



UNIVERSITY OF ALBERTA
RESIDENCE SERVICES

Lister Residence Meal Plan Consultation

Student Engagement Working Group (SEWG) Report

February 2018

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Introduction & Background

As part of a room and board program at the University of Alberta, students who live in certain residences on campus have a meal program included in their residence fees. Lister Residence, located on North Campus, is home to almost 2,000 students who are primarily in their first year of study. The meal program is included as a crucial part of ensuring that students receive well-rounded nutritious meals, as they work through the often challenging transition from high school into university. As a key piece of residence programming, the meal program facilitates community building and engagement opportunities, and allows students to take a break from their studies and connect with their peers.

In 2014, the University of Alberta began consulting with residents and various stakeholders regarding the meal program offered to students living in Lister Residence. The consultation began in response to low “Dining Services” satisfaction scores reported by students living in Lister Residence over a period of several years. The University of Alberta continues consultation on this important issue, with the overarching goal of improving satisfaction with the meal program in Lister Residence.

Consultation thus far has included: annual satisfaction surveys, site visits to peer institutions with varying dining models, town hall sessions with student leaders and residents, open houses, committee meetings, focus groups, evaluations of student feedback regarding their dining experience, and more.

Measuring Student Satisfaction

The University of Alberta administers an annual, comprehensive, longitudinal satisfaction survey to students living in residence (Skyfactor Mapworks, formerly Educational Benchmarking Inc). The survey measures student satisfaction in a number of key areas, including: safety and security, sense of community, satisfaction with facilities, and more.

“Overall Satisfaction with Dining Services” consistently reports low scores year over year. In 2016-17, students reported their satisfaction with Dining Services as 3.88 out of 7. Students in Lister Residence rank value, quality, variety, and healthy options as the main indicators of satisfaction with the dining program. This survey is administered by 295 universities across Canada and the USA and is used as a benchmarking tool for Residence Services room and board program.

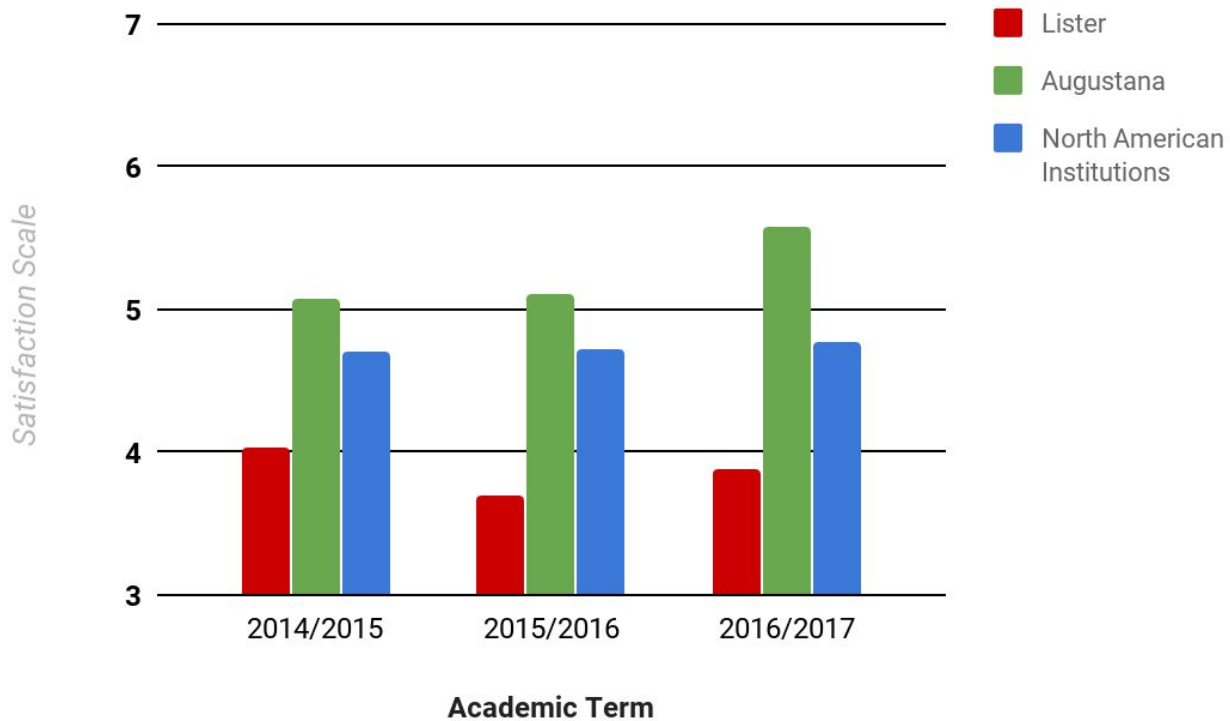
As tested over time and compared to other institutions, “Overall Satisfaction with Dining Services” scores low with respect to the University’s food program in Lister Residence, and are low compared to other attributes of student life (safety & security, community environment, facilities, etc).

Table 1: “Overall Satisfaction with Dining Services”

Academic Term	Lister Residence Rating	Augustana* Residence Rating	North America Average Rating
2014-2015	4.03	5.08	4.70
2015-2016	3.69	5.10	4.72
2016-2017	3.88	5.58	4.78

**Augustana is located at the University of Alberta’s campus in Camrose, Alberta*

Overall Satisfaction with Dining Services



Summary of Changes Resulting from Consultation

In response to student feedback, the proposed meal plan has undergone several important changes, including: adding a second level to accommodate varying student needs, adding more dining locations, incorporating MealPlanFlex funds for use at other campus retail outlets, increasing hours of operation at the Lister Market, and providing a take-out option at breakfast.

Below is a table that summarizes all of the engagement activities from 2014-2017.

Consultation Schedule 2014-2017

Stakeholder	Channel	Date
Lister Residents	Focus Group	March 24, 2014
Lister Residents	EBI Residence Satisfaction Survey	March - April 2014
Lister Residents	Site visit to Carleton University	March 4, 2015
Residence Budget Advisory Committee	Meeting	August 25, 2015
Residence Budget Advisory Committee	Meeting	September 8, 2015
Residence Budget Advisory Committee	Meeting	October 13, 2015
Residence Budget Advisory Committee	Meeting	October 20, 2015
Residence Budget Advisory Committee	Meeting	October 27, 2015
Lister Residents	Lister Food Committee meeting	November 4, 2015
Lister Residents	Lister Food Committee meeting	December 2, 2015
Lister Residents	EBI Residence Satisfaction Survey	March - April 2015
8 Lister Students' Union Representatives	Meeting	September 12, 2016
Residence Life Staff	Email invitation for Consultation Session on September 20, 2016	September 12, 2016
Lister Residents	Website	September 12, 2016
Students' Union Executives	Email invitation for Consultation Session on September 21, 2016	September 13, 2016
Lister Students' Union Representatives	Email	September 13, 2016
Lister Food Ambassadors	Email	September 13, 2016
Residence Budget Advisory Committee	Meeting	September 13, 2016

Stakeholder	Channel	Date
Lister Residents	Posters	September 13 - 21, 2016
Lister Residents	Lister Hall Newsletter	September 14, 2016
Residence Budget Advisory Committee members	Email	September 14, 2016
Students' Union VP Student Life	Meeting	September 15, 2016
Lister Residents	Town Hall 1	September 20, 2016
Lister Residents	Town Hall 2	September 20, 2016
Residence Life Staff	Dedicated Consultation Session	September 20, 2016
Students Union Executives	Dedicated Consultation Session	September 21, 2016
Ancillary Services & aramark staff	Dedicated Consultation Session	September 21, 2016
Residence Budget Advisory Committee	Meeting	September 21, 2016
Lister Residents	Lister Food Committee meeting	October 4, 2016
Residence Budget Advisory Committee	Meeting	October 12, 2016
Students' Union VP Student Life	Meeting	October 14, 2016
Residence Budget Advisory Committee	Meeting	October 25, 2016
Lister Residents	Lister Food Committee meeting	November 1, 2016
Residence Budget Advisory Committee	Meeting	November 8, 2016
Lister residents	Lister Hall Newsletter	November 10, 2016
Lister Residents	Lister Food Committee meeting	December 6, 2016
Lister Residents	EBI Residence Satisfaction Survey	March - April 2016
Lister Residents	Lister Food Committee meeting	January 10, 2017
Lister Residents	Lister Food Committee meeting	March 7, 2017
Lister Residents	Lister Food Committee meeting	April 4, 2017
Student Engagement Working Group (SEWG)	Meeting	August 30, 2017
Lister Residents	Healthy Eating Base Camp presentation	August 31, 2017
SEWG	Meeting	September 11, 2017
SEWG	Meeting	September 25, 2017
SEWG - Survey Group	Meeting	October 11, 2017
SEWG	Meeting	October 16, 2017
SEWG - Survey Group	Meeting	October 17, 2017
Lister Residents	Open House	October 25, 2017

Stakeholder	Channel	Date
Lister Residents	Open House	October 26, 2017
SEWG	Meeting	November 20, 2017
Residence Oversight Committee (ROC)	Meeting	November 24, 2017
SEWG	Meeting	December 5, 2017
Lister Residents	EBI Residence Satisfaction Survey	March - April 2017
Lister Residents	Focus Groups	January 15, 2018
Lister Residents	Focus Groups	January 17, 2018
Lister Residents	Focus Groups	January 18, 2018
ROC	Meeting	January 24, 2018
ROC	Meeting	March 24, 2018

Student Engagement Working Group

In August 2017, The Lister **Student Engagement Working Group (SEWG)** was formed and tasked with reviewing and advising on the 2017-18 community consultation schedule and formats, with particular focus on attracting students at large to engagement sessions on the meal plan. The working group includes membership from the Students' Union, Lister Hall Students' Association, Lister Food Ambassadors, Dining Services, and Residence Services, and is guided by the [University of Alberta Student Participation Process Handbook](#) developed jointly by the Students' Union, the Graduate Students' Association, and the University of Alberta.

2017-2018 Consultation Schedule

As per the terms of reference for SEWG, the group met bi-weekly over the fall term and discussed the consultation format for 2017-18. The schedule included:

- **October 2017:** Open Houses in the Lister Market (the cafeteria)
- **October - December 2017:** Meal Plan survey shared with all Lister residents
- **January 2018:** Targeted focus groups

SEWG continues to meet regarding future consultation on the Lister meal plan.

Analysis Summary

As part of the discussions held at SEWG meetings, it was decided that an independent, third-party analysis of the data collected from the 2017-18 consultation activities was necessary to provide an appropriate and unbiased overview for this report.

Participants of the open houses, surveys, and the focus groups were primarily Lister residents, ranging from their first year of study to their fourth year of study. The consultation activities engaged domestic and international students and a number of key themes were represented in all of the consultation formats.

Common themes fell into the following 5 categories: communication about the meal plan, quality and variety of food, boxed lunches, MealPlanFlex funds, and the variety of locations for meal plan use. Each theme is discussed as part of the independent analysis, which can be reviewed in detail, in the appendices.

Residence Services and Dining Services would like to express thanks to the members of SEWG for their input, guidance, fulsome discussions, and commitment to continue our long history of consulting with the users of the Lister Residence meal plan.

Appendices

Appendix I: Open House Poster Boards

Students were invited to engage with staff and their fellow residents in the Lister Market during the Open House sessions. Poster boards were placed throughout the dining hall, giving the students opportunities to see the details for the 2018-19 Lister Meal program, ask questions, and engage.

Dining Services Vision & All-Inclusive Meal Plans

A new dining experience that will satisfy the food and nutrition needs of students, enhance the student experience, and make the University of Alberta a leader in Food Services.

We want our dining program to become a key factor in residence recruitment and retention.

The All-Inclusive plan will help us achieve our vision by focusing on 4 key factors:

- Quality & Variety
- Value
- Community
- Health, Wellness & Sustainability



Value

Plan Details



Unlimited Access
Lister Market
PLH.



Hot Lunches
In CAB.

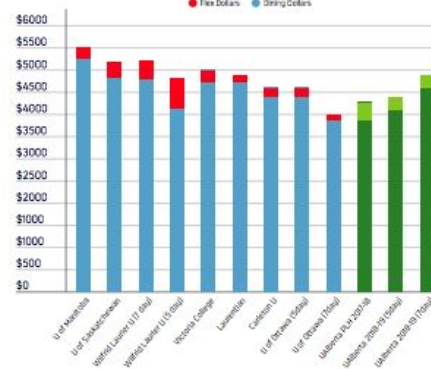


Two Levels
7 days
5 days



MealPlanFlex
\$300 for SUB, CAB,
Starbucks & more.

Benchmarking with other institutions



Value Comparison

Limited food \$20.37/day	Unlimited food \$20.57/day

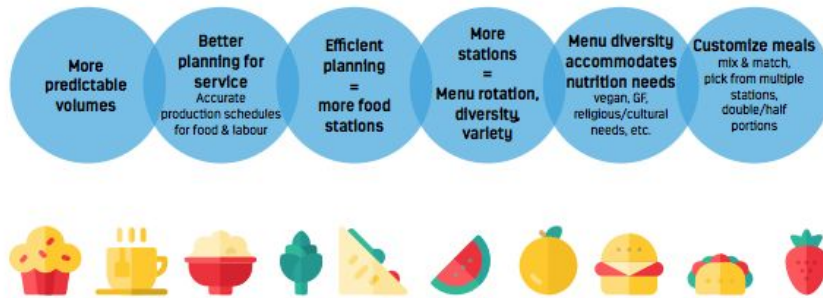
Benefits of All-Inclusive Dining



- More healthy options
- Greater variety
- Longer operating hours
- Less focus on budgeting
- No top-ups
- Engage & connect
- Customizable options
- Eat as much or as little as you wish
- Come as often as you want

Quality & Variety

Why is there more variety & diversity in an All-Inclusive menu?



Feedback from current Lister Hall & Peter Lougheed Hall residents:

- "Can the Lister Market please be similar to this in terms of food variety and flavour?"
- "The staff in here are amazing! They are like a family already to me because they are very friendly and approachable."
- "We have the best, literally the best food, service, and dining environment on campus."
- "If you could make lister like this, I would love to eat at the mar or the caf..."
- "Everything is excellent!! It's like living in a hotel, I feel so lucky to have such a great variety of food prepared every day..."

