



## Exchange Operations Employee Needs Assessment Survey

[Skip this section](#)

### FOOD AND BEVERAGE

1. Where do you currently go for breakfast? Mark all that apply. 1025 Responses

Don't eat breakfast	112 Responses	11%
Eat at home	503 Responses	49%
Brown bag	136 Responses	13%
Off Center fast food	121 Responses	12%
Off Center restaurant	18 Responses	2%
Main Cafeteria	133 Responses	13%
Aerodyner	2 Responses	.01%

2. When you dine out (either ON CENTER or OFF CENTER) for BREAKFAST, how often do you choose the following options?

0=N/A, 1=Never, 2=1-2 per month, 3=1 time per week,  
4=2-3 times per week, 5=4-5 times per week

- 0
- 1
- 2
- 3
- 4
- 5

217/ 45 / 66 / 48/100/ 275

a.

Eat at Home **Average response 3.9, Ranking 1**

b.

Brown Bag **Average Response 2.5, Ranking 2**

400/130/ 65 / 35 / 64 / 57

440/187/ 76 / 26 / 17 / 5

c.

OFF CENTER Restaurant

**Average Response 1.6, Ranking 5**

d.  
OFF CENTER Fast Food  
**Average Response 2.0, Ranking 3**

358/135/162/ 54 / 30 / 12  
355/183/139/ 46 / 20 / 8

e.  
ON CENTER MAIN Cafeteria  
**Average Response, 1.8, Ranking 4**

f.  
ON CENTER Aerodyner  
**Average Response 1.1, Ranking 7**

486/235/ 20 / 4 / 2 / 4  
666/ 65 / 8 / 3 / 5 / 4

g.  
Other **Average Response 1.5, Ranking 6**

*Comments: (Optional)*

Not enough time for Breakfast	<input type="checkbox"/>
Use drive through	<input type="checkbox"/>
Have more pick up items available	<input type="checkbox"/>

**3. Where do you currently go for LUNCH? Mark all that apply. 1890 responses**

Don't eat lunch	5 Responses or .02%
Eat at home	90 Responses or 5%
Brown bag	433 Responses or 23%
Off Center fast food	355 Responses or 19%
Off Center restaurant	382 Responses or 20%
Main Cafeteria	475 Responses or 25%
Aerodyner	150 Responses or 8%

**4. When you dine out (either ON CENTER or OFF CENTER) for LUNCH, how often do you choose the following options?**

0=N/A, 1=Never, 2=1-2 per month, 3=1 time per week,  
4=2-3 times per week, 5=4-5 times per week

0  
1

2  
3  
4  
5

413/208/ 59 / 30 / 27 / 14

a.  
Eat at Home **Average Response 1.7, Ranking 6**

b.  
Brown Bag **Average Response 3.2, Ranking 1**

221/ 94 / 86/ 78 /138/ 134  
170/ 78/254/119 / 99 / 31

c.  
OFF CENTER RESTAURANT  
**Average Response 2.5, Ranking 3**

d.  
OFF CENTER Fast Food  
**Average Response 2.4, Ranking 4**

218/ 91/211/ 142/ 80 / 9  
159/113/179/106/101/ 93

e.  
ON CENTER MAIN Cafeteria  
**Average Response 2.8, Ranking 2**

f.  
ON CENTER Aerodyner  
**Average Response 1.8, Ranking 5**

355/225/ 90 / 34/ 23 / 24  
686/ 46 / 9 / 4 / 5 / 1

g.  
Other **Average Response 1.5, Ranking 7**

*Comments: (Optional)*

Season food better-bland	<input type="checkbox"/>
Better selection on health foods	<input type="checkbox"/>
More variety of Soups	<input type="checkbox"/>
Make Potato Bar available daily	<input type="checkbox"/>

**5. When you dine out (either on or off Center), what do you choose? Mark all that apply. 4679 Responses**

- Burgers **348 Responses 7%, 7**
- Chicken **408 Responses 9%, 3**
- Pizza **315 Responses 7%, 8**
- Deli/Sandwich **554 Responses 12%, 1**
- Vegetarian **125 Responses 3%, 15**
- Main-Meal Salad **373 Res. 8%, 4**
- American home cook **203 Res. 4%, 12**
- Soup/Chilli/Chowder **245 Res. 5%, 10**
- Chinese/Oriental **410 Res. 9%, 2**
- Italian **353 Responses 8%, 5**
- Mexican **349 Responses 7%, 6**
- German **51 Responses 1%, 16**
- Barbeque **232 Responses 5%, 11**
- Steak **128 Responses 3%, 13**
- Seafood **296 Responses 6%, 9**
- Other Ethnic Foods **124 Res. 3%, 14**
- Other **40 Responses 1%, 17**

**6. How much do you typically spend (per person) for the following meals when eating ON CENTER?**

**543 Responses**

**a. Breakfast:**

- Less than \$2.00 **288 Responses 53%**
- \$2.00 - \$4.00 **246 Responses 45%**

\$4.00 - \$6.00      **8 Responses 1%**  
More than \$6.00    **1 Response > 1%**

