

DCT's

Dhempe College of Arts and Science

Miramar-Goa

Analysis of Feedback by Students

on

Canteen Facilities

Introduction

The institutional Canteen is a pertinent physical space and facility provided in the College. Located in the main building of the campus, the Canteen caters to the food requirements of stakeholders, particularly students and staff members. Therefore, timely quality-control measures are brought into effect to improve the standard of this facility.

One of the ways of identifying aspects that need enhancement vis à vis canteen is the feedback mechanism. Regular feedback is taken from students and actions are initiated on the basis of the analysis.

Feedback is procured in **six** areas viz.

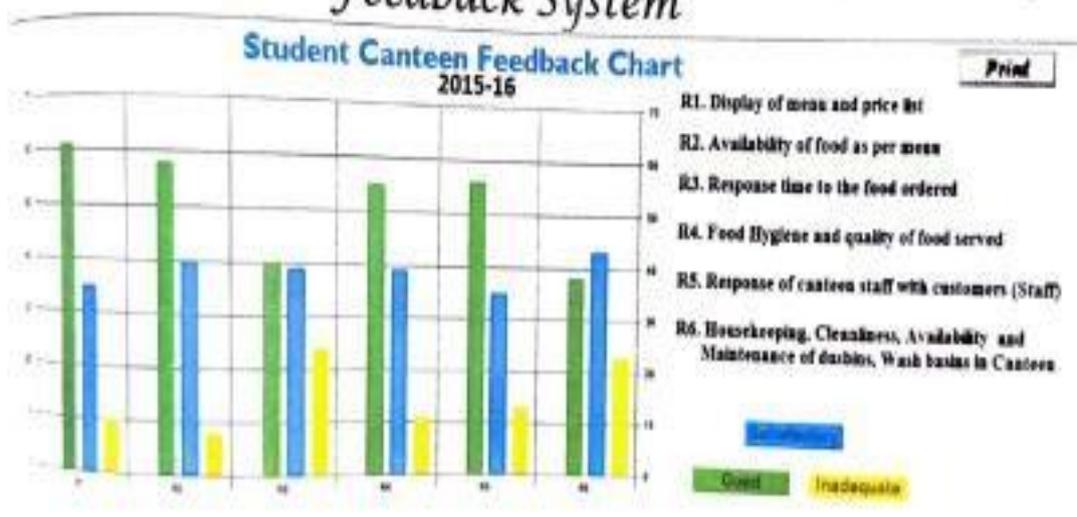
- (1) Display of menu and price list.
- (2) Availability of food as per menu.
- (3) Response time to the food ordered.
- (4) Food hygiene and quality of food served.
- (5) Response of canteen staff with customers.
- (6) Housekeeping, Cleanliness, Availability and Maintenance of dustbins, wash basins in the Canteen.

Following is the year-wise feedback analysis of the same:

Canteen Feedback: for the year 2015-2016

Dhempe College of Arts and Science

Feedback System



In the feedback procured for the academic year 2015-16, students could register their response for each aspect through three attributes viz. Good, Satisfactory and Inadequate.

Areas of concern were indicated towards aspects that received a higher responses in 'Satisfactory' and 'Inadequate' attributes.

As indicated in the bar-chart, students expressed high level of satisfaction in the display of menu and price list thereby affirming transparency in canteen transactions. Similarly, availability of food as per menu, food hygiene and quality of food served and response of canteen staff with customers garnered favourable feedback.

However, the response time to food ordered and housekeeping provisions etc. have received low scores indicating student dissatisfaction in the area.

It is recommended that corrective actions may be taken especially in the provision of hygiene-related facilities.