Sample Menu

Station	Thursday
	All Day
Kettle Classic	Chicken and brown rice. Veg. Three bean chili Broccoli and Cheese Tortellini veg. salad
Mediterranean	Cheese pizza Pepperoni pizza Taco pizza
On the rye	Traditional BLT Alfredo chicken brushetta
Vegan bar	Chilean stew Thai veg. str fry Veg. barley casserole Holsin sfnracha tofu
Grill (Halal)	Tandoori chicken Indian spiced yogurt potatoes Chicken burger
All-day breakfast	Boiled egg Breakfast egg blend Omelet, mushroom and Swiss French toast Turkey patty Raven's potatoes
Comfort zone	Cabbage rolls Brown rice Veg. medley
Grill	Chili dog
Pan-Asia	Black bean veg. taco
Boulangerie	Pecan clafoutie

Community



- Transform the dining hall into a central gathering place
- Make eating social & reduce isolated dorm room meals
- Come for the food, stay for the company
- Interactive food demonstrations & events

Extended Hours

Current hours	New hours
Mon-Thurs: 7:00am - 10:00pm	Mon-Sun: 7:00am - 10:00pm
Fri: 7:00am - 8:00pm	
Sat-Sun: 8:00am - 8:00pm	

Health, Wellness & Sustainability

Goodbye...

- ✗ Budgeting stress
- ✗ Grocery shopping
- ✗ Meal planning
- ✗ Washing dishes

Hello...

- ✓ Food security: plenty of nutritious food is always available
- ✓ Price certainty from the moment you move in
- ✓ Reduced packaging
- ✓ Reduced food waste
- ✓ Easy to meet your personal health goals



MealPlanFlex

Your Meal Plan includes \$300 MealPlanFlex funds to be spent on snacks and meals around campus including: SUB Food Court, CAB, ETL, ECHA, Engrained, CCIS, Cameron Library and other Dining Services locations (see map).



Based on your survey feedback, we could offer additional MealPlanFlex locations in HUB Mall.

Possible additional HUB locations:

A&W	Feta & Olives	New York Fries
Beez	Ho Ho Chinese Food	Savoy's Express
Burrito Libre	International Fare	Subway
Chosun Korean Food	Jacket Potato Man	Teapsy
EDO Japan	La Pasta	

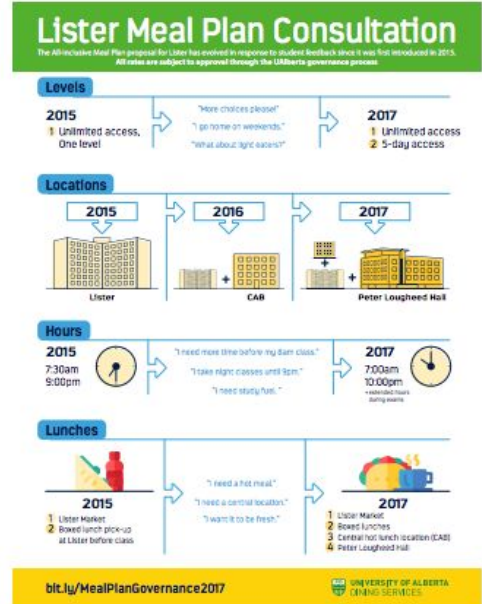
Feedback

In response to student feedback, the All-Inclusive Meal Plan for 2018-19 has already undergone several important changes. See the infographic for a brief summary of changes to the plan since 2014.

How will we use your feedback?

Continuum of student participation

Stages of student participation	Information sharing		Consultation		Active participation	
	Inform	Consult	Engage	Collaborate	Empower	
Intentions	To build awareness	To build knowledge	To build commitment	To build ownership	To build responsibility	
Purpose for student participation	To share information with students about issues that may affect them	Gathering information, testing ideas or concepts by providing information and obtaining feedback on alternatives and/or analysis of proposed decisions.	Involving students in the development of solutions throughout the process to ensure that relevant concerns and aspirations are understood and considered.	Sharing decision making by partnering with students in aspects of decision making, including the development of alternatives and/or recommendations.	Delegating decision making when students have responsibility for the decision.	
Student participation commitment	To keep students informed - about the project, the decision making process, the larger scope, and the ongoing developments.	To keep students informed, to listen, acknowledge concerns and aspirations, and provide feedback on how students' input influenced the decision.	To work with students to ensure that their concerns and aspirations are reflected in alternatives developed and provide feedback on how student input influenced the decision.	To look to students for advice and innovation in formulating solutions and incorporate students' advice and/or recommendations into the decisions to the maximum extent possible.	To implement what the participants decide.	
Responsibility or accountability of the decision maker	Provide complete, objective, reliable, timely and easy to access information	Define the goals and processes, clearly state the purpose and scope of the exercise, and articulate the decision-maker's commitment to the utilization of student input.		Facilitate an effective process by providing time, information, and flexibility for consultation, and by clarifying the process for integrating decision into the larger context.		



Based on your feedback today, we will continue to fine-tune operational details of the meal plan. Thank you for helping us ensure that we offer the best possible plan to Lister residents.

Focus Groups

Interested in joining a focus group?

Get a free meal at Peter Lougheed Hall!

January 16: 3:00 - 5:00pm
5:00 - 7:00pm

January 17: 5:00 - 7:00pm
7:00 - 9:00pm

January 18: 3:00 - 5:00pm



Open House Session 1 - October 25, 2017, Lister Market

Appendix II: SEWG Lister Meal Plan 2018-19 Survey Questions & Analysis

Part 1: Lister Meal Plan 2018-19 Survey Questions

Developed by members of SEWG (Open October 25 - November 10, 2017)

All Lister residents are invited to participate in the consultation process for the 2018-19 Lister Meal Plan. Please review the information about the plan on this form and then provide your feedback. If you have further questions, please contact us at dining@ualberta.ca.

Protection of Privacy: The personal information requested on this form is collected under the authority of Section 33 (c) of the Alberta Freedom of Information and Protection of Privacy Act and will be protected under Part 2 of that Act. Your responses will be used for the purpose of increasing student satisfaction with the Lister Meal Plan and be kept confidential.

Direct any questions about this collection to: Megan Wady at 780-492-4281 or wady@ualberta.ca, or 1-050 Lister Centre, University of Alberta.

Survey Demographics

1. Please Provide your program year
 - a. First Year
 - b. Second Year
 - c. Third Year
 - d. Other

2. Are you an International Student
 - a. Yes
 - b. No

3. Which tower do you live in?
 - a. Classic Towers (Henday, Kelsey, Mackenzie)
 - b. Schaffer
 - c. I am not a Lister Resident

University of Alberta affiliation

1. What is your affiliation with the University of Alberta?
 - a. I live in East Campus
 - b. Student
 - c. Staff
 - d. Faculty
 - e. Other

2. Please indicate your University of Alberta Affiliation
(short answer)

2018-19 Meal Plan Details

Below is a quick overview of the proposed meal plan. As you continue through the survey, you will see more details about specific aspects of the plan and have a chance to give your feedback on each.

Lister Hall Meal Plan 2018-19

We need your feedback!

The University of Alberta has a mandate to provide a meal plan that is focused on providing healthy, nutritious, and well-balanced meals—to support students' adjustment to university life. Changes to the meal plan model are ongoing in response to student feedback as received through our annual residence satisfaction survey.

The most common challenges that Lister students report with their meal plan are:

- Running out of meal plan funds before the end of the term
- Lack of value, quality, and variety
- Lack of nutritional menu options
- Too few options for students with dietary restrictions

Proposed All-Inclusive Plan Details

*all rates are subject to approval through the UAlberta governance process



Unlimited Access
Lister Market
PLH



Hot Lunches
In CAB



Two Levels
\$4999 - 7 days*
\$4400 - 5 days*



MealPlanFlex
\$300 for SUB, CAB,
Starbucks & more.*

General Plan Details

The plan includes:

2 levels to choose from

2 All-inclusive dining locations

1 central hot lunch location (CAB Urban Market)

\$300 MealPlanFlex funds for use at various campus retail outlets, including SUB and The Marina

*please note that the Marina will be a location under Flex \$ in 2018, for more information, please visit this page:

<https://www.residence.ualberta.ca/current-residents/lister-centre/meal-plan-consultation>

Lister is primarily a first-year residence; however, there's also a significant upper-year population, that serve as mentors and student leaders. As such, we want to implement a meal plan that will help first-year students adjust to university life, while also supporting the entire community. Please keep this in mind as you complete the survey.

1. Which level would you be most likely to purchase?
 - a. Level 1 - \$4999 for 7 days of unlimited access, includes \$300 MealPlanFlex
 - b. Level 2 - \$4,400 for 5 days of unlimited access, includes \$300 MealPlanFlex

2. What is the primary reason you would choose Level 2?
 - a. It's more affordable
 - b. It better suits my dietary needs
 - c. I travel home on the weekends
 - d. Other

3. What is the "other" reason for selecting Level 2?
(short answer)

4. If you were to choose the 5 day plan, would you rather have access from:
 - a. Sunday to Thursday
 - b. Monday to Friday
 - c. Tuesday to Saturday

Lister Centre

We want your feedback on implementing the following aspects of the plan at Lister Centre. Previous consultations identified concerns with capacity in the Lister Dining Hall. The Wild Rose Room (adjacent to the Dining Hall) could be converted to accommodate capacity. LOCATION The plan is available in the Lister Centre Cafeteria, Marina and the Peter Lougheed Hall (PLH).

5. What would you prefer The Wild Rose Room to be?
 - a. Quiet "eat-while-you-study" space
 - b. Games room (bar style seating, pool tables, foosball tables, etc)
 - c. Same setup as current dining space (some tables, some soft seating, tvs on walls)

6. What kind of stations would you like to have available in Lister Market? Please indicate whether you would prefer each station to be available all the time (permanent) or just on a rotating basis (pop-up). Leave both columns unchecked if you would not want it at all.
- a. Italian (eg. Pizza, Pasta)
 - b. Indian (eg. Butter Chicken, Tikka Masala)
 - c. Mediterranean (eg. Pita, Shawarma)
 - d. Japanese (eg. Sushi)
 - e. Mexican (eg. Tacos, Burritos)
 - f. Soup & Bread Station
 - g. Comfort Zone (eg. Mac & Cheese, Meat Loaf)
 - h. Salad Bar
 - i. Grill (eg. Burgers, Fish & Chips)
 - j. All Day Breakfast
 - k. Deli
7. What would be the best way to offer you additional dining hours during exams?
- a. 24 hour operation in the Marina
 - b. Lister Market open until midnight (all stations)
 - c. Lister Market open earlier than 7:00am (current opening hours)
 - d. Lister Market open 24 hours (1-2 stations after regular hours)

Meal Plan Lunch Options

A boxed-lunch option may be available in the Lister Dining Hall. The boxed lunch includes a sandwich, cookie, juice, and a piece of fruit. You would be required to order the night before and pick up on your way to class in the morning.

1. If there was a boxed lunch option at Lister, would you use it?
- a. Yes
 - b. No
 - c. Not sure

CAB Hot Lunch Location

When you can't get back to Lister or Peter Lougheed Hall between classes for lunch, you will have the option to order a hot lunch at a specific meal plan location within CAB Urban Market (basement of CAB).

There will be a daily special including a customizable entree and a beverage. For example, the entree might be a Zoca rice bowl, with your choice of protein. Please share your feedback on how you would use this feature of the plan.

1. How often would you utilize your meal plan for the hot lunch option in CAB?
 - a. Every day (Monday-Friday)
 - b. 3-4 days a week
 - c. 1-2 days a week
 - d. Never
 - e. Not sure

2. What time does the hot lunch option need to be available?
 - a. 11:00 AM - 2:00 PM
 - b. 11:30 AM - 2:30 PM
 - c. 12:00 PM - 3:00 PM
 - d. Not Sure

Peter Lougheed Hall

Please provide your feedback on how you will use meal plan options at Peter Lougheed Hall. To view where PLH is located, visit:

<https://www.google.com/maps/dir//53.5262618,-113.5177032/@53.526262,-113.517703,17z?hl=en-US>

1. Based on your current schedule, how often would you use the Peter Lougheed Dining Hall (located near Humanities Centre, HUB, Business, Tory buildings)?
 - a. Every day (Monday-Sunday)
 - b. Every weekday (Monday-Friday)
 - c. 3-4 days a week
 - d. 1-2 days a week
 - e. Never

2. Which meals would you mostly likely eat in the Peter Lougheed Dining Hall? (select all that apply)
 - a. Breakfast
 - b. Lunch
 - c. Dinner
 - d. None

MealPlanFlex Funds

Your meal plan has 2 primary dining locations (Lister Market & Peter Lougheed Hall), and a hot lunch location in CAB Urban Market. In addition to this, the meal plan includes \$300 in MealPlanFlex funds that can be spent at select dining locations on campus to give you flexibility to eat elsewhere when needed between classes. Please note that MealPlanFlex purchases are not GST exempt.

Based on your feedback, we could offer additional MealPlanFlex locations.

1. Which of the following locations would you be most interested in using your MealPlanFlex funds? (select all that apply)
 - a. HUB
 - b. SUB
 - c. CAB
 - d. Van Vliet

How do we incorporate your feedback?

In response to student feedback, the Lister Meal Plan for 2018-19 has already undergone several important changes. These changes include: a second level to choose from, more dining locations, MealPlanFlex funds for use at other campus retail outlets including, the Marina, SUB Food Court, and longer hours of operation in the Lister Market. See below* for a brief summary of changes to the plan since 2014.

Conclusion

Based on your feedback today, we will continue to fine tune operational details of the meal plan. Thank you for helping us ensure that we offer the best possible plan to Lister residents!

