

The background of the cover is a light green color with a repeating pattern of black line-art illustrations of various food items, including slices of watermelon, pieces of Swiss cheese, whole tomatoes, and several different types of leaves and vegetables.

Food Services Dining Hall Survey Report

October 2023



UNIVERSITY OF
TORONTO

Food Services
Spaces & Experiences

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EXPERIENCES

Introduction



Did you use the self-serve **Pay by Weight** today?

We want to hear your thoughts!

Take our survey before **September 30** for your chance to **WIN** one of three exciting prizes:

- \$250 TBucks card
- \$100 TBucks card
- OVO x U of T collection prize pack

Scan the QR code or visit:
uoft.me/fs-dining-hall-survey

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In Fall 2023, Food Services at the University of Toronto, St. George Campus has implemented the **self-serve Pay by Weight (PBW) system** in all dining halls operated by Food Services. This system aims to be more inclusive and empower students to create their own meals by choosing from a variety of affordable, healthy, and nutritious food options.

To determine if we have met our goals, we conducted an online survey in September 2023 for all students diners at Chestnut and New College dining halls. The goal of the survey was to gather feedback on the overall student diner experience, including satisfaction with our current offerings and potential areas of improvement.

Method of Survey

The survey was anonymous and delivered online. It captured student diner feedback through a mix of ten multiple-choice and open-ended questions.

The survey was open from **Monday, September 25 - Tuesday, October 3**.

Participation

898

responses
received

49.3%

of respondents dined at
New College dining hall

51.7%

of respondents dined at
Chestnut dining hall

Survey Report Summary

1

The majority of students were satisfied with the variety of food, availability of healthy options, the ability to self-serve and overall quality of the food at the PBW stations.

2

46.33% of students felt improvements need to be made to the value for money at the self-serve PBW stations.

3

The majority of students were satisfied with the overall experience at the self-serve PBW stations.

4

68.8% of students felt there are areas where the experience at the Pay by Weight station could be improved. The suggestions received covered a wide range of topics including labeling, pricing, value for money and communication.

5

61% of students felt items don't need to be added to the Pay by Weight menu.

6

84.5% of students enjoy the experience of being able to serve yourself and select a variety of options when eating at our dining halls. The reasons for this included being able to balance proportions to their liking, a reduction in wastage and the ability of choice, among others.

7

90% of students felt that the autonomy of choice when eating is important to them as student diners.