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## **Introduction and Overview**

As part of the ongoing assessment and evaluation of Campus Food Operations, the office of University Food Services in cooperation with the office of Data Analytics and Institutional Research (DAIR) developed a Food Services survey and launched it to the AUC community in the New Cairo campus.

On March 27, 2014, the office of DAIR emailed the invitation to almost 11,056 individuals from the whole AUC community (Students, faculty and staff). Two email reminders were sent on March 6 and March 20, 2014 and the survey remained accessible until March 30, 2014. From the total population, 950 responses were received.

### **Methodology and organization of the report:**

This report is divided into **five sections**. It should be noted, as a technical comment, that we removed missing responses from the analysis section and analyzed the entire survey without missing data.

**First section:** General questions are presented as frequency tables and figures.

**Second section:** Favorite/least choices and level of satisfaction with the level of food services are presented.

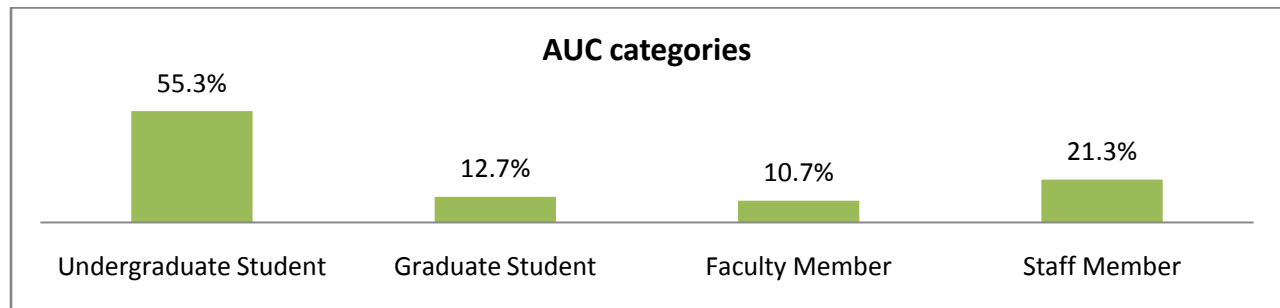
**Third section:** Food Services pages on AUC's website evaluated by the respondents.

**Forth section:** Cross tabulation question by different AUC categories is presented

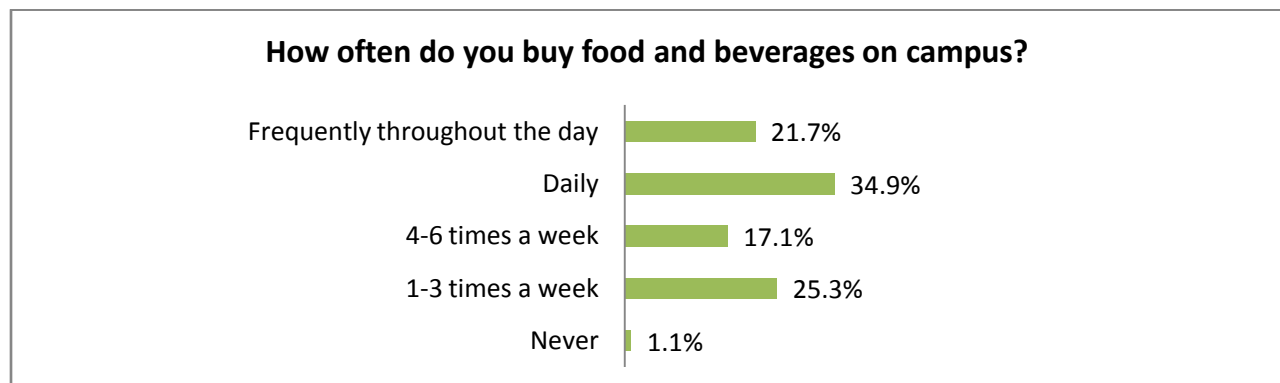
**Fifth section:** Summary of General commentson food outlets is presented.

## Survey Results Section I

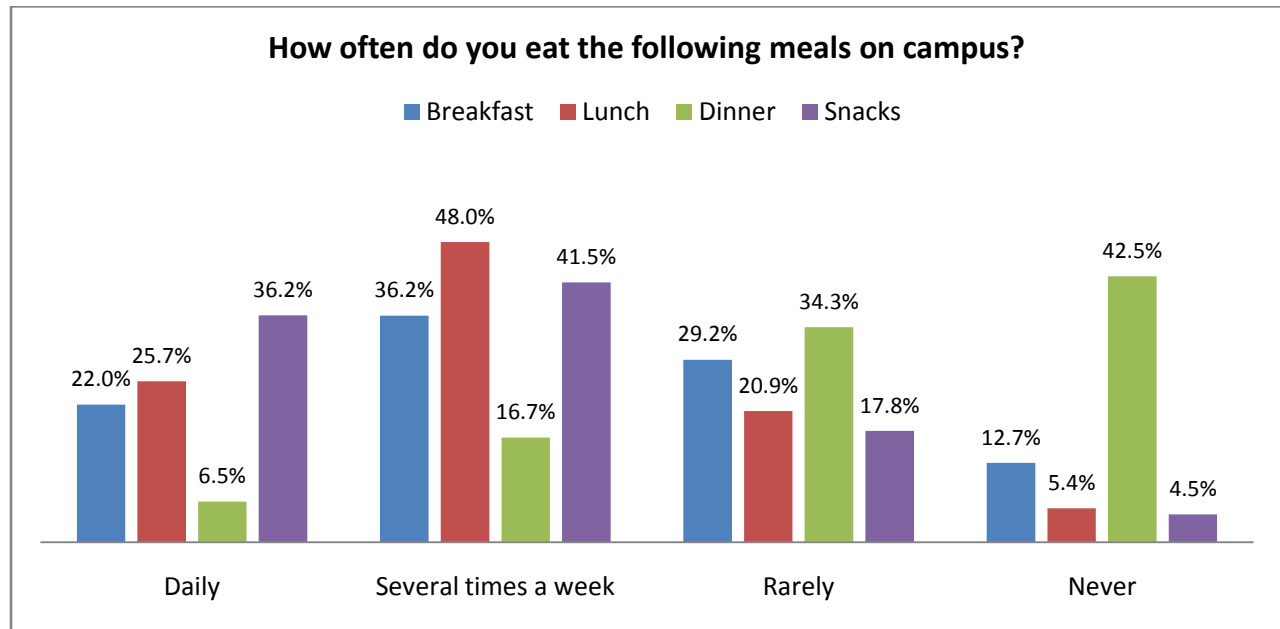
AUC Categories	Frequency	Percent
Undergraduate Student	520	55.3%
Graduate Student	119	12.7%
Faculty Member	101	10.7%
Staff Member	200	21.3%
Total	940	100%
Missing	10	1.1%



How often do you buy food and beverages on campus?	Frequency	Percent
Frequently throughout the day	204	21.7%
Daily	328	34.9%
4-6 times a week	161	17.1%
1-3 times a week	238	25.3%
Never	10	1.1%
Total	941	100%
Missing	9	0.9%



