

Introduction

There are many factors that go into making University Dining satisfactory. From price, to nutrition, to service quality, many different variables can affect a student's satisfaction. This study investigated whether or not one of those variables is Class Rank in college. The hypothesis was that the longer a student spends in college (the higher their class rank), the lower their satisfaction rate.

Methods

- 10 question survey was distributed to Miami University students over the age of 18.
- The survey was distributed via Facebook using an anonymous link from Qualtrics Survey software.
- Participants were encouraged to share the link to their Facebook wall so that as many participants as possible could participate. In total
- 36 responses were analyzed in the results. Participants were asked about their demographics, current satisfaction rate with the university dining hall, as well as how their satisfaction has changed over their time in college.
- Detailed questions about specific factors in the dining halls were also asked utilizing a Likert-Type scale
- All the data was analyzed utilizing IBM SPSS.
- Two one-way Anova tests analyzed the relationship between satisfaction and year.
 - The first test did not combine sophomores and freshman into one group, but the second test did. The significance level for these tests was 0.05

How Is MU Dining now?

Statement:	Mean (scale 1-6)
Food is Healthy	4.22
Food is high quality	4.17
Food is appropriately priced	2.47
Food variety is excellent	4.39
Are conveniently located	5.08
I wish meal plans were organized differently	4.06

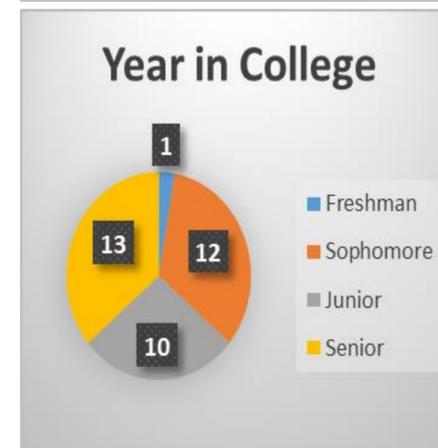
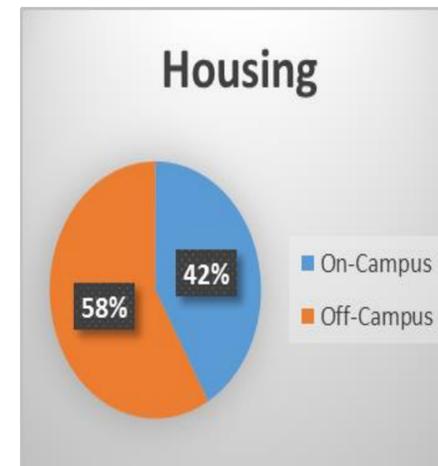
Your Year In Satisfaction

A study regarding the relationship between year in college and satisfaction with Miami University Dining Halls

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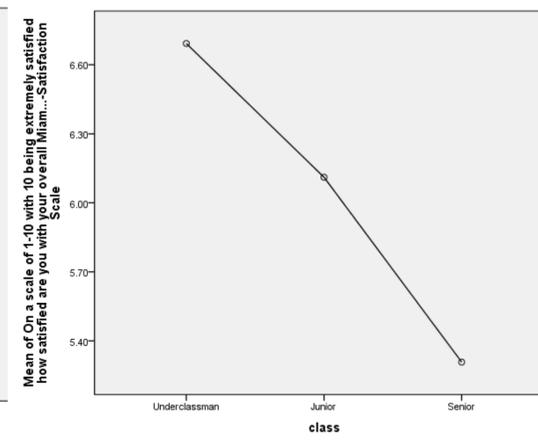
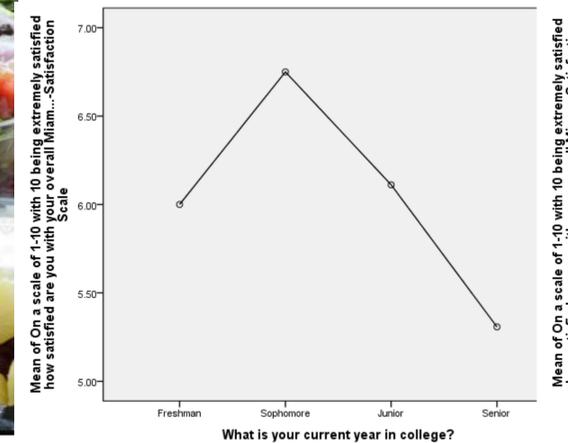
Student Demographics



Results

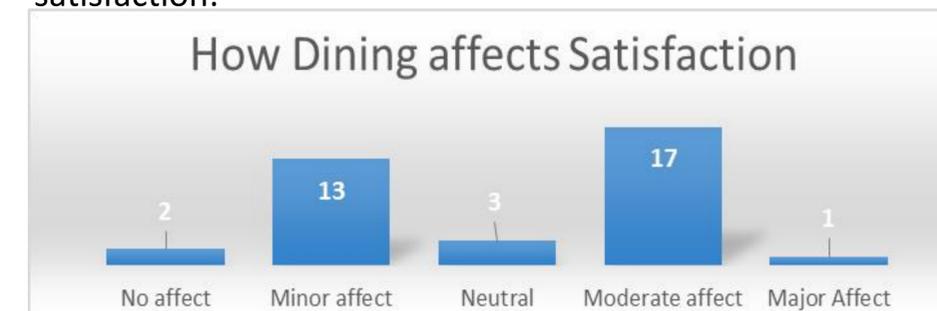
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	13.063	3	4.354	1.536	.225
Within Groups	87.908	31	2.836		
Total	100.971	34			

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	12.544	2	6.272	2.270	.120
Within Groups	88.427	32	2.763		
Total	100.971	34			



Discussion

- P-values were not statistically significant
- Could be due to:
 - Small sample size
 - Low number of freshman respondents
- If the study was repeated, different methods of distribution, more survey responses, and responses based on number of years spent in college rather than year in college could improve the results.
- Several studies have pegged satisfaction with University Dining halls as a factor in student's overall satisfaction in college.
- It goes without saying that student overall satisfaction has an effect on student retention, and knowing how to keep students happy as they progress through college is important.
- Here is how our students said dining affects their overall satisfaction:



Sources: Hu, M., Du, Y., Liu, S., Liu, Y., Niu, H., & Wang, Y. (2012). Food services and student life: a business anthropological case study. *Journal of Higher Education Theory & Practice*, 12(5), 123-140.; Jung, H., Lee, D., Kim, H., & Huffman, L. (2014). Evaluation of the on-campus dining services using importance-performance analysis. *Journal of Foodservice Business Research*, 17(2), 136-146. doi:10.1080/15378020.2014.902647; Lei, P., & Yao-Hsu, T. (2016). Location Choices of Dining For Student Gathering: A Case Study of Chung Hua University Students. *International Journal of Organizational Innovation*, 8(3), 205-212; Ruetzler, T. (2008). Food, beverage, and service quality: does culture impact satisfaction with university food services?. *Journal of Culinary Science & Technology*, 6(4), 308-324. doi:10.1080/15428050802523552