Based on the information presented during consultation, in this survey, and online, to what extent do you feel that the proposed All-Inclusive Meal Plan will address student concerns regarding:

1. Quality of food

Not At all - Significantly 1-2-3-4-5

2. Variety of Food

Not At all - Significantly 1-2-3-4-5

3. Value of Meal Plan

Not At all - Significantly 1-2-3-4-5

4. Accessibility of Meal Plan

Not At all - Significantly 1-2-3-4-5

5. Are there other issues you feel have not been addressed in the proposed All-Inclusive model?

Not At all - Significantly 1-2-3-4-5

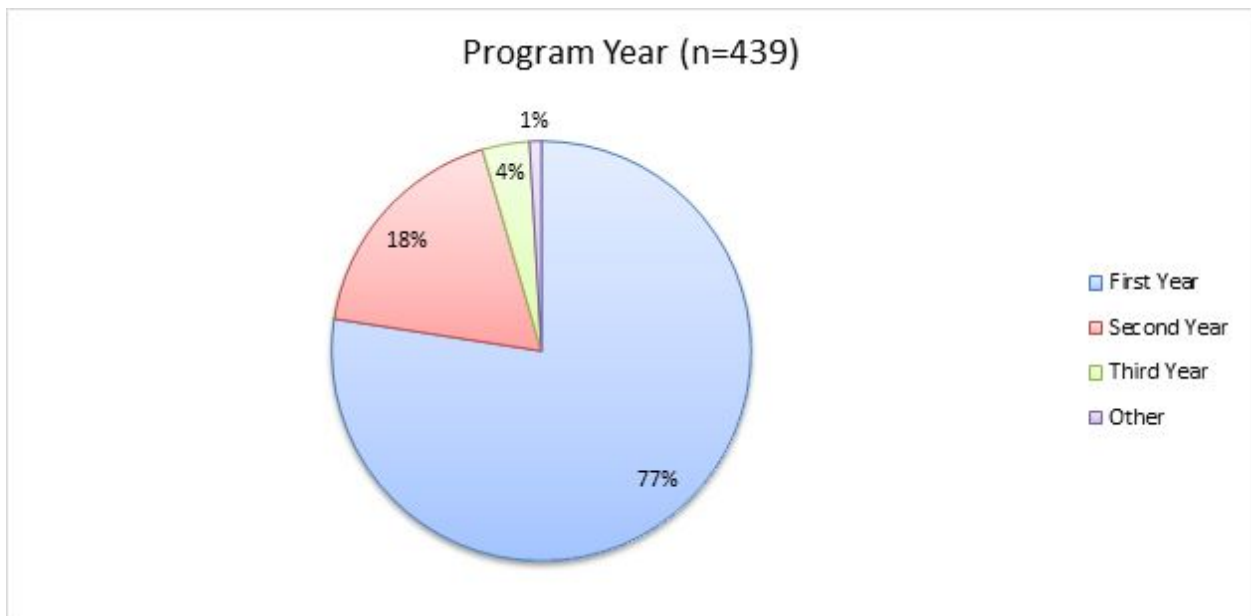
Part 2: SEWG Survey Responses & Analysis

An independent graduate student completed the data analysis for this survey.

“Lister Meal Plan Survey – Take Away Points December 2017”

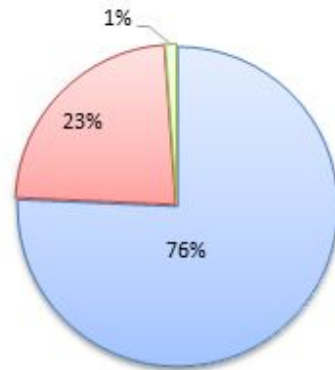
Response details

- 455 original responses (440 unique individuals)
- Data collected 10/25/17 – 11/10/17



- Majority are first year students
- 82% non-international student

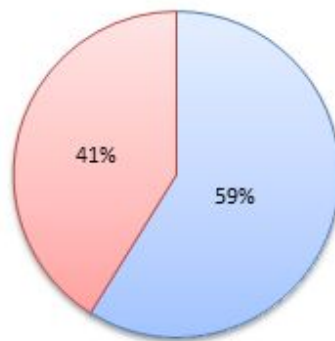
Residence location (n=440)



■ Classic Towers (Henday, Kelsey, Mackenzie) ■ Schaffer ■ I am not a Lister resident

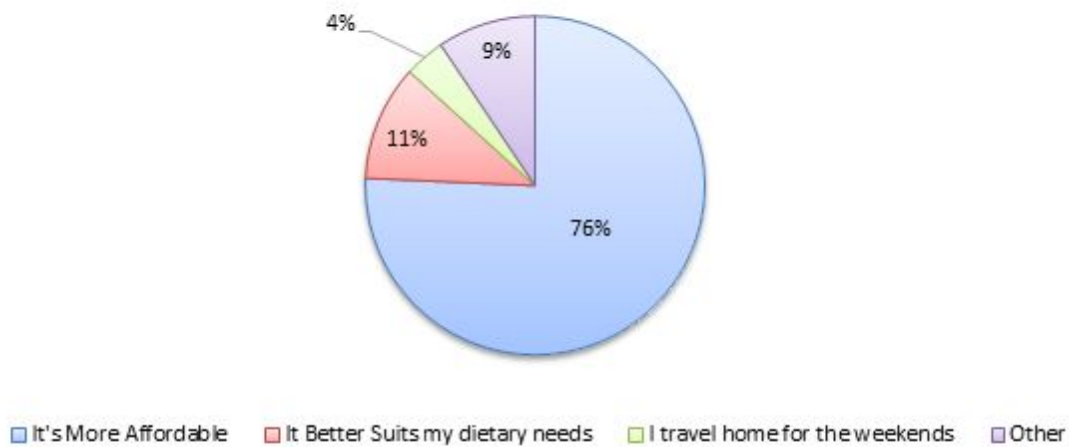
- 76% live in Classic Towers

Meal Plan Level Likely to Purchase (n=440)



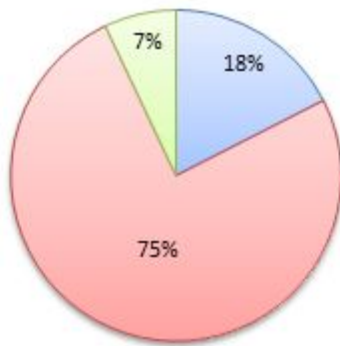
■ Level 1 - \$4,999 for 7 days of unlimited access, includes \$300 MealPlanFlex
■ Level 2 - \$4,400 for 5 days of unlimited access, includes \$300 MealPlanFlex

Why would Level 2 be selected (n=181)



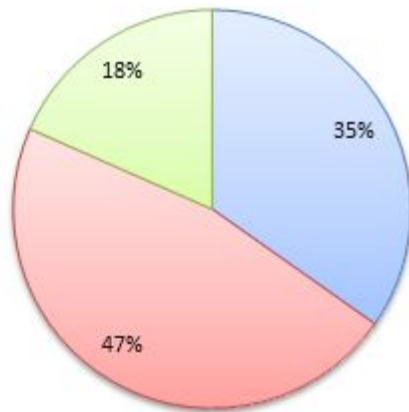
- Why select option 2
 - 75% would choose Option 2 because it is more affordable
 - **Won't get money back at the end:** "I do not approve of being forced to spend more money and not receive it back at the end of the year, make balances roll!"
 - **Don't like either option:** "Both are awful and a complete waste of money and time, so I may as well pay less for a meal plan that I likely won't use anyway; if these plans are implemented, I would probably buy food primarily off campus."

5-Day Plan Preference (n=440)

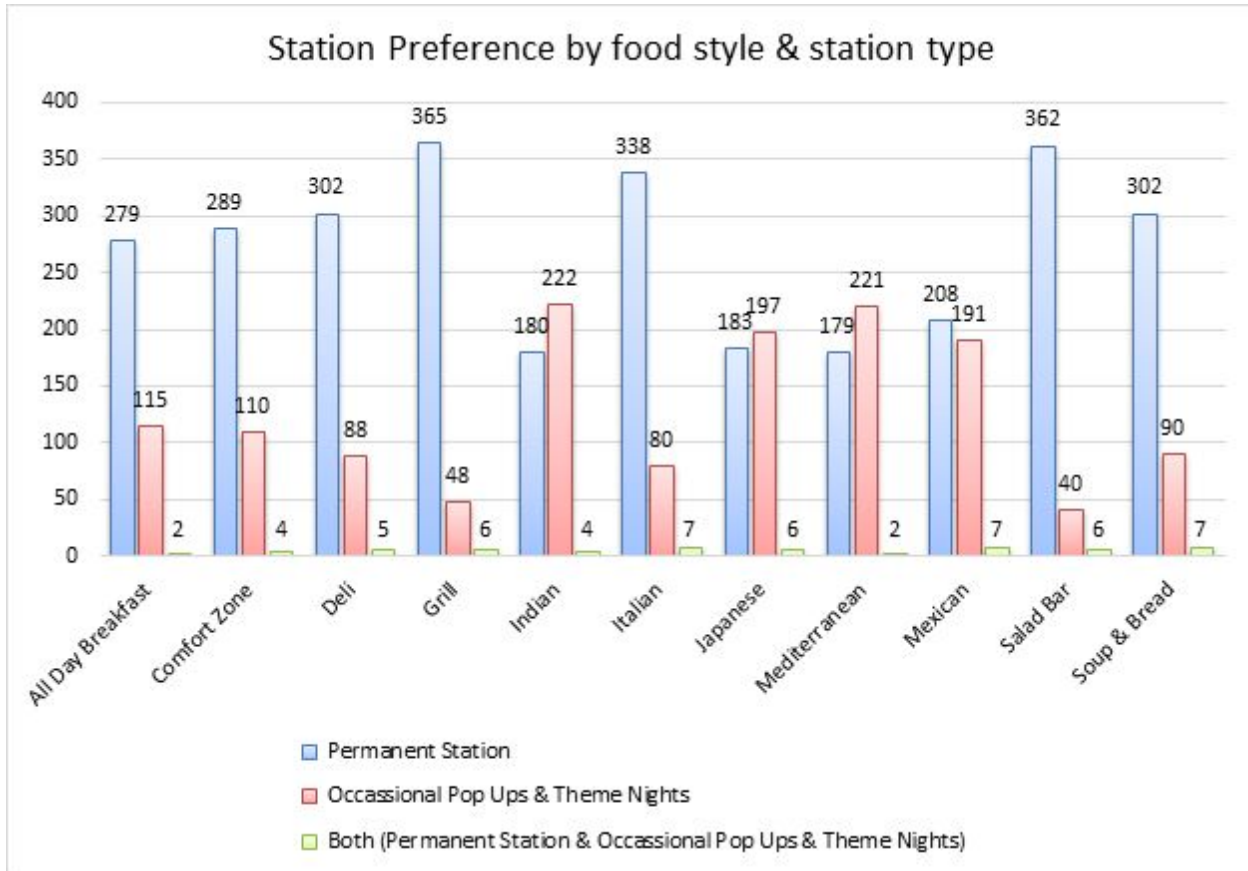


■ Sunday to Thursday ■ Monday to Friday ■ Tuesday to Saturday

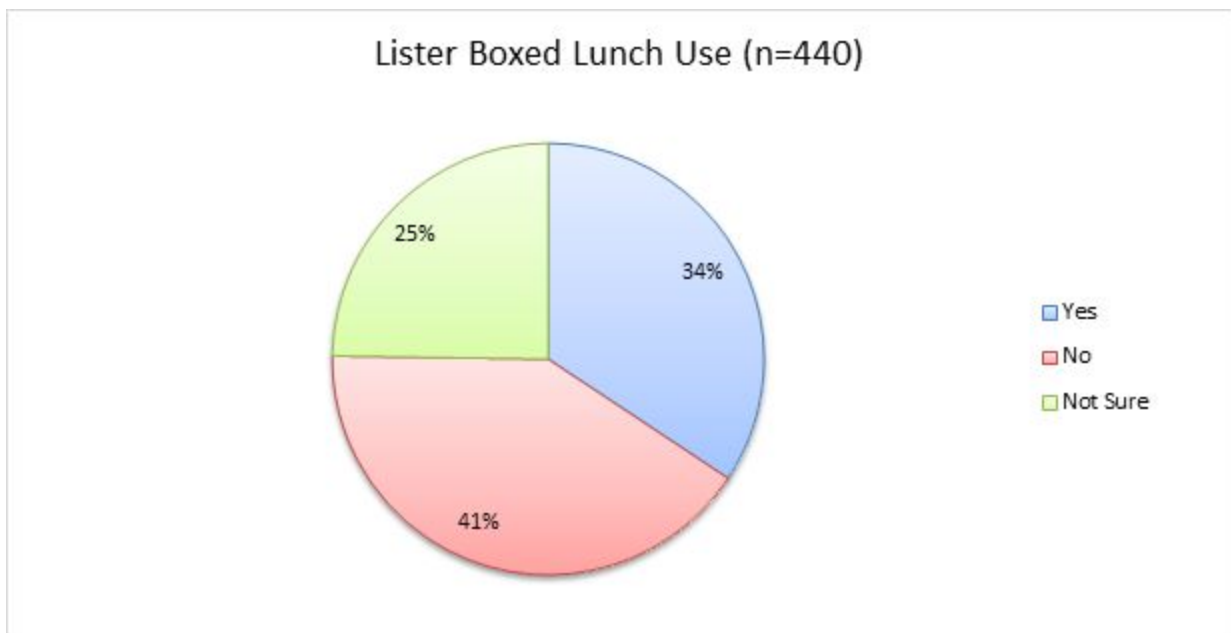
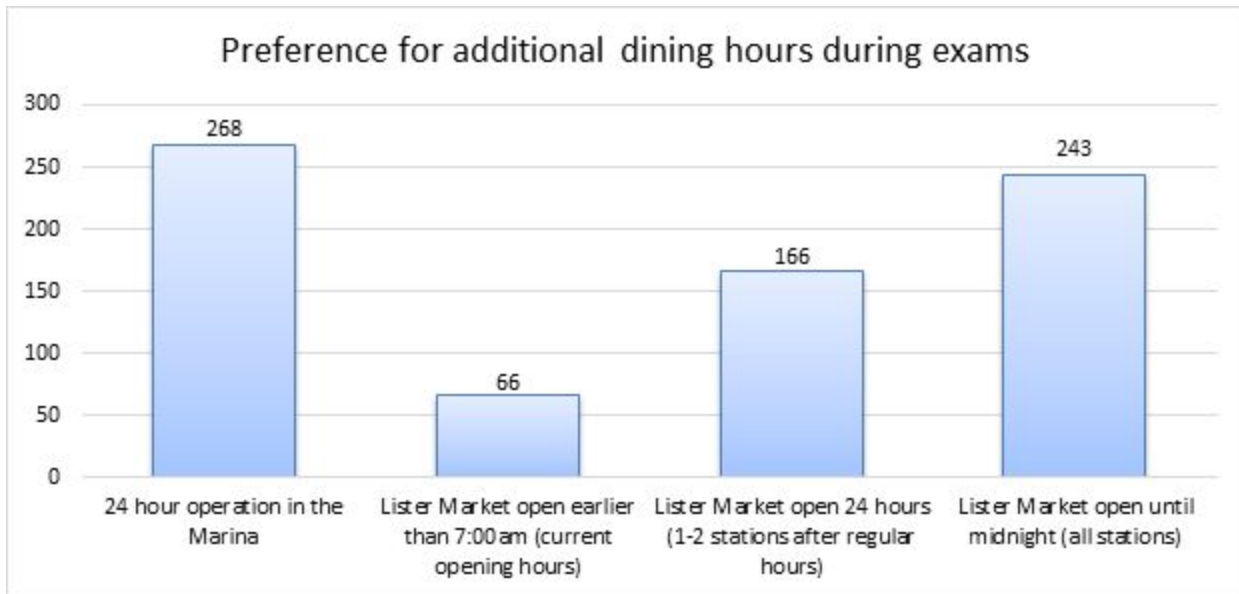
Eating Environment (n=440)

