursing building
-
- 368 thank you
-
- 370 Dining Services are already great , but there's always room for improvement .(:
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- 371 please add the fried rice to common menu.
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- 374 I enjoy a variety of foods, but there are times when I only want a quick snack that is not chips or other unhealthy things. That is not the easiest to get around campus. Usually everything is heavily processed. I do rather enjoy Gold N Greens when I am getting a meal.
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- 381 Towers/ Goldngreen TOO EXPENSIVE. Have one/two entrees from those places for sale a la carte in the student center (\$4?) in a cart, not just fast food. Have more HALAL meats - chicken once a week is nothing!
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- 383 It needs more attention regarding the menu and the healthy food. Thanks
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- 387 please provide more organic food i don't want to die due to fertilizers before i reach 23
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- 392 In tease variety in the students center
-
- 394 Thank you!
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- 395 the food is often undercooked and poor quality.
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- 397 Thank you but i need more clean food and atmosphere
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- 398 The items need to be refreshed and also have enough to last more than an hour into a dining period. Also, the menu that is portrayed online needs to be correct or else people will be wasting meals trying to get what is not there (or ran out within an hour of opening).
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- 400 The food that I get on a regular basis is warm or cold, I rarely ever get something that is hot when it is suppose to be. I would rather wait in line longer to get hot food than have the food sitting out and getting cold. Also, I would like to see more meat in the Towers.
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- 402 Simple dishes might be a better focus for AVI dining - sometimes the dishes presented are just far too elaborate for a campus dining hall. Would love to have a Panera, Chipotle, Bubble Tea on campus!
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- 404 I would like to go to the all you can eat grill in the Towers occasionally but they are only open from 5:30-7:00pm which most or all Graduate students in the College of Education have classes from 5:00-7:45 pm. Also, Subway always runs out of lettuce or some other add-on when I am here on Fridays. Would be nice if there was service available for those who are here

at 3 or 4am in the UGL other than vending machines. It was also help if McDonalds would not mess up on orders - ask for no ice but receive ice in drink half the time. Order 20 piece nuggets and receive only 2 sauce packets. All the other McDonalds give you 4 or 5.

405 FOOD IS HORRIBLE!!!!

407 The dinning place in the student center is not large enough when it is busy, like lunch times. Sometimes I have difficulty finding a comfortable place to sit.

409 I appreciate the gluten-free option at Gold 'n' Green, but I'm not a vegetarian. It would be nice if I could eat something with meat that was also gluten-free. There are never labeled gluten-free option in any of the other dining locations.

410 I completed my undergrad at Wayne State and lived on campus in both South Hall (Atkinson?) and Towers. I felt there was enough variety in the dorms that I didn't get tired of the food that easily and the quality, while it could always be improved, met my needs. As a Wayne Law grad student, I feel the variety of items at the food cart is disheartening. The law school is the furthest point from the student center and other food locations, so many students rely on what is in the food cart. It is just terrible. I am almost positive the food made me sick at least twice since I began law school and I have heard similar stories. It would be okay if there were less selections but the quality was great, but that cannot be said. I would like to see more hot food options, more snack options and more healthy choices. The market is there. Thank you.

413 The food cart in the pharmacy building has great food at a good price, I do however know that the subway \$2, 6" subs are the prefered choice for most of the students I know.

415 Considering the rising cost of tution and most of us are broke students cheaper food would be great

420 The food is terrible. I am sick of eating pizza everyday. The quality of the "fancier" food is poor as well, for instance whenever there is beef brisket there is nothing but fat on it. Quit putting pesto in the grilled cheese. Also when you serve chicken, just serve fried chicken; none of the other toppings on it.

421 It would be helpful if the dining halls had extended hours, for students who take their classes in the afternoon and the evenings and can't make it to the dining hall during regular hours.

423 The Scott Hall cafeteria is horribly inadequate and the food is poor for the price. The service is also poor. I think it could be much better to rent some or all of the space to a food chain.

424 Need more variety and quality in the Law food stand. Would purchase food there more often if it wasn't always the same thing, gross, and expensive. A sandwich shop in the law school would be very successful. Most students order Jimmy Johns/some other delivery service every day.

430 The food quality at gold 'n' greens is absolutely horrible. I've been vegetarian for 15 years, first started before I moved in the dorms at UofM Ann Arbor where I was an undergraduate. their vegetarian options were a lot better in quality than gold 'n' greens. I know what good food is, and I know cafeteria food can be better. There are things you can do to improve the food at gold 'n' greens. First off...the food is cold. Even if you take it straight from under a warmer, the food is cold. Crank up the heat lamps!! or if you are afraid of safety, then have a server there. In fact, if you had the arrangement tighter, you can easily move a quick line through and have a line of servers that will put the food on your plate. IF the food isn't warm, then you are wasting your time and the business will fail. Likewise, for many types of foods, the best way to keep them warm is with a steam heated, whatever you call it. IF a heat lamp is needed, it needs to be warmer. This past week we had eggplant burgers (horrible cheap buns, just use multigrain sliced bread if good buns are too expensive) and fries under the heat lamp. it was served in a plastic basket and lined with paper. If you are worried about a fire risk, then don't use paper, use foil, or go straight to a dish. the grains and rice are also usually cold, and thus they clump together...extremely unappetizing. The middle section, where you are supposed to be offering something unique...a chef's touch... often falls flat, with ingredients not mixed well. you may need to consider finding some other head chef running this place. I want to go in next semester and enjoy the food. As it is, I have been avoiding it, with ease. Foods in sauces, kept warm in a hot water steamer, are the safest foods for a cafeteria. that and pizza, which is good at gold 'n' greens, despite not being warm enough. But sauces do not mean just marinara or heavy cream milk-based sauces. Think thai or indian curries. chinese noodle dishes. some middle eastern cream lentil dishes. pierogi in marinara is good. outside the box thinking...fusion! BUT EVERYTHING NEEDS TO BE WARMER!!!!