How often do you eat the following meals on campus?	Daily	Several times a week	Rarely	Never	Total	Missing
<b>Breakfast</b>	184	303	244	106	837	113
	22.0%	36.2%	29.2%	12.7%	100%	11.9%
<b>Lunch</b>	232	433	189	49	903	47
	25.7%	48.0%	20.9%	5.4%	100%	4.9%
<b>Dinner</b>	47	121	249	308	725	225
	6.5%	16.7%	34.3%	42.5%	100%	23.7%
<b>Snacks</b>	301	345	148	37	831	119
	36.2%	41.5%	17.8%	4.5%	100%	12.5%



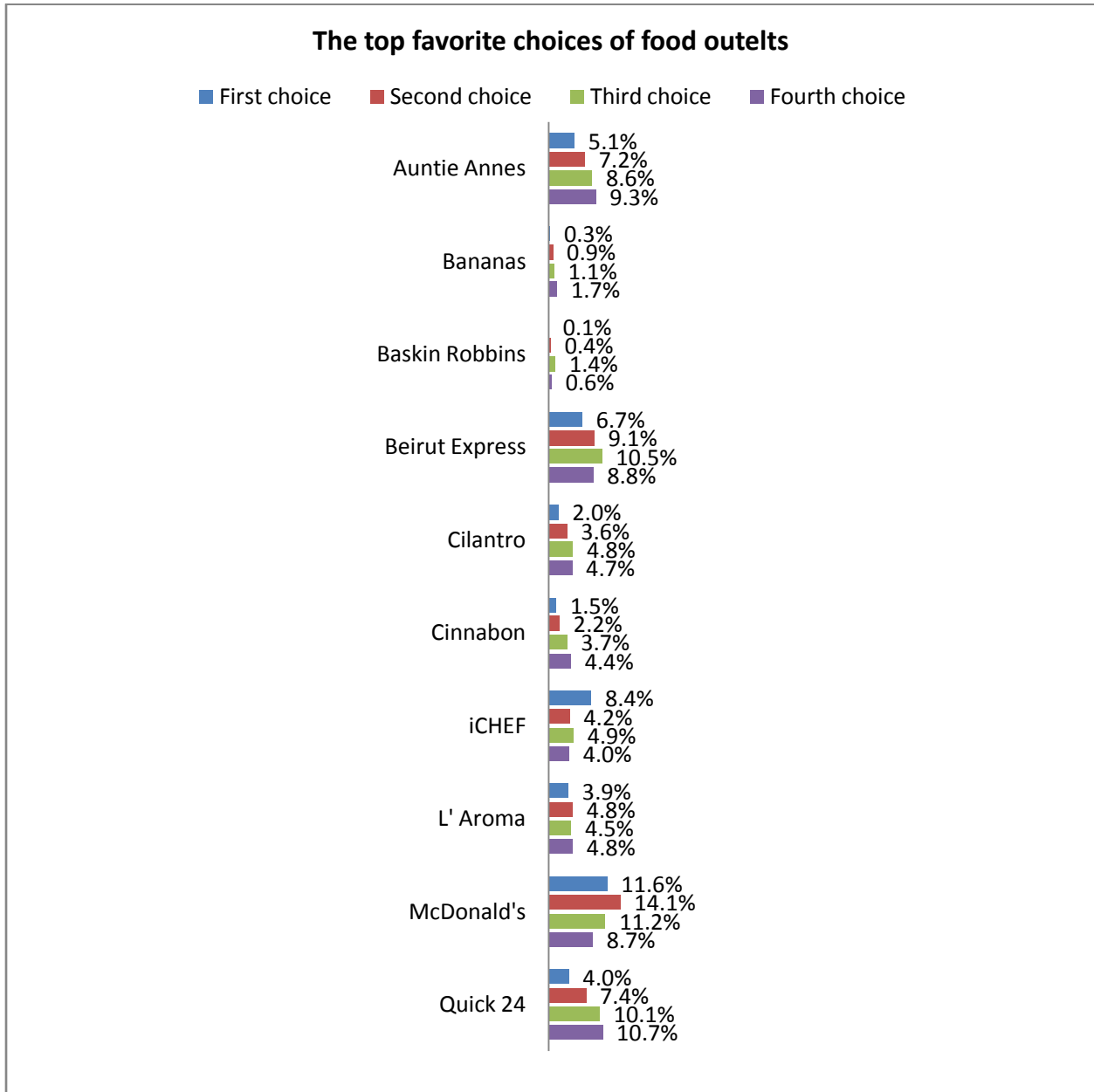
**Section II**  
**The top favorite choices**

Top favorite choices	Auntie Annes	Bananas	Baskin Robbins	Beirut Express	Cilantro	Cinnabon	iCHEF	L' Aroma	McDonald's	Quick 24
First choice	47	3	1	61	18	14	77	36	106	37
	5.1%	0.3%	0.1%	6.7%	2.0%	1.5%	8.4%	3.9%	11.6%	4.0%
Second choice	65	8	4	82	33	20	38	43	128	67
	7.2%	0.9%	0.4%	9.1%	3.6%	2.2%	4.2%	4.8%	14.1%	7.4%
Third choice	75	10	12	92	42	32	43	39	98	88
	8.6%	1.1%	1.4%	10.5%	4.8%	3.7%	4.9%	4.5%	11.2%	10.1%
Fourth choice	76	14	5	72	38	36	33	39	71	87
	9.3%	1.7%	0.6%	8.8%	4.7%	4.4%	4.0%	4.8%	8.7%	10.7%

