

# **Anybody Could be at Risk: Food (In)Security within the University of Northern British Columbia**

A Report from a Green University Grant Research Project  
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## Executive Summary

In this report we present the findings of our investigation into levels of food insecurity at the University of Northern British Columbia (UNBC), as well as factors associated with food insecurity and potential institutional responses. As the research was requested by UNBC's Office of Sustainability as a component of a Food Strategy, we chose to investigate food insecurity at an institutional level, and surveyed university staff and faculty as well as students.

Food insecurity is defined as

“the inability to access and procure, through conventional avenues, nutritionally adequate foods capable of supporting an active and health life.” (Micevski et al. 2014).

The research employed both UNBC key informant interviews and a web based survey directed towards all students, Faculty Association members and CUPE and Exempt staff members. We completed 12 interviews (individual or in groups) and received a total of 400 survey responses:

		% of total population
<b>Total survey</b>	<b>400</b>	
<b>Students</b>	<b>216</b>	<b>7%</b>
Undergrad	164	6.5%
Grad	49	8.6%
Post	3	
blank	0	
<b>Cupe/Exempt</b>	<b>131</b>	<b>33.4%</b>
FT-		
Permanent	109	
FT Casual	4	
PT Permanent	8	
PT Casual	4	
Other	6	
<b>Faculty</b>	<b>53</b>	<b>15.5%</b>
<b>Gender</b>		
Male	<b>89</b>	
Female	<b>302</b>	
Other	20	

Our results demonstrate that UNBC has a significant food insecurity challenge. This research took a community perspective and by so doing, demonstrated that food insecurity is genuinely a community concern, affecting all populations on campus. UNBC's food insecurity levels are high, affecting perhaps 39% of UNBC's students, 39% of its academic staff, and 48% of its faculty members. These rates are significantly higher than in the general population of British Columbia where 11.9% of households face some level of food insecurity (Sriram and Tarasuk 2015).

While the causes vary across these populations, among students, poverty is a major factor while for faculty it is a time crunch issue, and staff suffer from both, the consequences affect the university community profoundly as 13% of academic staff, 15% of faculty and 40% of students cannot perform at their best as learners, teachers or facilitators due to food insecurity. While UNBC's food insecurity rates for students fall

within levels reported in other research, they are on the high end and should raise concern amongst the UNBC community.

A contributing factor to UNBC's food insecurity reality is the monopolization of campus food sources by Chartwells, a for-profit corporation. UNBC exists in a "food desert" and those on campus rely on campus food outlets. With the exception of the student society's pub, all food outlets on the main campus (a cafeteria, and a coffee shop/deli) are operated under contract by an international corporation. That contract restricts outside food provision in all but the student union building. Other rules restrict access and use of corporate controlled spaces, and require all first and second year students in residences to be on the company's meal plan. Lineups at the coffee shop/deli reportedly restrict their use.

However, closed and open-ended responses established considerable dissatisfaction with the idea of a food monopoly as well as with the cost and quality of the food available. Nineteen percent of students were satisfied with the food, 15% with the cost and 19% with the quality. Twenty percent of staff members were happy with the food, 24% with the cost and 26% with the quality. Twenty-two percent of faculty members were happy with the food, 18% with the cost and 27% with the quality. As students have fewer options, their dissatisfaction is significant.

The survey asked for rankings of different responses to address campus food security. Among the most popular were

- expanding the Good Food Box Program (a monthly provision of 20 pounds of local fresh produce for \$20) including free boxes for those in need (faculty - 45%, staff - 34%, students - 40%),
- expanding the weekly on-campus Farmers Market (faculty - 36%, staff - 21%, students - 27%),
- supporting the student run coffee shops in selling take-out food items (faculty - 26%, staff - 31%, students - 36%),
- establishing a campus food cooperative (faculty - 36%, staff - 42%, students - 31%), and
- establishing a Community Kitchen (Faculty- 19%, Staff- 24%, students - 36%).

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A student was very hungry so I gave her an apple off my desk.

Lacking in funds, knowledge and time management skills...

Food insecurity can affect anyone, even those you may think would never have to deal with that life challenge.

Anyone can be food insecure, depending on life circumstances.

## Introduction to Study

Food insecurity is a growing concern in developed countries. It is remarkable that, in some of the wealthiest countries in the 21<sup>st</sup> century, a significant percentage of citizens are food insecure. Food insecurity is defined as

“the inability to access and procure, through conventional avenues, nutritionally adequate foods capable of supporting an active and health life.” (Micevski et al. 2014).

One population coming under global study over food insecurity is university/college students. Post-secondary students have unique characteristics, they are usually adults, but by choice not usually within the full-time labor pool, a population entirely when discussing food insecurity. They also face a conundrum: to endure deliberate financial insecurity (leading to food insecurity) in hopes that this sacrifice will improve future circumstances. Modern society places considerable stress on the desirability of a post-secondary degree (critical for long term employment success). Given the pressure that students face to participate in this system, it is troubling that they often have higher levels of food insecurity than that of their country of residence.

In the last few decades, post-secondary institutions have grown interested in environmental sustainability, evidenced by the popularity of ventures such as the Talloires Declaration (in which educational institutions promise to promote sustainability ([http://www.ulsf.org/programs\\_talloires.html](http://www.ulsf.org/programs_talloires.html); last accessed 1/25/2016), and a rise in agencies promoting campus sustainability (i.e. the Association for Advancement of Sustainability in Higher Education in North America). A commitment to local, organic or sustainable food systems is a regular piece of the sustainability picture for institutions, but broader discussion on what this means might be required. Environmental justice (Mitchell 2004) argues that sustainability cannot simply be about saving the non-human world from human depredations, but must also ensure vulnerable humans are protected from human depredations and the consequences of environmental degradation. Universities striving towards sustainability must themselves recognize this dual need in their planning, recognizing their own institutional responsibility for the well-being of the environment affected by their footprint as well as the well-being of their human “community.” While “starving students” are a common image, evoked nostalgically or as a joke, the reality of food insecurity amongst a vulnerable population is far from humorous and should be addressed within university sustainability planning, in addition to the impacts of the production, consumption and disposal of food.

In this report we present the findings of our investigation into levels of food insecurity at the University of Northern British Columbia (UNBC), as well as factors associated with food insecurity and potential institutional responses.<sup>1</sup> As the research was requested by UNBC’s Office of Sustainability as a component of a Food Strategy, we chose to investigate food insecurity at an institutional level, and surveyed university staff and faculty as well as students. While one hypothesis was that students would demonstrate a significant level of food insecurity, a second hypothesis posited that staff, particularly at lower salaries, as well as untenured faculty might also demonstrate some food insecurity.

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<sup>1</sup> Funding for this study was provided by a UNBC Green Grant.

## Literature Review

Recent research demonstrates a considerable range in the levels of food insecurity among post-secondary students across different institutions and countries, ranging from an estimated 10.2% to a high of 59% of students surveyed. Table One summarizes research on food insecurity by location and rate.

Table One Rates of Food Insecurity in Post-Secondary Students from Extant Research

Location of Research	Rates of Food Insecurity in Students Reported	Source
10 Community Colleges in the United States (4,300 students surveyed)	10% reported going hungry; 50% at risk for insecurity	Goldrick-Rab and Broton 2015
Griffith University (Queensland State, Australia) (399 responses)	10.2% food insecure	Hughes et al. 2011
Deakin University (Victoria State, Australia) (124 responses)	18% food insecure	Micevski et al. 2014
California State University-Sacramento (USA) (67 students surveyed)	19.4% food insecure	Hanna 2014
KwaZulu-Natal (South Africa) (1,083 students surveyed)	20.8% vulnerable to food insecurity; 16,1% serious insecurity	Munro et al. 2013
University of Hawai'i at Manoa (Hawai'i, USA) (441 responses)	21% food insecure; 6% very food insecure	Chaparro et al. (2009)
University of California System (California, USA) (estimated)	25% food insecure	Rosenberg 2015
City University of New York (New York State, USA) (1,068 responses)	40% food insecure	Freudenberg et al. 2011
Rural Oregon University (Oregon, USA) (354 responses)	59% food insecure	Patton-Lopez et al. 2014

Drawing generalizations from these studies is difficult, they are site specific and the methodology vary and cannot be compared (Cady 2014). Given the vast range in reported food insecurity levels among and across student populations, risk factors for food insecurity might be site-specific as well. Much more research, especially comparing across types of institutions and locations, is needed. However, the studies are troubling. As Cady (2014) notes, “‘Are these studies [on post-secondary food insecurity] accurate’ and if so, ‘Why are college students experiencing higher instances of food insecurity than the general...population?’”

Nellum (2015), for example reports a United States study which found that 49.3% of its clients in college using foodbanks must choose between either educational expenses or food every year. Goldrick-Rab and Broton (2015) surveyed 10 community colleges in 10 states and found that 1 in 5 students go hungry. Patton-Lopez et al. (2014) found in their Oregon study that 59% of students surveyed were food insecure. Lower, but still troubling levels of food insecurity were found in other studies: 20% at KwaZulu-Natal, South Africa (Munro et al. 2013), 19.4% at a California university (Hanna 2014), 18% at an Australian university (Micevski et al. 2014), and 21% at the University of Hawai'i at Manoa (Chaparro et al. 2009). Rates of student food insecurity were double or triple that of the region in which the institution was located+ (Cady 2014).

A number of risk factors for food insecurity have been identified. Students living off-campus but not with relatives are at greater risk (Chaparro et al. 2009; Micevski et al. 2014). Ethnicity was also a factor, particularly for Indigenous students (Chaparro et al. 2009). Micevski et al. (2014) found that students receiving

government financial aid were at high risk. Patton-Lopez et al. (2014) agree, finding that food insecurity was worse among those from disadvantaged or lower middle-class backgrounds. Nellum (2015) suggests that food insecurity might be linked to the growth in non-traditional students: older, the first in their families to attend college, and hailing from lower-income or communities of color. Hanna (2014) found that students under 24 years were most likely to be food insecure.

Other causes are lifestyle issues. Hanna (2014) notes the obvious, that lack of money was the significant factor in being food insecure, however insufficient time to shop or cook or difficulty in getting to a food-store, a lack of knowledge around food preparation and cooking (Gaines et al. 2014), or an inability to “shop smart” and poor money management skills (Koller 2014) are also risk factors.

Other causes are related to institutional structures. Meldrum and Willows (2006) noted that many universities and colleges are situated in areas where low-cost grocery stores are difficult to access. Compounding this “food desert” is that, within the campus, a food monopoly created by for-profit corporations operating campus cafeterias and other food retail services means that at many campuses accessible and affordable food is hard to come by (Canadian Federation of Students-Ontario 2012). A 2012 study in Ontario found that the majority of students reported needing to purchase food on campus regularly, but 63% of those surveyed thought the food was expensive, and the quality was poor given the cost, the prevalence of unhealthy choices and unmet special dietary needs.

Food insecure students cope in different ways. Hanna (2014) found that if they lacked food, 100% of students surveyed did not eat a balanced meal, 69.2% skipped a meal (44% did so monthly, 22% frequently), 92% reduced the size of the meal, and 38.5% did not eat for the entire day. Others resorted to stealing (Micevski et al. 2014), or working additional jobs (Farahbakhsh et al. 2015; Nellum 2015), although Patton-Lopez et al. (2014) noted that additional employment while studying neither improved academic focus nor food security levels. Farahbakhsh et al. (2015) found other strategies included applying for additional student loans, using credit cards to buy food, or using campus-based food banks. Nellum (2015) reports that the number of campus food banks in the US rose from 1 in 2007 to 184 in 2015, but food banks are not good evidence of the level of the problem as they are a last resort (Abbott et al. no date; Koller 2014).

Food insecurity brings serious consequences, including “poorer physical and mental health and higher rates of chronic conditions, including depression, diabetes and heart disease” (Tarasuk et al. 2012). However, the costs of food insecurity are more than physical but affect mental and emotional well-being (Williams et al. 2012): struggling to obtain food is a critical dimension, but struggling with institutional structures controlling access to food while feeling judged by those institutions for needing aid is worse.

For college and university students in particular, these impacts can actually undercut the entire point of sacrificing to attend post-secondary. Cady (2014) extrapolates multiple studies on the consequences of food insecurity in young children and adults to college-age people, noting that food insecurity leads to lower scholastic achievement, behavioral concerns, mental health issues, poorer memory and poorer academic performance. The need to offset financial concerns through holding down jobs while going to school can also result in poor academic performance (Patton-Lopez et al. 2014). Food insecurity in post-secondary can have long term health, learning and social outcomes, including lower GPAs (Patton-Lopez et al. 2014). Gaines et al. (2014) note that food insecurity can create greater loan and credit card debt at a time when graduates struggle to find jobs paying enough to address such debt.

Food insecurity amongst students should, given the consequences, be of concern to post-secondary administrations and deserves meaningful inclusion in any environmental justice based planning for institutional sustainability. If students cannot feed themselves, how can they participate meaningfully in greening their campus or bringing sustainability to the world, or even continue going to school when they must choose between food and tuition?

## **The Case Study**

As of 2015, 3,115 undergraduate and graduate students were registered. UNBC also employs a substantive number of faculty (including tenured, tenure-track, senior laboratory instructors, and sessionals as well as librarians). As of Fall 2015, the UNBC Faculty Association stated that it had 343 members. UNBC also employs support staff a wide variety of essential positions. Most of members of the CUPE local, others belong to an Exempt group. As of Fall 2015, 392 were employed.

UNBC shares some institutional structures linked with food insecurity among students, including a location isolated from non-university businesses including grocery stores. As well, UNBC has contracted with a for-profit company for campus food services, which has an exclusionary lock on food services with the exception of a student-run pub serving meals. Campus residence units currently include kitchens, allowing students to prepare purchased food, but all first-year and second year students in residence (including international exchange students) must purchase a meal plan with the company.

## **Study Methods**

UNBC was treated as a case study (Lauckner et al., 2012; Yin, 2003). Case study methods examine “a contemporary phenomenon within its real-life context, especially when the boundaries between the phenomenon and context are not clear” (Yin, 2008: 13), and is used when examining questions of process. This methodology utilizes data from multiple sources, including situated knowledge.

Data collection was undertaken during the Fall Semester of 2015, using two primary methods. We began with semi-structured interviews with key UNBC informants identified both through local knowledge and through snowball techniques. These included the Undergraduate Student Society and Graduate Student Society executives, the academic staff union executives (the faculty association executives declined to participate), and representatives from the Wellness Centre, the First Nations (Aboriginal) Centre, student advisors and the director of the Women’s Centre. Interview questions focused upon perceived levels of food insecurity amongst their publics as well as factors creating insecurity. Interviews were recorded and were analyzed through reviewing recordings and free coding for key themes and ideas.

Interviews results were used to develop a web-based survey utilizing both closed and open ended questions. The survey was promoted by having groups forward the survey to their memberships, an article on the study in the student newspaper, posters around the university and 4 days at a table in a central location where students could complete the survey. The survey was active for five weeks with email reminders sent out twice.

Survey questions included a range of demographic questions, questions related to food insecurity and personal risk factors, as well as options for addressing community food insecurity. Other questions assessed the campus food contractor’s operations. For this article, results have been analyzed through descriptive statistics, although further statistical analysis will be conducted in the future. Open-ended questions were analyzed through thematic free-coding.