431 Would enjoy to purchase breakfast from Subway.

432 There are few healthy options on campus

- 435 There should be a dining hall that is open 24/7, like the UGL is.
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- 436 It has been improving, but as a WSU student since 2007, I am uninterested in eating at either cafeteria due to seriously scarring meals as an undergrad. The quality is dreadful and bell peppers are NOT the only way to flavor a sauce. Either the chefs are terrible, or they need to be given more freedom with flavoring and menu decisions.
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- 438 add more options!!
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- 439 More vegan options.
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- 443 Long lines: great for the restaurants, not so much for WSU employees who only have an hour for lunch. I want to spend most of my lunch hour eating, not waiting in line.
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- 445 Introduce more vegetarian options, and vegetarian food does not mean salad and beans. Veggie burger/patty that is not just made of soy. Plus it should be cheaper/affordable.
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- 457 Value seems to be the biggest issue. I need cheap options. There is a pizza place in Ann Arbor (U of M campus) that had pizza for \$1/slice. When I was in my undergrad program, I almost went there every day to eat. I wish Wayne State had something like that.
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- 458 Food at Towers is EXCELLENT for the price and variety cannot be beat! Increase selections at LS FabCart. Add telephone/fax for orders at Student Center, specifically PizzaHut---the wait is too long (10 minutes) for those of us who only have an hour for lunch. Otherwise, I appreciate the efforts in offering variety and atmosphere of the dining experience. I have been located in Manoogian, Education and Law School buildings. Please increase more off campus sites that accept the OneCard as payment.
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- 460 I think it would be a great improvement if Gold 'N Greens would clearly label each vegan item as vegan. I have to look up the menu before hand to find out which food items are vegan and sometimes I do not have the time to do that.
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- 461 There aren't very many healthy options open in the evening. Ex. Subway closing at 4 pm?
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- 462 Sometimes the food I purchase is not fresh. There is no incentive to stay on campus during the weekend because all the dining options are closed.
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- 463 The food court in the student center needs to be overhauled, it reminds me of old metro detroit airport - time for an upgrade. The atmosphere needs to be changed, not confining. Sit down restaurant could be added, like a lounge or a diner counter service (ex. John Rockets or Sanders). It's time for this place to be the place more students really want to go to. At this point it's the best option because it's convenient, not because it's the best choice. The Oakland Center out at OU is a really good example.
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- 466 I am pretty dissatisfied with the quality of the food offered at dining halls. My views are echoed by many of the peers I talked to. There are often not enough dining options. Being a vegetarian, I love the theme of Gold n' Greens and have a better experience over there than towers. However, because the hours are so short and obscure, I often do not have the chance to go. As of now, I am looking to dropping my meal plan in the future. I hope that the services improve so I will not have to do so.
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- 469 The Scott hall cafeteria does not have long enough hours considering Scott hall is open 24 hours a day
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- 471 There are not enough dining service options that are closer to the main buildings where classes are held. It takes time to walk across campus, wait in line, eat, and then get back. More food options around Old Main (besides Starbucks) would be helpful. More registers to take more people would speed up the lines. There is never enough seating.
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- 478 Golden Greens needs to have extended hours.
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- 480 Learn to cook chicken all the way through in the towers cafe
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- 481 i have seen roaches at the McDonalds in the student center on 2 separate occasions. Once was on the wall near the ice cream and shake machines. The other time i was going to order some food from there and there was a roach on the actual machine where i am supposed to swipe my card. That was absolutely one of the most disgusting things i have ever encountered. Needless to say I never completed my order that day and I have never ordered anything else from the location

since. From my knowledge, wherever there is one roach there are several huge colonies of them. So if they are at McDonald's then they must be at all of the other food places as well as far as the student center goes except for Barnes & Nibbles since it is so far and separated from the other food stations. Currently I only buy food from Barnes & Nibbles from the student center. It has been 2 years since I have eaten at the dorm cafeteria's but I will say when I was there the food selections were not always the healthiest. There was a ton of fattening foods and foods that lacked nutritious value. The pizza would have a pool of oil sitting right on top of it. I was reduced to eating cereal, grilled cheese or a frozen yogurt cone for every meal. It was rare that they had good vegetables for me to eat and even more rare when there was good meat. I would have to use a countless amount of napkins just to wipe off the grease of one slice. How are students supposed to succeed without the proper diet. Sure it is ok to have some indulgence foods but those foods can be made healthier with better ingredients instead of cheap ingredients. Also as far as the subway goes, every item used to make the sandwiches should have a lid covering them. There is absolutely way to much talking over that food which is why I do not order from the subway on campus either. I hope that you will take into consideration all that I have said and make visible changes to these systems.

- 482 It would be great to more vegetarian food and inclusion of a variety of options.
- 483 Good service but could be better. Need more dining area and more faster service provider.
- 488 N/A
- 490 Clean the area. What the food quality. Food was could.
- 491 I think that dining is getting better at Wayne. I would love to go to the Towers and Gold 'n Greens more often but the hours are too short and I often have class when they are open for lunch and they are closed when I get out of class. Longer hours and more healthy food options would get me to eat lunch there every day. There are some great healthy options now, especially in the salad bar options, please add more. The value for money is pretty good and not a deciding factor for me. My #1 problem is the hours during the afternoon are too short for my class schedule. If it was open all afternoon, I would eat lunch at those 2 locations most days. :) I only generally eat lunch, or a late lunch on campus.
- 494 It would be really nice if the cafeteria in Scott Hall was open during dinner.
- 495 Pizza hut, KFC and taco bell amdcDonald are not healthy fast food types to provide at a large school student center. Places similar to Salad 101 would be better choice.
- 497 I would like to see more healthy items available. Eg low fat cheese, low fat milk, whole grains
- 498 I usually bring my lunch to work, or go out to a restaurant near Eastern Market.
- 507 The food here sucks, why am I wasting my money on food that is God awful. The burgers are so dried out I can break them in half like a cracker. If I served burgers like this at my place of work, id get fired. so get some people that can actually grill burgers otherwise im done eating your nasty food! and will take my money elsewhere!
- 517 A salad place by the Welcome Center would be great!! Starbucks food is always expired and overpriced.
- 518 I really enjoy eating at El Guapo because their food is made fresh, and it's healthier than what it available in the cafeteria. Their service is fast, and food is always tasty. I wish they were on campus more days of the week by the Undergraduate Library, where it is most convenient!
- 521 Med School is a wasteland. Tired of Biggby/Subway/Wendy's.
- 523 I wasn't aware that all students could in in the dining halls of the dorms, so making that knowledge readily available would help. I would like to see more healthy items and choices, not just salad.
- 526 More options with longer hours!!!
- 528 Please serve less fried options and more natural, organic options. Please serve yogurt and a larger variety of fruit during all meal times.
- 531 The restrooms are always dirty and the tables are never clean in the dining area.