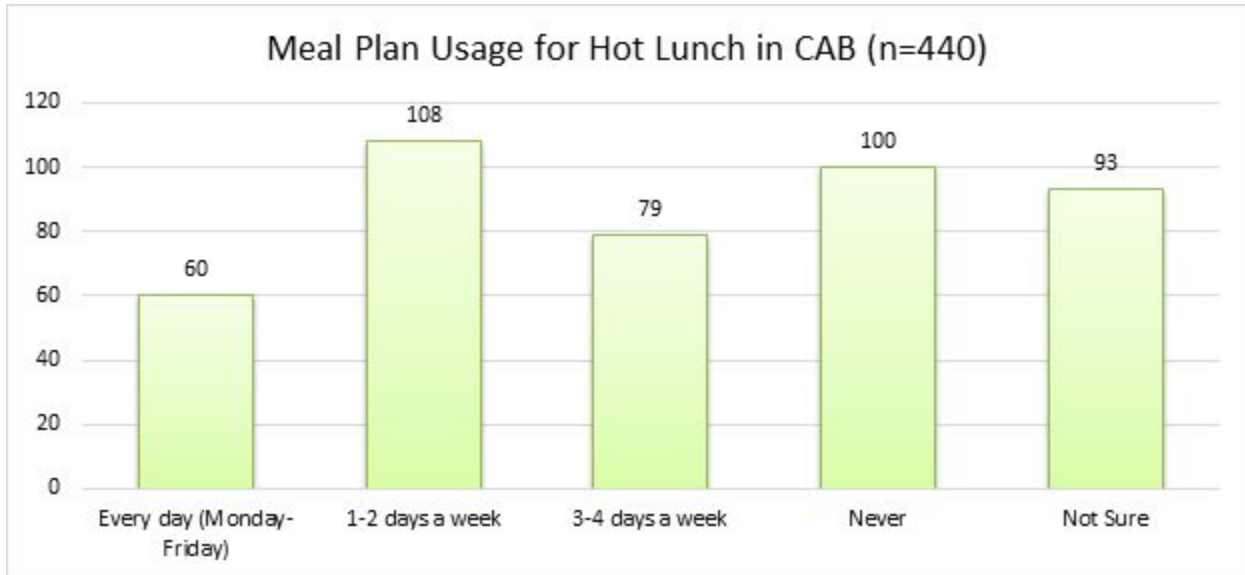


■ Same setup as current dining space (some tables, some soft seating, tvs on walls)
■ Games room (bar style seating, pool tables, foosball tables, etc)
■ Quiet "eat-while-you-study" space

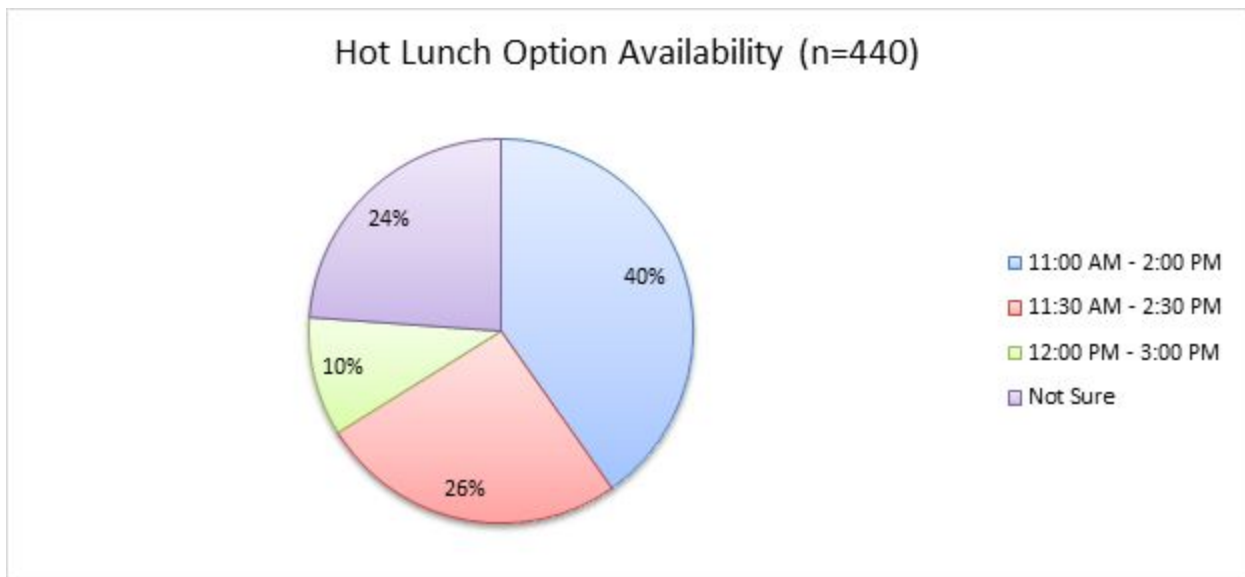


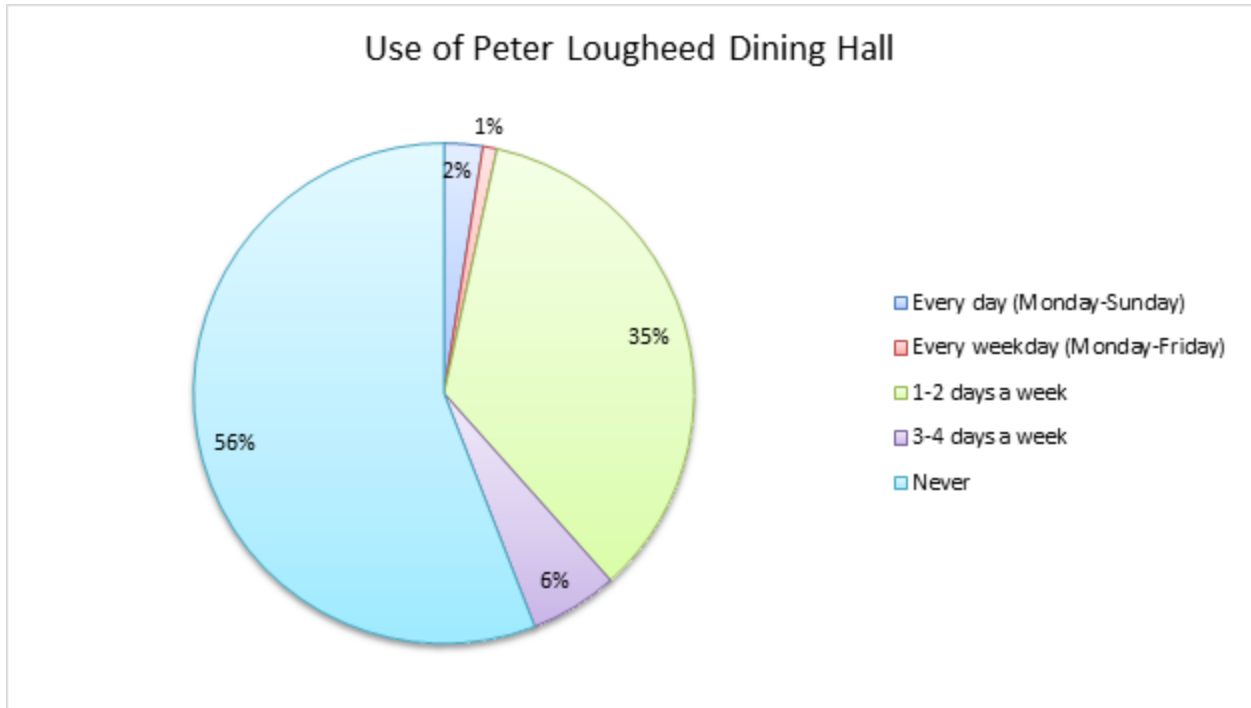
- Differences exist between which stations are preferred for permanent vs. occasional options
 - Most popular for a permanent station
 - All-day breakfast
 - Comfort Zone
 - Deli
 - Grill
 - Italian
 - Mexican
 - Salad Bar
 - Soup & Bread
 - Most popular for occasional pop-ups or theme nights
 - Indian
 - Japanese
 - Mediterranean





- A majority of respondents felt that they would use hot lunch options in CAB rarely or never
- A large proportion were also unsure about their usage of CAB hot lunch options



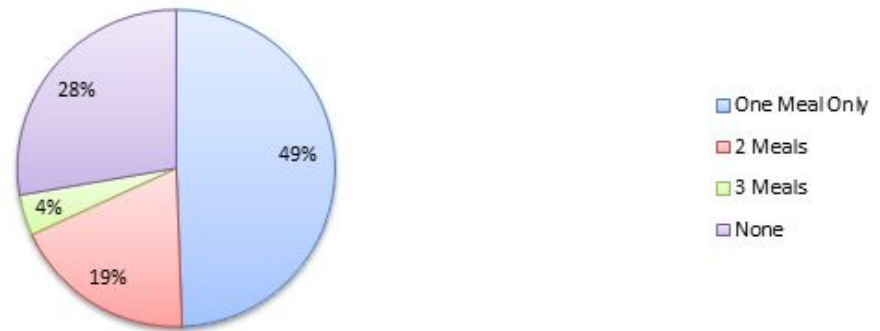


- A majority of respondents would either rarely or never use the Peter Lougheed Dining Hall



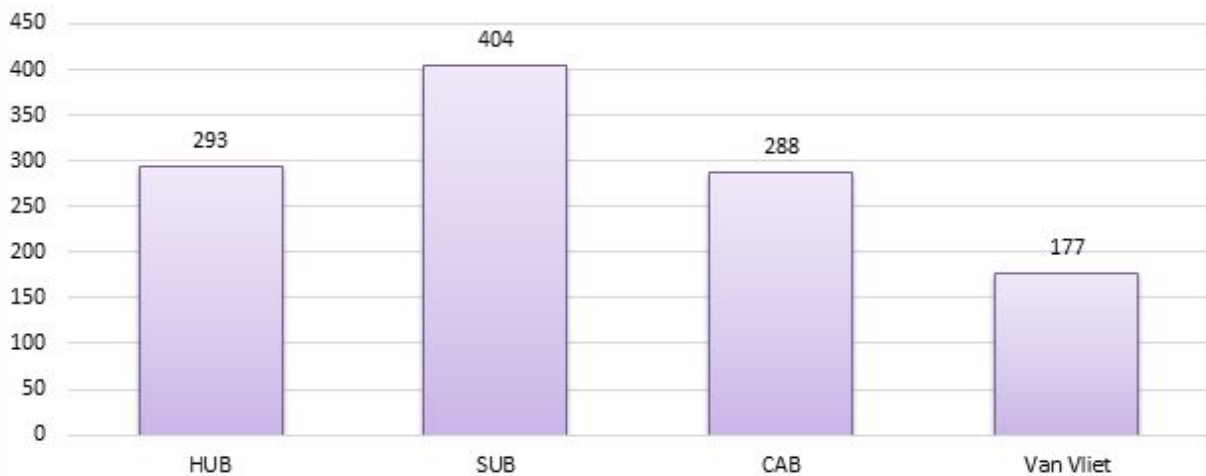
- Dinner was the most common meal to be eaten in the Peter Lougheed Dining Hall

Proportion of Respondents per Meal Quantity in Peter Lougheed Dining Hall (n=433)



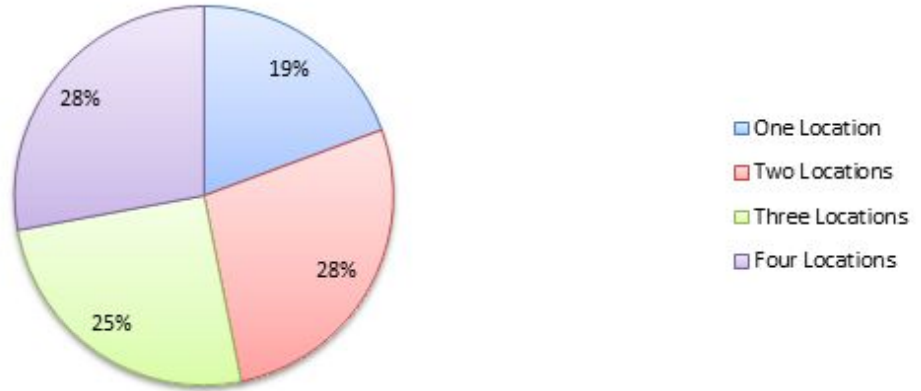
- Most respondents (49%) responded that they would only eat one meal in the Peter Lougheed Dining Hall
- Few respondents stated that they would eat all three meals at that location

Preferred locations for using MealPlanFlex



- SUB was the most common location for use of MealPlanFlex
- HUB and CAB also showed significant preference

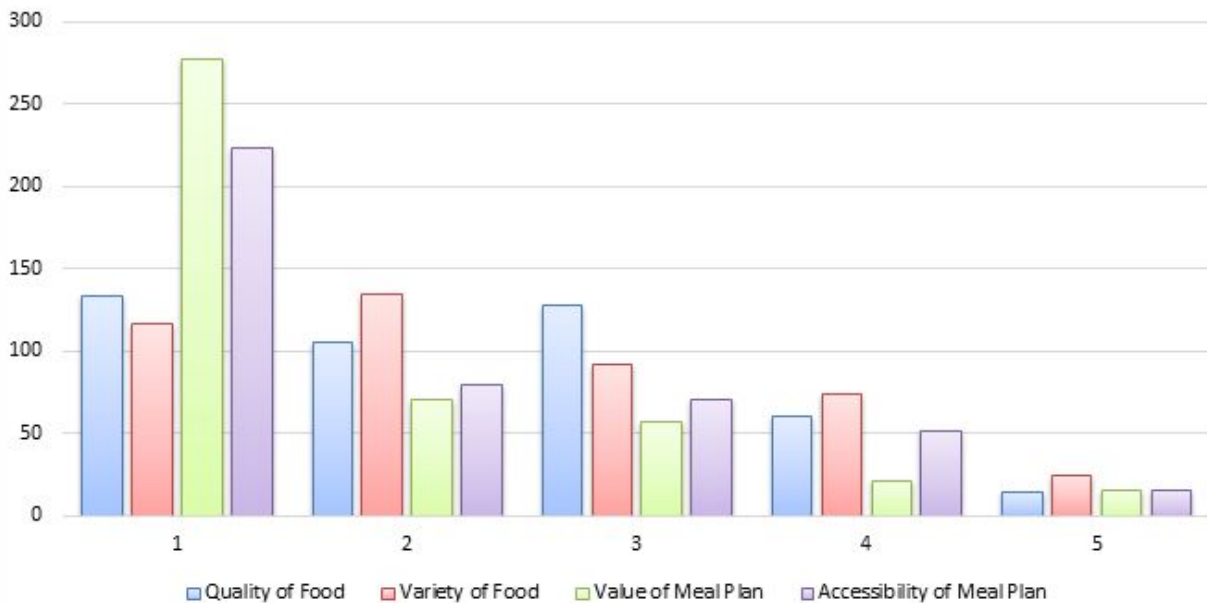
Number of Locations Preferred for using MealPlanFlex