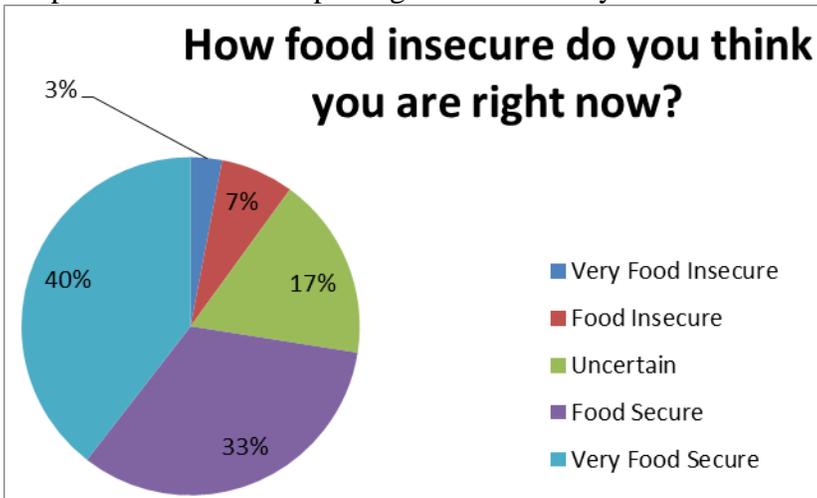
## **Results and Discussion**

### Undergraduate and Graduate Students

We received 216 student responses from a total population of 3,115 (2,517 undergraduates and 598 graduate students), creating a response rate of 7% (6.5% of undergraduates and 8.6% of graduate students). Eleven percent of responses were from international students. Factors identified as increasing risks of food insecurity are present at UNBC: 71.3% of respondents were 25 years old or younger, 73.1% lived off campus, although usually with a partner or roommate, and 50% worked part time. Just over 77% of respondents were female. Fifteen percent reported having a mental or physical disability.

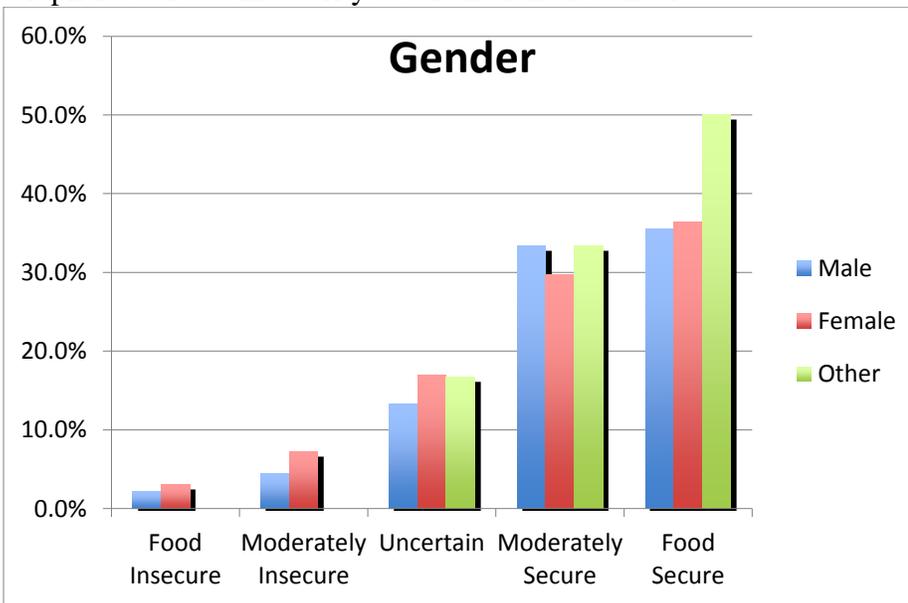
When asked directly, 3% reported being very food insecure, 6% were food insecure and 15% were unsure.

Graph One: Students Reporting Food Insecurity

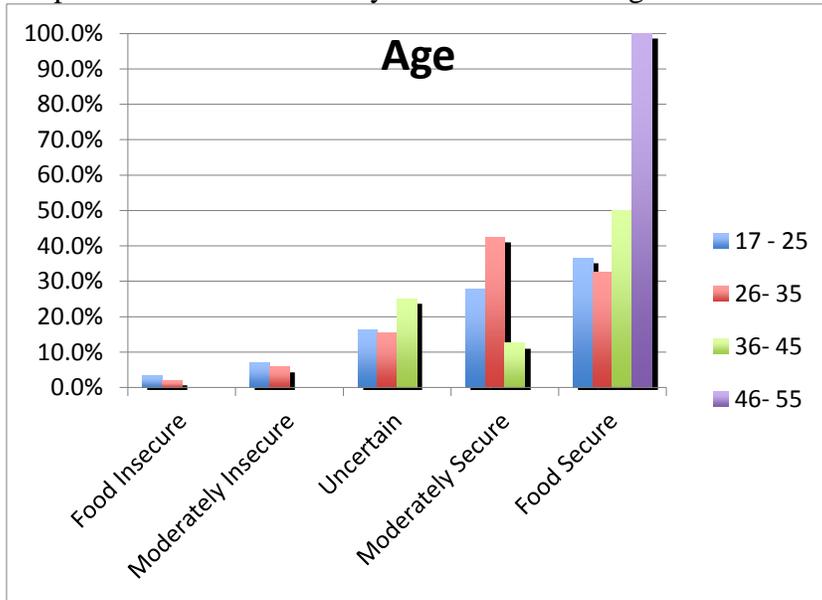


Demographic variables affected levels of food insecurity, including age, gender and whether students lived on or off-campus.

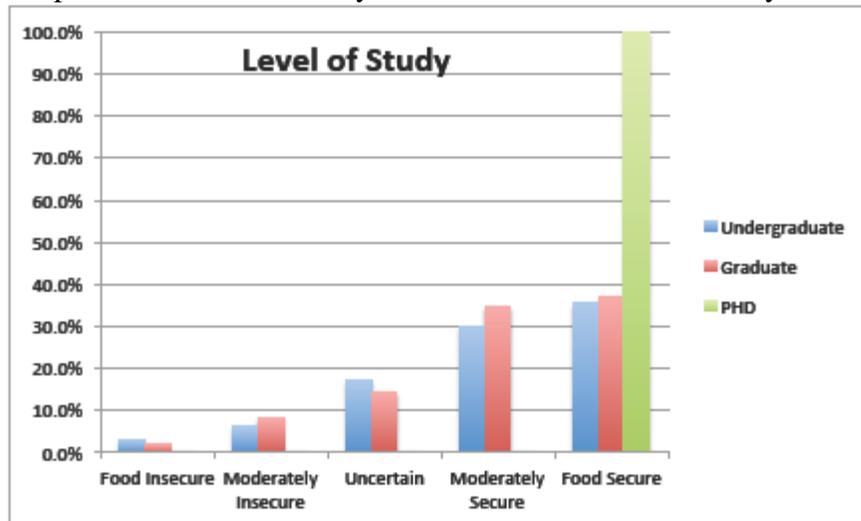
Graph Two: Food Insecurity as a Function of Gender



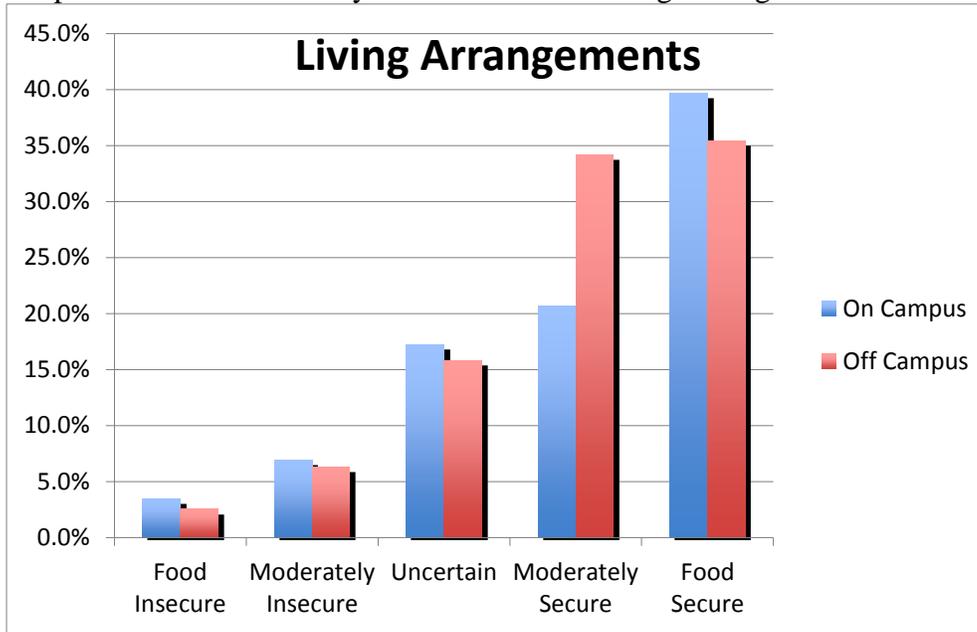
Graph Three: Food Insecurity as a Function of Age



Graph Four: Food Insecurity as a Function of Level of Study



Graph Five: Food Insecurity as a Function of Living Arrangements



Being female and being under 25 years of age did correlate to greater food insecurity. The level of study varied slightly: undergraduates were more likely to be food insecure while graduate students were more likely to be moderately food insecure. Oddly, given that many are on a mandatory food plan, living on campus tended to correlate with greater food insecurity. Detailed breakdowns on these demographics can be found in Appendix One, however, the pattern seen at UNBC does correspond with patterns seen in studies at other universities.

While responses to our direct question on food insecurity suggests 9% of students are food insecure (with another 15% possibly at risk), other responses suggest greater levels of insecurity. When asked the reason for this circumstance, 38% stated it was due to poverty, while 65% said it was due to a lack of time.

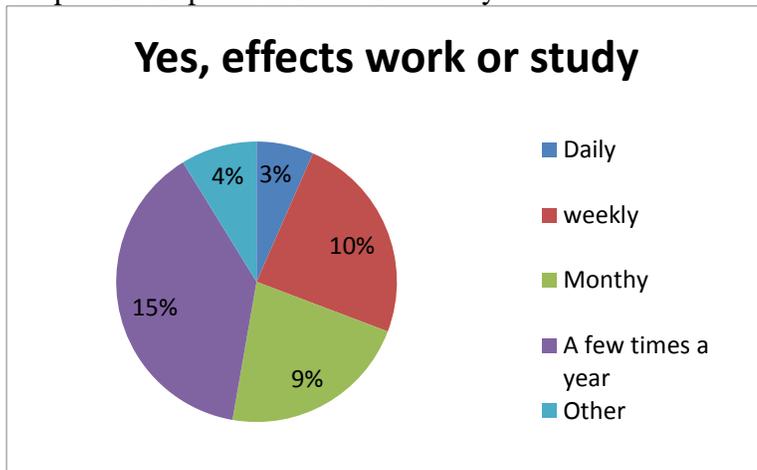
I am at school from 10 to 6 almost every day, and I can't afford to get into the cafeteria multiple times a day and to bring food to school and still afford to eat at home. So I am stuck eating cheap food from Tim Hortons to survive the day (Student).

Healthy food options are not always available, convenient or affordable (Student).

I have a face-paced schedule and sometimes need to rely on the types of food that are around them. You need to open the corner store again (Student).

Thirty-seven percent experienced challenges shopping for food, and 24% said this was due to poverty. Twelve percent had utilized an on-campus food bank at least once, although written responses suggested discomfort in so doing, either due to a lack of privacy or due to shame or a feeling that others needed the help more, thus UNBC's singular response to student food insecurity, NUGSS' Food Bank, does not appear to adequately address the issue of chronic student hunger. The impacts of food insecurity are significant as 39% of responding students indicated that the inability to eat well had affected their ability to study or take classes or to do their best at either, with 13% of those respondents experiencing this either on a daily or weekly basis.

Graph Six: Impacts of Food Insecurity



Corroborating these indicators, is the result that 39% of participating faculty and 29% of participating academic staff reported experiences with hungry or food insecure students.

I have a stash of food in my office. On more than one occasion I have given it away to a student who had not eaten all day. I also carry grocery cards and have given those away. A couple of times, I have taken students grocery shopping and paid for their groceries (Faculty).

Key informant interviews also suggest a higher rate of food insecurity amongst students. Two informants noted that the majority of students they see who are food insecure are male, however, survey respondents were 77.8% female, thus, survey results may not accurately model true levels of student food insecurity (although a slightly greater proportion of females reported being food insecure). Further, informants raised two additional concerns, the first, that students are often reticent to admit to any financial insecurity including food insecurity. The second is an informed suspicion that many students that drop out of UNBC during their first and second year, do so due to financial crises, including food insecurity. Although anecdotal, this data hints at a higher level of food insecurity than modelled in this survey. Certainly 85% of faculty and 88% of academic staff believe that UNBC's undergraduate population is food insecure, while 67% and 68% respectively believe graduate students are food insecure.

Other interviews raised the issue of the tenuousness of student security. In 2015, UNBC experienced a two-week strike by faculty. Not only were classes suspended but also on-campus student employment. The Northern Undergraduate Student Society, which runs the sole campus foodbank and supplies emergency bursaries to students, found that their bursary program, which had been substantively underutilized prior (to a point where they had stopped applying for additional funds), ran out of money within the first week while the food bank shelves were emptied daily. If circumstances are "normal", it appears many students can survive; however a two week disruption quickly caused an abrupt crisis for many. A troubling addition to this assessment is that 45% of students in the survey reported that, in a financial emergency, they had no idea who they could or would talk with about that emergency, a troubling vulnerability.

Because of costs of living and tuition, I have had go without eating myself in an effort to make sure that my children have had enough to eat at home and at school (Student)

As a single mother with 2 children, affording fresh fruit and protein is sometimes hard. We live pay cheque to pay cheque most times and by the end of the 2 weeks, our food selection at home is slim.

Sometimes we have limited budgets for shopping, this gets more obvious in winter months when the cost of heating competes with groceries (Student)

My grocery budget is \$150 for the month. Although supplemented by my garden and wild meat at times, this feeds myself and my 2 children, meaning that sometimes I have to buy food that lacks nutrition but will keep us from being hungry (Student).

If, as is suspected, our survey results inexactly model UNBC's student population, the level of impact of chronic food insecurity coupled with an ignorance of where to turn in a financial crisis, might be significantly threatening the success of UNBC's students, a serious challenge for an academic institution both morally and in meeting its primary purpose.

### CUPE/EXEMPT Staff

As previously noted, this was a "community" research project and university staff and faculty were invited to participate. UNBC has both union (CUPE) and Exempt (non-union) support staff; both groups were invited to complete the web survey of food insecurity. One hundred and thirty one staff members, out of a possible 392, responded, creating a response rate of 33.4%. Eighty-one percent of respondents were women and 83% had permanent full-time positions with 67% assessing their wage levels as medium to high against their possible salary range. Eighty-three percent were between the ages of 26 and 55. Seventy percent lived with a spouse/partner but only 38% reported dependents for which they were financially responsible. Nine percent reported having a mental or physical disability.

Food insecurity appears to be a significant concern for UNBC's staff members. While 7% reported being either very food insecure or food insecure (5% were uncertain), 39% reported that they cannot eat in a healthy way, 15% due to poverty and 57% due to a lack of time. These discrepancies between being willing to call themselves "food insecure" and meeting the definition of being food insecure once again suggests that our survey results may inexactly model food insecurity in the UNBC community, as does the gender disparity in respondents.

Challenging to eat at work due to lack of area to have food, often eat at desk or do not eat at all until later in day due to meetings or full schedule (CUPE/Exempt).

Would wait for next pay check to get food. Sometimes I didn't have time to go to the grocery store or to prepare food (CUPE/Exempt).

Some days I skip breakfast or lunch due to time constraints (CUPE/Exempt)

The selection on campus was poor and time did not allow opportunity to seek other sources (CUPE/Exempt).

Some demographics have implications for food insecurity. Women, for example, report being more food insecure than do men. The impact of position is mixed, more permanent full time staff report being food insecure than others, but they also make up the bigger proportion of those reporting considerable food security as well. Appendix Two presents a demographic breakdown of food insecurity amongst CUPE/Exempt responses.