- 533 The quality of the food provided by tower's cafe recently has been extremely below par. The portions given out could also be improved, I often find myself having to go back for more.
- 534 I have only ever tried the food at the vending machine or from a bake sale. It is always very good, affordable, and convenient. I find loading money onto the onecard a hassle. I was also not aware off all those places to eat at. Perhaps the school should put up signs that say, "hungry?" with a map of the nearest place to eat. I think students would prefer showing their one card, but still having the option to pay in cash for everything. I have not yet loaded money onto my onecard and do not plan on it. If you want us to use it, take \$100 from our tuition and put it on there. That way we will be able to buy water at a store or print paper at our own University. Otherwise consider adding a place to add coins for the one card machine. So I can load 50 cents to print my paper or a dollar to buy some water.
- 535 Places like Starbucks and Einsteins should allow people to use gift cards. Also, Towers should have more variety of food at all their meal times and the times of each meal should be longer, especially breakfast and lunch.
- 540 The quality of a lot of the food options should be improved.
- 541 N/a
- 542 Breakfast food is fine. Lunch and dinner food is not good. I find my hot food to be cold when I get it. I would also like to serve myself my food. There needs to be larger portions of food. Please provide us with healthier food options without them being vegan. I do not like Gold 'n' Greens.
- 544 The campus doesn't need more fast food/snack food; we already have plenty of those. Restaurants like Panera, No Thai, and Pancheros where you can get decent quality food at a slightly higher price are what the campus needs.
- 547 I would like to see more vegetarian options
- 550 Dining for me isn't all that bad sometimes the food isn't all that great but it's still food and it's good that Wayne State has many different dining places it gives more since of a variety.
- 558 I am not on campus very much, and rarely purchase anything other than coffee or soup, so I haven't eaten in most of the places.
- 564 Maybe time to try someone new, other than AVI...
- 565 The food I get from both Gold 'N' Greens and the Towers Cafe is 9 times out of 10 cold. I suggest getting the food to be thoroughly cooked and keep it that way.
- 566 Cleanly ness of the McDonald's area in the student center. The tables are filthy first thing in the morning (7:00am) and get worse as the day progress.
- 568 Need more healthy food choices at resonable prices
- 570 I would like to see more healthy foods options available. Fresh salads, and fruit more in the middle of campus, perhaps in the student center. I come on campus in the evenings and would like to be able to grab something on the way to class without having to walk out of the way to get it.
- 572 Gold n' Greens should have the same hours of service as Towers Cafe. It would be much more convenient for vegetarian people. Also, there needs to be a lot more variety in foods rather than the usual pork or beef. The addition of slurpees or smoothies as part of our meal plan would be nice since a meal plan is already expensive enough per semester.
- 573 McDonald's does not provide food at the same quality (and price) as other off-campus locations. The machines are always "down" and many of the workers are confused or impolite.
- 574 Just want really faster service and more free ketchup!!!!
- 575 Thank You :)
- 583 The choices tend to be limited

- 586 On nights when Gold 'n' Greens is closed, Towers should provide more vegetarian options than usual. Also, food at both locations is frequently too salty. Another complaint is that there is little variety in the breakfast menu. I would be more likely to choose a higher number meal plan if meals could be used for guests. For the unlimited pass, it could offer 10 guest meals per semester. I am very happy that the salad bar, hummus, grains, and fruit are offered every day.
- 587 More healthy low sodium food options
- 588 Please lengthen hours of operation on weekends.
- 589 Some of the staff is very rude.
- 591 The food trucks like El Guapo and Mac Shack are the best things going on campus. Sadly they leave too early for those of us with night classes, unless I manage to get to campus by 2/3PM I am out of luck.
- 596 Even though I am a broke student, I manage to find healthy, organic food at local markets. I think that you should do the same instead of poisoning students with junk.
- 598 I loved purchasing lunch at the farmers market on WSU campus on the Wednesday's throughout the first few months of the semester. Personally, I think providing seasonal options that have been locally sourced would be ideal. More vegetarian and vegan options would also encourage me to purchase on campus more than I do.
- 599 Gold 'n' Greens was a great addition, and I love the new Freshens/Subway location. I would like more fresh fruit variety in the dining halls, but overall it's not too bad.
- 603 I pay approximately \$1500 a semester, as required by me, for on-campus food. I would expect to have good food, or even want to eat their every once in a while. I refuse to go there. The same thing is served day in, and day out, and the food is only bareable not enjoyable.
- 605 Wayne State has the worst cafeteria food of any school I have eaten at. AVI foods has poor quality products, and I will not eat at Wayne State cafeterias while AVI has the contract.
- 606 The food quality is very low, especially for the price. Also, I have yet to have the beef lasagna because they are always out of it, even if I go fairly early in the meal. That seems a little ridiculous.
- 607 i have been a grad student at WSU for three years and have only ever seen a couple of these food places - i honestly had no idea any of the others were there, or even where to get a cup of coffee.
- 608 I really like the omelette bar! It's great!
- 609 The dinning services needs to have a variety of VEGETARUAN food choices for ALL meals.
- 610 I would like for Wayne State to offer more food options during evenings and on the weekend. I believe that students would spend more time on campus if the food places were open for longer times. Also, the university needs more healthy and varied food options for students with dietary restrictions.
- 612 I would love more variety of food. I think bringing Chinese food is an amazing idea since many people loves to order it.
- 615 My experiences dining in the Scott Hall Cafeteria have always been pleasant. The staff is always kind and the food is well-prepared. In this particular cafeteria it would be nice to have a larger selection of healthy "on-the-go" options (fresh fruit, granola bars, etc.) because it would be easier to participate in the seminars & review sessions offered during our lunch periods with a hand-held snack.
- 618 Dining services could improve by providing take-out options and enhancing the friendliness of the dining environment. Also, dining services need to focus on offering fresh and healthy food options - meat and vegetables drenched in a butter-type sauce is not healthy.
- 625 The prices in the student center at the fast food locations is much much higher than locations off campus. I also have not eaten at towers greens of the other because when I've looked at the menu on the Wayne State app to food choices don't appeal to me as I'm not a huge fan of vegan food.