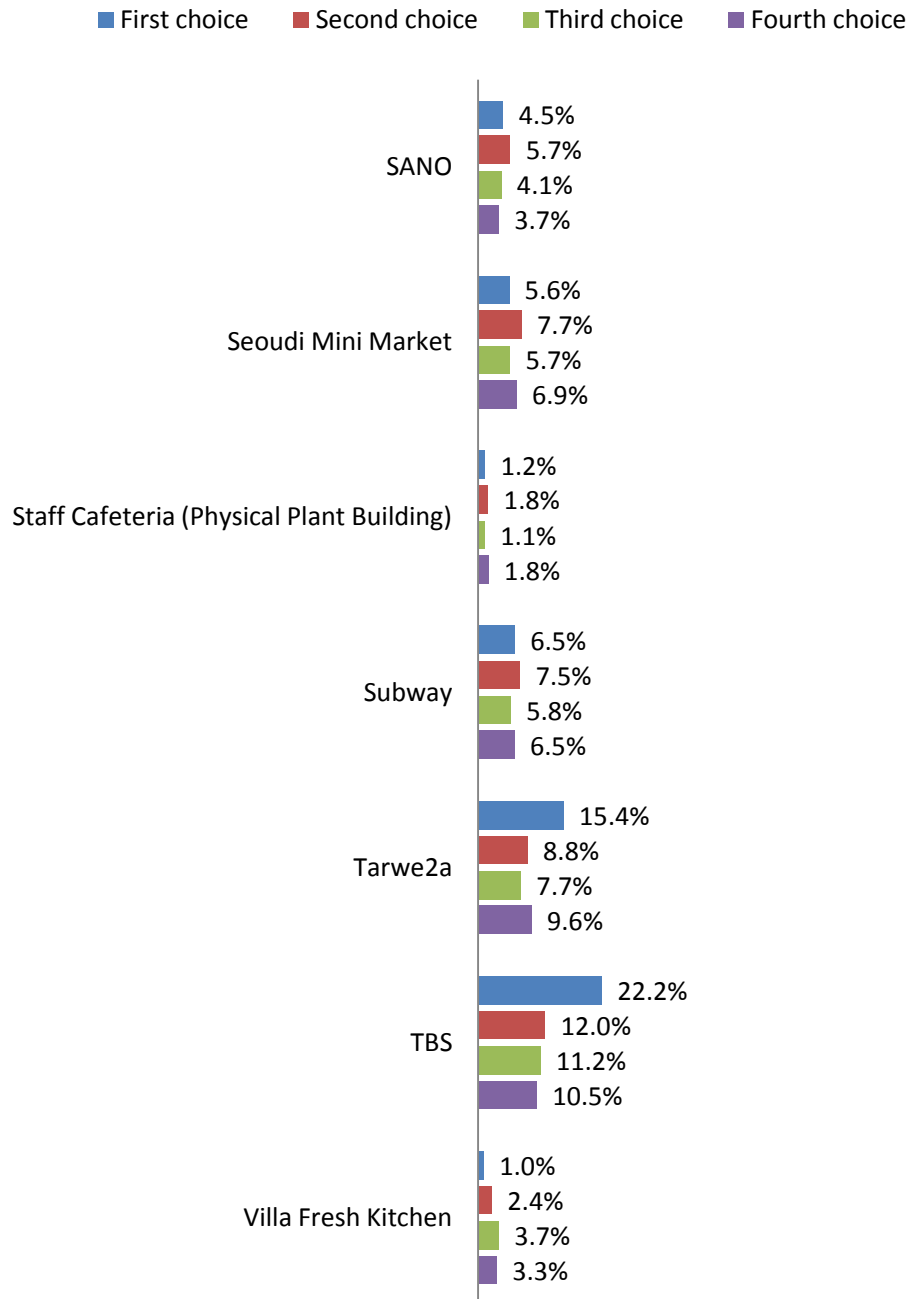
Top favorite choices	SANO	Seoudi Mini Market	Staff Cafeteria (Physical Plant Building)	Subway	Tarwe2a	TBS	Villa Fresh Kitchen	Total	Missing
First choice	41	51	11	60	141	204	9	917	33
	4.5%	5.6%	1.2%	6.5%	15.4%	22.2%	1.0%	100%	3.5%
Second choice	52	70	16	68	80	109	22	905	45
	5.7%	7.7%	1.8%	7.5%	8.8%	12.0%	2.4%	100%	4.7%
Third choice	36	50	10	51	67	98	32	875	75
	4.1%	5.7%	1.1%	5.8%	7.7%	11.2%	3.7%	100%	7.9%
Fourth choice	30	56	15	53	78	86	27	816	134
	3.7%	6.9%	1.8%	6.5%	9.6%	10.5%	3.3%	100%	14.1%

The top favorites choices of food outlets which scored the **highest** percentage:

- First choice: TBS
- Second choice: McDonalds
- Third choice: TBS/McDonalds
- Forth choice: Quick 24



### The top favorite choices of food outlets





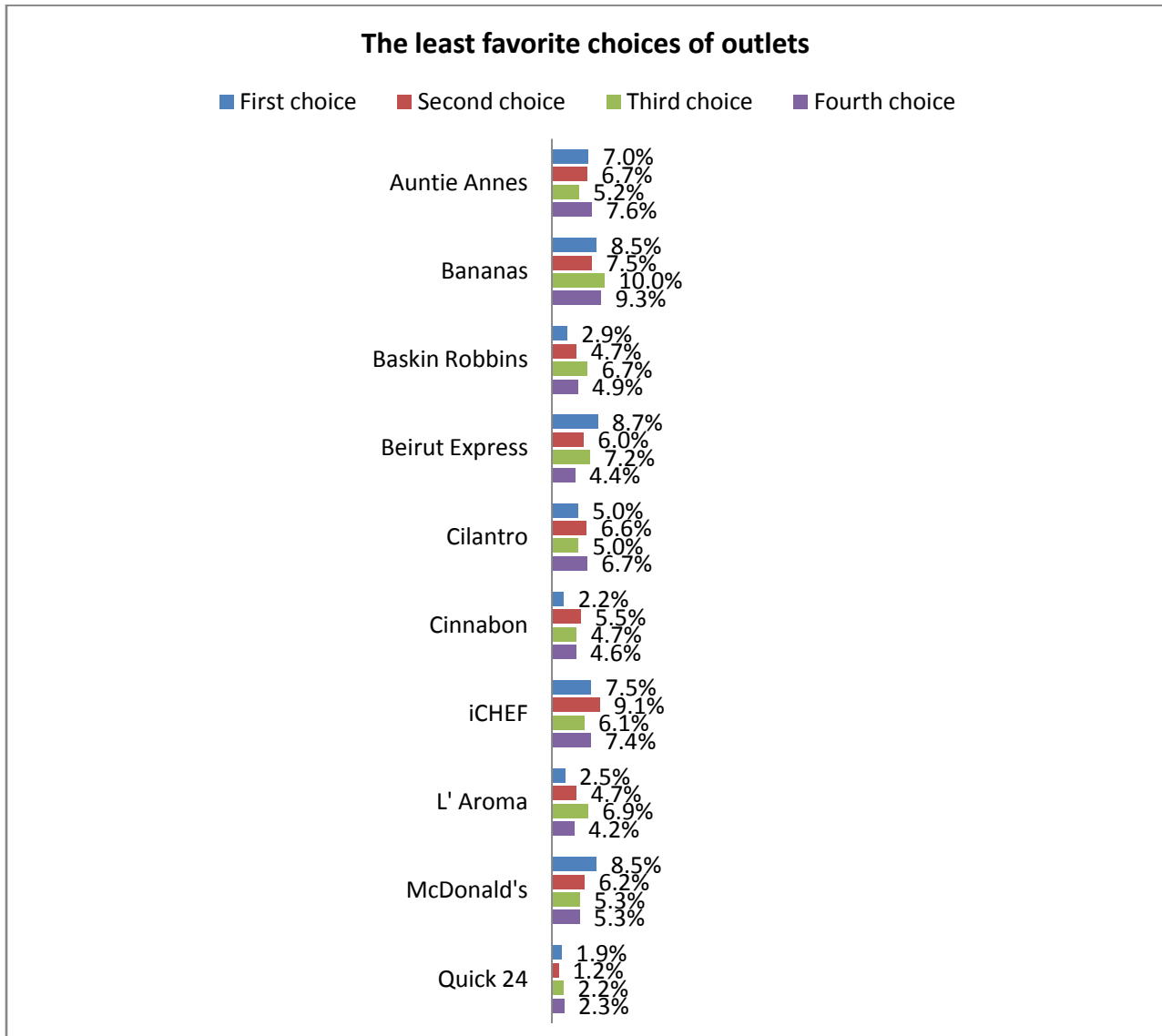
### The least favorite choice

Least favorite choices	Auntie Annes	Bananas	Baskin Robbins	Beirut Express	Cilantro	Cinnabon	iCHEF	L' Aroma	McDonald's	Quick 24
First choice	56	68	23	70	40	18	60	20	68	15
	7.0%	8.5%	2.9%	8.7%	5.0%	2.2%	7.5%	2.5%	8.5%	1.9%
Second choice	49	55	34	44	48	40	66	34	45	9
	6.7%	7.5%	4.7%	6.0%	6.6%	5.5%	9.1%	4.7%	6.2%	1.2%
Third choice	33	64	43	46	32	30	39	44	34	14
	5.2%	10.0%	6.7%	7.2%	5.0%	4.7%	6.1%	6.9%	5.3%	2.2%
Fourth choice	43	53	28	25	38	26	42	24	30	13
	7.6%	9.3%	4.9%	4.4%	6.7%	4.6%	7.4%	4.2%	5.3%	2.3%