- Most respondents responded that they would prefer to have use of MealPlanFlex in two-four locations thus showing that options and variety are preferred

Belief that All-Inclusive Meal Plan will Address Concerns (n=440)

1: Not at all --> 5: Significantly



- The vast majority of respondents do not believe that the All-Inclusive Meal Plan will address any of the concerns that were assessed
- Though minimal and statistically insignificant, respondents believe that the plan will address the variety of food most appropriately compared with the other factors

Free-Response Takeaways

- The majority of comments (65%) refer to the overall cost of the proposed meal plan. Common specifics (beyond simply comments about the price) include:
 - The amount of flex dollars being decreased (nearly 65% of overall responses referenced the amount of flex dollars being decreased)
 - The proposed plan doesn't support people who don't eat a lot
 - Proposed plan seems too high for a 5-day food plan
 - Roughly 50% of respondents felt that there should be more variety in options
- Significant responses related to the flexibility of the plan around campus
 - Many respondents (~45%) reported a preference to using their plan around campus, particularly for lunch
 - Box lunches were mentioned several times and included comments about a need for variety in those options
 - Many responses (>40%) want the "Mar" (**I'm unsure what this is referencing but the respondents used this term numerous times**) to be part of the meal plan options instead of switching to flex
- Space in Lister
 - Several comments related to the amount of space available in Lister/Wildrose
 - Several responses expressed concerns about space availability once the additional housing is online
 - There were repeated comments regarding taking food back to floors/lounges/out of the Market
- Several comments referred to options for special diets. Specific examples include:
 - Vegetarian
 - Vegan
 - Meatless
 - Halal
 - General lack of 'healthy' options
- Misc.
 - There were several comments about the use of carry-over and expressing concern that unused money won't be returned to the student
 - There were a couple of comments supporting the debit-card model for the meal plan with fewer limitations (particularly referenced for students that leave for weekends/holidays)
 - Several (<25) requested an 'all-you-can-eat' option for the meal plan
 - There were several responses (~30) requesting no change but few provided significant support for that position beyond the aforementioned cost/flexibility concerns. Those that supported their position requested increased variety and stations.

- 26 comments referenced not returning to Lister in the future due to the price and options associated with the new plan.
- There were numerous comments (~45) that referenced a lack of discussion with residents on the development of the new plan. A couple referenced previous meetings and discussions that were scheduled during finals

Free-Response Examples

- *Too expensive*
 - “The proposed meal plan forces people to spend too much on food even though they likely would not need to spend that much on food. I for one will not use all of my current (small meal plan) and if the funds did not carry over I would end up wasting around \$1000 this year alone.”
 - “The price of the meal plan would increase significantly, but that does not mean that my appetite will. How am I getting value from this plan if meals are much more expensive for the same quantity of food that I will be eating?”
 - “People get upset about the high cost and lack of value of the meal plan- so you up the cost and reduce flex dollars.”
 - “I feel the new meal plan is unfair as it assumes all people eat the same amount which truly isn't the case. I am a big guy and I eat quite a bit so the proposed meal plan would suit me alright. This isn't the case for the majority of people however, as most people will not eat 5000 dollars worth of food in a year.”
- *Flex dollars decreased*
 - “Very concerned that Flexi dollars are being decreased. Feels like I'm being forced to eat at a certain place when I should have the ability to use my money in many places”
 - “300 dollars is not enough for flex money, these kids need to eat and without giving them access to regular food they just won't and that won't end well.”
- *No change*
 - “I feel as if this plan is not inclusive. I feel as if the meal plan is fine the way it is. Specifically we should not be limited to eating in the Caf. Some people choose to study in specific places in Lister and would like to eat a meal there while studying.”
 - “The meal plan flex has less money but includes more places... I think the 2017/18 mealplan is good enough”
- *Use around campus* “I think this change is really unreasonable, I need flex money to spend on Campus because my classes are far way from Lister”
- “Also students are always around campus especially during the week, and limiting them to just the two options on opposite ends of the campus would be a major inconvenience

and would likely result in students having to pay out of pocket for food on campus on top of the already extremely pricey menu.”

- *Misc*

- “Money back policy as well as a bigger meal plan flex fund!”
- “Make sure to be keeping common dietary restrictions in mind (dairy, gluten sensitivities, etc). It is possible to avoid these foods now, however it becomes extremely repetitive and unappealing when you are constantly rotating between a few mediocre meals in attempt to avoid certain ingredients.”
- “I really don't like how the marina is becoming apart of the flex dollars. It's a horrible idea. That's where I mostly eat and I really don't like the fact that the flex dollars are going down, they should be going up if anything else.”
- “Let us eat in our lounges and only charge us for what we eat because as someone who does not eat a lot im just going to be ripped off. Keep meal plan as is because it is not perfect but it is better than this garbage.”
- “The all inclusive model is a good model but any excess funds should be returned at the end of the semester.”
- “This meal plan potentially endorses over eating, and I am also not fond of the fact that the Marina is only available on Flex in the plan. Many people eat the majority of their food from the Marina, so I feel it would be better to include it somehow. It is also more expensive, and without possibility of any refund - which can be an issue for people who can't afford it and for those who feel they need to make the most of the plan (ie. overeat to make the most of it)”

Appendix III: Students' Union & Lister Hall Students Association Meal Plan Survey Questions & Analysis

Developed by the Students' Union & the LHSA (Open from November 27 to December 16, 2017)

Part 1: SU/LHSA Student Meal Plan Survey Questions

SU/LHSA Meal Plan Survey (link posted on LHSA facebook page)

Survey Demographics

1. Please Provide your program year
 - a. First Year
 - b. Second Year
 - c. Third Year
 - d. Other

2. Are you an International Student
 - a. Yes
 - b. No

3. Which tower do you live in?
 - a. Classic Towers (Henday, Kelsey, Mackenzie)
 - b. Schaffer
 - c. I am not a Lister Resident

Dining Hours

1. Do you primarily eat dinner at the Lister Centre Cafeteria?
 - a. Yes
 - b. No

2. When do you usually eat dinner?
 - a. 4 to 5pm
 - b. 5 to 6pm
 - c. 6 to 7pm
 - d. 7 to 8 pm
 - e. 8 till 9 pm
 - f. After 9 pm

3. How long do you typically stay in the Lister Centre Cafeteria? (on average)
 - a. 1 to 30 minutes (I eat and run)
 - b. 30 to 60 minutes (I eat and socialize a bit)
 - c. 1 hour to 1.5 hours (I eat, socialize, and study)
 - d. more than 1.5 hours (I basically live there)

4. What do you do in the Lister Centre Cafeteria? Choose all that apply
 - a. Socialize - hang out with friends (after the meal)
 - b. Study or do homework

- c. Play games
- d. Relax by myself (read, TV, etc)
- e. Eat
- f. Other:

Changes to the Meal Plan

"We are working on changes to our meal plan model in response to feedback as received through our annual student satisfaction survey in regards to the prices, lack of variety, and need for more healthy and fresh options. Historically, many students have selected the lowest declining balance meal plan level and often run out of money early in the second term—resulting in students having to add funds, shop for groceries, or do without meals at all." This is taken from the website:

<https://www.residence.ualberta.ca/current-residents/lister-centre/meal-plan-consultation>

1. Do you agree with past recommendation that the quality of food in Lister Centre Cafeteria needs to improve?
 - a. Yes
 - b. No
2. Do you agree with past recommendation that the dietary options (vegan, halal, vegetarian, gluten-free, etc) need to be expanded within the Lister Centre Cafeteria?
 - a. Yes
 - b. No
3. Do you agree with past recommendation that healthy and fresh options need to be expanded within the Lister Centre Cafeteria?
 - a. Yes
 - b. No

Meal Plan Changes

The current proposal has been circulated for a while in a number of versions, and decisions that were made earlier in the process can be more difficult to change now than others. We want to make sure we are advocating for what matters the most to you.

1. With three proposed locations on campus (Lister Cafeteria, CAB, Lougheed Hall), I will be able to access/use my meal plan while on campus.
Strongly disagree- Strongly agree: 1-2-3-4-5
2. The Cafeteria will be open 7 am until 10 pm everyday, with extended hours during exams. This timeframe aligns with when I will access it.
Strongly disagree- Strongly agree: 1-2-3-4-5
3. The new plan will prevent me from eating meals outside of the Lister Centre Cafeteria or Peter Lougheed Hall Cafeteria. This will be an inconvenience for me, as I tend to eat my meals not in the Cafeteria.

Strongly disagree- Strongly agree: 1-2-3-4-5

4. Within the Marina only the flex dollars portion of the meal plan can be used. I want to use my meal plan (not flex dollars) within the Marina.

Strongly disagree- Strongly agree: 1-2-3-4-5

5. The \$300 flex dollars can still be used across campus at select locations. Is \$300 enough? (Additional flex will likely increase the cost)

Too little-too much: 1-2-3-4-5

6. What are your main concerns with the proposed meal plan? Please be specific. (short answer)

7. What do you think will improve under the proposed meal plan? Please be specific. (short answer)

*** Required**

Lister Centre Meal Plan

CURRENT PLAN:

The anytime dining model where students can eat all they please for the semester/year.

Dining hours are: 7:30AM - 9PM

COST

(Note these prices would increase by at least CPI the following year)

Level 1: \$3882 + \$900 mandatory flex dollars

Level 2: \$3,417 + \$900 mandatory flex dollars

LOCATION

The plan is available in the Lister Centre Cafeteria, Marina and the Peter Lougheed Hall (PLH).

Flex dollars can be used outside of the Lister Centre Cafeteria, Marina and Peter Lougheed Hall (PLH) in locations such as CAB, SUB, and others.

CARRY-OVER

The entirety of the meal plan can be carried over or refunded once you end your academic degree.

NEW PLAN:

The anytime dining model where students can eat all they please for the semester/year.

Dining hours are: 7AM - 10PM, with extensions on the weekends.

COST

7 Day Plan: \$4699 + \$300 mandatory flex dollars

5 Day Plan: \$4,400 + \$300 mandatory flex dollars

LOCATION

The plan will be available in the Lister Centre Cafeteria and the Peter Lougheed Hall (PLH), as well as a Hot Lunch program in CAB. Students will not be able to take meals out of Lister Centre Cafeteria or Peter Lougheed Hall Cafeteria.

Flex dollars can be used outside of the Lister Centre Cafeteria (on campus and in the Marina) and would be GST exempt for those purchases.

CARRY-OVER

Flex dollars can be carried over or refunded. Other than that, the new plan will not carry over nor return any funds at the end of the year.

For more information:

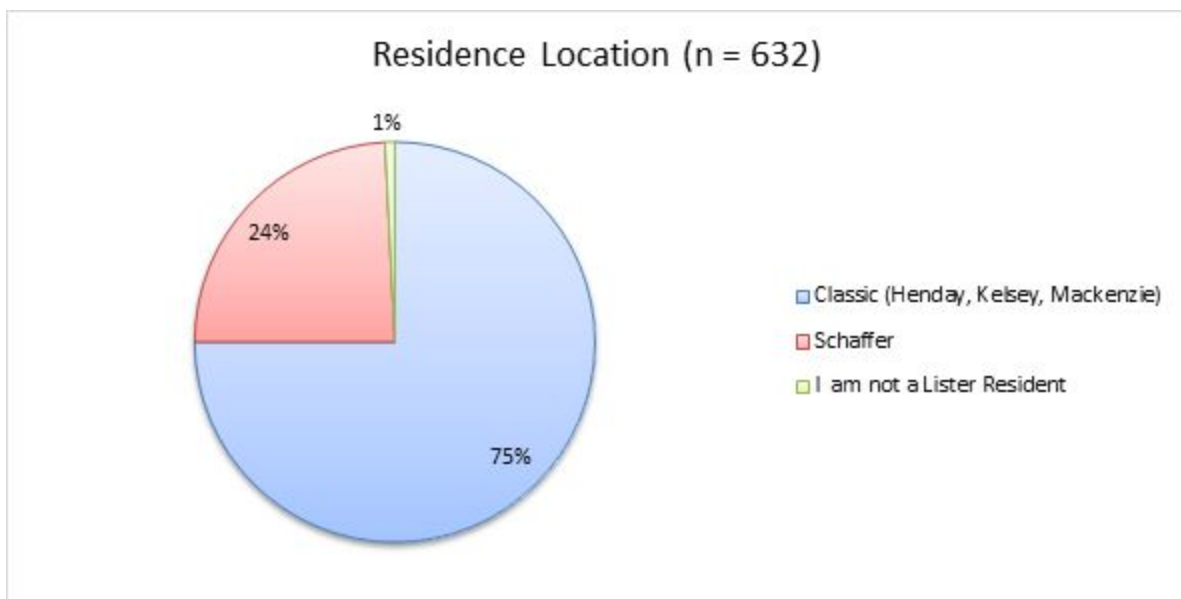
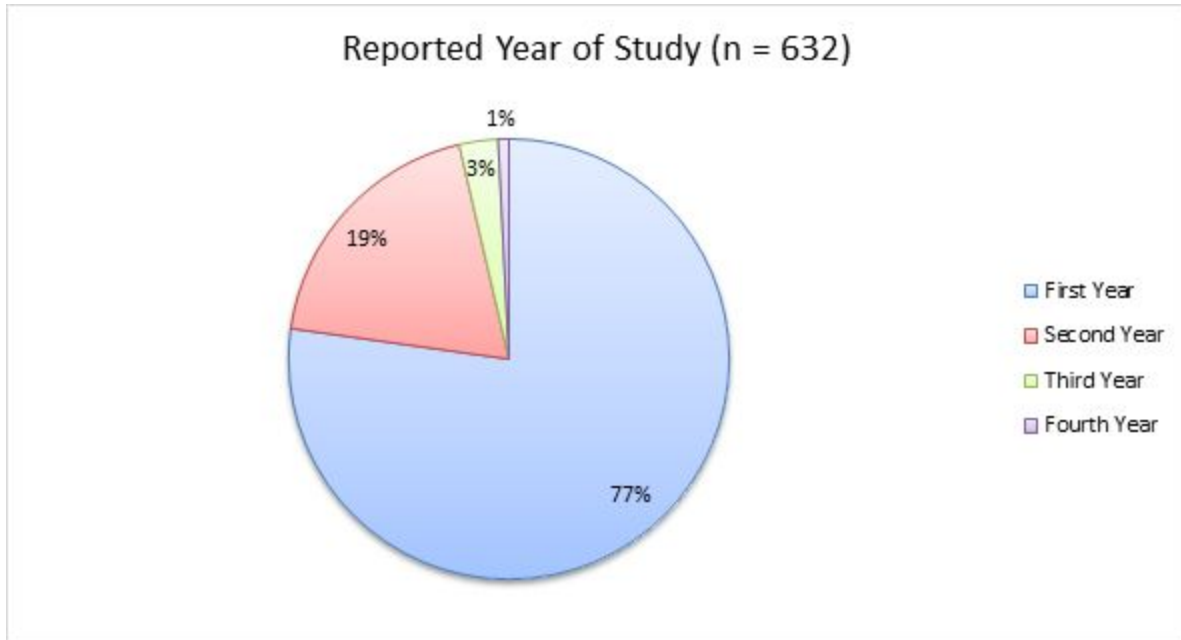
<https://www.residence.ualberta.ca/current-residents/lister-centre/meal-plan-consultation>

1. Do you think the proposed meal plan is an improvement over the current meal plan?
 - a. Yes
 - b. No
2. Do you support the proposed meal plan for next year?
 - a. Yes
 - b. No
3. Please add any other comments below.