- 626 extended hours are needed - everything on campus closes much too early.
-
- 627 The quality of the food significantly decreased in the dining halls from last year. I feel as though I do not get what I pay for in my meal plan. Most of the time the food is cold. There are rarely clean plates and silverware waiting for the students.
-
- 628 I would love to see an increase in Vegan cuisine on campus. The Gypsy Cafe, and other vegan pop-up restaurants are such a good idea, and I would love it if more healthy food options were available to sustain the daily grind.
-
- 633 I enjoy eating at towers but the lunch time dining ends at 2pm which is when I am able to eat there after work, I wish there was more time for me to go there and eat. I started to like eating on campus more because of the availability of Halal Meats. It has greatly improved my selection of dining on campus and it gave me healthier options, and I am extremely grateful for that alone.
-
- 634 I absolutely adored Gold N' Greens in the beginning of the semester. Then, as time went on, the quality of the food really went down for me. Like the pizza used to literally not have grease on it and I personally, along with dozens of friends, were so amazed that we ate there everyday. Now, the pizza is just as low quality as Towers and it's just sad. Also, I love Gold N' Greens in general and will continue eating nearly every meal there. I just want the hours to expand to weekends. Since we don't have Gold N' Greens on weekends, I should mention that Towers hours are ridiculous; no college student is going to wake up before noon on a day that they do not have class. Hours should go until 130 at least! Thanks :)
-
- 637 OVERALL, PRETTY GOOD. FREE DELIVERY WOULD BE A HUGE PLUS. THANKS!
-
- 638 I would highly appreciate if the Dining halls provided some type of carry-out or carry-out selection.
-
- 639 So many of the people who work at these places have terrible attitudes and are horrible at providing decent customer service. I stopped purchasing from Einstein bagel because of this. If you improve the customer service, I promise you'll see a soar in sales.
-
- 646 (1) If Gold 'n' Greens were a little cheaper, I would probably eat there more often. (2) I didn't realize Jimmy John's, Little Asia Mart, and the rest of that strip were affiliated with the university. (3) Are the food trucks affiliated with the university? El Guapo Grill and the Mac Shack are awesome. Keep them around.
-
- 647 i like the gold n green vegetarian options.
-
- 648 Please offer more and better food at the Law School food cart; or, preferably, replace it with a real coffee shop (Starbucks, Biggby, etc).
-
- 650 Stronger coffee in dining halls would be great!
-
- 652 Most of the soups offered at the FAB food cart are cream-based and/or loaded with rice or noodles. Moreover the same soups appear over and over: cream of broccoli, cream of mushroom, cream of potato, cream of chicken and rice, chicken noodle, and a few others such as vegetable, beef barley, and stuffed pepper. Occasionally you have more interesting choices such as lentil soup, but you could offer many others, such as tomato florentine, minestrone, carrot-orange, vegetarian chili, Italian wedding soup, crushed lentil, mulligatawny, chicken gumbo, hot and sour, borscht, black bean, clam chowder, etc. The soups at Towers are consistently more varied, more healthful, and more interesting than those at the FAB cart and at Freshens. Please consider improving the choices at FAB. By the way, you often run out of soup before 1 p.m., when I return from classes and start lunch. Why not arrange to deliver more on days when the soup is selling well? Some prices at the FAB cart seem to keep rising. \$1.25 for a cookie? \$5 for a sandwich? Compare that with what you offer at Towers for \$7 (or \$6 on a 20-meal plan).
-
- 654 I'm confused by Gold n' Greens. I feel like no one eats there.
-
- 656 The food cart in the law school needs to be better stocked. The last time I went to McDonalds on campus I waited over 20 minutes for my food. I've started packing a lunch.
-
- 661 I live on campus, so I eat at the Towers Cafe frequently. Many of the employees in the Towers Cafe were rude and spent more time socializing with their friends than serving customers. This was especially a problem at the cash register. I would often wait behind 5 people, none of whom were waiting to be served, but just socializing with a worker. When I finally got to slide my card, the worker acted annoyed. There were only a few employees who conducted themselves in a professional matter, which I was grateful for.
-

- 662 Over all everything is good. Just more variety of the types of food to meet the different dietary preferences of the students and staff.
- 665 Is convenient, affordable and fast...
- 667 Please cook your chicken more thoroughly. It is usually pink when I cut into it. Also, please make sure your staff is wearing gloves. I have noticed that a lot of them do not wear gloves at all. Also, the people at the Inspirations station tend to be rude to people. I have had many complaints of my own and from my friends. There have been quite a few times when the person behind the counter has rolled her eyes at me, or sighed, when I ask for an accomodation (like not including something on my plate because I am allergic to it). They also tend to scrape the burned parts of the food off the dish and put them on people's plates, which I find pretty disgusting.
- 668 Can you beat a 12" sub loaded with veggies for \$5.30? There's your competition for my business. However, if you can offer an even higher quality product (better meat, less preservatives, et alli) at a reasonable price (~\$6.50), I would personally consider it. But there would need to be sufficient education about the advantages of such a product, and my taste buds would need to be in agreement too.
- 670 Price is way to high for me and needs to be more appealing to students with a budget. Additionally, more choice of healthy, organic, and veggy food need to be offered. Thank You for the survey. I have health problems and limit the type of food I can consume. I have High Blood Pressure and Diabetes along with some nurillogical health problems that make it difficult for me to eat. Thank You for the survey. Youssef Nasser,
- 673 The new Trucks that have been showing up around campus are really nice and taste good, but they are also pretty expensive. Many students have classes located in the same buildings all the time (such as the business building for business students) so its really nice that the different trucks switch locations throughout the week. More variety in the student center could be nice to because its ALL fast food, and the mcdonalds smells really bad from outside when you walk by. Especially because this building is right next to the gym, healthier options could be helpful?
- 679 I recently attended the Wayne Insiders tour of the dorms and experienced the food at Greens and Gold. I've been eating in the dorms and at the stand in the Union ever since. Am going to purchase a meal ticket. Love it!!
- 680 I think everything if great...
- 681 I love the new Gold n Greens veg cafeteria! I go there about once a week and take any visitors there, too. I'm also pleased to see so many people using it---from students to faculty and staff. I think it's wonderful. Thank you.
- 682 no additional comments at this time
- 685 More gluten free breakfast options at Gold n Greens please!
- 686 The people at the stove [where they cook omlets at breakfast and burgers at lunch] need to stop talking/socializing with friends [who are not AVI staff] while they have a big line of people waiting. This has happened on more than one occasion. The guy working will be flirting instead of taking orders
- 689 less fast -food please!!! more halal on campus please!!!!!!
- 690 Scott Hall's cafe prices are higher then what i have paid for on main campus.
- 692 Have food vendors stay open later and on weekends for the students.
- 698 The most obnoxious thing in the world is listening to workers talk about their inappropriate personal lives and not caring about the customers in their restaurant. I always feel there is a lack of leadership at most places I visit (except Salad 101), and workers are allowed to do and say what they please without accountability; the same applies to the overall service and friendliness of staff. I rarely eat out anymore and prefer to bring my lunches and buy coffee off campus as I refuse to spend my money and support businesses with un-professional business models. I understand it's a campus and staffed mostly by students, but this is exactly where they should be learning these skills to take with them after they graduate.
- 702 Salad 101 is substandard. there is an older guy that stands outside the front door and smokes all the time and then when you walk in, he waits on you without washing his hands. gross - I will never go there again. Student dining rooms need some decent salad dressing - it comes out as paste. The overall food quality needs to go up - stop serving everything as

breaded cheap cutlets. The one like that I saw roast beef, I was only able to get two tiny slices. The wait staff said that they were rationing it out - seriously? what I am paying for?