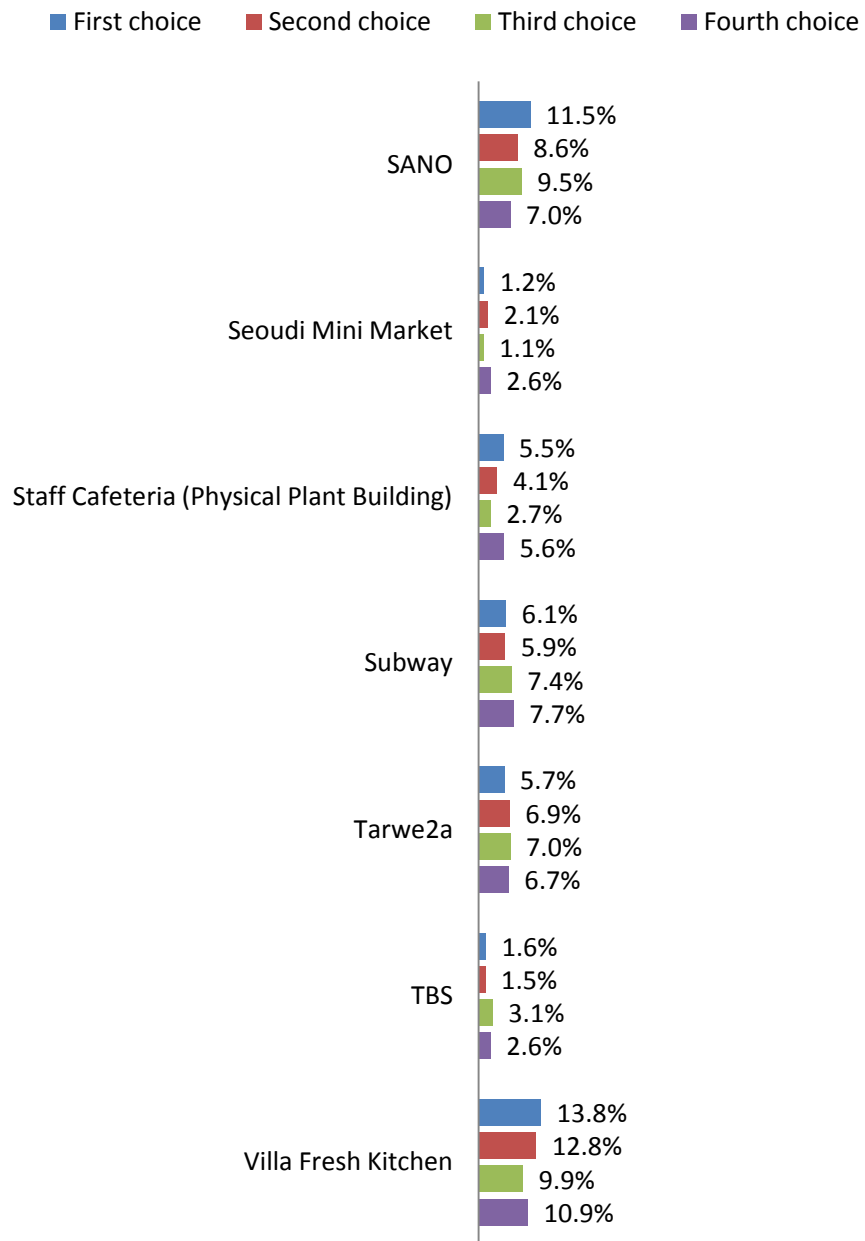
Least favorite choices	SANO	Seoudi Mini Market	Staff Cafeteria (Physical Plant Building)	Subway	Tarwe2a	TBS	Villa Fresh Kitchen	Total	Missing
First choice	92	10	44	49	46	13	111	803	147
	11.5%	1.2%	5.5%	6.1%	5.7%	1.6%	13.8%	100%	15.5%
Second choice	63	15	30	43	50	11	93	729	221
	8.6%	2.1%	4.1%	5.9%	6.9%	1.5%	12.8%	100%	23.3%
Third choice	61	7	17	47	45	20	63	639	311
	9.5%	1.1%	2.7%	7.4%	7.0%	3.1%	9.9%	100%	32.7%
Fourth choice	40	15	32	44	38	15	62	568	382
	7.0%	2.6%	5.6%	7.7%	6.7%	2.6%	10.9%	100%	40.2%

The least favorites choices of outlets which scored the **highest** percentage:

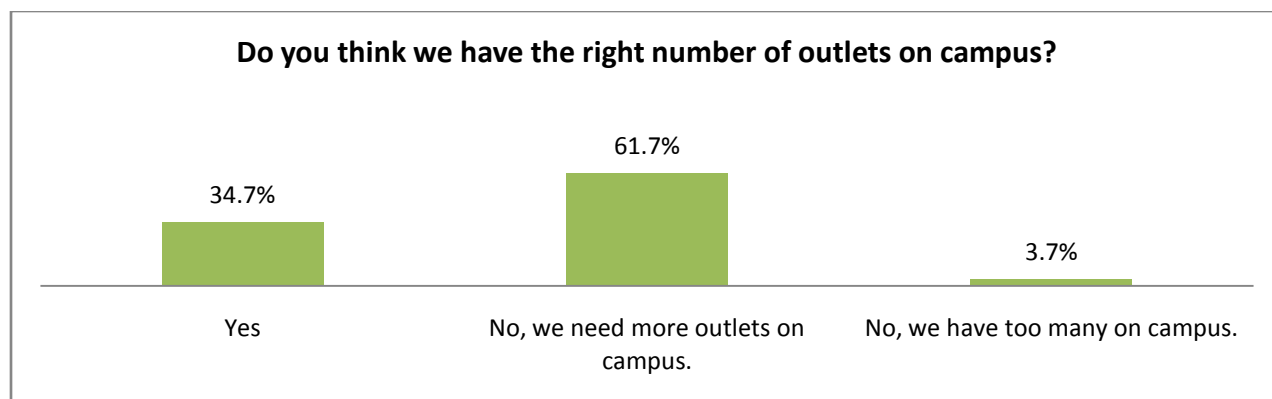
- First choice: Villa Fresh Kitchen
- Second choice: Villa Fresh Kitchen
- Third choice: Bananas
- Forth choice: Villa Fresh Kitchen



### The least favorite choices of outlets



<b>Do you think we have the right number of outlets on campus?</b>	Frequency	Percent
Yes	323	34.7%
No, we need more outlets on campus.	574	61.7%
No, we have too many on campus.	34	3.7%
Total	931	100%
Missing	19	2.0%