Much like UNBC's students, food insecurity appears to be compromising the ability of staff to do their best at work: 13% reported that being unable to eat well affected their ability to do their job. Staff members are also vulnerable to challenging circumstances: 52% reported they would not have anyone to approach in the case of a financial emergency. Corroborating this finding is data from open-ended survey questions and key informant interviews, indicating that many staff faced financial difficulties during the lock-out due to the two-week faculty strike, suggesting that these UNBC community members may be fragile in their day-to-day financial and food security.

During the faculty strike, I could not afford food and only ate once a day (CUPE/Exempt).

I have colleagues that are in extremely precarious situations. I have provided food to colleagues on more than one occasion (CUPE/Exempt).

I know of at least one co-worker that was extremely worried during the job action earlier this year that she wasn't going to be able to feed her family. Although the strike is in the past, I suspect her income doesn't allow her to become truly food secure (CUPE/Exempt).

Some (CUPE) members are single-parents in fairly low-paying jobs and their circumstances may not give them the ability to supplement their income. Rental prices are getting higher and higher and so a large portion of take-home pay going towards rent, leaving them less income for food (CUPE/Exempt).

### Faculty Association Members

Fifty-three UNBC faculty association members (including non-union librarians, permanent non-tenure teaching lines and sessionals) out of a possible 343 completed the survey, creating a response rate of 15.5%. Fifty-six percent were female, 43% were male. Seventy-one percent were between 36 and 55 years old, and 17% were between 56 and 65. Sixty-four percent were tenured or in a tenure-track position and 64% reported being at the mid or high point of their possible salary range. Only 44% reported being financially responsible for dependents but 67% lived with a spouse or partner. Eleven percent reported having a mental or physical disability.

Eight percent of faculty members reported being either food insecure or very food insecure. Another 6% were uncertain. This is a rather surprising level of food insecurity within the faculty population, given that those rating themselves as being food insecure were not sessional instructors (among the most vulnerable faculty), but in permanent positions. There was a gender component, slightly more women rated themselves as being food insecure. Appendix Three presents a breakdown of food insecurity demographics among Faculty Association members.

However, food has other impacts on faculty members: 48% responding were unable to eat well and 15% said this affected their ability to perform their job. While 95% attributed this to time constraints rather than poverty, it is the inability to eat well, rather than the cause, that defines food insecurity, therefore our research suggests a substantive portion of UNBC faculty are food insecure. A significant portion may suffer vulnerabilities similar to that of academic staff and students as 39% reported not having anyone to speak to in a financial crisis. While faculty did not discuss impacts from the strike, their personal stability might be not as solid as conventionally assumed. Indeed this research project begins to suggest that food insecurity at UNBC is a problem extending well beyond that of the commonly studied student population.

For the most part, my access to healthy food is quite high. I think time to prepare it properly is the greater issue (Faculty Association).

When I am very busy and anxious, the first thing that I forget about is food! (Faculty Association)  
I have access to healthy foods but my working conditions prevent me from having adequate breaks and time for self-care, including healthy eating and exercise.

Very new faculty or sessionals may have a salary inadequate to feed a family (Faculty Association).

## The Impact of Chartwells Food Service

A contributing factor to UNBC's food insecurity reality is one mentioned in the Canadian Federation of Students-Ontario study (2012), that of the monopolization of campus food sources by for-profit corporations. UNBC exists in a "food desert" and those on campus rely on campus food outlets. With the exception of the student society's pub, all food outlets on the main campus (a cafeteria, and a coffee shop/deli) are operated under contract by an international corporation. That contract restricts outside food provision in all but the student union building. Other rules restrict access and use of corporate controlled spaces, and require all first and second year students in residences to be on the company's meal plan. Lineups at the coffee shop/deli reportedly restrict their use. As key informants cited concerns around limited access to inexpensive healthy food on campus, our survey assessed views on the cost and quality of campus food (excluding the student pub).

Of the students responding, 51% said they ate at Chartwells, 13% were on the Meal Plan and 36% said they did not eat at Chartwells. Among the responding faculty 39% ate at Chartwells, 50% did not and 11% did not respond. Among staff members, 52% said they ate at Chartwells, 39% said they did not eat at Chartwells and 9% did not respond. Both students and staff members appear to be regular users of Chartwells various food services.

However, closed and open-ended responses established considerable dissatisfaction with the idea of a food monopoly as well as with the cost and quality of the food available. Nineteen percent of students were satisfied with the food, 15% with the cost and 19% with the quality. Twenty percent of staff members were happy with the food, 24% with the cost and 26% with the quality. Twenty-two percent of faculty members were happy with the food, 18% with the cost and 27% with the quality. As students have fewer options, their dissatisfaction is significant.

My eating habits have turned out to be very bad since I started studying at UNBC due to the mandatory meal plan. The quality of food is sometimes very low and there are not many choices to eat since I can't eat milk products and meat. That is why I end up eating same simple food every day such as oatmeal & fruits. Meal plan makes me literally mentally & physically sick (Student).

Stop the wall/divide between the cafeteria and the rest of the community. Disallowing people to enter under a particular price point or without a plan creates a divide and segregates the population around food. This adds to inequity, exactly what universities are teaching future leaders to solve (CUPE/Exempt).

Because of the food provided by the mandatory meal plan. Most food doesn't fit my dietary, however I cannot withdraw this plan. In addition, I have no money to spend for my self-purchasing food at store Because of the expensive plan (Student).

A list of responses regarding Chartwells services is contained in Appendix Four.

## **Solutions to Food Insecurity at UNBC**

We also assessed solutions for food insecurity at UNBC, particularly as a basis for future sustainable community food policies. Interviews and survey responses pointed to the need for more diverse, inexpensive and healthy food options on campus for everyone:

How does UNBC want to prioritize? Ancillary Services [overseeing the food services contract] makes money, but if you want to support students other options need to be developed. If students are vulnerable, the university is vulnerable (Student Leader).

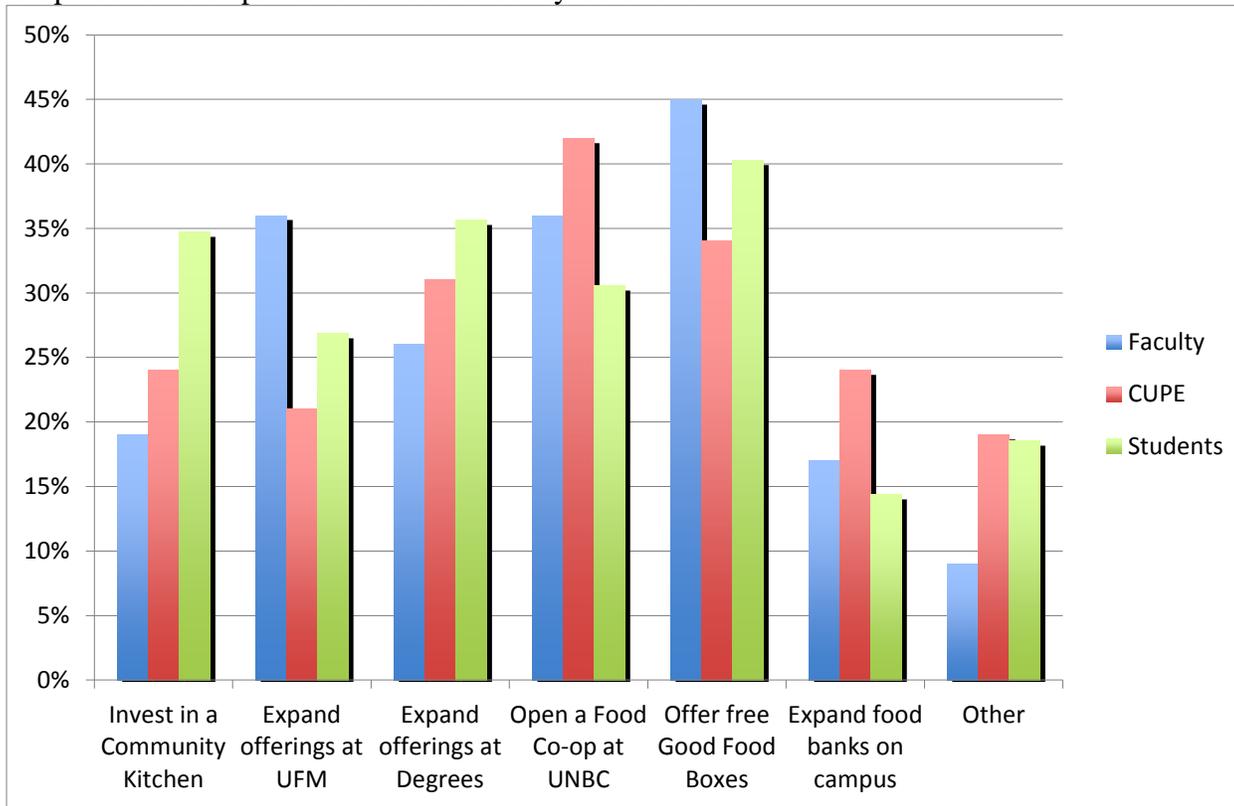
Informants pointed out the contradiction in the university's concern for student retention while their inability to access affordable food was driving students to drop-out. It was also noted how under the radar food insecurity

is for university administration, particularly the struggle front-line workers faced in providing support for hungry students, citing bureaucratic hurdles and a lack of coordination between available assistance providers.

The survey asked for rankings of different responses to address campus food security. Among the most popular were

- expanding the Good Food Box Program (a monthly provision of 20 pounds of local fresh produce for \$20) including free boxes for those in need (faculty - 45%, staff - 34%, students - 40%),
- expanding the weekly on-campus Farmers Market (faculty - 36%, staff - 21%, students - 27%),
- supporting the student run coffee shops in selling take-out food items (faculty - 26%, staff - 31%, students - 36%),
- establishing a campus food cooperative (faculty - 36%, staff - 42%, students - 31%), and
- establishing a Community Kitchen (Faculty- 19%, Staff- 24%, students - 36%).

Graph Seven Comparisons of Food Security Solutions



Significantly, more campus food banks was not well supported (faculty - 17%, staff - 24%, students - 14%), suggesting both the stigma of using a food bank and perhaps an interest in more effective responses. The majority from all groups (80-85%) wanted these options available to all members of UNBC, suggesting the perception of the community nature of the food security problem.

We also asked students for their interest in workshops orientated at providing support for improving food (and other) security. The most popular workshop, cooking healthy on a budget followed by cooking classes suggest that students feel a need for better information that will allow them to offset both monetary and time constraints that they currently face.

Table Two: Workshops of Interest to UNBC Students

<b>Which of the following workshops interests you:</b>		
Shopping healthy on a budget	115	53%
Cooking classes	94	44%
Budget planning	80	37%
Where do I find this assistance at UNBC...	78	36%

A list of other solutions suggested by students, staff and faculty can be found in Appendix Five.

## Conclusions

UNBC has a significant food insecurity challenge. This research took a community perspective and by so doing, demonstrated that food insecurity is genuinely a community concern, affecting all populations on campus. UNBC’s food insecurity levels are high, affecting perhaps 39% of UNBC’s students, 39% of its academic staff, and 48% of its faculty members. These rates are significantly higher than in the general population of British Columbia where 11.9% of households face some level of food insecurity (Sriram and Tarasuk 2015). While the causes vary across these populations, among students, poverty is a major factor while for faculty it is a time crunch issue, and staff suffer from both, the consequences affect the university community profoundly as 13% of academic staff, 15% of faculty and 40% of students cannot perform at their best as learners, teachers or facilitators due to food insecurity. While UNBC’s food insecurity rates for students fall within levels reported in other research, they are on the high end and should raise concern amongst the UNBC community.

As the food insecurity situation for university/college faculty and academic staff has not been studied before, our findings suggest both a field of future enquiry and a very profound question about why food insecurity is not viewed more commonly through a community lens. If those who teach and support students, particularly vulnerable students, are themselves vulnerable and unable to perform their responsibilities due to a personal state of food insecurity, then the mission and purpose of universities are at risk, as is their position as a moral actor within larger society.

Finally, there is the question of the relationship between an institutional community’s level of food insecurity and its mission of creating and contributing to the goals of sustainability, both through its own campus footprint, through research and through the building of graduates who go out and create sustainability in the wider world. Maslow’s oft-cited Hierarchy of Needs (1943), posits that, before an individual can “self-actualize”, or for purposes of this discussion, care about and contribute to a greater good, their basic needs, both physiological and psychological, must be met. Hungry people cannot make the world a more sustainable, just place. If we are to teach, learn and create sustainable options, we must start by ensuring our own community of learning is a community where all can find security and something healthy to eat.

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## Appendix One

### UNBC Student Food Insecurity Data Breakdowns

<b>Total Students</b>	<b>216</b>						
	<i>Count</i>	<i>%</i>	<i>Food Insecure</i>	<i>Moderately Insecure</i>	<i>Uncertain</i>	<i>Moderately Secure</i>	<i>Food Secure</i>
<b>Gender</b>							
Male	48	22.2%	2.2%	4.4%	13.3%	33.3%	35.6%
Female	168	77.8%	3.0%	7.3%	17.0%	29.7%	36.4%
<b>Age</b>							
17 - 25	154	71.3%	<b>3.2%</b>	<b>7.1%</b>	16.2%	27.9%	36.4%
26- 35	52	24.1%	<b>1.9%</b>	<b>5.8%</b>	15.4%	42.3%	32.7%
36- 45	8	3.7%	<b>0.0%</b>	<b>0.0%</b>	25.0%	12.5%	50.0%
46- 55	2	0.9%	<b>0.0%</b>	<b>0.0%</b>	0.0%	0.0%	100.0%
<b>Level of Study</b>							
<b>Undergraduate</b>	<b>164</b>	<b>75.9%</b>	3.0%	6.1%	17.1%	29.9%	35.4%
1st	38	17.6%	5.3%	10.5%	15.8%	15.8%	47.4%
2nd	25	11.6%	0.0%	8.0%	32.0%	16.0%	28.0%
3rd	39	18.1%	0.0%	7.7%	17.9%	41.0%	25.6%
4th or more	62	28.7%	4.8%	1.6%	11.3%	37.1%	37.1%
<b>Graduate</b>	<b>49</b>	<b>22.7%</b>	2.0%	8.2%	14.3%	34.7%	36.7%
1st	11	5.1%	0.0%	9.1%	0.0%	54.5%	36.4%
2nd	25	11.6%	0.0%	4.0%	16.0%	36.0%	36.0%
3rd or more	13	6.0%	7.7%	15.4%	23.1%	15.4%	61.5%
<b>PHD</b>	<b>3</b>	<b>1.4%</b>	0.0%	0.0%	0.0%	0.0%	100.0%
<b>International</b>	<b>24</b>	<b>11.1%</b>	8.3%	12.5%	20.8%	29.2%	20.8%
<b>Living Arrangement</b>							
On Campus	58	26.9%	<b>3.4%</b>	<b>6.9%</b>	17.2%	20.7%	39.7%
Off Campus	158	73.1%	<b>2.5%</b>	<b>6.3%</b>	15.8%	34.2%	35.4%
I live with a spouse/partner	47	21.8%	<b>2.1%</b>	<b>0.0%</b>	14.9%	40.4%	40.4%
I live with family	30	13.9%	<b>3.3%</b>	<b>3.3%</b>	10.0%	23.3%	40.0%
I live with roommates	63	29.2%	<b>1.6%</b>	<b>11.1%</b>	20.6%	38.1%	25.4%
I live alone	18	8.3%	<b>5.6%</b>	<b>0.0%</b>	11.1%	27.8%	50.0%
<b>Employment Status</b>							
Full time	20	9.3%	0.0%	0.0%	5.0%	35.0%	40.0%