706 I wish their were more food options at the food cart in the Pharmacy building. I would buy more often if there was a larger selection of food. Even if their was just a different item each day of the week that gave more variety,

708 Provide feta for omlettes at the tower cafe

710 I frequently see cockroaches in the towers cafe and at food places in the student center. It's disgusting and I don't feel safe eating on campus.

712 I love WSU!!!

713 AVI blows. I have worked for them during the year I lived in Towers, and have also had to eat in their cafeteria for the two years I lived on campus. The food is absolutely disgusting. Do they not even study the cafeterias at U-M or MSU? Also, it is obnoxious that AVI owns the Subway, Einstein's, and Starbucks, because that means I can't use gift cards there or coupons. Why does AVI need to own those places?

716 I would request more lean meals. I would often go into Towers dinning and my options are pasta, burger, and other bread items. I much prefer and enjoy the meals that contain, chicken, veggies, and maybe a light starch, like potatoes. I prefer the bulk of my meal to be protein and vegetables.

717 Nutrition facts and healthy products is important to a lot of the students!

720 Need more variety

724 I AM DISGUSTED BY THE LACK OF OPTIONS IN REGARDS TO MEAT CHOICES...MAKING THE ONLY OPTION AT TOWERS BE HALAL MEAT IS COMPLETELY UNFAIR AND INCONSIDERATE OF OTHER STUDENT POPULATIONS ON CAMPUS. THERE ARE A LOT OF STUDENTS LIKE ME ON CAMPUS WHO CANNOT EAT HALAL MEAT BECAUSE IT IS FORBIDDEN BY OUR RESPECTIVE RELIGIONS. I CANNOT BELIEVE THIS IS HAPPENING AT WAYNE STATE UNIVERSITY. YOU CALL IT TOLERANCE, I THINK IT'S DISGUSTING AND PREJUDICE. AT LEAST MAKE IT AN OPTION...WHAT'S SO HARD ABOUT HAVING A HALAL OPTION AND A REGULAR OPTION????? SINCERELY, VERY ANGRY AND DISTRESSED STUDENT.

725 The people who work in the Scott Hall cafeteria are great!

727 -Non-dairy milk should be offered in both dining halls (almond milk, coconut milk, rice milk, etc.). Dairy is a very common allergy so there should be other options offered. -More vegan options -Student workers at the front desk are often rude when they scan ID cards and have conversations with their friends without ever acknowledging the customer. -More variety. There's not enough variety in the dining halls for students who have the full meal plan and eat there everyday.

728 I would really love to eat at the University Towers Cafe for Lunch and Dinner but the price is just not affordable! A think a price point of \$5-6 (even if you had to cut out some of the options) would really bring in the students to the Universities Dining facilities, rather then choose options such as MacDonal d s, KFC, or Taco Bell.

729 Time to see what other food service vendors have to offer a campus Wayne State.

730 I believe you could charge more if the quality of service improved and it became more conducive to studying.

739 yall got roaches and das gross

740 Need more real Organic products from trusted companies who truly follow organic practices. There is limited amount of food for students who do not eat meat or dairy products, and if there is the prices do not reflect the quality of the food. Cut down on the fast food (there are too many fast food venues) and offer a market/store in which individuals can purchase fresh produce year round. When preparing food, use only fresh and real ingrediants that do not contain chemicals and preservatives. Provide labels so that individuals know what they are consuming. It is hard being green, but it is vital that the institution make the effort.

743 Add more tables at the towers cafe

745 overall good

- 748 none does not apply to me
-
- 749 Would love to see a Chipotle on campus! More big names on campus besides the fast food regulars (e.g. McDonald's, Taco Bell, etc.)
-
- 750 The biggest improvement needed is an increase in the quality of food served on the weekends. It seems as if Towers re-uses food from earlier in the week and the food therefore does not taste fresh.
-
- 752 Be less rude please
-
- 754 Salad 101 is garbage and their food (especially the salad bar) is often rancid. I love Wayne State but the food options are embarrassing for a Big City school. My friends and i never have anywhere to eat and often bring food or skip lunch entirely because there are no healthy options on campus.
-
- 757 No Comments
-
- 758 The food is generally good, just not enough generally provided on the portion controlled plates.
-
- 759 I usually eat at Campus Diner, Olympic Grill, and Potato Place. They offer great value and a large variety. On-campus options (as is) seem less appealing and are also less convenient in location.
-
- 763 Everyone loves pasta at Towers Cafe and the vegetable pizza is great. I wish there were more vegetarian options that didn't include tofu.
-
- 764 allow students that don't dorm to eat at the diners, and also allow them one guest.
-
- 765 I would like it if we were able to self serve some of the foods such as mac and cheese like we used to be able to. This way, we can take as much or as little as we can eat. Also, I would like to suggest having some simple toppings available for the ice cream; some sprinkles, chopped nuts, and chocolate sauce would be nice so that people can make sundaes. I would also like to see the blondie dessert be brought back because I haven't seen that in a few years. Also, the peanut butter parfait hasn't made any appearances in a long while, and that is a hit dessert. The jello and pudding desserts could be done away with because they don't seem to be all that popular. Also, there are many vegetarian options in the Towers Cafe when in fact, the Gold and Greens was designed for the purpose of veggie, halal, and kosher meals. Leave the weird vegetarian options for Gold and Greens please so that those of us who want more hearty, meaty foods that aren't so strange and exotic have meals that we can eat in the Towers cafe. Also, the nutrition in the salad options is not acceptable. I would like to see some romaine lettuce instead of iceberg please. Also, I wish there was more variety with the pizza. Where did the yummy Margherita pizza go? Furthermore, I wish the meat that was served wasn't as fatty and dark. I would appreciate some more light meat when it comes to poultry. The weekend food is the worst. Just because there aren't as many students around on the weekend doesn't mean that the quality of food should slack off. It might be good to check the inventory for the grille food as well because many times by the time it is Wednesday of the week, the grille is out of some of the healthy options (such as the Chicken Caesar Salad wrap). Maybe more of those wraps should be ordered. The Chicken Caesar Salad wrap is my usual at the grille and with an unlimited meal plan, I expect to be able to get one of these every night of the week if I choose. I like that you've made the addition of the spice rack area. That was an improvement. Also, I would appreciate it if some of the staff members were a bit more friendly. I don't expect a super happy person, but I don't like feeling like a bother when I ask for my food. Not all the staff, but some of the staff give off this vibe even if they don't intend to. Otherwise, it's not bad and I appreciate the experience of the dining hall. Oh, and yes, I like the quesadillas, the nachos, the warrior chicken sandwich, burritos, fajitas, meatball subs, and corndogs. Keep those please. Thank you!
-
- 766 I would like to see more variety - peanut butter parfait, blondies, ice cream topping/cheese cake bar. I would like to see the margharita pizza brought back. The food lately has been unacceptable. The quality and the taste is marginal, at best, and for the price I pay, I shouldn't constantly be eating cereal and pizza because nothing else is satisfactory. The weekend food is pathetic. Just because there are less students on the weekends, doesn't mean that I don't deserve quality food. The salad sometimes doesn't seem very fresh and I would like to see some low fat/reduced calorie dressings. The pasta is sometimes undercooked or overcooked, the meat is not always cooked very well - the poultry is too dark. There are too many vegetarian options, especially if that's what Gold 'n' Greens is for. I understand trying to cater to the needs of others but sometimes there are more vegetarian options than there are regular options. And I think my hot food should be hot, not cold. What I do like and think should be kept around are: burritos, tacos, enchiladas, quesadillas, nachos, warrior chip stackers, meatball subs, the stuff at the grill is good, pizza is usually ok (although REALLY greasy), corndogs, fish fry, turkey, ham, mac and cheese, pasta bar, some of the desserts I do like but I'd like to see more variety
-