<b>What kinds of food services would you like to see on campus? (Check all that apply.)</b>	Frequency	Percent
Asian fast food	404	<b>43.5%</b>
Cafeteria	270	29.1%
Coffee shop	188	20.2%
Desserts/sweets	230	24.8%
Fast casual dining (seated restaurant)	336	36.2%
Indian fast food	183	19.7%
Mexican fast food	239	25.7%
Soup and salad fast food	376	<b>40.5%</b>
Vegetarian/vegan	234	25.2%
Other (please specify)	241	25.9%
<b>Answered question</b>	<b>929</b>	
<b>Skipped question</b>	<b>21</b>	

Other, please specify:

(Note: (\*) Number of repetition

- A burger joint or a grill
- A cafe or restaurant with gluten free options
- A clean and a tasty salad bar
- A diff. Pizza vendor! (e.g Pizza Hut, Papa Johns, Domino's etc. )
- A fresh juices place
- A meal plan for students. They can charge it with a certain amount of money and spend it either at a quality cafeteria with healthy, cheap food or at one of the outlets.
- A permanent "Hot Dog Stand"
- Affordable Egyptian food
- All healthy... brown bread, grilled AND CLEAAAAN! oats, stuff like this
- "Also some gourmet food places would be nice e.g. studio masr, spectra or chilis
- Would be great to throw authentic 'koshari' spot like 'abu tarek' or 'toum & basal'"
- An outlet for selling grilled meet and chicken, if you know what i mean. :)
- AND A CLEAN OUTLET!
- Another Normal Food outlet other than SANO
- Any other options would be welcome.
- Any restaurant that serve a good staff. the food at the campus is more than bad and also expensive.
- Anything healthy that doesn't cost so much
- Anything healthy. There are a limited number of healthy options. Moreover, not only is the quality of the food on campus generally poor but it is overpriced for what it is.
- Anything that is not deep-fried, sugary, carbs!
- As a foreigner I have been very disappointed that there is no traditional Egyptian coffee shop on campus. Maybe near the fountains behind the Americana Food Plaza.
- AUC should have its own Starbucks Coffee.
- Bagel house (2)\*
- Bagels!!!
- "Beirut express provides value-filling meal at a good price.
- More value for the genieh is a good thing."
- Brands like KFC, Pizza Hut, ... etc
- Breakfast dinning (3)\*
- "Foul and falafel place.
- Cheaper food options!!!"
- Burger fast food other than McDonalds
- burger king. El dahan
- By coffee shop I mean an Egyptian coffee shop perhaps even with a sheeshah section
- Cafeteria for dorm students offering hot meals for coupons.
- Cairo Kitchen (2)\*
- "CAIRO kitchen. They have so good and healthy Egyptian food.
- Also, there is a dire need for a few coffee shops with couches indoors- like all other universities in the world!"
- Can we perhaps get a health food/juice outlet? I think people would happy pay a premium for high quality fruit/veg juice and it would be a good alternative to the vast majority of high calorie/low nutrition options!
- CHEAP alternatives. I would like to see a CHEAP, and I stress on cheap, sogo2 and kebda place, or simply a cheap sandwich place
- CHEAP EGYPTIAN FOOD. Foul and ta3meya. Balady bread and koshary.
- Cheap, basic food - chips ("French fries"), fuul, ta3amiyya, etc.
- Cheaper and less fattening.
- Cheaper juice outlets
- Check the Facebook page "Home Made Food"
- Chinese food (3)\* (canton)

- Clean, healthy options
- Crave , costa , beanos,
- Crumbs, Nola, Stavolta
- Definitely a big cafeteria with hot meals served, similar to the one we had in the Jameel building at the Greek campus. And it should be a larger area, more inviting as opposed to the very un-inviting one we have now, and it should include students, faculty, staff, everyone.
- Definitely there is need for more Vegetarian and Vegan food!
- Diet food (low caloric) healthy food (3)\*
- Diet meals, fruit salads, fresh juice
- Dieting food such as "diet house"
- Egyptian Food (3)\*
- Egyptian traditional breakfast options
- EGYPTIAN, Kofta, molokheya, some outlets do serve such foods but the quality is sooo baddd. there is no proper shawerma outlet for example and beirut's shawerma is crap.. Asian food would be perfect, as well as a proper pizza outlet such as pizza hut or something. I can't find tasty healthy food in campus its like they're forcing us to go eat McDonalds.. we don't have an outlet which sells proper tasty 'BEEF' burgers too
- Egyptian; fool & falafel
- Egyptian/Oriental food
- El Omda
- Enough with brands, preferably something that meets with a student budget
- Fast Food
- Fast food is not healthy we want healthy food
- Fired stuff like "Patates and zalabia"
- Food suitable for diets
- Foul and Falafel other than the ones we have on campus because the current are lousy quality and quantity. (Omda was better and I believe Arabiata is a good choice.)
- Fresh and possibly organic green juices and smoothies
- Fresh fruit shop, May producing fresh fruits juicy.
- Fresh fruits (8)\*
- Fresh juice stall (2)\*
- Healthy instantly-made fresh sandwiches (Good Cals)"
- Gym food to lose weight or to increase weight
- More less pricy outlets"
- "Gourmet foods
- Snacks healthy"
- Grilled chicken, meat and fish (3)\*
- Hardees
- Hardees, jared's bagels, adam's doner, pizza hut, marley's kitchen, zooba or cairo kitchen
- Healthier food option. No fast to junk, please. We have enough of the latter. Would highly appreciate more brown bread on all stalls. Sandwiches that include more fresh vegetables. And at least one seated restaurant that offers higher end foods for those who need a change once in a while. We could use that for a business meeting over a decent lunch. Thank you.
- Healthier food, and much cheaper. We all need several snacks a day. We cannot afford a min. of 20 L.E / snack too much. What happened to the Chinese. McDonalds is rated very badly in the U.S. why do we have it here. Why don't we have Hardees or Burger King instead
- "Healthier food. Less expensive food.
- A typical Egyptian food corner, which is more affordable than all the outlets we have on campus"
- Healthier options than the crap that is served on campus.
- Healthier options that are less greasy and fried
- Healthy and cheap food