ACTION TAKEN REPORT 2015-16

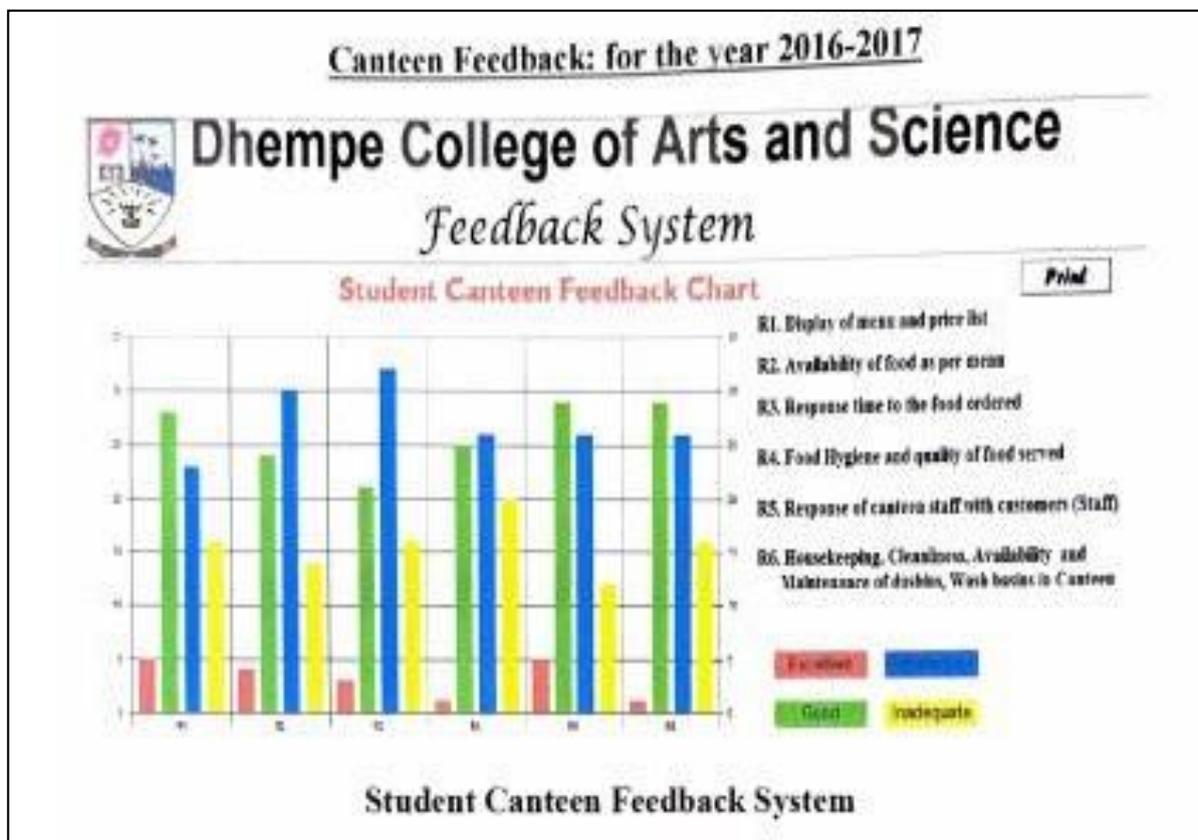
Following key actions were taken in sync with the feedback analysis of 2015-16:

Sr. no.	Improvement sought in	Action Taken
1	Housekeeping and physical infrastructure	(i) Installation of new ceiling fan (ii) Provision of adequate dustbins (iii) Regular cleanliness checks
2	Response time on food ordered	(i) Canteen manager asked to record food orders in a systematic manner to avoid confusion. (ii) During orientation programme, students were requested to follow decorum in the canteen to avoid crowding while placing orders.
3	Enhancement in menu	(iii) As an added initiative by the Committee, it was recommended that healthy juices etc. may be introduced for students.



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In the feedback procured for the academic year 2016-17, students could register their response for each aspect through four attributes viz. Excellent, Good, Satisfactory and Inadequate.

Areas of concern were indicated towards aspects that received a higher responses in ‘Satisfactory’ and ‘Inadequate’ attributes.

As indicated in the bar-chart, students pointed towards inadequacies in aspects related to response time to the food ordered. This year, a higher level of dissatisfaction has been recorded in the availability of food as per menu. The same needs to be brought to the notice of the Canteen Manager. The quality of food has also received largely negative response.

The aspect related to housekeeping and cleanliness maintenance provisions received a more favourable response than the last academic year. This may be attributed to the provision of dustbins etc. by the institution. However, due cognizance may be taken of further enhancement sought in the area. A note may also be taken of the negative feedback received in timeliness of food delivery.