Part time	108	50.0%	1.9%	9.3%	20.4%	30.6%	31.5%
Unemployed	88	40.7%	4.5%	4.5%	13.6%	29.5%	42.0%
<b>Ethnicity (optional question)</b>							
Aboriginal	11	5.1%	9.1%	0.0%	27.3%	36.4%	27.3%
African American	3	1.4%	0.0%	0.0%	0.0%	33.3%	33.3%
Asian	10	4.6%	0.0%	0.0%	20.0%	30.0%	30.0%
Caucasian	94	43.5%	2.1%	7.4%	12.8%	33.0%	41.5%
East Indian	5	2.3%	0.0%	0.0%	20.0%	40.0%	40.0%
Hispanic	3	1.4%	0.0%	33.3%	0.0%	0.0%	33.3%
Jewish	1	0.5%	0.0%	0.0%	0.0%	100.0%	0.0%
mixed race	7	3.2%	0.0%	0.0%	0.0%	42.9%	42.9%
Blank	82	38.0%	3.7%	7.3%	20.7%	25.6%	32.9%

## Appendix Two

### CUPE/EXEMPT Demographic Breakdowns and Food Insecurity

Total 131							
	<i>Count</i>	<i>%</i>	<i>Food Insecure</i>	<i>Moderately Insecure</i>	<i>Uncertain</i>	<i>Moderately Secure</i>	<i>Food Secure</i>
<b>Gender</b>							
Male	21	16.0%	4.8%	0.0%	0.0%	23.8%	57.1%
Female	107	81.7%	5.6%	2.8%	5.6%	33.6%	48.6%
Other	3	2.3%	0.0%	0.0%	33.3%	33.3%	33.3%
<b>Age</b>							
18 - 25	5	3.8%	0.0%	0.0%	0.0%	80.0%	20.0%
26- 35	32	24.4%	3.1%	0.0%	0.0%	31.3%	56.3%
36- 45	36	27.5%	2.8%	5.6%	11.1%	36.1%	38.9%
46- 55	41	31.3%	9.8%	0.0%	4.9%	31.7%	51.2%
56- 65	14	10.7%	0.0%	7.1%	7.1%	7.1%	71.4%
65+	1	0.8%	100.0%	0.0%	0.0%	0.0%	0.0%
Prefer not to say	2	1.5%	0.0%	0.0%	0.0%	50.0%	50.0%
<b>Employment Status</b>							
65+							
Full-time - permanent	109	83.2%	5.5%	2.8%	6.4%	26.6%	53.2%
Full-time - casual	4	3.1%	0.0%	0.0%	0.0%	75.0%	25.0%
Part-time - permanent	8	6.1%	12.5%	0.0%	0.0%	37.5%	37.5%
Part-time - casual	4	3.1%	0.0%	0.0%	0.0%	2.3%	0.8%
Other	6	4.6%	0.0%	0.0%	0.0%	66.7%	33.3%
<b>Salary</b>							
High-end	42	32.1%	7.1%	2.4%	4.8%	28.6%	54.8%
Mid-level	46	35.1%	6.5%	4.3%	8.7%	26.1%	47.8%
Low-end	43	32.8%	2.3%	0.0%	2.3%	41.9%	46.5%

### Appendix Three

#### Faculty Association Demographic Breakdowns and Food Insecurity

<b>Total</b>	<b>53</b>						
	<i>Count</i>	<i>%</i>	<i>Food Insecure</i>	<i>Moderately Insecure</i>	<i>Uncertain</i>	<i>Moderately Secure</i>	<i>Food Secure</i>
<b>Gender</b>							
Male	23	43.4%	4.3%	4.3%	4.3%	26.1%	52.2%
Female	30	56.6%	6.7%	0.0%	6.7%	13.3%	73.3%
<b>Age</b>							
26- 35	5	9.4%	0.0%	0.0%	20.0%	40.0%	40.0%
36- 45	14	26.4%	7.1%	0.0%	0.0%	14.3%	71.4%
46- 55	24	45.3%	0.0%	4.2%	8.3%	16.7%	66.7%
56- 65	9	17.0%	22.2%	0.0%	0.0%	22.2%	55.6%
65+	1	1.9%	0.0%	0.0%	0.0%	0.0%	100.0%
<b>Employment Status</b>							
Sessional Instructor	9	17.0%	0.0%	0.0%	11.1%	22.2%	55.6%
Senior Laboratory Instructor	5	9.4%	20.0%	0.0%	0.0%	40.0%	40.0%
Tenure-track faculty	10	18.9%	0.0%	0.0%	10.0%	20.0%	70.0%
Tenured faculty	24	45.3%	8.3%	0.0%	4.2%	8.3%	75.0%
Librarian	5	9.4%	0.0%	20.0%	0.0%	40.0%	40.0%
<b>Salary</b>							
High-end	7	13.2%	14.3%	0.0%	0.0%	0.0%	85.7%
Mid-level	27	50.9%	7.4%	3.7%	0.0%	22.2%	66.7%
Low-end	15	28.3%	0.0%	0.0%	20.0%	26.7%	40.0%
My pay level is fixed	4	7.5%	0.0%	0.0%	0.0%	0.0%	100.0%

## Appendix Four

Responses and Comments Regarding Chartwells Food Service on the UNBC Prince George Campus (unedited)

UNBC Undergraduate and Graduate Students (n= 216)

<b>Do you eat at Chartwells (either the Cafeteria or Tim Hortons)?</b>			
Yes	88	41%	
No	78	36%	
Meal Plan	28	13%	
<b>Meal Plan students</b>	<b>28</b>		
satisfied	3	11%	
dissatisfied	24	86%	
Blank	1	4%	
<b>Do not eat at Chartwells</b>			
Dislike food options	19	24%	
High cost of all you care to eat	29	37%	
Dislike Chartwell's practices	25	32%	
Prefer to eat at home	10	13%	
<b>Do eat at Chartwell's</b>			
too Expensive	6	7%	
Only option	12	14%	
When I'm in a rush and didn't bring enough food from home	14	16%	
Affordable	4	5%	
dissatisfied with food	13	15%	
Because its close	2	2%	
Healthy	1	1%	
Only Tim Hortons	23	26%	
Convenience	11	13%	
When its free	2	2%	
<b>If you eat at Chartwells:</b>	Yes		
Are you happy with the food options?	38	18%	

UNBC CUPE/Exempt ( n = 132)

	69
Eat there	(52%)
Don't eat there	52 (39%)
	26
Happy w food	(20%)
	64
NOT happy w food	(48%)
	32
Cost happy?	(24%)
	69
Cost not happy?	(52%)
	34
Quality happy	(26%)
	59
Quality not happy?	(45%)

Faculty (N=54)

	21
Eat there	(39%)
Don't eat there	27 (50%)
	12
Happy w food	(48%)
	16
NOT happy w food	(76%)
	10
Cost happy?	(18.5%)
	24
Cost not happy?	(44.4%)
	15
Quality happy	(27.7%)
	17
Quality not happy?	(31.4%)

Students - Unedited Comments

Too expensive.

Food security, quality and varieties are very low. Have no flexibility for students who cannot afford paying and who have serious health problem due to the meal plan.

The cost of the meal plan is expensive, they provide same type of food most of days. Sometimes, the quality of food is not good. It is mandatory for first year students, it should be better to change mandatory system because of financial and health problems.
It was very expensive, so there is little incentive for me to eat elsewhere.
I do think that the meal plan is a good idea so that students don't have to worry about shopping for food. But it lacks in variety, for say, someone who is vegetarian or vegan. I also believe that it should be an options whether or not to have the meal plan or not if you reside on campus, because not everyone wants the meal plan.
I think that the cafeteria needs to make the food more healthy every day. I love the fact that there is frozen fruit for smoothies and a kitchen to make your own food.
meal plan is good for first years but after that it should not be mandatory.
It's really good food most of the time, and the staff are amazing! It can be a little cold/old sometimes, but for the most part the standards are really good given the amount of students they have to feed. There could be a little more variety, and the eggs benny could be cooked through a little more, but that's about it!
I have stated my opinion already
The meal plan is good, aside from the fact that nothing can be taken from the dining hall. The staff is incredible, and makes me feel like a valued customer
I don't like having to be on the meal plan. I agree that it is more convenient when there are a lot of classes, but mostly I think it is a waste of money for the amount of food most people eat. There is also the health risk for me as an individual with certain allergies. There are times when certain food may contain nuts, and so I cannot eat most things that I should be able to eat, like for example certain soups that contain sesame oil. I also have had an allergic reaction from the cafeteria food, because the food was not labelled indicating peanuts were in the prepared lunch. I wish the cafeteria was open longer than 11 because like today, I am up late studying and it would be nice to have some fruit with me, or be able to take some food home with me to eat later.
I do not like the meal plan because it has no use to me since I am vegan and gluten free
The food variety is good but not that tasty or healthy. It's unfortunate that it's made to be mandatory for first and second year students.
It is very convenient, however not as great as they advertise. While it offers some good pros such as saving time and access to healthy options, I believe they oversell/exaggerate what it's really like for students. It is limited in hours, and also closed on Christmas break, for which I had to shop for myself. If I wasn't employed, I wouldn't have been able to eat.
The meal plan is very convenient. I do believe it is overpriced for what is provided.
The food is hit or miss. Sometimes it is too spicy and it kills my taste buds
First off, it really bad that students are being forced to buy the mealplan. I am an international student, this is my fourth year of university studies but I am treated like a child that doesn't know how to take care of myself, it is humiliating and insulting to be forced to eat such shitty food. The food served is of low quality, not healthy, with very little variety, barely any vegetarian offers, and too expensive for what you get. You could eat out or at the moose for every meal for the same price but actually get good quality food.
I am paying a lot for food I do not always eat. It could be more locally sourced and organic for the prices I am paying. It should not be mandatory because it costs more than my tuition this semester. Since they know I live on residence I should be able to take food back with me. Especially if I am sick or cannot make it down to the cafeteria.
It is very expensive, and difficult to handle.
Sometimes they have strange unappetizing foods and sometimes they mess up good basics. And do the eggs come out of a box?
7 day meal plan, have to eat the insecure food every meal. Feeling very sick

It destroys my entire school year and mental health. Can't afford to do anything else but hangout on campus and eat rubbish food.
I am on the meal plan but I still eat at Tim Hortons at least 3 times a week because it has simple things for breakfast that the Meal plan doesn't offer. Such as bagels.
It's over priced and not always that good
The food is terrible. There's a lack of healthy options. The fact that I can't take food to my dorm, even something as small as an apple is ridiculous considering the amount of money we pay for the meal plan. They remove a lot of their food by p.m. leaving only the unhealthy food out(pizza, burgers). They shouldn't do this because some students may have classes or labs that run late and their only time to eat is late in the day. The meal plan shouldn't be mandatory, but since it is, at least provide food that tastes good, and is healthy.
To expansive, doesn't make any sense to pay that much for similar food every week when I can cook different food of my preference each day for the half amount of money with good produce. Since I'm on the meal plan I do not but anything to have in my dorm. There are no options regarding a night-snack such as a sandwich when the cafeteria is closed.
The meal plan is extremely overpriced and is forced on students who are staying on residence until they have a certain amount of credit hours. I am moving off of residence in order to stop having to pay for the meal plan.
Tim Horton's is not a healthy option for food. Degrees provides better coffee and service. I do not eat at the Cafeteria as I cook my own food, or go to Stackers or the Thirsty Moose when I am looking for a meal at the school.
I think it's expensive and I generally don't want to pay for an entire meal, usually I just want a snack or something. I think it is buffet style right? Which encourages overeating.
Other than the very occasional bagel from Tim Hortons, I never eat the food Chartwells sells on campus because I do not think it is good food. It is mostly processed, very few ingredients are local, and frankly I do not enjoy any of their food. If I am going to buy food on campus, I always go to the Moose.
eat at home
I pack my lunch as it is cheaper
I am a distance student.
I have no problem with Chartwells but I like to cook my own food and save money when I can.
Because its grossed and the bread guy was forced to leave
The meal plan sucks, it's way too expensive to actually make sense, especially for students. It's criminal that the university forces first year students on this program. There are very limited options for vegans or vegetarians, and those that are available are not good. Although the cafeteria dynamic has changed, the food has not and is still just as unhealthy as it was before. I've only eaten at the cafeteria once since the change went through and I was incredibly disappointed with the selection. The food that I did try was cold or dry, or a combination of both, and I felt sick after leaving. Would not go back or recommend it to anyone. I also wouldn't go back because I have no interest in supporting such a ridiculous idea. As for Tim Hortons, there are also no healthy options here and I am much more likely to go to Degrees for coffee.
not located on campus and tend to bring my own lunch etc. to save buying food on campus
Eat my own food. It's much cheaper and generally healthier.
I avoid the cafeteria as a result of the recent restructuring. Before I had to pay to get in I ate there semi-regularly. I eat at Tim Hortons regularly.
Sometimes I will get a tea from Tim Hortons. However, I have used the cafeteria once since it changed and was really dissatisfied with my experience there. The food was not good, it seemed like it had been sitting there all day and food that I thought should have been hot were just somewhat warm. I also do not like how you have to pay to just enter the cafeteria so I just am

never interested to go in there anymore since its changed.
I don't live on campus or in PG
Tim Hortons is constantly busy to quickly grab food between classes, and the cafeteria is expensive. they should have kept the corner store, and kept the bread guy stuff for accessible, reasonably healthy, and convenient foods.
I object to Chartwells having a monopoly on food services at UNBC.
I don't like what they have to offer. It's cheaper to buy my own food.
The food quality was unbearable. Not only was the food unsatisfactory and not tasty, but low quality with little to no nutritional value.
Haven't since they changed to all you care to eat facility
Too expensive. Boycotted Chartwells after I used catering for a student function at UNBC. Incredibly expensive and I don't want to support a company that rips people off like that. Sorry. Also I was on the meal plan last year and it was terrible and way too expensive for what we got. Main reason I left residence!
I typically eat at deli stackers or the moose because of habit and they have nutritional options.
not in PG
we don't have it
Most of my courses are done online
Live off campus, save money by preparing my own meals, meals would not fit my dietary needs
live off campus, only visit campus to use library
I do not agree with how it changed to a pay to get in style buffet. Does not feel like a part of the school anymore.
The food is terrible, the cost is too high, and they crossed the picket line during the strike. Most importantly, I do not support scab unions.
Prefer the moose and degrees
I occasionally pick up a quick snack at the front counter, but the fact is, food is still cheaper to make at home. I can't afford \$10 a day for one meal that I have to eat in the cafeteria. As a woman, I don't eat that much food in one sitting and I am not allowed to remove food from the cafeteria.
I've eaten at the cafeteria when there were free vouchers to try it. But other than that I have not. I've been to Tim Horton's once or twice because there was no other option on campus for a little snack. Mainly don't want to pay for going into the cafeteria. Especially when the food is just okay, not bad, but not amazing. Tim Hortons-> What ever happened to potentially having Good Earth. Being a cheap student Tim Horton's is an affordable option, BUT is it healthy to our environment or to our own health? At what point do we sacrifice the wellbeing of our health and the health of the earth over affordability? And if it that much more expensive, could the university help with reducing costs to healthier food options?
As a celiac, there are fewer options for me and it is more cost effective to pack my own meals.
Way too expensive
I'm not on the meal plan and I like degrees coffee better.
I can barely afford to get a bagel every day.
As I mentioned earlier, the cafeteria is expensive and exclusive. I've never actually bothered to go because of the cost. Being a petite female I don't feel I could eat my money's worth. I try to pack my own meals if possible. I rarely go to Tim's, again I could make myself a tea at home and bring it.
The dining hall is far too expensive for the amount of food I would eat. Additionally, this semester especially, it seems that Chartwells catering cleans up leftover food within moments of the last person vacating even though the food is still good. This is, in my opinion, despicable behaviour as they know that there are hungry students. I cannot support a company that