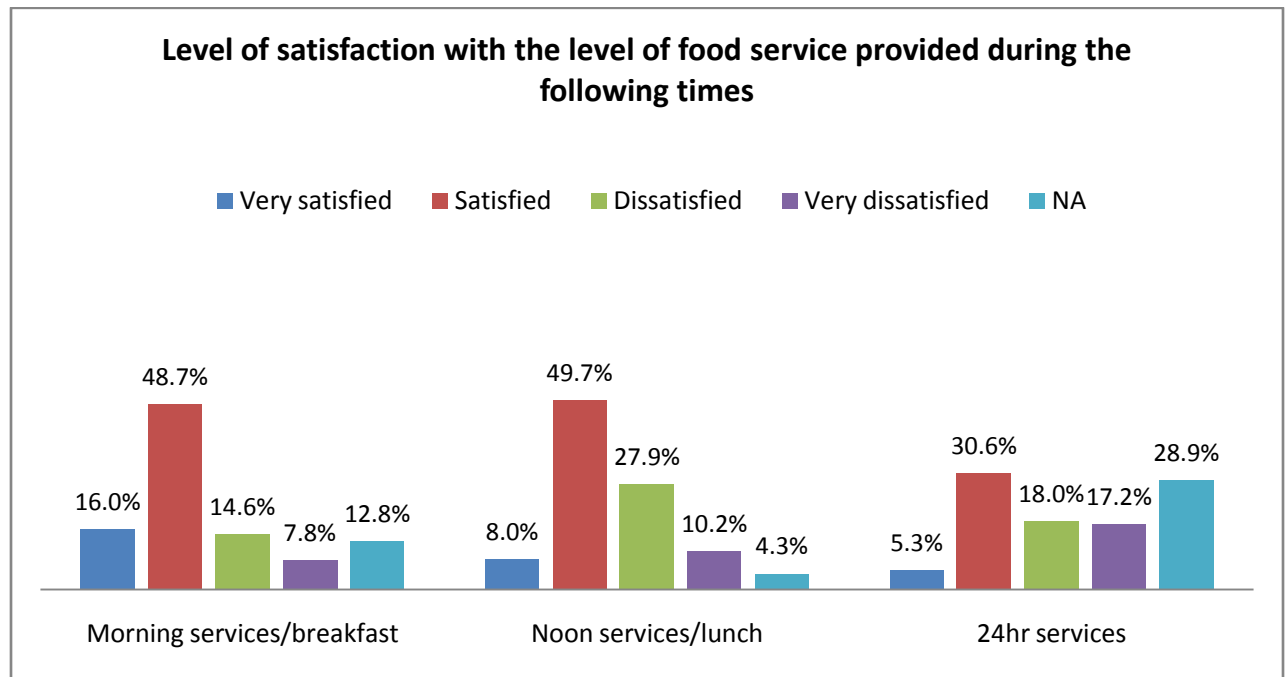
- Healthy choices like grilled chicken and chicken tawook
  - Healthy food (13)\*
  - Real burgers (not fast food ones)"
  - "Healthy food
  - Fruit corner"
  - "Healthy food
  - Juice place for healthy juice"
  - "Healthy food ..
  - More tasty food with high quality"
  - Healthy food choices, please!  
Vegetarian- low cal.
  - Healthy food Even the chicken in the salad are fried
  - Healthy food other than salads
  - HEALTHY FOOD OUTLETS SIMILAR TO SUBWAY, I WAS THE NUMBER 1 FAST FOOD COSUMER O CAMPUS BUT DECIDED TO BE HEALTHY FOR Y LAST SEMSETER THE ONLY DECENT HEALTHY OUTLET IN MY OPINION IS SUBWAY. WE DEMAND MEALS AT A CLEAAAAAN OUTLET THAT CAN ACTUALLY COOK TASTY MEALS.
  - healthy food with reasonable cost
  - healthy food. Low calories and still tasty like the fresh juices opened in the CAF last semester but it closed after a while! And there is no clean source to get a salad in uni. The
  - Healthy grilled food
  - Healthy light fruits
  - Healthy real food; for many people like me who live on campus.
  - Healthy/diet food outlet
  - Healthy CLEAN food
  - Home Food cafeteria at reasonable prices
  - Hot Dog booth, fries both, quick and easy food to grab
  - Hot dog stand
  - I didn't check favorites and least favorites because my main place to eat is either the Faculty cafeteria or the "Caf" and I didn't see "Caf" mentioned. Is that
- the same as ichef? If so, give it my #1 favorite rating (after the faculty cafeteria)
- I suggest that SANO should offer more types of food on a daily basis as we used to have it in old campus.
  - I think we are in desperate need of a cafeteria, as in an "all you can eat" sit down place. The Caf is better than what we had before, but still not what is needed.
  - I would like any outlet that sold something actually resembling edible, and vaguely nutritious, food. Both selection and quality on campus are appalling. Generally, I bring my own food with me, on the days I forget, I face an awkward choice between not eating or buying Doritos. When McDonald's is the closest approximation of food on campus, everyone ought to realize that things are bad.
  - I would like to see more affordable, healthy food. Right now, there is Beirut, which is cheap, Egyptian food and then there is TBS, which American-level prices. It would be nice to have something in between.
  - Id like to stress the seated restaurant idea.
  - Indian OFCOURSE !!!!!!!!!!!
  - It is all about the prices. I don't care about how fancy the food is. I need to find cheap food on campus. An adult lunch that can cost 10 LE
  - It would be great if residents had the opportunity to purchase fresh fruit and vegetables on campus. (Seoudi does not provide enough of those, and they are often out of stock)
  - It would be so great to have Chinese and Indian food on campus! Also more Arab food - a falafel place in addition to Beirut? A good koshari stand?
  - Italian food

- Japanese fast food "sushi" but a well know company such as Mori, makani
- Jared's bagels
- Just to be able to buy fruits
- KFC (5)\*
- Koshary el Tahrir (2)\*
- Like the old campus cafeteria! It had everything, and really good hot meals!
- Local Egyptian food
- "Local outlets like Shabrawy or Koshary Tahrir
- Also a nuts cart would be nice (3arabeyet leb we sodany)"
- Maghrebian outlet (Algerian, Moroccan, Tunisian..)
- Manakeesh (3)\*
- "Maybe a shisha place. Small quick shishas that are cheap and don't last more than 45 mins/ an hour.
- Maybe a sushi place."
- Meat, Chicken, Kofta, Kebab
- More -early- breakfast options.
- More affordable breakfast and lunch outlets
- More breakfast and light meals are needed.
- More catering choices for events
- "More cheap, basic food of decent quality. Like el Omda formerly.
- A cheap, basic tea shop with seats, normal dust tea and Turkish coffee."
- More chicken and meat (grilled)
- More food options. Cheaper food. More healthy food options.
- More fruits, vegetables, less fried foods
- More healthy and diet food
- More healthy choices please! The salad bars are usually not clean.
- "More healthy eating! STRONG request for VEGAN food or if not then vegetarian. There is a new vegan restaurant in Maadi, maybe they could create a branch at the AUC.
- Also higher hygiene standards - i don't trust the salads. Mostly I do not eat on campus because of this and only take drinks. The food in the faculty lounge is terrible, once I saw them put a bowl of unused soup back into the main pot. I think basic hygiene training is needed for ALL staff of ALL the restaurants."
- More healthy food and sushi as well
- "More healthy food not just salads
- All food on campus is extremely unhealthy"
- More Healthy food outlets
- More healthy non-sandwich options
- Healthier options other than salads. Fruits for example would be great (greater quantity and options and lower prices than in the cafeteria)
- More healthy options, outlet for diets or being healthy
- More outdoor outlets (as Tarwe2a) and more vegetarian options
- More outlets Hardees, grand cafe biggies! And others with diet food.
- More recognized brands, Starbucks
- Need better quality coffee. It is mostly just hot water.
- Omda
- Ordinary Egyptian food
- Oriental food (4)\*
- shisha.
- panda house
- Chilies
- Pasta
- Peking
- Pizza hut (8)\*
- Pizza store like papa johns (3)\*
- Please bring in MORE healthy food options, no more fast food! PLEASE!!!
- Proper Pizza!
- Real Italian Food
- Salads, and home made snacks .... Generally more healthy food, oil free, fats free
- Sandwiches and plates
- Showerma, pasta, hot lunch