Students have given a higher score w.r.t satisfaction regarding display of price list and menu. Response of canteen staff with customers continues to procure a positive feedback which is reflective of the overall conducive environment in the canteen.

ACTION TAKEN REPORT 2016-17

Sr. no.	Improvement sought in	Action Taken
1	Canteen maintenance	(i) Enhancement in seating capacity. Broken chairs and tables replaced with new ones. (ii) Waste-segregation bins in the canteen for appropriate disposal. (iii) Exhaust duct has been installed.
2	Availability of food on menu	(i) Canteen Manager has been told to update the menu list if any item cannot be made available.



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Canteen Feedback: for the year 2017-2018

Dhempe College of Arts and Science Feedback System



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In the feedback procured for the academic year 2017-18, students could register their response for each aspect through four attributes viz. Good, Satisfactory and Inadequate.

The analysis shows a positive growth in most aspects pertaining to food quality and hygiene. Higher level of satisfaction has been registered in the availability of food items as per menu and food hygiene/ quality of food served. This may be reflective of the regular quality-control checks being undertaken by the Principal and Canteen Committee. The menu has been diversified keeping in view the Canteen staff's ability to deliver items on time. Due care has also

There is also an improvement in areas of response time and housekeeping facilities in the canteen. However, further development is sought in these aspects.

ACTION TAKEN REPORT 2017-18

Sr. no.	Improvement sought in	Action Taken
1	Canteen maintenance	(i) Canteen manager was made aware of the student concerns related to hygiene and was informed to give special attention to it. (ii) Repeated checks were done by the canteen committee in-charge in order to keep a check on maintenance of hygiene
2	Availability of food on menu	(i) Canteen Manager has been told to diversify the menu based on students' and staff preference.

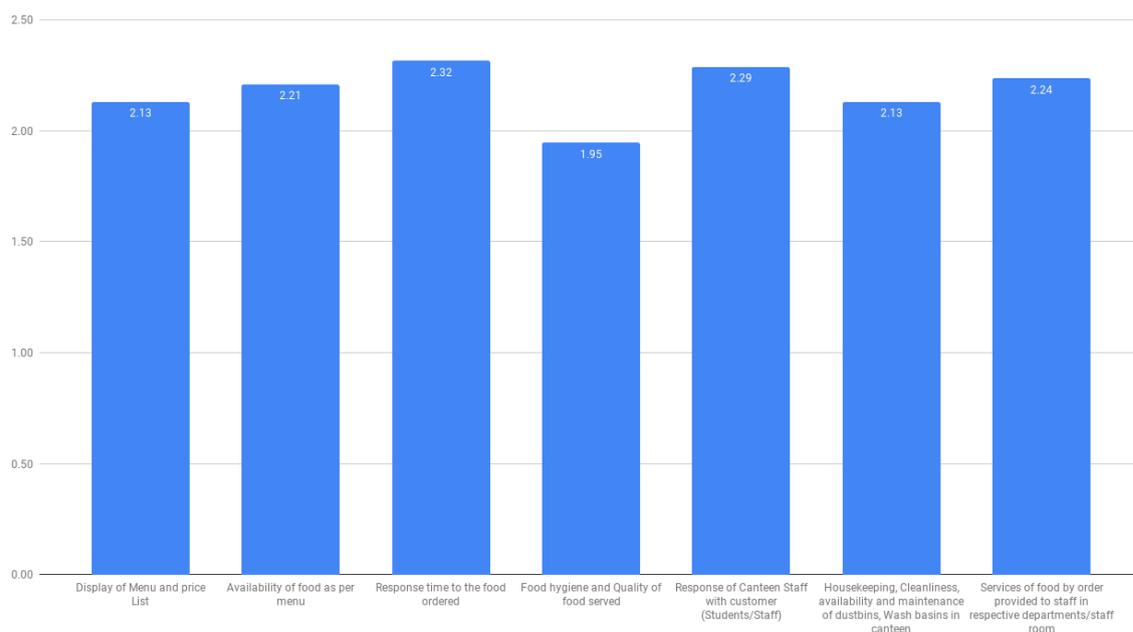


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2018-19

Canteen Feedback for 2018-2019



Feedback procured for the academic year 2018-19 on, was on 4 point scale. Students could register their response for each aspect through four attributes viz. Excellent, Good, Satisfactory and Inadequate.