encourages this behaviour.
It is very expensive at the cafeteria, and at the sandwich bar.
1. The food is expensive and (presumably) mediocre 2. After events where food is left they now clear things so quickly students cannot take any of the leftovers. They do this on purpose and it makes me furious that they throw/compost this when there are hungry students. They are actively hurting the student body. Why would I support a corporation with such disregard for human decency?
I previously commented on the cover charge issue. I have never even entered Chartwells as a result and don't intend to, especially without having any idea what food is actually available inside before paying, or what ingredients are present in their products. I have also heard that at Chartwells' contractual behest, the university has been forced to phase out pre-existing kitchens in their residence buildings, which is not only an utter waste of investment, but obviously aiming to reduce the food options of residence students and force them to buy meal plans and eat at Chartwells. Similarly, whether a UNBC or Chartwells-led policy, sharing food with others brought from home on campus is now seen as a liability issue and is explicitly prohibited, to the detriment of campus communities and food security. I have no desire to contribute income to a coercive and exploitative contractor as a result.
Not willing to pay \$10 just to enter the cafeteria.
Once in awhile I'll get a tea or a donut but that's only if I ate all the food that I packed and I'm hungry and still have another class to attend. Usually I pack my own lunch and snacks. Also, maybe around once a semester I'll go the Dining Centre for brunch.
I try to stay "local" so I go to degrees for Fairtrade coffee and local goods (but their muffins and cookies are mediocre at best) I have gone to the cafeteria once, however I can't afford to be going on a regular basis - even if it is a reasonable price for the amount of food you get and how long you can stay in the cafeteria. Tim Hortons in a last resort.
I do not drink coffee and I am trying to be healthy so the options at Tim Hortons do not suit my dietary needs. The cafeteria is often too expensive, if I do buy anything it is the small soup. WE NEED MORE SMALL APPETITE OR SMALL MEAL OPTIONS FOR PEOPLE LOOKING TO LOSE WEIGHT OR BE HEALTHY.
Too expensive
I like to cook my own food
It is way too busy, Cafeteria is too strict, and Tim's only has snack foods like bagels. I would go there for food if they had sandwiches like most tims do!
I don't support Tim Hortons due to inferior product quality and business models used by coffee production. I don't eat at Chartwells because it is more economically viable to eat at home and brown bag my lunch. I don't have enough money to purchase coffee or tea but if I did, I would support degrees. I bring my own coffee grounds and french press with hot water from the cafeteria and degrees to make my own coffee every day or my own bulk purchased tea stored in my backpack.
Tim Hortons is a fake Tim Hortons that has limited options and will not accept Tim Horton gift cards hence I will not support them. Chartwells is a horrible cafeteria. The only time I went, the food was pre-made and had been sitting under a heat lamp for a while. Since the new cafeteria began the free seating around campus has begun to disappear since one can no longer just go to the cafeteria to eat lunch that was brought from home.
Little to no quick meal options that I can grab between classes.
I like some of the stuff there like the salad bar, but I don't really care for the other food options. They don't taste and come across as really processed.
I used to eat at the cafeteria regularly... but now it's ridiculous that I have to pay to get in. It used to be a good place to grab a quick bite or share a meal with a few friends. It is decent food if you

get there right away, but showing up at like 9 am for breakfast... everything tastes old. I think the food at Tim Hortons is often stale. I will eat there maybe once every 2 months... just not worth it. However, Milka and Victoria are amazing, they have been there since my first year of undergrad and I do like talking to them :) However, I think the stackers deli is great. I am constantly purchasing sandwiches and wraps from them!
The cafeteria has mediocre food choices. If you don't go at the beginning of food changeover (such as beginning of lunch) food is often overcooked under a heat lamp or there are less choices.
Tim Horton's does not have adequate options for students on specific diets or who have allergies. And the cafeteria is gross and the cost is too high for the amount of food I would be able to quickly stop by and eat
First I have no decide to pay up front for the cafeteria because I do not know what is being offered, I don't believe I would like the food, and I do not think the options are healthy overall. I do not eat at Tim Hortons because they only offer unhealthy, sugary foods.
Not the healthiest option. I'm not interested in the buffet. I would rather eat high quality over quantity, especially if that's the cheaper option for me.
to expensive
It's expensive and unhealthy.
There isn't an ice-cubes chance in hell I can afford it.
I was on the meal plan last year, and it was atrocious, and in my opinion, a gigantic waste of money. The meal plan costs more than residence rent per semester, and only buys very limited access to really sub-par and unhealthy food. Vegetable options were either nonexistent or of terrible quality, nearly all of the food was terribly prepared meat and starches, and often the food was cold and kept out for most of the day. Chartwell's cooking, options, and food quality are atrocious, and most definitely not worth \$4200 a semester. As well, for people who are on very tight budgets it is either something that can lead to people being unable to afford an education, or something that makes living in residence impossible.
It's too expensive.
I do on some occasions, but I don't like to eat at the cafeteria because of the buffet style, it's also really frustrating that there isn't place to sit unless you pay for the all you can eat.
Do not want all you can eat and not organic
the price/quality isn't good
It is not very appealing at all. The few times I have eaten there I have felt like it really messed with my diet and didn't sit right.
Expensive for bad food. I do not have time in my day to go and sit down for an hour to get my money's wort. Students are go go go, no sitting.
I can never afford to eat from these places unless I win something as a gift of volunteering etc.
I've eaten there twice. I found the cost was too high and the quality of food wasn't worth it.
Not many and cheap option available
Nope gross
Too much money. I don't like stuffing myself in a limited amount of time
Does not meet my weekly budget. I can only afford to eat from Chartwells once in month
I dislike both the model (paying for all you can eat) and the options. I find that most of the food is not healthy and is expensive for what you get.
I live outside of PG, however when I was on campus I would rather support companies more aligned with my values of local and sustainable.
I occasionally get a donut at Tim Horton's. The cafeteria gives the impression of being off limits and I have not been in since the renovations.
I usually eat at home or bring a lunch but I do buy coffee's frequently.

I sometimes eat at Tim Hortons. Usually only when I am short on time and because there are no better options. I would prefer to have access to healthy snack at Degrees because it is local and more sustainable.
It's in a prime location. I don't use the cafeteria because it is pricey for students who don't have a meal plan I think
I buy the wrap, probably once twice a month. Usually when I'm too hungry or tired to cook. Or occasions when available food is not soo healthy
Tim Hortons is cheap
I sometimes get tea/coffee from the Tim Hortons location, but I don't like the food options provided there. I have never eaten at the cafeteria mostly due to cost and I am fairly good about bringing my own food/lunches to campus.
Sometimes just Tim Horton's when I am really Hungary and didn't bring a snack
I have not heard the greatest things about the cafeteria. You pay to get in and then find out there is food you do not like there. I have friends go who ordered a pizza, the server forgot to order it, and then they could not take it from the cafeteria and go to their next class. I do not think it is fair that we cannot take food out. Monitor what is being taken out. I eat the deli sandwiches. They are the healthiest and is easily accessible.
I eat at Tim Hortons only when necessary. I already touched on how I felt about the cafeteria and meal plan. It is not fair to ask students who may be fully capable of cooking for themselves to pay for a meal plan. It is much more expensive than buying groceries. The meal plan is good for some students who can't cook or prefer not to, but it should not be forced upon people who live in residence. This is the only reason I did not choose to live in residence after I transferred here from a different school. For the \$10 it costs to enter the caf, I can buy a carton of eggs and a loaf of bread and maybe something else. That is 6 meals if you have two eggs per meal!!!! It is ridiculous to ask students to pay for this meal plan and extremely unfair when all students struggle financially.
I eat in the dining hall less than twice a month and I eat at stackers probably around twice per month. I rarely go to Tim Horton's. It is a treat and to limit my overindulgence in the all-you-care-to-eat environment, I try to stay away.
Fairly cheap food options for a meal or a quick snack, filling and fast to eat too
I like coffee at Tim Hortons. The foods at Cafeteria, I think it is healthy and secure. I had the meal plan last year and I like it. This year I have gone there just a few times, but I used to go to Tim Hortons often.
I've purchased a few coffees and bagels from Tim Hortons because it is less expensive and easy access
when I am extremely hungry and forgot to eat/make food
great deal for \$11
Some days I have not packed a lunch and plan to be at school all day.
I rarely eat at the cafeteria due to very limited offerings that I am able to eat, Tim Horton's and Stackers are not options for me to eat at as they do not contain food that fits within my limitations.
I eat at Chartwells only when I am in a rush or forgot to bring my own lunch. I get my coffee from degrees if I do not bring it myself.
When I need to..don't pack enough lunch or am rushed.
It's accessible and quick.
Does Stackers count? If so I eat there periodically especially as the semester gets busier and I stop making myself food at home to bring.
I prefer to cook at home and bring my own food, but sometimes I eat there since I don't have time to cook.

Sometimes I can. It's more affordable than most restaurants and offers better variety.
I need to eat somewhere and its convenient to eat at the school while I am already there for my classes
Usually when I don't have time to pack a lunch in the morning or need some coffee.
I eat at Chartwells only when I am unable to bring adequate food from home. I don't appreciate that they have a monopoly on selling food on campus (decreasing variety, choice, and making it difficult even to host creative community events on campus involving food). Tim Hortons has limited healthy options, and healthy options from the cafeteria are expensive. I also do not appreciate that the cafeteria is requires people to pay upon entering. The buffet is expensive (like eating at a restaurant, which students cannot afford every day), and this set-up creates an exclusive space in the cafeteria.
Only when I am desperate.
It is the only food option on campus
Tim Horton's is ok for grabbing a quick bagel or muffin but doesn't have many healthy choices. I don't eat in the cafeteria because I am not on the meal plan and \$10 is often too much to spend. I don't like that some of the nicest areas to sit in at UNBC are off limits to me because I can't afford to go in. I often can't find a study area when there are many empty spots in there.
I rarely eat at Chartwells, but if I am desperate I will go.
I eat at Tims because it is cheap and quick and closest to my office. I prefer not to go to the cafeteria because I find that the diversity of food options there, although healthier, is often the same.
#mealplan
like Tim Horton's
I have eaten once when my blood sugar was too low to do anything except sleep. I bring food from home as it is cheaper.
Because it is 10 dollars. I am usually disappointed :(
It is close, offers a good selection, all you can eat.
I get given vouchers for certain events
I eat at Tim Horton's because it's cheaper, though I would much rather prefer a salad or fruit bowl from the cafeteria but they only have a limited amount of options to people who do not buy passes to get into the cafeteria, and the healthier food is also more expensive then the un healthy ex. bagels.
convenient all though very tired of eating the same thing every time
when I run out of time and can't make my way to the moose
I occasionally eat at Stackers because it is a quick option when I do not have a lot of time to sit and eat.
Sometimes when I don't have time to cook, I choose to eat at the Cafeteria.
There is practically nowhere else to go on campus.
Food plan and Tims is good
it's a good way to get in and be fed without cooking or dishes....focus on work
Generally I try to avoid it because the food is crappy, they are a big corporation and I would rather support the Moose or Degrees. Sometimes I am in a hurry and go to Stackers for lunch.
No other options
I don't eat at the Cafeteria, but often do at the Tim Hortons. It is fast and fairly inexpensive.
I try not to unless absolutely necessary due to how much is charged for a meal at the cafeteria. Nearly 12 dollars for dinner and often for very poor options like pizza and hamburgers (I'm not going to bother mentioning the sad excuse for a "salad bar" with its limited options and poor presentation)
Not enough selection. I don't like paying to go into the cafeteria just to find out there's nothing

there I like to eat. I also hear of people getting sick often from the food there. Tim Horton's needs more than bagels, should bring in the sandwiches and soups that other Tim Horton's has and I would eat there more.
I eat at Tims, a bagel is the cheapest option for food when hungry
I only pick something up from Tim Hortons when I'm in a hurry or need a hot drink. I don't like their options health wise, but the new cafeteria system of paying one price regardless of how much you eat is way too expensive so I'd rather pick the less healthy option.
there is nothing else on campus.
I have to because I am forced to be on the meal plan. I DON'T WANT TO BE ON THE MEAL PLAN! I also shop coffee at Tim Hortons
It's too expensive, I can't afford that. On occasion (once a month) I go but generally it is covered from an event or something else. Also, the food isn't appealing enough to me for the price, I can cook well at home myself. Sometimes at the end of the semester I do go when my diet has really crashed and I don't have time, just to pick myself up with lots of options, but I also find it is not a huge time saver.
Because I never have time to pack a healthy lunch.
I eat at Tim Horton's when I am in a rush but I DO NOT eat at the Cafeteria
I am extremely hesitant to shop at Chartwells because I don't agree with their strict rules on bringing outside food on campus as well as other policies limiting student food options. I occasionally purchase a bagel or muffin from Tims if I am running late and didn't eat breakfast at home.
easy, accessible
I only eat at these places when I really need something to hold me over until a meal or to get a drink. I think the quality at Tims isn't good enough and I don't like that they don't accept gift cards .
Convenience if I need coffee or a quick snack But I do not eat frequently.
I have eaten at Chartwells only a few times, and have enjoyed it every time. I am in a good position in that I can choose to eat there, and choose when I eat there. I sympathize for the res students who are forced to eat there.
Only occasionally when I am very hungry and don't feel like walking back up to residence. Usually only Tim Hortons, but I will eat at the Cafeteria once every couple of months if I feel like indulging (it's expensive!)... Even though it's all-you-can-eat, the options aren't all that appetizing and since one meal's cost is worth two or three meals' of food from the grocery store, I feel quite discouraged from eating there. Most of the food is too ethnic or too bland, nothing in between.
Fast and easy to access
I eat only at Stackers; the fresh made sandwiches are good. I do NOT eat at the cafeteria because they have terrible options (unless you like pizza and overcooked gross burgers), are expensive and exclusionary, and I've often felt sick after eating there.
I eat at Tim Hortons because I often don't have time to pack a lunch and the cafeteria costs too much
I ate at the Cafeteria a handful of times last year, and I was ill after every meal. I have not ate there once this year. Tim Hortons is not the best food for a healthy start to a day, as most of it is sugary, but it is better than the cafeteria alternative, for breakfast.
because it seems to be one of the few options when you do not want to be enticed by beer at the pub. I miss the bread guy and his sandwiches being available.
I get Tim Horton's as a last resort. I know it's horrible. We need more variety. There are a lot of problems with the Caf.
convenient but too expensive

I was on the meal plan last year, I got an exemption this year. However I shop at Tim Hortons when I am at the school for long periods of time and I forgot a lunch
It's fast and easy, but not healthy at Tim Hortons
If I am in a rush out the door, I need food so Tim Hortons is easily accessible. The quality and less options there is questionable. I like coffee though so I enjoy this place. Used the cafeteria a couple times, definitely could not live off of it as being on the meal plan: many repetitive meals each week and unhealthy options mostly.
I eat from Tim Horton's because it's the cheapest food on campus and I can rely on it to be tasty too expensive. I eat here once in a while when I can't get downtown to eat at home
When I've run out of the house in the morning and haven't taken the time to prepare a bring-along meal
I eat at Chartwells because I need a quick bite or I don't want to cook.
I eat at the place next to Tim Hortons (Chartwells? idk)
Their monopoly over campus food is bullshit.
They should buy more food from the UFM (especially for stocking the 'My Pantry' kitchen). Also, the mandatory meal plan is way too expensive, and acting as a deterrent from students living on residence, and in some cases even attending UNBC.
Serve better, tastier, healthier food with actual nutritional value
Open access, affordable meal options, local procurement, fresh foods, the service provider.
Cheaper, more variety for gluten free people and more options. Give us more food options at UNBC, not just cafeteria and Tim Horton's and degrees!
Get rid of them. Move towards a cooperatively run student operation.
The impression I have is that I cannot go in and buy one item that I want. Food services at my previous university (twice the size of UNBC) were highly flexible and you knew you could go get what you wanted and pay cash.
I would prefer to see food being able to be removed from the cafeteria so that a person doesn't have to buy \$10+ dollars of food for only one meal when they can't eat that much food in one sitting. When the old cafeteria was in effect, I could buy a meal that would last me two meals for the price of one.
See comment about food display
Remove the entrance fee.
Greater a la carte menu
Catering. It's disgusting
reduce or eliminate cover charge. transparency of menus & ingredients before paying. scaled pricing options. Waste reduction, unspoiled food waste donation
Return to the old cafeteria model.
Yes, the cost. It is high for those that are not on the meal plan. When I am short of cash, I really don't see how I would spend \$6 on a wrap.
I think that I have ranted quite a bit about how I feel about the meal plan and cafeteria.
I don't really have any suggestions
For the way I use Chartwells at this moment, it meets my needs.
Add soup and sandwiches to Tim Hortons
Sometimes if you come later in the day to sliders options are more limited
I do miss having access to the dining hall as a nice place to sit and have a coffee while getting some work done. Too bad the entire area is limited to diners.
more healthy options, less starch and protein that comes from meat
I'm not too familiar with how it is run, so... unsure?
Consider allowing students on the meal plan to take some food from the cafeteria to eat elsewhere