- Simple and cheap Egyptian food, our campus food options are a disaster and shameful
- Small-business enterprises - home cooking, rather than big chain type places we have now.
- Some Healthy Food, food outlet that only provides low calorie food and food for athletes with balanced macronutrients and low saturated fat in it. I feel like it's impossible to find suitable food that fits my needs as an athlete. Fast food simply ruins our generation that you think you are actually building. You are destroying us!
- Some kind of Deli that makes healthy fresh wraps - not Subway style
- Something with healthy wraps maybe!
- Starbucks (5)\*
- Sushi - like mori sushi (8)\*
- A good healthy juice venue - real oriental food
- Syrian or Lebanese cuisine
- The cafeteria at the old campus specifically the Greek building was amazing. If it could be recreated here it would be great
- "The Campus needs more coffee outlets & fast food.
- Subway & MacDonald are not enough"
- There are more than enough places to buy sweets on campus.
- too many outlets are devoted to unhealthy uninteresting food. SHUT DOWN QUICK24. Students do not need more candy and chips, which is all it sells. there are no places for breakfast.
- Waffles
- Waffles and Asian fast food
- We can get oriental food
- We need a lounge for staff only to meet and eat just as the faculty lounge
- "We need better place to make home food better than this CAF,
- I live in the dorms inside the university for the whole semester and the kinds of food are nor sufficient at all"
- We need more branches of TBS and cilantro. The queues are usually so long that I end up starving because the 15 minute breaks between sessions are not enough to grab a drink or sandwich.
- We need more healthy CLEAN food.
- We need more healthy food on campus.
- We need something like Shabrawy, oriental food that tastes good and has a proper price.
- We need something new, we are all bored from our food outlets
- WE NEED STARBUCKS TO REPLACE CILANTRO.
- "We need to have good vegetarian healthy food, Also during fasting it is very hard to find Siami food in good quality.
- For small events we need an outlet that can provide us with variety of petit gateaux, salisons, cakes etc.."
- We need to replace sano with a better similar place
- We want more outlets with healthy choices and may be main courses because I think the most dominant option here is sandwiches
- We would like to see chicken-based restaurants as KFC or Hardee's
- wel3etein restaurant
- Why no mention of Egyptian / Arab fast food?
- Would like to see more affordable, healthy options
- Zalabia - better foul and ta'amyyia sandwiches

Level of satisfaction with the level of food service provided during the following times:	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	NA	Total	Missing
Morning services/breakfast	146	444	133	71	117	911	39
	16.0%	48.7%	14.6%	7.8%	12.8%	100%	4.1%
Noon services/lunch	73	455	255	93	39	915	35
	8.0%	49.7%	27.9%	10.2%	4.3%	100%	3.7%
24hr services	46	268	158	151	253	876	74
	5.3%	30.6%	18.0%	17.2%	28.9%	100%	7.8%

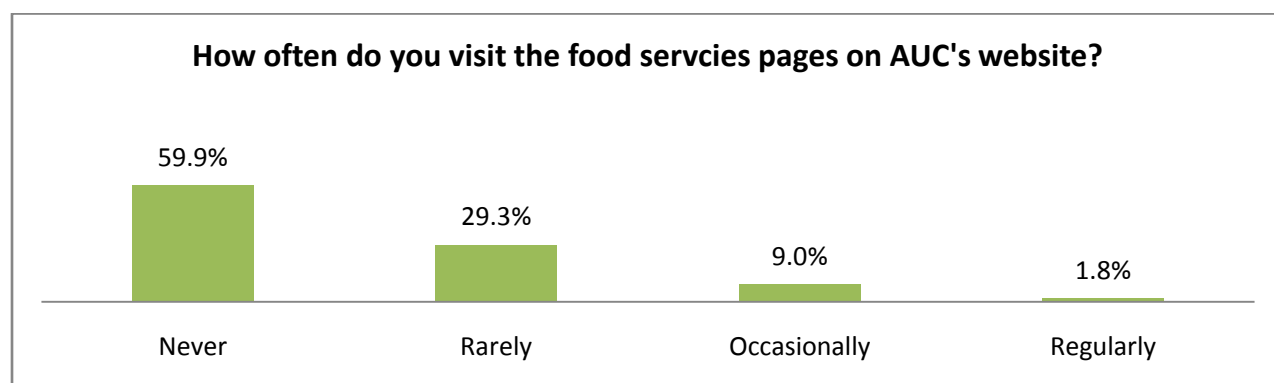


Summary of the comments/suggestions:

- Improve the hygiene level.
- No healthy food after 5 PM and the service and food are disaster, need to extend the operating hours for some outlets, provide delivery option.
- Need more healthy choices for the dorms.
- Beirut is good but still need some improvement, we need better fool and falafel.
- Need Affordable homemade food.
- L'aroma is clean and the area of seating is nice.
- At the assembly hour the food outlets are all very crowded and the quality is bad.
- The prices are so expensive.
- Limited healthy options for breakfast, TBS and Cinnabon are good, but Cinnabon don't start baking till late.
- No diet food.
- No food outlets near gate 1 and 5.
- Saudi is good but so far and need to extend their hours, provide delivery option.
- Need more seated restaurants.
- Need the SU market operating.
- Need healthy outlets for fresh fruits and vegetables.
- Need more outlets for sandwiches and plates like SANO.
- Replace SANO with Arza2 like the one in Maadi.
- Need a good cafeteria.
- El Omda was better than Beirut.
- Food outlets are good and improving, thank you.

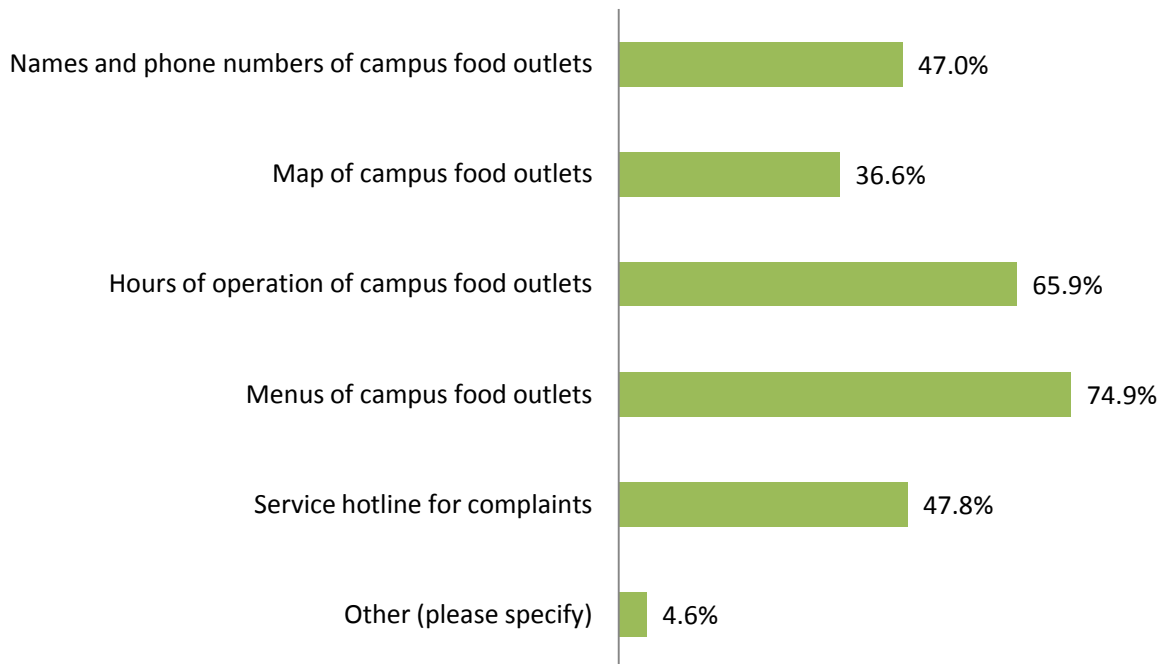
### Section III

How often do you visit the Food Services pages on AUC's website?	Frequency	Percent
Never	561	59.9%
Rarely	275	29.3%
Occasionally	84	9.0%
Regularly	17	1.8%
Total	937	100%
Missing	13	1.4%