Part 2: SU/LHSA Survey Responses & Analysis

Demographics

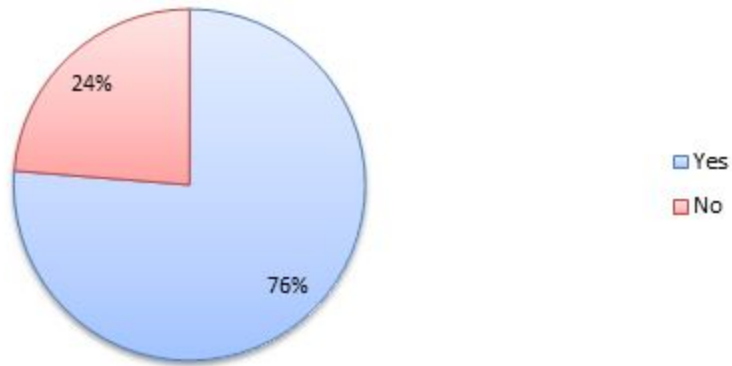
- Majority (77%) of respondents were first year students
- 78% of respondents did not identify as international students
- 75% of respondents reported living in the Henday, Kelsey, or Mackenzie units
 - The five respondents that responded as “not being Lister residents” responded that they were affiliated with the University of Alberta as students
 - For the remainder of the analysis, I opted to leave these five respondents in the overall sample for three reasons: first, they responded to all questions in the questionnaire; secondly, they were a minor (<1%) component of the respondents; thirdly, their free-response comments indicated knowledge of the current meal plan that is under consideration. Thus their perspective seemed to be relevant to the overall data findings



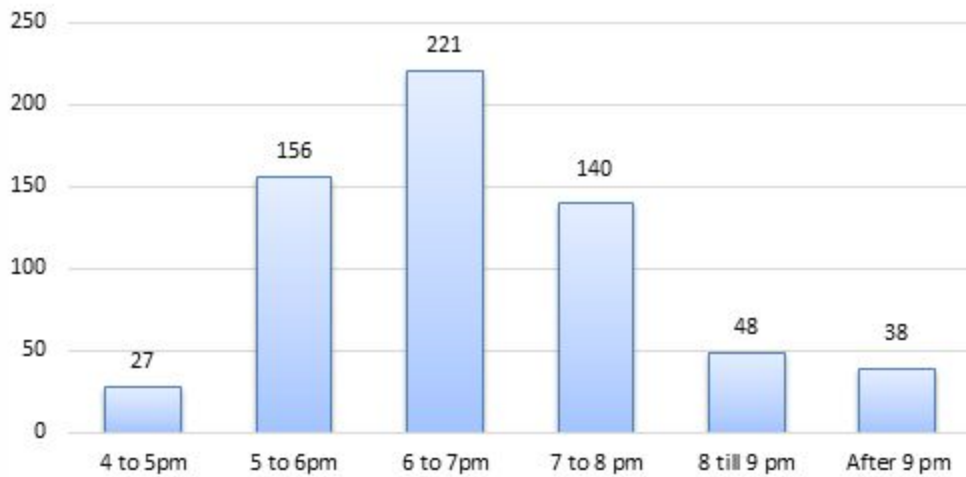
Location where primarily eating dinner

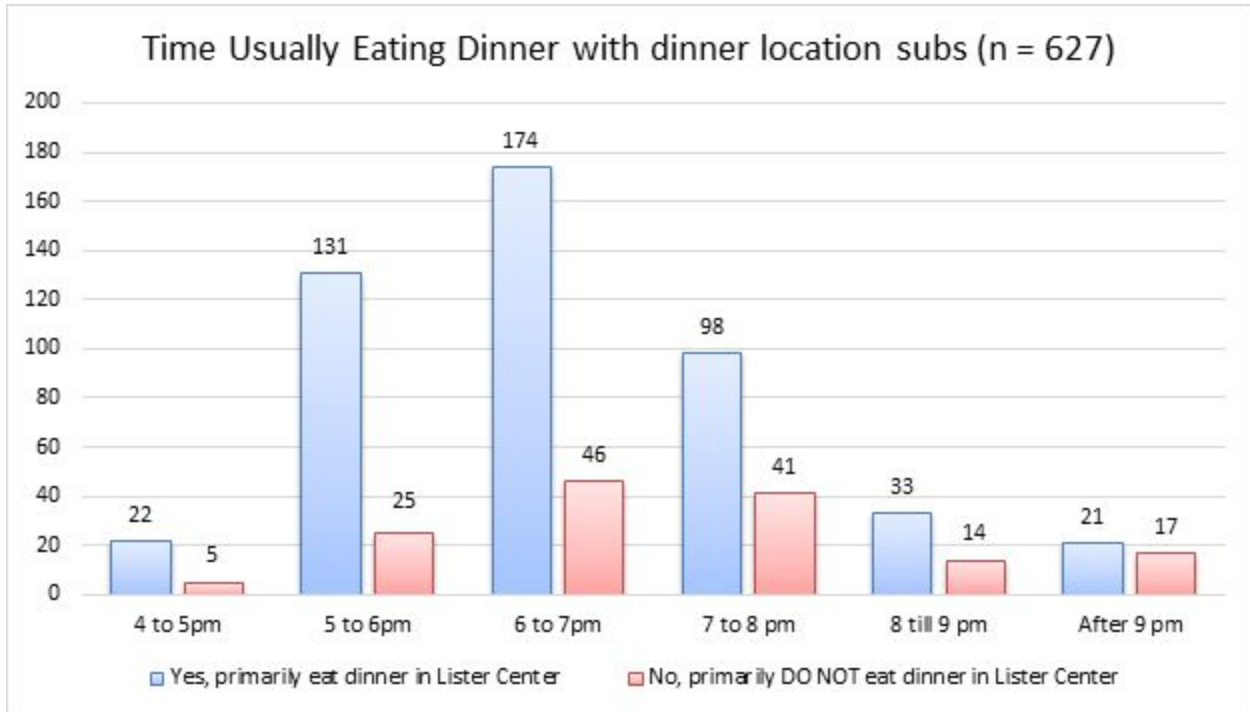
- The majority (76%) of respondents reported eating dinner primarily in the Lister Center
- Overall (all respondents), the most popular time when dinner was eaten was 6-7pm, followed by 5-6pm and 7-8pm respectively
- The same findings were recognized when the common time for dinner was broken down by those who primarily ate dinner in the Lister Center and those who did not. This may demonstrate that meal time options is not a prohibiting factor for individuals not eating dinner in the Lister Center

Primarily Eat Dinner in Lister Center Cafeteria
(n = 628)



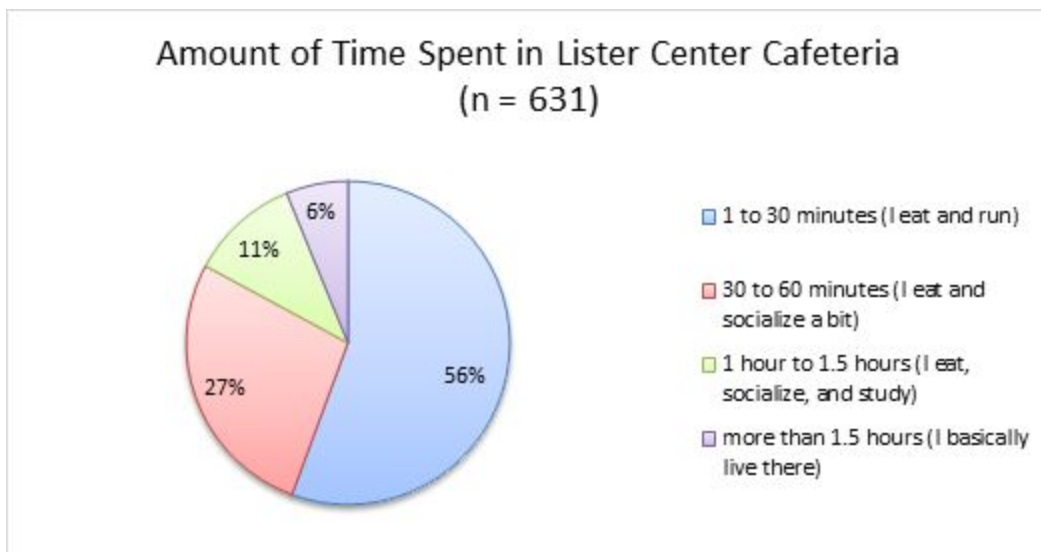
Time Usually Eating Dinner (n=630)



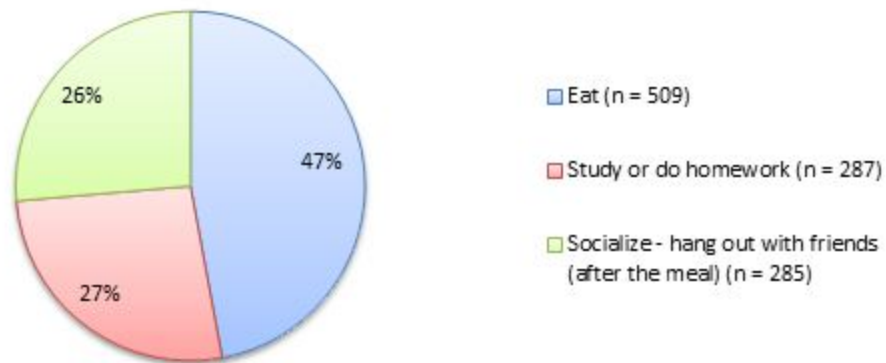


Time Spent in Lister Center Cafeteria

- The majority of respondents (56%) reported spending less than 30 minutes in the Lister Center Cafeteria
- Due to the question type, it is difficult to pull much data from the question about what people are doing while in the Lister Center Cafeteria. However, the three most common activities were eating (47%), studying or doing homework (27%), and socializing (26%).



Activities being done in Lister Center Cafeteria

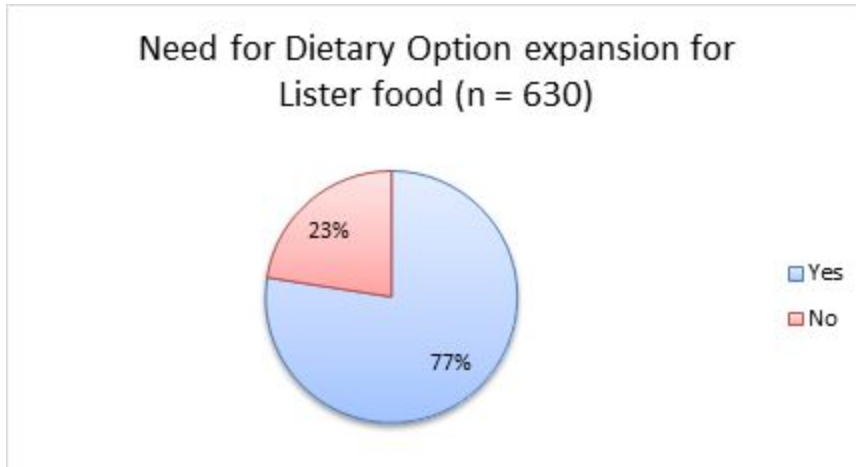


Meal content changes

- The overwhelming majority of respondents (96%) believe that the quality of the food available needs to be improved
- 77% of respondents felt that the dietary options needed to be expanded
- 97% of respondents would like to see more healthy and fresh options available

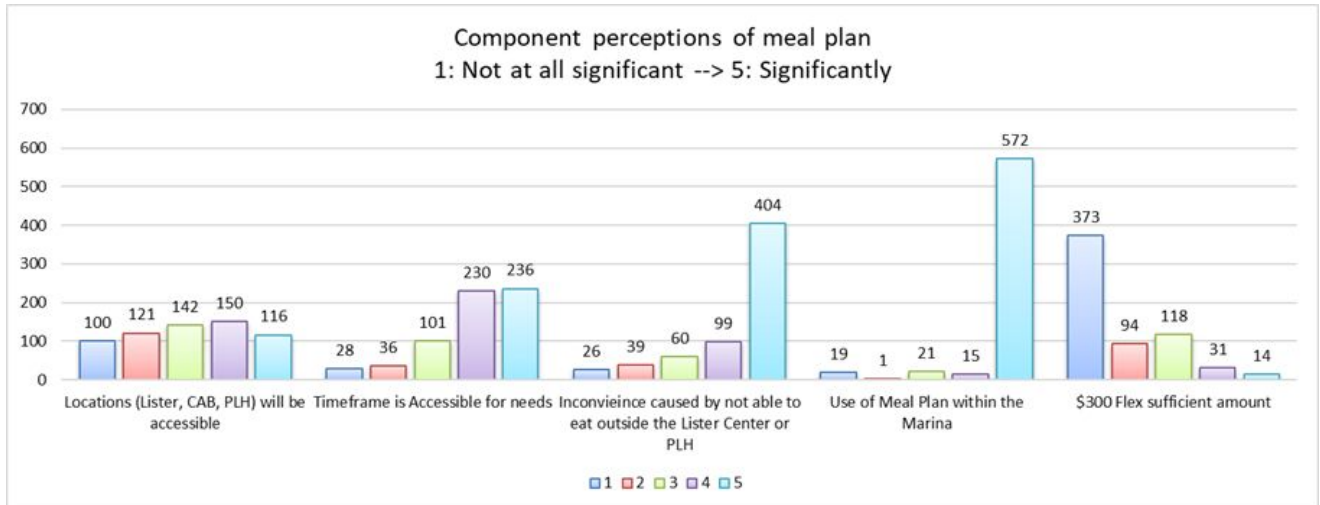
Need for Quality Improvement for Lister food (n = 631)