**b. Lunch:                    699 Responses**  
Less than \$2.00    **29 Responses 4%**  
\$2.00 - \$4.00      **416 Responses 60%**  
\$4.00 - \$6.00      **235 Responses 34%**  
More than \$6.00    **19 Responses 2%**

**7. How do you rate the LaRC Exchange Main Cafeteria and Aerodyner?**

0=No Opinion, 1=Poor, 2=Fair,  
3=Good, 4=Very Good, 5=Excellent

**0**  
**1**  
**2**  
**3**  
**4**  
**5**

79 / 33 / 112/ 259/195/ 73

a.  
Variety of Food **Average Res. 3.2**

b.  
Quality of Food **Average Response 3.2**

77/ 33 / 111/ 261/210/ 59  
85 / 25 / 94 / 262/210/ 75

c.  
Freshness of Food **Average Res. 3.3**

d.  
Price and Value **Average Res. 3.8**

76/ 13 / 41 / 170/257/194  
168/ 56 /147/216/126/ 38

e.  
Selection of Health Foods  
**Average Response 2.9**

f.  
Hot Foods – Hot **Average Res. 3.4**

132/ 18 / 65 /233/214/ 89  
136/ 14 / 54 /255/208/ 84

g.  
Cold Foods – Cold **Average Response 3.4**

h.  
Cleanliness of Facility **Average Response 3.5**

83/ 30 / 59 / 199/260/120  
80/ 24 / 77 / 265/231/ 74

i.  
Overall Dining Experience **Average Res. 3.3**

**8. What changes would increase your use of FOOD AND BEVERAGE services ON CENTER? 1220 Responses**

Selection	<b>293 Responses 24%</b>
Price	<b>126 Responses 10%</b>

Variety                    **296 Responses 24%**  
Quality                    **233 Responses 19%**  
Hours of Operation    **97 Responses 8%**  
None                        **175 Responses 14%**

*Comments: (Optional)*

Offer Weight watchers on Hot line- more health food selections.	<input type="text"/>
Low Fat-Low Cal. take out lunch	<input type="text"/>
More variety menu-don't repeat weekly	<input type="text"/>

**9. Please rate the SOFT DRINK vending machines at your facility.**

0=No Opinion, 1=Poor, 2=Fair,  
3=Good, 4=Very Good, 5=Excellent

- 0
- 1
- 2
- 3
- 4
- 5

155/ 49 /124/232/146/ 45

a.  
Variety of Drinks **Average Res. 3.0**

b.  
Quality of Drinks **Average Res. 3.4**

167/ 16 / 48 / 239/192/ 89  
184/ 11 / 23 / 216/212/105

c.  
Freshness of Drinks **Average Res. 3.6**

d.  
Price/Value of Drinks **Average Res. 3.4**

158/ 20 / 66 / 229/189/ 89  
243/150/159/130/ 51 / 18

e.  
Selection of Health Drinks **Average Res. 2.2**

**10. What changes would increase your use of SOFT DRINK vending machines ON CENTER? 1027 Responses**

Better Selection	<b>281 Responses 27%</b>
Price	<b>157 Response 15%</b>
Variety	<b>205 Responses 20%</b>
Quality Improvements	<b>46 Responses 4%</b>

Availability	<b>95 Responses 9%</b>
None	<b>243 Responses 24%</b>

**11. Rate the Exchange SNACK FOOD vending machines based on the following criteria.**

**0=No Opinion, 1=Poor, 2=Fair,  
3=Good, 4=Very Good, 5=Excellent**

**0  
1  
2  
3  
4  
5**

343/ 64 / 90 /176/ 62 / 16

a.  
Variety of Snacks **Average Res. 2.6**

b.  
Quality of Snacks **Average Res. 2.8**

357/ 44 / 92 /164/ 75 / 19  
355/ 33 / 84 /165/ 91 / 23

c.  
Freshness of Snacks **Average Res. 2.9**

d.  
Price/Value of Snacks **Average Res. 2.6**

352/ 59 /106/149/ 67 / 18  
382/149/118/ 70 / 27 / 5

e.  
Selection of Health Food Snacks **Av. Res. 1.9**

12. What changes would increase your use of SNACK FOOD vending machines ON CENTER? 1082

## Responses

Better Selection	<b>261 Responses 24%</b>
Price	<b>170 Responses 16%</b>
Variety	<b>175 Responses 16%</b>
Quality Improvements	<b>102 Responses 9%</b>
Availability	<b>126 Responses 12%</b>
None	<b>248 Responses 23%</b>

### 13. Indicate your desire for on Center catering services for: Check all that apply. 800 Responses

Evening take home	<b>231 Responses 29%</b>
Wedding reception	<b>46 Responses 6%</b>
Birthday party	<b>155 Responses 19%</b>
Retirement	<b>206 Responses 26%</b>
Promotions	<b>162 Responses 20%</b>

Responsible NASA Official: [Randy Cone](#)  
Page Curator: [ConITS Development Team](#)  
Date Last Updated: March 8, 2002