The graph indicates that students were not satisfied with menu of the canteen displayed, hygiene and quality of the food served. Another area of concern was housekeeping and maintenance of the canteen area. A meeting with the canteen manager was arranged and frequent checks were initiated on account of this feedback.

ACTION TAKEN REPORT 2018-19

Sr. no.	Improvement sought in	Action Taken
1	Menu diversification	(i) Canteen Contractor added veg & non-veg thali and fresh fruit juices and variety of breakfast in his menu on weekly bases.
2	Hygiene and housekeeping	(i) Persons serving food started using kitchen cap to cover their head. (ii) Uniform was provided to staff. (iii) Canteen manager was instructed to maintain the cleanliness of kitchen & Seating area. (iv) Bio-digester was installed in canteen to dispose the biodegradable waste generated in the canteen in a better manner.

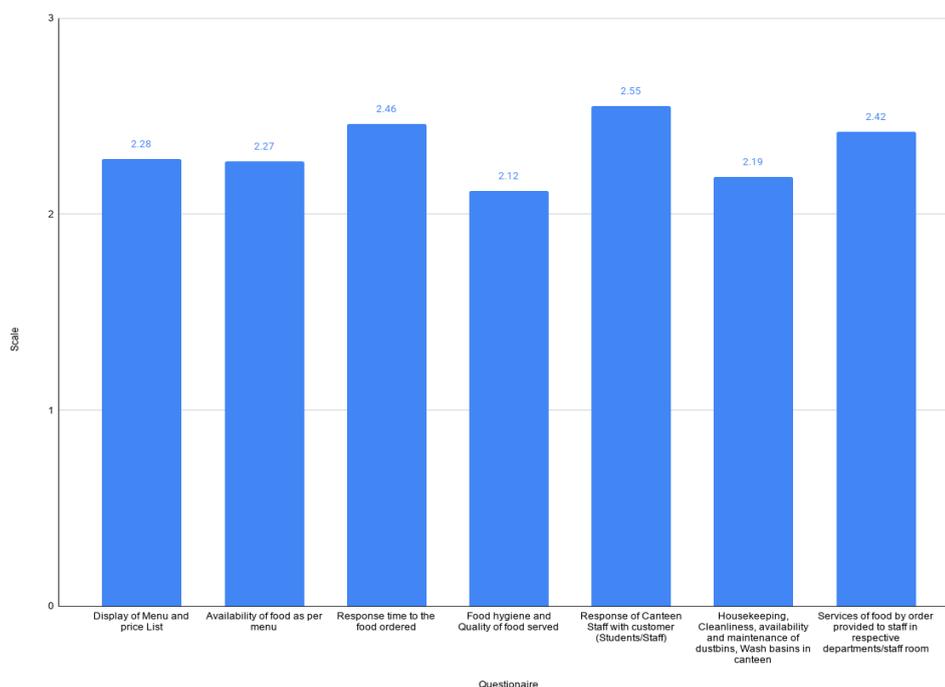


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2019-20

Feedback responses on Canteen facility 2019-2020



The above graph shows a comparative better rating by students on almost all the parameters compared to earlier year's feedback survey but still it is realised that canteen has scope to improve on certain parameters. Food hygiene and quality of food served shown the lowest score followed by housekeeping, cleanliness, availability and maintenance of dustbins, wash basins in canteen. Availability of food as per the menu and price of food items were also recognised as problem areas.

Canteen Committee had meeting with students & General Secretary (college) in presence of Principal and Vice Principal, Canteen Contractor and others on 28/2/2020 to discuss improvement plan and necessary changes. The canteen manager was made aware of the expectations of the students and was also allowed to put forth his problem.

ACTION TAKEN REPORT 2019-20

Sr. no.	Improvement sought in	Action Taken
1	Menu diversification	(i) Certain decisions regarding menu diversification and maintenance of food quality were undertaken.
2	Hygiene and housekeeping	(i) Canteen Contractor's partner was sent to Food Safety and Certification Training conducted by FSSAI, Goa on 14/3/2020 to understand and comply to food safety, cleanliness of staff, kitchen etc.



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