- 767 Hours need to be expanded for students on the weekend! Also, healthier and gluten-free options need to be provided.
- 768 Adding additional dining locations and options would greatly improve being on campus for long periods of time.
- 770 I usually eat lunch at the gold 'n' greens cafe, but it's really not that great. Some of the food is good and creative, but it usually isn't hot. The salad bar is kind of a joke. I'd like to see other lettuce choices other than iceberg.
- 777 I love having gold n greens on campus! It is the only kosher establishment on campus and it serves a real need!
- 779 Please add a Checkers or Wendy's on campus!
- 781 All food workers should wear hair nets and respect clients more or lose service
- 783 Gold n' Greens is the closest to healthy options for a student with a meal plan that I have found, and even variation there is limited. There are many students trying to be gluten-free and vegetarian and this is really our only option. Towers Dining Hall and Jimmy Johns are nearly the only places open for the whole weekend, so more places (including the grill) that could be open on the weekend would be appreciated. Regarding food preparation, I have found that, vegetables in particular, are far overcooked and therefore lose most of the nutrients they once offered. Fish would also be a great option to be had.
- 787 The food needs to be improved as well as the customer service of some of the workers in Towers dining.
- 788 Can we please get some BBQ sauce in Towers?
- 790 I am a faculty member who keeps kosher and was thrilled when you opened up Gold & Greens this fall. Thank you very much!!! I am there 2-3 times a week for lunch. If it were easier for my wife to park for an hour she would come down frequently - (maybe you can make some parking arrangement with one hour parking near the restaurant ?)
- 791 satisfactory
- 793 Gold n Greens is a wonderful addition to Campus. It is clean and the food is outstanding. I love the fact that it is kosher. That means I can eat a greater variety of meals than anywhere else on campus.
- 794 Fewer chains -- more independent businesses!
- 795 I wish there was a white castle on campus, in the student center.
- 797 When I think about lunch on campus, I always forget that the University Towers is an excellent option. I have not tried Ghafari Hall or Golden Greens. This survey reminded me of the many options there are to eat on campus. Thank you.
- 799 I really like the spicy black bean burger, rosemary potato pie, and quesadillas. The meat at towers often seems undercooked and the noodles can sometimes be brittle. Could there be a survey online to give input on what we want as students weekly for the meal options. Could there also be a place online and in the cafeterias to quickly and easily just say what meal option was really good and we would like to see more often.
- 804 I am happy to see more food selections near Old Main.
- 805 I like the food at Gold n Greens most of the time, but some of their options taste really bad. However, I always appreciate that there are never any lines to get in or get food and there is always plenty of room to sit, even when it's busy.
- 808 I have very little money to spend on campus food when I forget to bring something. I would love to be able to purchase something healthy. Though I realize prices influence portion size.
- 810 It just doesn't seem right to have one vendor, AVI, control so much of what is available on campus.
- 817 I am vegan and since Golden Greens opened up it has been easier to stick to my diet. I really think it would help if there were more vegan options for breakfast. Also, there needs to be more alternative foods for instance have the capability to make non-dairy grilled cheese, and offer more than just soy milk. Plus you could have vegan yogurt. I think offering these things at BOTH cafeterias on campus would make it easier for people like me who are allergic to dairy and are vegan.