The way they operate is excellent. Very friendly staff, welcoming the customers. Good experience so far.
Allow the option for buffet style dining or to order a meal and pay for that single meal.
lower prices, more local and healthy choices
I would like to see them not so exclusive and wish there was the option to bring in off-campus food for a group during an event. If nothing else home-baked cookies for IVCF worship nights.
I would eliminate the store-bought desserts. They get old and gross too quickly. Desserts that are made in-house would be much better.
Price should be slightly lowered
I think the environment is great! The cooks and workers are super friendly. I would love to see them try new recipes, have more vegetarian options, and have a compost bin for scrap food that we don't finish.
Yes, change the prices.
Yes, see above. Primarily, I think the cafeteria should be open to everyone, and healthy options should be kept relatively cheap.
More options. Eps evenings and weekends.
Cafeteria all you can eat and/or the need to pay to enter the cafeteria
Change the cafeteria so that everyone can eat their lunch there instead of only allowing people who pay the fee to eat there.
I find the food is often the same, and is somewhat unappealing after a while. I wish that we had more access to the different foods available in the cafeteria, but I don't often eat there because I would have to stay within the facility. I would prefer to get a better dinner most nights but I don't want to sit in the cafeteria to eat it because I don't have the time.
More access to food. The food offered at breakfast, I sometimes want for lunch or dinner, but can't access it. Just like sometimes I want lunch food for dinner...
The blonde lady is scary! I feel like I'm ruining her day if I order a coffee... So I go to degrees instead!
I don't have enough experience with Chartwells to really comment. However due to negative feedback on quality of food from other students that has degraded since the cafeteria revamp there is probably some issues that need to be addressed.
Bring back the corner store, allow any student go sit in the cafeteria who are not buying food, make fresh food when needed, have Tim Hortons accept gift cards, actually ask students how Chartwells is doing. From what I have seen Chartwells seems to think they are doing a great job but ask any student 3rd year or above and they will tell you they are not since we still remember the old system.
More quick meal options.
I don't know enough about the industry to make meaningful suggestions other than "stop leaving bread products out exposed to the air", but changes certainly need to occur
Only fry with butter (or ghee) or coconut oil. The oils they use to fry food with produces aldehydes into the food. Aluminum cookware, gone.
Be more accommodating for people with diet restrictions.
less options with better quality
not sure, I would prefer non-chartwell options
More options
Make sure there is milk bowls and cups always available
No more buffet. I would rather wait in line for fresh food. Tim horrors needs more options than bagels and donuts
I do not think they should be able to dictate what people can and cannot eat during events, (i.e. having to order through them for catering). The costs are ridiculous, and unaffordable.

Buffet as the only option.
cheaper
Get rid of the mandatory meal plan. Find a company that makes edible food to replace Chartwells. Decrease the cost of the food. Put more of a focus on nutritious options. Make the vegetarian section actually effective/useful in feeding vegetarian students.
My Pantry needs to be organized better as requested items are rarely heard. Inventory as well as things are lacking constantly.
Keep the fridge stocked more. Open at 6 am instead of 7.
mentioned above. I would limit more waste of paper products ESPECIALLY by Tummies...how dare they be in a green university and operate the way they do.
I disagree with the pricing, more variety, quality is usually poor. It is just very convenient and easy as a student.
The staff are great and very kind. I just wished the quality of the food was better. Also, more restaurant nights.
Too many things! 1. Don't force students to eat that food 2. Actually learn how to cook food so that it is not dry and tasteless 3. Have some variety in the meals, we don't need burgers, fries, pizza, sushi, and wraps every single day 4. Inform the students of what is in the food, there is no information on nutritional values in the cafeteria 5. Buy local food, or is it really strawberry, grape, and melon season year round... And on and on and on....
Pay more attention to the vegetarian section. Let students take-out food from the kitchen if they live on residence. Ease up on potatoes.
The fact that I can't take the food I payed for out of the cafeteria.
Make the mandatory mealplan flexible and make options to drop out due to the mental illness.
Cleaner facility.
Let people decide if they want to pay for it or nah.
Instead of giving us \$150 to spend, just lower the cost of this ridiculous meal plan. Allow us to take the food we pay for out of the cafeteria.
Lower the cost of the meal plan. Provide a variety of fruit(grapes, watermelon etc.) throughout the entire day rather than just during breakfast. Provide much more healthier food options.
Open up another "Foodtainment" for fresh cooked food to create more options.
More vegetables and healthy food options.
Not have only seating and food open for the "all-you-can-eat" option. Cheaper options.
More variety and international dishes
I would get rid of them totally. Bring back the corner store, not have a mandatory meal plan as it encourages unhealthy eating and does not allow students to become independent with their food.
I have email from UNBC cafeteria people that say that there do not guarantee no contamination between their vegies and non- vegies. Also I have heard some chat of cafe employees in which they always discuss "cheap food option" rather than "healthy food". E.g. one day one cafe employee was telling new employee "see we mix these leaves with this salad because these are cheaper" lol..
Cost and quality of fresh food items, such as produce.
take away the entry fee all you can eat
More fruits n veggies and organic or grain fed meats and local
Incorporate international food choices and label what is organic or not, gluten free or not
Everything
Not enough consideration of dietary restrictions
They need to keep their promises achieving zero food waste and listen to student input.
I would offer more freshly, prepared right in-front of you options in the cafeteria as opposed to a buffet style.

The staff is great and obviously trying to make the experience pleasant. However, little things like full size glasses, more options for the salad bar (such as fruit!), and more appetizing specials would go a long way towards making students feel more valued and less taken advantage of. At the moment it seems like UNBC is more concerned with making money than giving students good, nutritious meals that they can enjoy.
Offering more individual items. The idea of sitting down to an expensive meal is unaffordable and doesn't work with the way student tend to eat. Student hurrying from class to class need to quickly grab healthy items not sit down to a \$10+ meal.
bring back corner store with variety of food options, have more options where you can buy one item that isn't a sandwich or bagel
Switch them out for a culinary program!
Don't monopolize food options throughout the rest of the school.
Change back the cafeteria to what it was!
Local, fresh, healthy. Pizza and burgers need to go.
Allow students to supply their own food for social events! Remove the all-you-can-eat system and have students enter, pay for their meal, and sit like it used to be. The meal plan can stay in place, but stop making it obligatory for second years on residence. By eliminating the all you can eat aspect food waste could be significantly reduced by stopping students from taking too much and tossing it.
more options and cheaper options
Bring back the corner store!
More fresh food and less waste, although I don't know how that can be achieved.
Definitely. But I feel that I've made my opinions clear on the previous questions... so I won't elaborate here.
Yes. More healthy, inexpensive options
They should not have such a monopoly; there should be other options like the corner store we had before or more food at Degrees.
A higher variety of food and more staff so they aren't so chaotic
Better quality of food
I would have more of a variety of protein based foods, and just a general increase in the quality of what is being served to the students, staff, and faculty overall.
it feels like there is a restriction of food option because of the renovations and the cafeteria existence. a suitable alternative other than the pub needs to exist. Tim Horton's is a poor alternative.
-organic foods -whole foods -labeling -fair trade -open the caf back up so other people can sit down. Nobody is happy because their friends can't come in if they don't pay. -hire a nutritionist -Someone should make organic smoothies to go
At least breakfast sandwiches at Tims
make the food better or bring down the cost
Healthier options. And an investment in better quality food. Don't cook everything in so much oil and butter
Make Tim Hortons carry more food types, let students buy food in the cafeteria to go
- Remove fee for entering cafeteria, more options for students, cheaper for all people affiliated with the university, more staff at Tim Hortons.
Let people sit in the cafeteria and put the cash register counter back kind of where it used to be, so people still have to pay to eat dining hall food but can sit in the cafeteria seats either way
I'm guessing that the women who work there deserve better pay
I think students should be able to take some food or beverages out if they're on the go.
more local and sustainable foods

Yes, I wish people could go in to sit with their friends in the caf without having to pay, because people can't leave with food because it is thought of as stealing.

CUPE/Exempt – Unedited Comments

I don't work at the Prince George campus.
On the very few occasions I have eaten in the cafeteria, the food selection for me was not worth the cost.
I bring lunch and snacks from home.
Convenience if I didn't have time to pack a lunch
Tim Hortons' - cheaper for me to bring a thermos of coffee and when I do go they quite often do not have the plain or wheat bagels so why bother? Tim has a limited menu up here & I cannot use my Tim card. Chartwells - last time I was there (months ago) there were no trays & it was a problem trying to carry the (small) plate of food and try and get a drink and/or dessert. Especially when I was alone as I didn't want to leave my plate of food on the table while I went to get a drink and/or dessert in case it was thrown-away by someone or someone tampered with the plate. I also found that if it was busy the line up's could be too long to stand and wait while food was being prepared and sometimes the food that had been cooked looked a bit sad. I also had been in the cafeteria when there wasn't much food available - desserts, salads, soups, etc.
I sometimes need to buy a small lunch so get a slice of pizza, samosa, sandwich, or salad at the entrance of the cafeteria, rather than getting the buffet.
Expensive, little variety.
Too expensive, I bought salad one day... the leaves were very dirty. They exchanged for another, different salad, and I found the same issue. Fruit salad looks like it's from a can. I don't like having to pay \$10 for lunch... I would rather have the previous cafeteria style.
I rarely eat at Chartwells and if I do it would be a Tim Hortons. and by rarely I mean maybe once every other month, MAYBE. There is most definitely a food monopoly on campus. We only have one choice unless we want a bagel or muffin. There is the Thirsty Moose but who wants to go there every day? There should be more choices. There should also be more places to purchase that food. Having even the most basic things, such a scones, muffins and sandwiches at Degrees would help. However I still believe we should be afforded choices from other companies.
It is one of the few food suppliers on campus and while I do not particularly believe in Chartwells as an organization, they are serving a function that supports the University. I believe that it is essential to support the University in every division, not only Academic but Ancillary as well, in order for it to continue to grow and prosper like any other business.
I eat at Chartwells, however mainly have their soup at lunch. I find this is cost effective and nutritious. I have had 2 dinners and 1 lunch there since they have been opened. The food was okay, and if eating just to have something to eat, the cost was fine; however I would not make that my first choice for meals.
I bring my own lunch to work from home, a healthier option and eating out is too expensive, particularly 5 days a week.
I don't like to eat alone and don't always take a full hour for lunch, do not like that we cannot buy and take our meal with us
just do not get over to main campus to use the company. Cost is too high.
Food that is low quality cannot be healthy for you: it's also far cheaper to bring my own food items.
I will eat there on occasion because it's the only choice for hot food on campus. It's over priced and to be honest not very good. I do not think it's unreasonable to leave campus for other

options though - unless some staff have less than 1 hour lunch breaks. In that case it's sort of unreasonable.
I have a coffee at Tim Hortons each day. I used to drink coffee from degrees, but I find it is too strong for my preferences. I bring my lunch to campus, and therefore rarely eat at the cafeteria. Given the choice, I will eat at the Moose because the food is better.
I don't eat at Chartwells because I prefer to eat meals I've made myself at home. In fact I rarely eat out at all. I purchase high quality ingredients that lend themselves to making healthy home cooked meals. I would be wasting my groceries if I didn't cook them up and eat at home. I find Chartwells quite expensive. I can cook a meal at home with leftovers for a fraction of the cost.
only occasionally if I haven't prepared a home lunch or just want something different
I have eaten at the cafeteria during events when the admission was paid for, but I refuse to pay for it myself. The food quality is not worth the price of admission and I feel obligated to eat more than I should because of the cost (as opposed to grabbing a \$3 cup of soup, which I do recognize is still available at Stackers but at reduced choice). I find the food is often mushy or dried out due to sitting out (prior to the buffet cafeteria, pasta Wednesday was one of my favourites, but their pasta now is always awful due to sitting), or overly salty. I also protest that we are *forced* to use their services when we want to offer food for student events because it completely blows our budget at almost double the cost of many external options. More competition would allow for better pricing and probably better food quality, which would allow us to serve students better and also have more options for ourselves. I'm utterly confused as to why these exclusive contracts are tolerated by UNBC in the first place... I imagine there must be some hidden benefit to UNBC beyond rental fees for the spaces to allow them to gouge us like this (kickbacks from the prices?), but there is no transparency as to why. I refuse to support it.
I bring my own food to work and I don't have enough money to afford eating out every day at work.
I do not like the idea of buffets and when I pick something up I want to use take out, not eat in.
I make my own lunch as it is cheaper and healthier.
I make my own meals and bring to work. I like to make my own food - real food, so that I can control what I eat and I know exactly what is in my food. It is also a money saving strategy - I don't like to spend money on eating out on regular basis. It is a treat for me and my family. I take pride in preparing my own food
I work in bldg. 10 - too far to go just for lunch and I prefer to eat lighter.
I have eaten very few times (twice so far this year)-> Once it was with a free voucher for the cafeteria the other was to get timbits for a project.
I'll occasionally buy a muffin at Tim's to tide me over
Tim Hortons only
Too expensive
only occasionally when I'm too lazy or rushed to bring a lunch. They are the only option which sucks.
when no lunch grab a sandwich, would rather a bit of variety but don't eat \$8 or \$10 worth
I buy coffee once a day, once in a while I will buy soup
I usually bring a lunch and most of the time just going to grab a coffee from Tim Horton's.
Not preparing a lunch in the morning often leads to purchasing food on campus. Chartwell's is the only game in town.
Because we have no other option
I only eat Chartwells on occasion to get soup or wrap, I haven't ever eaten in the cafeteria. I don't like that the price is pre-set. It's too expensive for the amount I would eat. I would rather eat at the Thirsty Moose because I can order only what I want and I can pay less or more depending on how hungry I am. I also don't like that you can't take food out of the cafeteria.