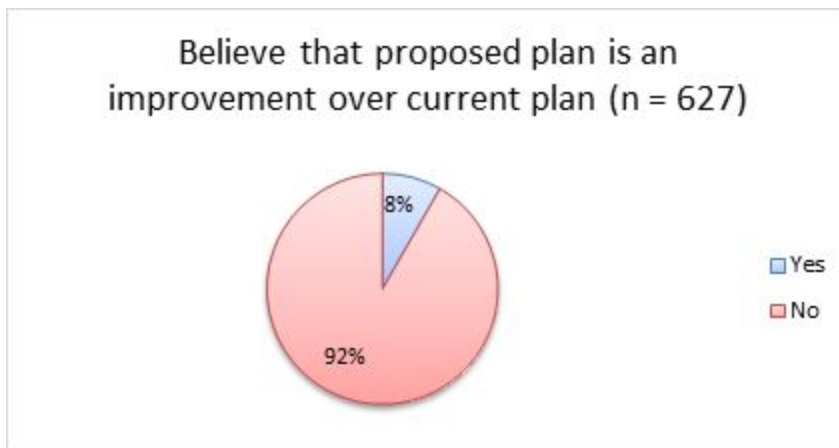
Component perceptions of proposed changes

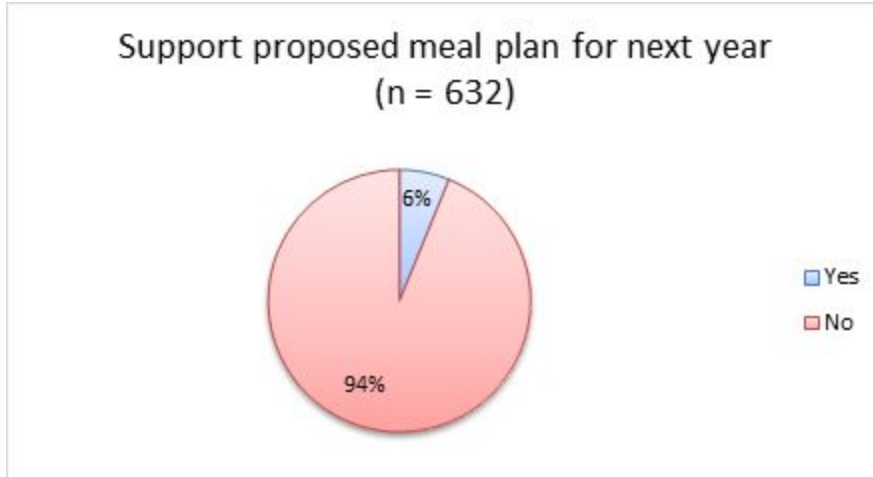
- There was little statistical consensus with regards to the proposed location for using the meal plan. However a higher percentage of respondents (42% vs. 35%) viewed the location options favorably (rating of 4 or 5) compared to those who viewed them unfavorably (rating of 1 or 2)
- 74% of respondents felt that the proposed time frame option would be supportive for the accessibility of the meal plan
- 64% of respondents felt that it would be a significant inconvenience (rating of 5) to not be able to eat outside of the Lister Center Cafeteria or Peter Lougheed Hall
- 91% of respondents felt that they significantly (rating of 5) would prefer to use their meal plan instead of flex dollars in the Marina
- 74% of respondents believe that \$300 is not a sufficient amount for the flex dollars component (rating of 1 or 2)



Overall support for the proposed plan

- The vast majority of respondents (92%) do not believe that the proposed meal plan is an improvement over the current plan
- 94% of respondents do not support the proposed meal plan for next year





Survey Free Response - Demographics

- 519 respondents made comments about their main concerns for the proposed meal plan
- 470 respondents made comments about what they thought would improve the current meal plan
- 318 respondents made closing comments regarding the meal plan changes

Survey Free Response - Concerns

- Overall
 - The breadth of comments were noted in this survey (compared with the first iteration). The most common concerns related to a general perception that students would be paying more and receiving less for their money. This theme also fed into the cost concerns and unused funds themes that are elaborated below.
- Flex dollar amount/usage
 - This was the most common theme among the comments regarding the main concerns for the proposal. Significant concern (265 respondents) made comments regarding the quantity of and ability to use flex dollars. The proposed amount of flex dollars was seen as a particular detriment, though few were explicitly willing to say how much more they would like to have. The ability to use flex dollars in the Mar was also raised by a sizable contingent (235 respondents), an issue which was also sometimes paired with an overall concern about the price of items in the Mar.
 - *“The tiny amount of flex dollars will force me interrupt my studying on campus to walk back to Lister for food instead of conveniently eating at SUB.”*

- *“The marina should not be on flex dollars, and the amount of mandatory flex dollars could be lower than \$900, but definitely not as low as \$300 especially if the marina is on flex.”*
 - *“Please consider getting rid of the 5/7 day options and stick with the light/heavy meal plan. This would be easier for students instead of having to choose which days they would like to eat.”*
 - *“The marina being part of flex is the main concern. I can live with everything else but the marina going to flex with that little flex is too much for me.”*
- Leaving the area with their food
 - One of the most recurrent themes was the ability to take food out of the cafeteria for consumption elsewhere. Many respondents brought up personal anecdotes about how this option was not conducive to their studying methods or would have a negative impact on their mental well-being by introducing added stress.
 - *“The fact that you are not able to leave the caf is problematic especially for people who have anxiety and are distressed to be seen eating alone, or people that like to eat while they study (the caf will be way too busy and loud to study in with that many people forced to eat at once).”*
 - *“Please understand that not everyone likes to sit and have a meal, some people like to leave immediately.”*
 - *“Please allow people to leave the cafeteria with their food. Sometimes people just want to get food and go study and by restricting where they can eat will be frustrating”*
- Healthy food options
 - Respondents referenced that healthy food options were limited and seemed to cost more for smaller serving sizes. The lack of options for healthy food seems to align with desires for having more healthy food options as presented in other parts of the survey. Between dietary restrictions and other healthy food options, 70 respondents made specific comments related to this theme.
 - *“We need more varieties of food. And maybe stop charge double price for fresh fruits and veges”*
 - *“Students may go for more food, such as salad, as small salads for ~5 \$ is quite expensive.”*
 - *“Despite what they said last year, I have seen no evidence that the quality of the food (freshness, variety, more vegetarian options) has increased. The vegan station is a step in the right direction but the meals are usually brown and oily and the other vegetarian options from last year disappeared. Last year there*

were usually vegetarian quesadillas at the grill and veggie options at the Shwarma station.”

- Cost concerns

- This theme is relatively broad since it takes into account general complaints about the cost (both current and proposed plans) and the perception of value for money spent. Since the intent of this study was to analyze a new meal plan option, the complaints about the status quo were largely not included in this thematic category but they did often fit into other categories. A large component of respondents (approx. 125 respondents) had concerns about the value for their money (paying more but receiving less product). This seemed to be particularly prevalent for individuals who made comments about not eating a lot of food (per quantity). There were a number of concerns raised that the price of the proposed meal plan plus tuition and housing would make the environment unsustainable for future students and many remarked that the new plan would negatively influence their decisions to return to Lister Hall next academic year.
- *“It seems like a cash grab. I would not want to be forced to pay thousands of dollars on a meal plan when I could cook my own meals for a fraction of a price. I would prefer it to be optional.”*
- *“I got the more expensive meal plan and I won’t eat through it. I don’t think you should change the whole meal plan because students don’t manage their money properly. This is a life lesson that many need to learn that you do have to pay attention to what you spend your money on.”*
- *“If we don't use all our money on all you can, because like I previously mentioned, I don't eat a lot, at least give it back to us so we're not wasting money”*
- *“I believe that not only is it a rip off to the students but that its a large enough inconvenience that it will drive possible Lister residents away. I know I have no possibility of coming back to Lister as an RA or FC next year because of this meal plan, otherwise I would most likely return. I have also personally told prospective U of A students to not live in residence if this plan goes through, so not only is it affecting returning residents but spreading to new residents too. The meal plan isn't ideal currently (the one from the previous year was better) but it is livable and especially with the money return it makes it a lot less commitment than the proposed plan. Overall the new plan is only worse than the current one, in no way is it any better and should not be accepted.”*
- *“Way too much money, I am not even going to use all my funds for this year.”*

- Unused funds returning to student
 - This was a common theme among students remarking about the overall cost of the proposed meal plan. Concerns were raised that not returning unused portions of the plan only added to the belief that students were receiving less yet paying more.
 - *“As well as the fact that funds will no longer be refunded or carried over is absurd because if a student doesn't use all the meal plan and you've just taken extra money as profit. As someone who doesn't eat 3 meals a day plus snacks, I would be out a huge sum of money if the new plan goes through, plus the whole 7 or 5 days a week is ridiculous. You're making people choose which days they'd rather not eat for a whole 2 days.”*
 - *“No reimbursement is unfair and unjust.”*

- Other themes (in no particular order)
 - Lack of variety
 - Hot lunch (*“Hot lunch program is not a viable lunch program because it is too basic and does not provide variety from one day to the next.”*)
 - Quality of food (recurrent complaints were noted about the quality of food provided, both in terms of healthy food options and also with regards to dietary restriction options)
 - 5/7 day meal plans (a number of respondents made remarks that the cost of the proposed plan is prohibitive if people don't leave town on the weekends; a couple of respondents made recommendations to opt for heavy/light meal regulation instead of based on the number of days)

Survey Free Response – Improvements under new plan

- Overall
 - The most common theme among what respondents thought would improve under the new proposal was that nothing would improve. However, with those comments notwithstanding, the next most common theme with regards to what respondents thought would improve under the new plan was with regards to portion sizes. This was perceived to assist the minority of users however.

- Portions
 - *“People with big appetites like myself will actually be able to eat enough food”*
 - *“The all you can eat portion is an interesting concept, and can help some students, but it also limits other students in where, and when they can eat.”*
 - *“not much (to be honest), maybe that some students will eat more”*

- *“only caters to heavy eaters, better nutrition to those who eat a lot and only those people”*
- Other themes (in no particular order)
 - Extended hours
 - Not running out of regular meal dollars (but reciprocated with running out of flex plan dollars)
 - Healthier food options (several respondents – approx. 45 individuals – believed that food options would be healthier under the new plan but many added that this would only be beneficial if the costs for those items was lowered)
 - Variety (36 respondents believe that the variety of food options available will improve)
 - Quality (72 respondents made reference to the quality of food – there was no statistical significance between if the food would generally improve in quality or remain the same)

Appendix IV: Focus Group Handout & Analysis

Focus Group Handout



Background

Overall Satisfaction with Dining Services

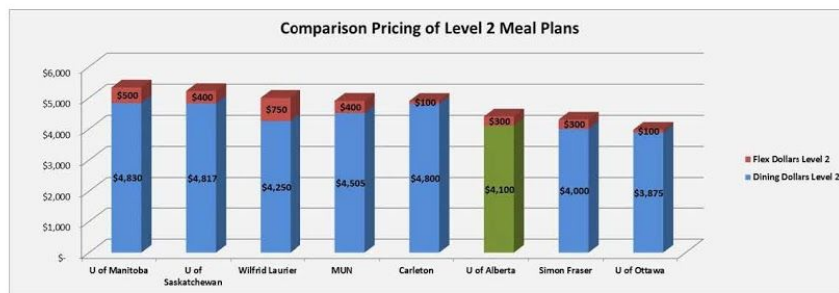
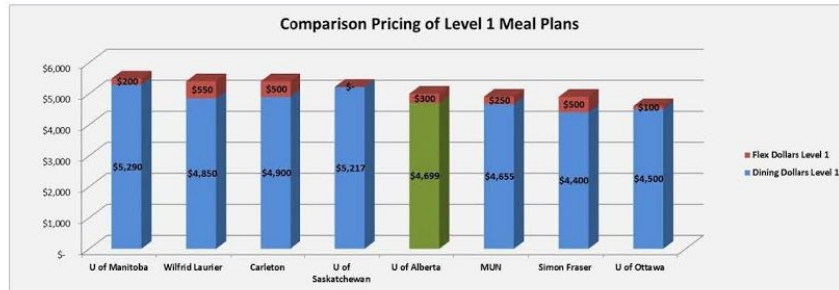
Academic Term	Lister	Augustana	North American Institutions
2014/2015	4.03	5.08	4.70
2015/2016	3.69	5.10	4.72
2016/2017	3.88	5.58	4.78

Highest Reported Factors of Dining Services Satisfaction

Academic Term	Lister Residence Rating	Augustana Residence Rating	North America Average Rating
2014-2015	4.03	5.08	4.70
2015-2016	3.69	5.10	4.72
2016-2017	3.88	5.58	4.78

"Overall Satisfaction with Dining Services" consistently reports low scores year over year. In 2016/2017, students reported their satisfaction with Dining Services as 3.88 out of 7. Students in Lister Residence rank value, quality, variety, and healthy options as the main indicators of satisfaction with the dining program. This survey is administered by 295 universities across Canada and the USA and is used as a benchmarking tool for our room and board services.

Institutional Comparisons



Consultation on All-Inclusive Model 2015 - 2018

How will we use your feedback?