- 818 I have found hair in my food from Pizza Hut and Taco Bell/KFC on at least three separate occasions. The staff there should be more careful and the kitchens should be cleaned more often.
- 821 Extend hours and days of on-campus dining. People ARE on campus during the weekends and would like the option of eating on campus!
- 823 I feel it is important for students to have healthy food options that are easy for them to choose and access.
- 824 Frequently the portion sizes first dispensed are ridiculously small, forcing me to have to ask the service person for extra. I found last year's menu items to be much more enjoyable than this year's. There are too many burrito style dishes. It seems that the effort to diversify has made meal choices less compatible for me. I have had to resort to a slice of pizza or making a sandwich too many times. I really prefer not to eat those items, but when the main hot courses (which I prefer to eat) are too spicy or when there is too much beef (which seems to be true this year) then I turn to my less desirable choices. Also, I am very disappointed in the salad bar offering at the vegetarian dining hall. That salad bar should WOW and it is such a far cry from that. I would go there more often if the salad bar could be improved.
- 828 The food sits too long sometimes and it gets cold, to me food has to appeal to the eye before it appeals to the stomach. Make the food more appealing add garnish to dress it up.
- 829 Having all of the calories listed somewhere would be amazing! I would be much more comfortable purchasing food.
- 831 The food was terrible most of the time.
- 832 Overall, I am mostly satisfied with the dining experiences I've had at WSU. While I believe there is a selection of food, it would be nice to see healthier options as well.
- 834 Scott hall cafeteria needs to have a larger variety of healthy foods available and better coffee. Also dinner hours would be nice during the week. FYI: there are other healthy foods besides salads.
- 835 I feel like Wayne has its basis covered, but it could use some more restaurants that offer a bit more variety. Could we see a Qdoba, 5 Guys, Chinese, sorts of places? McDonalds, Jimmy Johns, Tbell, etc. cover the bases, but they are still basics. I like variety.
- 836 I'm a vegetarian, so Gold 'n' Greens is a fantastic option - I tried it on a whim one day, and ended up eating lunch there every day for two weeks, and it's still the place I eat more often than not. Sometimes the menu is less than enticing, and can get a little stagnant, but overall, it's great. Please keep it around. Also, the soup there tends to be absurdly salty. Minor thing, but since you asked.
- 837 mi
- 839 I am interested in the quality of service, price and customer service at the new Maccabees at Midtown since I work in the 5057 Woodward Bldg
- 840 I really enjoyed my lunch I had there. I plan on making it there once a week.
- 841 Wish there were more high quality offerings near center or north area of campus. Food options in student union don't cut it.
- 842 More inclusiveness, having some of the food restaurants in buildings really turns me off to wanting to eat at those locations.
- 845 I filled out the survey, but I mostly eat at my desk to save time, money, and calories.
- 849 The stupid white partitions in the Towers Cafe should be moved out of the walk way, or out of the cafe in general, unless an area is actually reserved. Also, I have gotten many cups that are broken to the point that they leak, please throw them away when they are like that. Also, many of the chairs in the Cafe have been vandalized, making them useless.
- 851 faster workers, they take too much time serving and for those of us who don't have a lot of time to eat, it takes up a lot of out time. also extended hour times especially for lunch the deli thing should be pushed to at least 3pm
- 852 There are some very workers who are very inappropriate and try to intimidate the students eating at towers. They all need to be evaluated because some are very ignorant.

- 864 There is too much reliance on fast food chains in the choices available on campus. That food is not nutritious, and not very fresh. Compare, for example, A & W burgers to 5 Guys - there is no question what provides better quality. As Zumbas of Royal Oak and Birmingham to put in a small Mexican service - Like 5 guys they provide freshly cooked, quickly made and sold food of very high quality.
- 865 If possible, I believe the dining halls should offer a broader selection of food items. I feel like we eat the same food every week
- 867 I really enjoyed serving myself because I felt like i knew what i was going to eat so i got enough but now that they serve me i dont get enough and the staff makes it seem like i dont have the right to ask for more but when you dont give me enough what do you expect. Also I really enjoyed the chilli and cheese that was serve with the fries with the nachos because it gave me a better option when i didnt want the other choices. Also I frequently have trouble finding silverware at the places where they should be, sometimes I have to go search for the silverware and its just becomes a hassle after a while.
- 873 Needs to change menu daily more varieties of food
- 881 Please allow take-out options for places like Gold 'n' Greens--grad students work 80+ hours a week and do not have time to sit in a dining hall... we need to work while we eat in our offices/labs!
- 897 I love the towers cafe. I think it is the best value and has the most variety on campus. I also am so happy that Jimmy John's has Coke products I dislike Pepsi products so much that I am glad to get Coca-Cola drinks at a place on campus. Maybe it is time to get a contract with Coke and sell them as our primary beverage supplier. Just a thought!!!
- 900 A catering order we had placed was a disaster. The quality was very poor. It was a bag lunches/pop order. The sandwiches were smashed with the can of pop on top and they were placed in a box for pickup with additional bags on top of others. Sandwiches were awful with a lot of them ineatable. Very disappointed when you are providing food and the quality is not up to standard. A total overhaul of your catering service for this kind of order is definitely needed. As far as the cafeteria I believe more friendly service would be step one. I preferred ordering and having your food prepared as you wait then to have something that has been sitting for hours.
- 912 everytime parking goes "up" -- food prices should offset by going "down" -- shows they know campus life and trying to help. Thank you.
- 914 The food at Towers is absolutely horrible.
- 919 Pricey.
- 923 Dining was nice to have but somewhat of a luxury. Given the price I find it worthwhile to prepare my own meals. I currently live in an apartment but lived in dorms/University housing for three years prior. If more affordable options were made for non-residents I may consider them.
- 924 none
- 925 As a staff member, I'd really like good dining options on campus. I used to eat relatively frequently in the Dining Halls for lunch and also for dinnner but the menus this past year have gotten so tofu-oriented and so quasi-healthy that they are not appealing. I'd love to eat there more and was looking forward to Gold 'n' Greens opening but every time I check the menus online, I go ooo, ick, sorry, no..
- 932 The service at McDonalds is very poor--long lines in the late afternoon and evening. There is a lack of supervision in the late afternoon and evening and many of the employees are often not attentive, on the phone, joking and laughing, and in general behaving in an unprofessional manner. When ice cream is not available, there should be a sign posted. Often times one is waiting in line only to learn that ice cream is not available when one reaches the counter and is informed by the employee. Apparently ice cream is often not availalble because the machine is being cleaned for the day.
- 934 All Good
- 935 Please include more weekend hours! I stay on campus for the weekends because I have to work, and the shortened and odd hours (lunch ends at noon?) don't fit well with my schedules and the schedules of other people I know.
- 938 The prices are very high. Choices are low.