I usually try to bring my lunch/snacks, but do like to buy "different" items once in a while.
The only Chartwells location I eat at is Stackers Deli. It's the only option for lunch outside the cafeteria and it is more affordable than a \$10 drop in fee. And I can wrap up my left overs and eat them the next day.
Do not always bring a lunch.
I get tea/coffee from Tim Hortons. Have not been to the dining hall in a long time due to low quality of food.
I have sometimes, be very rarely. Reasons: not enough VEGAN options, not consistent service (ingredient misunderstanding or inconsistency), and hours do not always fit my schedule.
When I am stuck I will go to Tim Hortons for a bagel. I do my utmost best not to have to eat from the Cafeteria, I find the food to be of poor quality.
I try not to eat at Chartwells unless I am desperate. It is unfortunate that they are not using food from local farmers and vendors. I realize that they do have to keep the cost down but it is frustrating to see a Sisco or GSF Truck pull into the receiving dock to deliver the food. I have been down in the receiving area when the food has been delivered and noticed most of the vegetables and fruit are produced in the United States. I thought we were a "Green University" This doesn't make sense to me. I thoroughly enjoyed the cafeteria before they renovated. I use to eat there at least three times a week.
I do, but I don't like to. I find it far too expensive, the quality low and the standard is subpar. I do not like having so little choice.
I stopped eating at the cafeteria when they brought in the minimum \$10 for eat there. I never spent \$10/day on food on campus. I rarely order anything from Tim Horton's as 90% of the time your order is wrong when you receive it.
Once in a while when I don't bring lunch I go into the cafeteria. I also get my coffee from Tim Hortons.
Only Tim Horton's. I tried the Cafeteria twice and was not impressed.
I eat at the Cafeteria. However, it is expensive for the quality and the amount of food that I have time to eat.
I bring my lunch and if I eat out on campus I go to the Thirsty Moose. I have eaten at the cafeteria when it reopened and thought it was decent.
I love to prepare food. I have my own ideas of what constitutes nutritious food and would rather prepare and bring my own. My food tastes better and is less expensive. I am organized and do not find this to be a hardship.
I like all you can eat. I also drink Tim's coffee.
They are the only ones on campus and so get a sandwich made occasionally, or usually eat their pizza as it's quick and normally available. Recently ate at the Thirsty Moose and had a bout of food poisoning for a day.
I avoid Tim Hortons, because I dislike it and it offers no healthy options. I sometimes buy a soup or sandwich when I lack the time to bring lunch or to supplement my lunch. Mostly because it is the only quick and easy option.
I refuse to eat at the cafeteria because the food is so unhealthy (burgers sitting under heat lamps). Most of the food is not something I would eat on a regular basis, or spend that amount of money on. I don't believe Chartwells or any food company should have a monopoly on campus as we are situated far away from the rest of Prince George (and other food options). I do often purchase tea from Tim Hortons as it is hard to avoid Chartwells entirely in a university with a food monopoly such as this.
Easy and quick on days I don't have time
I don't want to support this corporation. I think that they overcharge and I question why the university allows a monopoly on campus. Aren't students being taught that monopolies are bad?

The only times I have eaten there were when it was affiliated with a work event, or when a friend wanted to try it when it first opened.
I bring my own food from home because it's cheaper and I know what's in it.
I prefer to bring my own food that I've prepared at home. I think it tastes better and it's healthier.
I don't always prepare food to bring with me from home and Chartwells are the only on campus option. On occasion I also have to work late unexpectedly and I am looking for something to eat. It would be nice to have a fully equipped kitchen where we could bring and prepare our own food. We don't earn enough here to be able to pay Chartwell prices every day. Yes, I can afford it but it does impact my budget.
I eat at Chartwells occasionally because it is the only option when I don't bring my own food for lunch/dinner.
I try not to. It's over priced and just not good food. We do have to order from them when catering meetings. It's a complete rip off. Way overpriced. It's hard to stay on budget when they raise prices and the minimum number to order for.
I deal with the good people daily. don't eat at Tims its American and not good value. rarely do I eat the meal experience jus soup or small snack ( value ) Their monopoly on food and desire to make profit seems to decrease the variety options
Staff have been made to feel alienated by the new concept -- before the eating area was open to all staff, faculty and students and we all felt comfortable going in and relaxing, maybe having something to eat, maybe not.
convenience
don't have access to a proper facility to accommodate bringing lunch. fridges and microwaves are dirty. tired of cleaning up after others. prefer to eat at Thirsty Moose, but don't always have time.
Soup is cheap
I'm a vegan, and there are no options
No, I don't for a number of reasons. First, I tried the dining hall when it first opened ... the food was mediocre. I found that I also over ate. Second, the corporate mantra of Chartwell's is difficult to deal with. They are not open or adaptable to making events and catering options accessible to students. I also resent the fact the options for food are significantly limited since this monopoly has begun.
Prices and flabbergastingly appalling food and food choices.
I don't like the new set-up in the Cafeteria and the line-up at Tim Horton's & the Deli are often ridiculously long.
Food is not tasty or well prepared. Salad bar is often out of ingredients and dressings etc. look like they have been out for a very long time. Utensils are NOT changed out regularly -huge concern of cleanliness and transfer/ contamination. The sandwiches and salads available at the front for take-out taste terrible and NONE indicate the actual date they were made! Have purchased salads only to find out they have gone bad and returned them! I have seen much better set ups at other campuses and Vancouver General Hospital which allows people to select their food, pay, and join colleagues who have brought their own lunch.
The food is most often cold and greasy. I am allergic to dairy and also mostly vegetarian so there are limited options for me. I find its healthier to bring my own food.
because I don't have time to go elsewhere
I only obtain food from Tim Horton's.
I think I have eaten at the cafeteria once since the change and Tim Hortons usually for coffee but if the lineup is long I will go to Degrees (cheaper and better coffee but a little out of the way
Ice caps
No other options when there isn't time to plan ahead for packed lunch or to go off campus.

I rarely eat at Chartwells due to the cost.
I prefer to prepare my own food because of selection, price and I feel that is important to be involved and participate in what I eat.
No, I have boycotted the cafeteria since the new regulations came into place. The sense of community has been destroyed. I cannot bring my own food in and supplement by a few items from the cafeteria. The ridiculously high cost of food when we order demotivates adding food to events, further eroding the sense of community that develops when sharing a meal together.
I utilize Tim Hortons only, not the cafeteria.
Chartwells' food is absolutely disgusting and overpriced. The food plan (and price thereof) that has been force onto students living on campus help solidify my decision not to eat at Chartwells. Also, I would prefer to spend my money and support the student outlets on campus.
I use to buy lunch at the cafeteria 2-3 times a week when I could go in and order what I wanted to and leave with it. I have not eaten there since they implemented the meal plan/buffet. We need more options on campus that are not Chartwells. Like a Subway or a full service Tim Hortons.
It is too expensive.
Too expensive
I do sometimes but not often as I am disappointed in the quality, quantity and cost of the food selection. Once in a while it is noteworthy, but too often it is below the promised level.
No other choice when I don't bring lunch or when I'm hungry. I don't like the food as a rule, I find it expensive and in many cases, have gotten food that is questionable (upset stomach after eating - to tasting mold in an egg salad sandwich).
There is no other option for a quick sandwich. I hate it and it is expensive
I eat there almost every day. Good food options. Great staff. Reasonable prices.
Sometimes I don't have time in the morning to make a lunch, and I don't have time during work to go off-campus for food.
1. too expensive 2. the selection is the same month after month, its kitchen food, all prepared the same costco type ingredients (costco pastries, frozen pre-packaged) 3. I have been ill on a number of occasions from poor food handling 4. upset with exclusive contract, no more corner store bread guy etc.
I don't have the extra budget to eat out. If I do, it is a family affair so we are all able to participate in the treat of eating out. :)
Generally if forget my lunch.
However not very often as the food quality is not great and the price is high - I tend to buy from Stackers (Sandwiches and soups only - not their daily special)
I make coffee at home & bring to work. (to save \$) And I don't eat at either as I can't eat gluten or dairy, and there aren't many options. And the options they do have aren't fresh, and/or are expensive
I work off campus. But if I did work on campus, I wouldn't be eating on campus very often as I bring my lunch every day - maybe the odd Friday I would buy a wrap or eat at the Moose.
Availability
convenience
I eat rarely at Chartwells. I generally bring my own food from home. However there have been times when that is not possible or if there is a staff event. In those cases I purchase food from Chartwells. Also this past summer, when Degrees in the conference centre was closed, I purchase coffee from Chartwells more frequently.
They are convenient and affordable
It is one of the few choices.
There are many options and it is relatively affordable if you eat there once in a while.

Only if I run out of time to make my own lunch. I will only by a sandwich from the sandwich bar near Tim Hortons. In other words I will eat there if I am desperate.
There is no other option that allows me to grab food on the go (Moose \$ and portions are meal size) and the deli has limited repetitive selection. Tim Hortons is ALL processed foods.
** note - I eat at Chartwells when I am given a free pass. I am still putting 'no' for the question. *** It is expensive to enter the cafeteria and the food is substandard. I believe Chartwells has a long way to go in terms of sustainability (e.g. food waste, local food sourcing, organic food).
I tried the dining hall a few times and found the food to be overcooked and having sat for a long time, even first thing in the morning. I think it is overpriced for what is offered. I sometimes buy things from the front counter and I am usually disappointed - lack of flavour, old fruit, past due date drinks and LACK OF OPTIONS!
Poor allergy accommodation. Always worried about cross-contamination.
I only eat at Chartwells when part of my job. E.g. entertaining guests.
While I am not happy with the food monopoly, I do eat at Tim Hortons (when I forget my breakfast) and at the cafeteria. I wish we had more options on campus, especially if they were outside of Chartwells.
I try very hard not to use Chartwells. I find the cafeteria is just a gated-community to stop the have-nots from socializing with the haves. The food is dry and rubbery and if you want something fresh and cooked hot, you still have to wait for it. For years I purchased my Timmys every morning here at work. Last summer when they closed Timmys I started to stop at one on my way to work and have continued to do so. If Chartwells does not want my money during the summer I feel no need to give it to them the rest of the year.
I don't see it as an evil entity.. people are always looking for something to complain about. The pricing and variety are excellent.
I don't appreciate the entire money-centred approach to the food-community relationship. I do buy minimally at these operations if I do not have enough time to pack my own food, as I need to address fatigue and improve my health, but I have never paid to enter the cafeteria. I would not spend money at any of these if I could do so and not go hungry.
The food is poor, and expensive
For several years I was dedicated to purchasing my food off campus (e.g. Tim Horton's on 15th etc.) so as not to support Chartwell's monopoly. I have slipped up in the past year simply because it is more convenient. If I had a choice, I would choose another vendor as I have concerns regarding quality of the food and food safety.
in the summer when they have their lunch specials. the space is open and accessible. now it's not and that is a concern to me.
they are the only option on campus so if unable to bring food to work I have no option but to eat there
I do eat at Chartwells because it is the quickest option. The pub is good and has healthy, affordable options available but often takes too long and I have had to take my food to go as soon as it got to the table before. I find myself eating at the cafeteria less and less but do enjoy the Stackers due to the freshness of produce, affordability and quality of service.
Accept Tim Hortons cards at that location. People get them as gifts, so it would help to be able to use them on campus.
Have trays if you do not.
Yes, some of the staff are rude and don't get your order right. The fact that you have to purchase a "buffet" lunch in order to enter the cafeteria bothers me.
I do not like the "all you can eat". I feel that students are segregated. Those that bring lunch cannot sit and socialize and eat with those students that are on the meal plan or buy their lunch.
Have the old style back. Pay for what we choose to eat. Not a flat rate. The kitchen for students

is a great idea in theory, but really... they want to eat breakfast in their room, and not have to come across campus through the snow -20C to get toast and cereal.
Less Chartwells' options, bring in other options.
I would ask that they try to incorporate local suppliers into their preparations. I also believe that they batch cook their foods and they get cold and dangerous. I would rather see some alternatives with fresh foods.
Have the option to pay for a specific dish, and be able to take food out of the dining hall.
being able to purchase and leave the area to eat
Exclusive contract agreement. Service is good, people are good but limits access to community engagement.
Fresh food, ability to see what is offered without having to pay and gamble, better quality food.
Not let Chartwells exist?
Cheaper options and healthier options.
cheaper drop in price
Lower prices. More options (including low-cost options. All you care to eat is fine for some but it shouldn't be the only option to get in). Ability to opt-out if you live in residence. Or change it to opt-IN. More nutrition information. Bring back fresh food options. Pasta that's been sitting under a warmer is disgusting compared to the fresh pasta days we used to have. Stop restricting off campus food. If we find a great deal on catering that allows us to fit our budget, we should be free to utilize it. Be more open to price matching or negotiating. We've forgone having food for students at events because the cafeteria was not willing to negotiate their prices with us to fit within our budget.
I would ensure that all staff are friendly and welcoming. Stella at Tim Horton's is not customer service oriented and she has worked there for years. I avoid Tim Horton's because of her attitude.
I have visited Chartwells when it first opened after the renovations, and would like to see a bigger salad bar, with more fruit options. More variety of dietary food options for hot meals (i.e. celiac), more real food. Better choices throughout the day, not just at peak times, as they don't work for everyone.
I haven't eaten at the new cafeteria. I only stop by Tim's occasionally.
I would like to be able to take food from the dining hall back to my office. I understand why that's generally not an option (except for the soup), but don't agree, and certainly not for employees. We're not taking it away for someone else to eat.
I think more people would like the cafeteria if they didn't have to stay in there to eat.
Rather than have the "dine in" single fee for all you can eat, change back to the cafeteria style where you pay for only what you want.
More flexibility with pricing for student events.
Bring back the cafeteria
- food quality - switch up menu - have a menu to order off of for fresh food (burgers, poutine, hot sandwiches etc.) - more marketing material for the hot "to go" items for breakfast and lunch (breakfast sandwiches/ samosas/soup kinds) -somehow make it so students can come in with a friend who has a food card, isolates students and takes away a fun social aspect of campus. too strict
Better hours for students, options outside Chartwell's for snacks.
I would like to see them support local businesses with their purchases of fresh produce.
Change it back to how it was operated before they renovated. The quality of the food was much better before they renovated. I don't know what happened, I believe it is the same chef. Bring in more options for local food and it would help to advertise some specials through UNBC General. I always enjoyed it when they had theme lunches. The East Indian food was amazing.
Yes! Catering for meetings is far too expensive and I fail to see how this is being fiscally

responsible having to use this entity for all catering needs as it is not cost effective. There is a minimum order, so even for small meetings requiring catering, we are held hostage by this company. The value received is not on par with the price. There should be more variety and flavor, and other options.
Get rid of the \$10 minimum charge to eat at the cafeteria. Make sure your staff are able to make orders properly at the Tim Horton's location.
For example I would like to see Monday by Fish n Chips day and Friday be roast beef dinner. Make sure people see this and choose to go that day I think it would bring more people on that special food day. Try it for a month and if it doesn't work go back to the usual.
Change it back to the way it was before this ridiculous food plan.
Have a kiosk for stir fry or pasta cook on demand that can be purchased as discrete item. These were the tastiest and healthiest items on the menu for several years.
Not sure if there is space ahead for comments but I do not agree with the monopoly on food. I miss the corner store and the option of buying a salad or muffin there (quicker and better located for me). There seemed to be healthy options plus availability of other stuff.
I am not in a position to comment because I have not tried it since the renovations.
More variety for the grab and go options
Cost of going in to Cafeteria for lunch is a bit high... would probably go there more if more in the \$7 or \$8 dollar range.
I would probably not use Chartwells'.
Yes. I would change how the food is prepared, open an area where you can have food made to order easier, and also lowering price for students to improve food security. Releasing the monopoly and having small snack options from other companies would be very beneficial for students as currently it is very hard to find a healthy snack on campus.
I would like to see the cafeteria reclaimed by the UNBC community. Closing off the cafeteria was one of the worst decisions made on this campus (amongst many). I think that the cafeteria should be open to everyone and opened up to a variety of food vendors.
Yes, I think they need to provide a cafeteria that charges by item not just an all-you-can-eat.
The staff at the cafeteria, Tim Hortons and the sandwich counter are generally friendly, hard-working and customer focused and should be commended for the job they do.
Bring back the old cafeteria. Who wants to eat a buffet every day.
mixed variety of fruits and possibly off season foods. have more ordered food even if it takes longer. thus fresh warm and better
Get rid of Chartwells - go to a food court with many more and cheaper options
The price has increased and the quality has not - if anything the quality has decreased.
creativity consistency
More food variety and less cost
Less pricing and a better way of identifying which products are vegan, vegetarian, you always have to guess
Contract or hire a better outfit.
Yes, change it back to the pre-reno set-up where you could enjoy a simple bowl of soup.
Larger Salad/ Soup Bar with many more fresh option including fruit. - Well protected with proper sneeze guard and staff assigned to cleaning, changing out utensils, replacing product. Would highly recommend having spot-light lunches that could be advertised - e.g. Turkey Thursdays - hot turkey meal or handmade turkey cranberry sandwiches - Friday afternoon BBQ feature etc.
ensure the food is warm, cater to more allergies.
more variety
Being able to only purchase what you are going to eat. \$10.00 is a lot if you only want a bowl of