Continuum of student participation

Scopes of student participation	Information sharing	Consultation		Active participation	
	Inform	Consult	Engage	Collaborate	Empower
Intentions	To build awareness	To build knowledge	To build commitment	To build ownership	To build responsibility
Purpose for student participation	To share information with students about issues that may affect them	Gathering information, testing ideas or concepts by providing information and obtaining feedback on alternatives and/or analysis of proposed decisions.	Involving students in the development of solutions throughout the process to ensure that relevant concerns and aspirations are understood and considered.	Sharing decision making by partnering with students in aspects of decision making, including the development of alternatives and/or recommendations.	Delegating decision making wherein students have responsibility for the decision.
Students' participation commitment	To keep students informed about the project, the decision making process, the target scope, and the ongoing developments.	To keep students informed, to listen, acknowledge concerns and aspirations, and provide feedback on how students' input influenced the decision.	To work with students to ensure that their concerns and aspirations are reflected in alternatives developed and provide feedback on how students' input influenced the decision.	To seek to students for advice and innovation in formulating solutions and incorporate students' advice and/or recommendations into the decisions to the maximum extent possible.	To implement what the participants decide.
Responsibility or accountability of the decision maker	Provide complete, objective, reliable, timely and easy to access information	Define the goals and processes, clearly state the purpose and scope of the exercise, and articulate the decision-maker's commitment to the utilization of students' input.		Facilitate an effective process by providing time, information, and flexibility for consultation, and by clarifying the process for incorporating decision into the target context.	

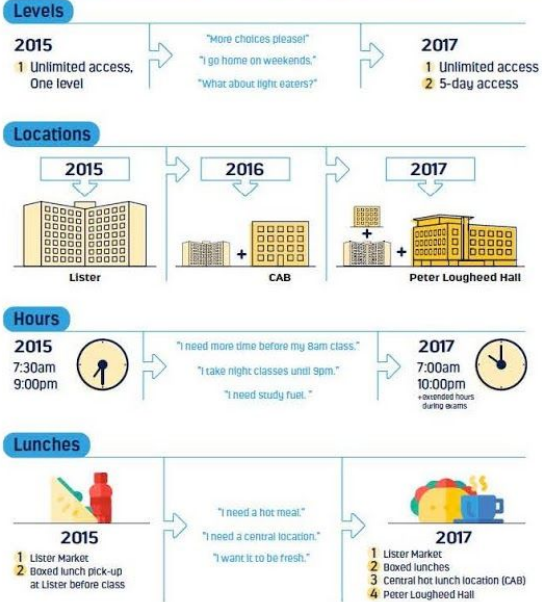
- Site visits to other universities
- 3rd Party Consultant
- Student Engagement Working Group
- Open Houses
- Focus Groups
- Town Halls
- Presentations (ex: Dean's Council)

Ongoing Consultation

- Changes have been made to the Meal Plan proposal since consultation began in 2015.
- This infographic demonstrates some of the significant changes brought forward from various student groups, committees, and third-party contractors.

Lister Meal Plan Consultation

The All-Inclusive Meal Plan proposal for Lister has evolved in response to student feedback since it was first introduced in 2015. All rates are subject to approval through the UAlberta governance process.



Snapshot of 2018 Lister Meal Plan

Plan Details



Unlimited Access
Lister Market
PLH.



Hot Lunches
In CAB.



Two Levels
7 days
5 days



MealPlanFlex
\$300 for SUB, CAB, Starbucks & more.

2018 Proposed Pricing

All-Inclusive Level 1 7 days unlimited access	\$4999	Includes \$300 MealPlanFlex
All-Inclusive Level 2 5 days unlimited access	\$4400	Includes \$300 MealPlanFlex

2017 Current Pricing

**2018 pricing would increase by a minimum of 3% based on Consumer Price Index and minimum wage increase

Declining Balance Level 1	\$4782	Includes \$900 MealPlanFlex
Declining Balance Level 2	\$4317	Includes \$900 MealPlanFlex

Focus Groups

Conducted by the Residence Life - Education & Leadership Office (January 15-19, 2018)

Demographics

- 72 people signed up to participate in the focus group process
- 18 people participated in focus group/interviews
 - Initial collection attempted to gather data about the program year and domestic/international status of the participants. This data was not collected for all participants and cannot be used as exemplar data. Of those that did respond, 4/11 identified as international students and 14/17 reported to be first year students.
 - 5 options were provided between 01/15 & 01/18, all times were in the late afternoon or evening
 - The range of attendees at each focus group ranged from 1 to 5 with an average of 3.6 and a median of 4.0
- ***It is important to point out here that due to the small number of participants in some of the focus groups, observations will be made across ALL five of the focus group sessions in order to protect respondent privacy and to provide more generalizable data. It also means that exact quotes will be omitted from the findings***

Free Response Findings

Experience with Current Meal Plan (Declining Balance)

- Challenges
 - Having two levels can be a challenge
 - More transparency in the prices – don't know how much to pay until at the register
 - Flexibility in Flex dollar options around campus (for ease with classes)
 - Lack of calorie count on dishes
 - Don't feel satisfied with money spent (quality, healthiness, portions)
 - Quality of vegan/vegetarian stations can be inconsistent
 - More variety in Lister
 - Limited options for breakfast
 - Lack of consistency from day-to-day & station-to-station make it difficult to develop good trust in the program – this was brought up repeatedly across all of the groups
- Benefits
 - Specials at the grill station are nice – would appreciate similar rotating specials at others
 - Nice to be able to take food back to the room/keep leftovers
 - Current amount of flex dollars is good
 - Pop nights are popular (add a little more character to them)
 - Convenient to have use of PLH for flex dollars (helps with class breaks)
 - Later hours has been helpful
 - Staff is always nice

Introduction/what still unclear about new proposal

- How it will work with unused funds (if you've been making your own meals, are you likely to lose a lot of money that you paid into a plan)
- How will lunches work (if not feasible to order ahead of time, likely to just lose out on lunch options)
- Will there be enough room if everybody is forced to stay in cafeteria with their food (especially with the new building opening)
- Why not able to limit portions but still allow people to leave with their food
- Will more space be made available with more people using the same amount of room next year (added bodies plus being required to stay there to eat will make it very full – already hard to find somewhere to study with people eating, dishes on tables)
- Will the cost of healthy options/meals that you could make from scratch be less (i.e. an apple at the cafeteria is \$1 vs buying a whole bag of apples at the grocery store for ~\$4; bananas at Lister cost 87¢ each)
- If utilizing the 5-day plan and just have dinner for that day, does it use the full day's amount for only eating the one meal?
- Clarity regarding the 5-day plan (7-day plan works out as a better financial deal; if not allowed to take leftovers back, how will people justify the 5-day plan if they don't leave every weekend)
- Which days would the 5-day meal plan cover

Benefits of the program

- Opening CAB for lunch would be the only supported option with the additional incorporation of reducing flex dollars (several respondents liked the options available there – many already use their flex dollars at Mar on Tim Horton's; no expectation for a full cafeteria-type option in CAB, pre-packaged meals & "Filistix" sufficient)
- Hot lunches (not minimalistic, not the same thing everyday; needs to be quick options since everyone coming at the same time – maybe use an app to pre-order meal options; speed & reliability most important factors; inclusion of dietary restrictions; recommended other locations: Tory/Arts/Humanities, DICE/REF, Education)

Challenges of the program

- Maintaining variety (different stations, rotating dishes at the existing stations, different option occasionally)
- Building trust between users and administration (text program doesn't seem to be effective, anything happen with the comment box)
- People less likely to go to the Mar (overpriced with Flex dollar changes – extra price will outweigh the convenience)
- Lister buffets recognized several times for poor quality
- Able to eat elsewhere (if at the library, PLH/Lister not always conducive to getting dinner)
- Mar & Flex (would lose a lot of business by changing the flex option, would make it less useful later at night; current system allows for creative options for meal planning – this would go away with the flex change & make the Mar an unjustifiable option vs the cafeteria – premade options in Mar are beneficial for quick & flexible meals)

- Some students don't eat lunch until later in the afternoon due to classes (2-4pm referenced)
- Feeling of "losing money" may inhibit other activities (i.e. if feel like losing \$60 in food value/day might be less inclined to volunteer, work off-campus since feel like losing money)
- Less accessible (fewer flex dollar options, fewer options for where to use when there are several small 'cafes/cafeterias' around campus; increased hour seen as a good step)

Name of the program (limited responses)

- Not much interest in what the name would be
- Changes might add to confusion
- Focus on all-you-can-eat (All-inclusive, Unlimited, Anytime, All You Care to Eat)

Wildrose room (limited responses)

- Natural light (currently dark, not a lot of natural light)
- Change the seating arrangements, more large group tables

Other points

- People heard about the changes from varying mediums (RAs, discussions on the floor, emails/open house/survey from student union → appreciation for having open-ended comment section on surveys)
- Dieticians (more ready access to dietician services, unclear when available during the week; lowering prices for healthy options available in Mar so as to feel supported in living healthy lifestyle)
- Leftovers help with long class days, snacking after hours
- Long hours just as beneficial as taking food away (reduce stress during peak hours)
- Healthy options frequently brought up (i.e. easier to find hamburger options vs. a salad)
- Flex plan amount currently good level
- Conflicting opinions on declining balance option (more in favor of it than against – felt that it helped to learn budget concepts & had the ability to add more money if needed)
- Diversity of options (would be nice to have some constant stations like pasta, soup, salad and others that change every day)
- Reported concerns about the quality differences between Lister & PLH (Lister: more likely to find hair in meals & not sure how to report issues; PLH: staff seem more eager to try different things, absorb comments about meal options, much more relaxed atmosphere, seen as a better value)
- Meal plan rollover is beneficial (might be an alternative to reduction in Flex dollars or to the lack of returning funds at the end of the term)
- Perception of losing money was very common among all groups (unused money not returned at the end of term, quality for what paying for a plan; 5/7 day options seem like lost money – perhaps adding a set number of swipes option as well in conjunction with the 5 day plan)
- More outlets in cafeteria would aid in studying, socializing
- Make flex dollars a component that student could add to if desired (don't know price of food on campus at first so can't appropriately utilize those funds)

- Hours: important to keep consistent/appropriate hours for weekends as well as weekdays (don't just post cafeteria open times but also which stations will be open; all supportive of extending hours – no negative comments about that component)
- Ideas for changes to Lister options (other sauce options, other spices besides salt/pepper, food seeming stale for sitting around too long; make your own sandwich option)
- Communication → decision about plan needs to be communicated soon as people are making decisions about housing locations for next year in the coming months (RAs best option for sharing information about major changes like meal plans; use of multiple sources/mediums for sharing information – open house was a good tool, infographics that are efficient and simple are effective)
- Required to purchase a plan seen by some as wasteful if not fully aware of options with the plan (specific references to short-term or exchange students who wouldn't utilize the full amount of either proposed plan)
- Ability to draw/retain students in Lister related to meal plans (quality alone seen as a factor in people deciding to leave Lister even if no other changes are made to the plan; proposed plan is noted throughout as a major factor in decision to stay or not)

Appendix V: Analyst Conclusion

Between October 2017 and January 2018 a series of quantitative and qualitative data tools were used to gather data regarding the perceptions surrounding proposed changes to the Lister Hall meal plan. The first survey gathered data between October 25, 2017 and November 10, 2017 and accumulated 440 individual responses. The second survey gathered data between November 27, 2017 and December 16, 2017 and developed 632 individual responses. The surveys were bolstered by the use of five focus groups conducted between January 15, 2018 and January 18, 2018 which cumulatively led to 18 participants. Both surveys included a variety of quantitative-based questions and opened-ended free response questions. These were analyzed using Excel for quantitative analysis and utilized data management software to perform thematic analysis on the free response questions. The focus group was semi-structured and was analyzed for thematic content analysis. Analysis was performed by an impartial University of Alberta graduate student.

The demographics of both surveys were similar. The vast majority of respondents were first year students living in the “Classic” dorms associated with the. Data showed that the majority of respondents would prefer the 7-day meal plan (between the 5-and-7 day options provided) and a significant component of the free-response data focused on the logistics of providing dorm residences with a 5-day plan, particularly with regards to the students who don’t leave the university on the weekends. Doubts were raised that a 5-day plan would ultimately benefit the majority of students. Questions were also raised as to how the 5-day plan would work in practice (i.e. which days would be counted toward the plan, if a single meal eaten on a day would ‘activate’ that day’s monetary value).

Questions regarding the Lister cafeteria environment provided somewhat consistent results though perhaps contradictory. The majority of students supported having a casual “bar-like” environment for eating meals while an additional sizable majority responded that they enjoyed using the Lister cafeteria space for studying (questions from two different surveys). Widespread support emerged among respondents with regards to adding variety to the meal options in Lister. Comments stated that such variety could take the form of short-term and transient meal stations or occasional catering options in order to provide diversity in options. Extending the facility hours was a common topic and had consistent support. Concerns were raised about the space availability in the Lister cafeteria with the addition of another tower in the complex. A consistent finding with regards to the change referenced the inability to leave the cafeteria with food. This was raised throughout the process and resoundingly contained concerns about the rigidity for removing food and the implications of being forced to eat in a crowded cafeteria.

Many of those respondents discussed the importance of being able to eat with their floor or suite mates outside of the cafeteria.

Common themes across both surveys and the focus groups largely fell into 5 categories: flex plan funds, quality of food and consistency of food, boxed lunches, and the variety of locations for meal plan use. The proposed meal plan change would allot \$300 for flex plan use. This amount was resoundingly too low according to all of data sources. Respondents also commented about the change of the flex plan with regards to the “Mar” and that it was viewed as being overly restrictive. Respondents overwhelmingly discussed concerns about the quality and consistency of food options. This seemed to reflect a consensus that food options were overly variable and oftentimes not of suitable quality for the amount being paid. Several respondents remarked that this lack of consistency was far more apparent in the Lister complex than the Peter Lougheed Hall cafeteria.

Respondents also felt that a greater selection of healthy food options and more transparency about the dietary content of food would be beneficial. The proposed meal plan contains a box lunch component, and this consideration was received with mixed opinions with division focused on the time availability (needed to be consistent with course gaps & sufficient to meet needs outside the traditional lunch time), the variety of food (not always the same meal everyday), the means by which lunches would be ordered, and the logistics of providing sufficient meals in an efficient manner. Respondents also consistently referenced a desire to be able to use their flex plan funds in more locations around campus particularly with the consideration that food couldn’t be removed from the Lister cafeteria (would limit leftover options for subsequent meals). Other themes that occurred with regular frequency were the inability to receive unused funds at the end of the term, cost concerns and transparency, and that the proposed plan largely helped people with large appetites and could have negative effects on people with smaller appetites by influencing them to eat more.

Through this data analysis process, it is abundantly clear that this is a topic with which users of the meal plans have a strong opinion. Going forward, it is recommended that ample consultations occur between administrative units and the potential user groups. Based on the overall concern about particular components of the proposed plan, it is recommended that consideration be given to, at least, the most commonly expressed concerns.