- 944 What happened to the place in the basement of the Student Center? I would eat there all the time if it were open.
- 947 I don't know if the Tim Hortons across from Old Main is considered 'on campus', but they are ALWAYS short staffed and the lines are always very slow and out the door during peak times of the day and morning. Despite requests for improvements over the last several months, there has been no change. The only response from staff is that the area is small so it seems slow. However, this is not the case. The service is just really slow with not enough employees working that have been trained to provided faster service.
- 949 Barnes and Nibble: more variety of bagels, cookies, scones. Sandwiches too pricey. The refrigerated pasta, fruit, tuna, etc good quality and fair price.
- 953 I dislike that they changed the dining hall in ghafari to Green and Golds. I also am not satisfied with the food selection in towers. The only meat my diet consists of is chicken and turkey and I would like to see more of those dishes on a consistant basis.
- 956 Overall I'm pleased with on campus dining.
- 959 Always had good experiences
- 962 Please expand your hours of operation. Especially on weekends. Otherwise students are forced to go home in order to eat.
- 963 I really enjoy the Tower's. The thing is that I would like carry-out.
- 967 Too expensive to eat regularly! I'd love to visit the dining halls more often as well. Also, the hours are a joke. We don't all have class and work hours for "perfect" lunch and dinner times.
- 968 Nutritional content of the food, besides calories would be a good information. Even the healthy options in the menu oftentimes have too many preservatives, salts, and sugars. Lastly organic options in the menu would be of great value. Even the healthy options in the menu feel unhealthy, knowing that GMOs are difficult to point out and differentiate.
- 970 Students should get coupons sent through the wsu e-mail for deals at local resturants/cafes
- 971 I feel like there is not enough places around campus to eat your food; more space is needed whether you bring your own lunch or buy one on campus.
- 973 I'm a health nut but I'm also price conscience. If you combine the two you address my immediate needs.
- 975 More ethnic variety is needed.
- 979 Provide visibility. Needs more visibility to remind employees that they are there.
- 980 The food on campus, including diversity of options, is generally good. I wish that there were more locations, however. Thanks!
- 981 What is the probability of expanding the food trucks on campus. Enjoy El Guapo and The Mac Shack. Could we have a monthly event with more trucks? I believe there are about seven that are in the Detroit area?
- 982 The meat served in the Towers dining hall is almost always under cooked. The meat is usually a medium pink, and to my understanding it is very unsafe to eat and pretty disgusting.
- 990 The chicken is always raw and someone will get very sick from eating it. The silverware is never clean and plates are usually not clean. They really need to hire competent people because of the idiots they hire can barely do anything with out screwing it up.
- 992 Food in Dining Halls Is Lackluster (every now and then the food is good but not worth the chance of it being ick) or I would go there instead of the Mcdonald's and Taco Bell fast-food-crap
- 993 In general, the meal plan is extremely expensive, almost costing as much as one full semester of tuition. the fact that you force freshman to purchase such a large meal plan is unnecessary seeing as most people on average do not use the meal plan to its full extent. its a waste of money for most people. give freshman the option of all meal plans.

- 999 WSU prices are not competitive with other nearby options
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- 1001 A single webpage that lists all campus dining establishments, including links to their menus/prices would be nice!
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- 1006 When i was here for Noel Night, i was so surprised that Starbucks was not open. It was a huge missed opportunity! I wish the starbucks had better summer hours, too
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- 1010 Would like to see Coke served at more dining venues. Jimmy Johns seems to be the only vendor that provides it.
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- 1013 I think that there needs to be more variety in the food choices on campus. We have too many of the same restaurants who offer the same types of food.
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- 1014 I have never dined in the dining hall because the time that I went there they were closed, the hours posted online were incorrect. It would be nice to have them open during the summer months, staff would be willing to go there because there are fewer students and you'd be able to get in and out quickly. I prefer not to eat in places where I may be approached by students and required to work during my lunch break. I normally get my food and take it back to my office to eat to avoid this.
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- 1016 I think on campus dining services is a great value. My one bad experience was a guest of mine had a dead fly in her salad at Towers Cafe which was not too appealing. I've been very happy for the most part. It is hard to please everyone. Need to advertise more what the daily menu items are.
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- 1017 The McDonalds on campus tastes awful sometimes and offers food at a much higher price than outside McDonalds. It is complete ripoff! Campus dining or cafeteria is meant to be affordable, not costlier than outside. It does not make any sense to me what the WSU administrators and/or vendors are doing with the food prices.
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- 1018 Restocking of food during rush hours in the cafeterias could be faster, cleanliness need major improvement, (I've seen roaches in the cafeteria multiple times), dishes are not thoroughly washed, dried or sanitized, service in the shops in the student center is slow at times (McDonald's not included). Tables in the cafeteria need maintenance, they are very wobbly.
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- 1019 Make sure to train all workers correctly. At McDonald's I wanted a refund and an employee said that wasn't possible, but then swiped my card again and said that the money was put back on there after giving me a refund receipt. Well, I won't know for sure if the money went back on my card or not for a few days. That's terrible customer service.
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- 1020 Need to have more restaurants on campus. Too many fast food places that are unhealthy. If there is more of a variety, like thai, chinese, vegetarian, salads. Restaurants that also dont take too much time in making the food or serving it.
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- 1021 I have never used the dining services at Wayne State, so there is that. Usually just Tim Hortons, Einstein and Starbucks
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- 1022 I believe the Dining Service is doing a great job. I see that they have improved the choice for vegan/vegetarian as eating healthy has become a goal for a lot of college students.
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- 1023 Do not lay out the food already plated in the Towers Cafe. The food is cold especially if it has been sitting there for a while. This happens a lot with the inspiration (especially pasta night also pasta is undercooked) and the homestyle. It isn't great eating cold food that should be hot.
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- 1026 Because the food is served mostly buffet style, it isn't always warm. Sometimes the food is over cooked (french toast sticks) and sometimes the food is undercooked (vegetable mixtures).
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- 1031 I think that organizers should be able to order food from anywhere, not just AVI. This kind of monopoly does not require AVI to improve on their food or service.
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- 1032 Both cafeterias should have a grab and go area which should be included in the meal plan and the hours of operation of Gold n Greens seriously needs to be expanded for breakfast, lunch, dinner and weekends in general.
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- 1034 I never really utilized on-campus dining services or the gym. I have ate at La Shish and the Baked Potato place nearby.
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- 1036 The quality of the food on campus is so disgusting, I wish that I didn't have to eat it. It's gross and the options provided aren't even good sounding.
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1039 Please take my comments with a grain of salt. By practice, I don't usually eat out but 1-2 times per week. But when I do, I prefer the Towers Cafe.

1043 I want a healthier place but one that's affordable and cheaper than salad 101.

1046 Please work on properly heating the food at Taco Bell. Some of the items are served cold that would normally be served hot at off-campus Taco Bell locations. While this is not a health issue, it detracts from flavor.

1047 there need to be service for the handicapped in ALL dining services. I have had a classmate mention to me why she will not go a particular dining area because they really do not accommodate person in wheel chair, nor those who uses canes to get around. She saw a senior citizen having a hard time carrying her tray to her table, if it was not for a young man who came to her assistance she would have drop her tray. can something be done about this?

(365 total)