What kind of information would you like to have provided on the Food Services webpages?	Frequency	Percent
Names and phone numbers of campus food outlets	392	47.0%
Map of campus food outlets	305	36.6%
Hours of operation of campus food outlets	550	65.9%
Menus of campus food outlets	625	74.9%
Service hotline for complaints	399	47.8%
Other (please specify)	38	4.6%
<b>Answered question</b>		<b>834</b>
<b>Skipped question</b>		<b>116</b>

### What kind of information would you like to have provided on the food services webpages?



#### Other (please specify):

1. All are fine, but I never think of visiting it
2. Arabic
3. Btw once I went to the page to check when does Beirut close; I went before the time it is supposed to close in (based on your site) and found it closed, very disappointed.
4. Campus-Wide Food Delivery Service
5. Contact information to complain about poor service, inflated prices and substandard food
6. Delivery availability (3)
7. Delivery numbers, if there is such a thing.
8. Delivery services for some of the outlets, especially Seoudi mini market due to its remoteness
9. Delivery to buildings
10. DELIVERY TO SPORTS COMPLEX FOR EXAMPLE
11. Diet plans and restaurants who accommodate people with food sensitivities
12. Diets (2)
13. Hotline for Complaints is KEY
14. I don't visit
15. I never knew there is a food service webpages, I just tried it now and it's not working :)
16. I'd love to see a running tally of which of the many competitors gets the most complaints for their appalling service.

17. List of prices for each outlet. If you can add pictures for each one that would be great
18. Nutrition Basics- Healthy Recipes - Healthy Tips - Steps for a Smart Fit Lifestyle - Food Mobile Apps Reviews - Recommended Food Knowledge Databases - etc..
19. Nutrition Facts
20. Online ordering, for delivery (if the outlet has delivery) or pickup (if not)
21. Options to be available and options for change
22. Otlob-style delivery to our office
23. Possibility to deliver to the offices.
24. Rating of food outlets
25. Service hotline for on-campus delivery
26. "The following sentence could also be posted at the beginning of the home page website:
27. REPORT INCIDENTS: Emergency Line 012.8333.3300, weekdays from 8 am to 8 pm."
28. Timely office delivery
29. Ummm well at least make sure that the very few restaurants we have are clean! I don't think that's a huge responsibility!.
30. We need to see better food labels: content, allergy information, estimate caloric value. This is becoming a norm around the world. Thanks
31. Why just you guys put all the above information without asking us what to have in your website :)

**Section IV**  
**Cross tabulation question**

<b>Do you think we have the right number of outlets on campus?</b>	<b>AUC categories</b>				<b>Total</b>
	<b>Undergraduate Student</b>	<b>Graduate Student</b>	<b>Faculty Member</b>	<b>Staff Member</b>	
<b>Yes</b>	161	47	38	73	319
	31.4%	39.8%	39.6%	37.4%	34.6%
<b>No, we need more outlets on campus.</b>	339	67	56	109	571
	66.1%	56.8%	58.3%	55.9%	61.9%
<b>No, we have too many on campus.</b>	13	4	2	13	32
	2.5%	3.4%	2.1%	6.7%	3.5%
<b>Total</b>	513	118	96	195	922
	100%	100%	100%	100%	100%

## Section V

**Summary of the answers to the question: Is there something we missed? Please use this space to give us any other feedback or suggestions for improvement.**

### **Dominant theme: Expensive and overprice food**

Food is too expensive; water sold on campus is more expensive than the usual prices.

Fresh juice is expensive too.

You have to pay much if you are spending the whole day on campus.

Food outlets are expensive and not healthy, no good place to go get healthy food on the assembly hour.

Not many options for healthy breakfast.

Coffee is expensive.

Prices are high and they don't reflect the quality or portion.

Need cheaper outlets for coffee and snacks.

### **Dominant theme: The need of healthy food**

We need to have a university cafeteria/restaurant that serves healthy food with reasonable prices.

More salad bars outlets.

Huss area has very limited healthy choices.

El Omda was clean, healthy and delicious.

More healthy food outlets.

Need more healthy fresh juice outlets.

More healthy and clean outlets over the campus may be Chinese or Asian.

Food is overpriced and fatty.

### **Dominant theme: Quality of food and variety, cleanness and hygiene**

Quality gets bad in the evening, need to follow up on quality, freshness and prices.

Food is so boring with low quality.

Need to re-design the food court, Villa is meaningless and needs to be replaced by Papa Johns or Pizza Hut.

Suffered of food poisoning, very bad food quality.

The value of money doesn't match the quality of food; you don't get many things for their real prices.

The hygiene of food outlets needs to be monitored.



## **Dominant theme: Office delivery**

The outlets should provide delivery to the offices to save faculty and staff time.  
We need delivery service, as it's hard to wait in lines during the day.

## **Dominant theme: Time consuming**

The food outlets are far from some buildings.

## **Dominant theme: Complaints**

Beirut is disaster and not clean, SANO don't make good food.

Need to pay some attention for the dorms residents and evening services, need grilled chicken, vegetables, fruits and fresh juice.

Need cheaper outlets that serve healthy, high quality and clean food.

The salad is not clean, had food poisoning.

CAF and Villa are bad.

## **Dominant theme: General comments**

Consistency in professionalism (no smoking around or near food, cleanliness, quality of food and attitude of employees).

Starbucks should replace Cilantro.

If the reason for high prices is the rent, so we must consider this.

In the faculty dining area, there is no information or prices shown, and it's not clear if it's an open buffet or not.

Seoudi has to be operating 24/7, and prices of outlets on campus are higher than the outlets off campus.

Not enough healthy clean food.

We need cheaper food.

L'aroma provide perfect coffee, but we need more outdoor outlets that provide late service.

We need delivery service.

More options for breakfast.

The need of fresh juice and fruits.

## **Dominant theme: Positive comments**

Thank you for the keenness to have better food service, and for making this survey brief and easy to fill, it's very good.

A great variety of outlets here at AUC.

## **Dominant theme: Suggestions**

Comfortable seated cafeteria that provides good quality, cheap and healthy food.

We can replace Villa with Papa Johns or Pizza Hut.

Beirut should focus more on shawerma, and we should have a specialized vendor in feteer.

ICHEF should be indoors as it sells salad and it can be easily spoil especially in summer.

We need to have some Varsity of food at the faculty dining area.

A staff lounge and good coffee shop, we want Starbucks.

Outlets should open at 8 AM.

Provide delivery service, dorms students should have meal plan.

Juice outlets, Mexican food, healthy clean food for diet and vegans, open the SU market again, KFC, Syrian shawerma, more Egyptian food, fool, flafel, koshary.

Food outlets should use recycle able paper products.