fruit or something small.
More options outside of the buffet all you care to eat option.
See above. Open up the cafeteria area again; allow food purchases below the magic \$10 margin. I will not pay \$10 for a bowl of soup.
Cheaper 'entrance fee' for cafeteria
Chartwells themselves for starters. The way the cafeteria has been set up so that you cannot bring in your own lunch to eat with friends.
There needs to be a better process for staff to purchase food at the cafeteria and not be obligated to eat there. This campus is horrible for lack of options.
Make it more affordable for students
Expand offerings for take away. The grand cafeteria while a great concept costs too much for a small portion to eat. It is all or nothing. The offerings in the front area are limited and often poor food value choices while being costly.
Yes - Chartwell's in general
Stop the all you can eat option. Make the cafeteria more inclusive to everyone not just students in residence. Stop making the students in residence have to buy the meal plan. I've heard from students the hate it and it costs more than cooking for themselves
Greater variety of quick-grab items. The entry way into the cafeteria could be more efficient.
so many things, price most important and quality of food. They start out good and quality declines over time as they do not sell as much product as expected.
I'm not familiar with all the operations, sorry.
Open up the cafeteria for take-out. Take out boxes can be provided at the till for filling up and taking back to the office or lunch room.
I have heard many complaints from coworkers about food not being fresh. And with no expiry dates, uncertain when food was prepared, etc.
Get rid of the desert bar as it tempts people to eat unhealthy
Get rid of them. Have a food court with different vendors. At least let people take food out of the cafeteria. Many of us eat off the sides of our desks and have no time to sit around the cafeteria.
List of the daily soups on their website and at the front of house cashier. You currently have to walk in with permission to look at soups then walk back and pay then go serve your soup. Inefficient and a great deal of lost time.
I would kick them off Campus. I would also kick Tim Horton's off campus. Neither seem to be too interested in being good corporate citizens. I would also loosen the restrictions on bring outside food in. The catering is so expensive here. I would force off food service operations to pay a charge for wasted food. It should be considered criminal to waste copious amounts of food.
Change it back to a normal cafeteria where food is prepared fresh, not as a buffet.
I don't know enough about their operations to make a meaningful suggestion.
I would eliminate the restrictions on other food on campus. For example, we would like to have potlucks or pizza or a sushi lunch within our department.
Go back to a pay as you go cafeteria and have hot options people actually want to eat, like a fresh, hot, juicy hamburger made just for you, hot off the grill
More meal plan options.
Address community, sustainability and environment, and First Nations traditions regarding food, then create a food plan - in conjunction with the overall Integrated Planning going on at UNBC.
I'd remove them from campus and find a catering company that isn't more worried about the bottom line than forcing students to eat substandard food
I would like the cafeteria to go back to paying for what you eat. Since that is not likely, it would be nice to have more healthy "take & go" options that didn't take 1/2 line up to obtain.

yes, but I'd need a half day to summarize these thoughts. the biggest is a strong focus on local purchasing and on hot meals. the other issue is food waste.
it is geared towards students and not staff, in summer months we are not able to purchase credit to give to our employees when they are in times of need or working extra long hours
More options like hummus and baba ganoush for stackers. More seasoning for the cafeteria food. Possibly a buy 9 get the 10th visit free at the cafeteria

Faculty – Unedited Comments

I suspect UNBC is below the threshold size for an organization such as Chartwells. Two issues greatly concern me: a. High level of food waste b. Proposed removal of kitchens from residence. By all means continue the meal plan, but do not try to artificially maintain it by forcing students to participate.
Change the cashiers desk and pay for your meal as item by item...not all you can eat at one sitting....this appears y encourages gluttony for some that contradicts your desire to research food security...somewhat of a hypocritical offering considering the research concern over food security.
Made to order, reduce price a little might increase the volume of traffic at the restaurants
Fresh-made entrees rather than bins under a warmer for who knows how long. (Though all you can eat *is* good value...)
I think to have the cafeteria closed to customers only was/is a mistake
I would bring back the type of options that were available with the corner store. The food brought in by the Bread Guy was reasonable, had many options for people with food allergies, and was of high quality (both in terms of health and taste). I find the Chartwells salads lacking in taste, often not an option for me because of food allergies, and expensive for what you get.
I would prefer to see more student employment (i.e. work-study) available - so students could be able to earn money on campus. I would prefer to have MORE options, as was previously promised, I would prefer to see a broader variety of food
No because I have only been in the place twice since it opened so, I don't have any comment.
Make it optional.
Would prefer to have more options (especially healthy options) for small/quick meals. Currently, to eat healthy, you essentially have to opt for the all-you-can-eat cafeteria. If you want something quick, it tends to be sandwiches and pizza.
More options for take-away foods and snacks that are available for more hours.
I'd provide bag lunch options and options for inexpensive lunches (about 3-4\$) Could be simple: sandwich, apple, snack.
more small snacky foods an various locations around campus, not just clustered by the kitchen (Weekend service is helpful.)
End the monopoly. Perhaps competition would encourage healthier, more affordable options.
more summer options, bigger takeout selection, more vegetable side dishes other than green salad and potatoes
Don't like The all you can eat operation, the requirement for first year students to take a meal plan, the associated loss of kitchens in residences.
Again, the "one price fits all" system, in my opinion, excludes those who cannot afford it or do not have large appetites (yes, I know there are a few small items available daily, but the selection is low and the setup does not encourage people to take advantage of these options. I suspect it may also encourage food waste among those who do use the full cafeteria: one price leads a person to take more than they might if they were paying per item.

Reconfigure so that the outside entrance to the cafeteria can be used to enter the agora. They should have never been allowed to privatize public space on campus. The cafeteria seating should be open to all. Because of the meal plan students in residence become isolated from students without the meal plan.
reversal of fixed meal price and exclusion policy
Eliminate the Chartwells contract and think outside-the-box about how to provide good food for students, in particular. I feel really bad for them because they essentially are trapped.
offer better naturally gluten free choices -- e.g. rice bowls, etc.
The set-rate cafeteria. What was wrong with the old, ordering system?
- price - access to space - get rid of the whole operation and start a UNBC-centric dining hall
too far mainly, so bring my own lunch. Am located in the T&L building
Regional campus, much of this does not apply.
I buy their soup but do not enter the cafeteria, as I am not 'allowed to' without subscribing to 'all you can eat'. And yes, I rue the loss of access to this space and the former 'main entrance' to the campus.
Sometime I just would like a small something, so paying the whole about is a bit steep
I get coffee at Tim Horton's sometimes and I buy small items (i.e. a boiled egg, etc.) at the kiosk outside of the cafeteria. I think the cafeteria should be open to everyone like it used to be.
I had a card with 20 meals for cafeteria..but I don't find the food to be very good or nutritionally valuable....I may have a couple of meals left on the card... I have not eaten in the cafeteria since April 2015. Most days I bring my own lunch or dinner depending on teaching schedule
Occasionally but too expensive to eat there on a regular basis
Only very occasionally, and only at Tim's or the Stacker's Deli. Making my own lunch is more economical, and I don't like that I can't take non-pre-packaged food out of the cafeteria any more.
mostly we bring our own food, to have a better control of what we eat, how much we eat and eating-related costs; coffee/donuts once in a while
I very rarely eat at Chartwells. I am celiac and I find their options are not always great for me.
only tim's as I don't want to have coffee pot on campus - eat at deli occasionally when time-pressed - will go to Thirsty Moose pub as first option as it is student-run and better food. Only experience with cafeteria is that food is not hot, not fresh at time of visiting
There is too much food and I worry about it all going to waste. So what happens with the left-over food?
The food is bad, the food is expensive, and the revenue is taken out of our community and sent to who knows where.
I prefer to make my own coffee and bring my own lunch, it is healthier, I think!
Costs are too high and my confidence the quality of food is low. Not enough locally produced food is being utilized by Chartwells.
Can't stand what they have done by having exclusive "territory", robbing students of places to socialize, robbing students of ability to learn to cook for themselves (since this happened in conjunction with taking kitchens out of res, and on principle became it is overpriced for the students... Teaching them inflated values of what it costs to eat in our society.
all that is available
generally I bring lunch from home. When I don't I eat at the UFM or at the sandwich place.
food is of poor quality and expensive considering what you get
There should be an "occasional" option here. I eat here very occasionally because it is too expensive and I generally find the offerings repetitive.
I bring my own lunch/snack. Cost and food preference/sensitivity is an issue sometimes.
the cafeteria is too much money for the amount of food I would have for lunch. The company

was supposed to put in other food outlets in the RFP but they have not come through. also too far from our building
It is the only place for me to buy lunch on campus without going to the Thirsty Moose
I do go to the Tim Horton's but I rarely eat at Chartwells. I do not like Chartwells as I feel I am forced to eat more than I want because I have paid for it.
Not enough choice of answers here. I am not on campus very often so eat at Chartwells very infrequently, but if I need/want to eat while on campus, then I have no option but them. I eat at Chartwells about twice a year.
taste, choice, no time to eat at the dining. Sorry to say, but it should be better. I know at least one student decided to leave the residence because the student cannot eat the food. Many of the students told me that they are tired to eat the food there, but no choice.
Don't like the monopoly, don't like the all-you-can-eat option only (items for sale at the entrance to the cafeteria are limited and expensive for the portions offered), and don't like the lack of options, e.g. options were promised at the outset, but none have materialized. I don't like the decline in healthy food options at Tim Hortons. There used to be, for example, healthier muffins - no they are all closer to cupcakes.
Previously yes, but now can't even stomach it. everything is the same.
it is one of the only options, so when desperate I will eat there. It is overpriced, not that healthy, and not that good value overall.
I never eat at the cafeteria as the food is horrible and the price is ridiculous. Moldy salad and bread, carb laden, processed food that is not healthy and has been imposed on the students. I will on rare occasion get something at the deli or Tim Horton's (they can't do much about that food) but this is a last resort.
Expensive monopoly
it's the only regularly offered option on campus
there are no other options
the food I bring from home is more nutritious, better tasting, and less expensive
Occasionally, because it's the only option besides bringing your own.
I occasionally buy from Tim Hortons, for convenience. I almost never eat at the cafeteria: I am not a big eater, and I simply do not think I receive value for money under the current "one price fits all" system.
I sometimes buy the soup but otherwise I bring my own lunch and eat breakfast at home. Too expensive to eat out and gets boring.
I have gotten coffee and snacks from Tim Horton's, but only when Degrees is closed (whack is too early), and as a cheaper alternative to the cafeteria coffee.
I have to bring my own food because of the randomness of the presence of quality food that I can eat. What they normally have that I can eat is high calorie/high fat.
Does not accommodate dietary restrictions well and uses "My Pantry" as a cop-out.
I try to avoid whenever possible. The closed cafeteria with fixed meals and prices and an all you can eat policy should you buy into this is very wrong headed. Value for price is sometimes not there.
I work at the NW campus in Terrace.
Monopolies are awful. This is a money-making venture for the university, has nothing to do with community well-being, which should be the focus of on-campus food service.
the buffer option does not suit my needs as oftentimes I'd rather eat more often, but less rather than more (or as much as possible) but only 2x/day
Generally unhealthy and poor quality
convenience
It is too far away; takes too much time

Once a week at most as I miss the space where I used to meet friends for lunch. If another, better, non- Chartwell option was available, then I would not eat at Chartwell's.

## Appendix Five

### Solutions to Food Insecurity at UNBC (edited)

#### UNBC Students

NOTE: there were substantial comments on the expense of the cafeteria and mandatory food plan; these have been edited out but should be kept in mind.

- Cheap lunch options on campus
- Provide more small, inexpensive snacks. Eurest prices a little high
- Continue to invest in/promote/grow the UNBC farmers market and good food boxes to help bring affordable healthy options to students
- Expand the food bank, and put it in a more accessible location. It would also be nice if they opened up the Cafeteria for the last half hour every day for people to come in for free and eat until all the food that has been set out (and cannot be used in the food recovery program) can be eaten
- Need a small market for fresh produce at school, not just once a week. Also maybe more signage, so students who need the food bank are reminded more often that it is available
- A free breakfast program. My daughter attends a public school, which offers breakfast to all students, free of charge, every day. It is helpful for food insecure families, but also for children who do not take the time to eat at home, or simply aren't hungry before they leave the house for school
- I think UNBC could help spread the word about food security and the various programs already in existence, such as good food boxes, food bank, PGPIRG Garden and/or Community Garden plots
- More lessons on how to purchase cheap, easy, and good meals
- Cheaper and healthier options. Open to cafeteria to the entire student population and not just those who can afford drop in rates
- food bank education regarding food economics (i.e. how to purchase, prepare and store low cost foods such as beans/pulses/rice and seasonal vegetables)
- Provide a seminar on how to shop cheaply, budget, save money, plan ahead, etc.
- Yes I think a food bank is a very good option, maybe if somewhere offered some fresh fruits and vegetables also but I am not sure how that would work
- doing some kind of volunteer work to get vouchers for the local grocery stores to purchase food, because some people find it embarrassing to go to a food bank
- better access to foods at the university - cafeteria is expensive, and Tim Hortons/sandwich shop/degrees aren't open for extended hours. they also do not provide a good selection of foods
- let us eat the leftovers from catering. Also, provide allow for alternatives to the cafeteria in terms of food service providers. Giving Chartwells a monopoly allows them to control the price and quality of food that we get on campus and their capacity is limited
- Offer more free food around campus
- More sign up services for getting staples
- Create a meal plan and a cafeteria that is worth investing in. I was on the meal plan last year, and the quality of food served there was a major reason why I got housing off campus this year
- affordable dining, meal vouchers, nutrition classes
- cheaper food options, available support at distant campuses
- free lunches are nice, sometimes a fruit bowl would go a long way
- Reduced cost for the dining hall or meal passes given out on an individual basis
- could be interesting to try a pay what you can meal at UNBC. More food options that are free of animals and animal by-products!
- wider variety of food options, food/grocery shopping location at UNBC

- I do not think the cafeteria was the right direction for UNBC. The space could have been used for more student involved cooking and food practices
- Better stocking of the food bank
- Having a more extensive food bank would be helpful for the student population
- Flexibility of the meal plan
- When students are faced with multiple classes (such as back to back three hour lectures) it should be important to encourage a meal break, or to eat during the lecture. Many students feel they have to secretly snack during lectures, and turn to cheap, processed foods
- The cost of meal plan is expensive, it is mandatory for first year students, and some fellow students have worried about meal plan in terms of financial and physical perspectives. It should be free to use meal plan (no mandatory) or it should be cheaper
- UNBC could provide perishable foods (like fruits and vegetables) instead of all the high-sodium, non-perishable food the food bank provides. These are healthier options for students in need
- a store that sells food on campus that could promote local foods and convenience
- I liked how the cafeteria was set up before, the food was cheaper and I could get a snack without having to pay \$10 just to walk into the cafeteria
- It would also be incredible to see an option once per month where there was a pay what you can option on campus
- The chips and snacks in the bookstore are a step forward
- Eliminate bureaucratic release of scholarship and award funds. After monthly scholarship deposits, funding is inaccessible in a student account until a paper "refund request" form is submitted to financial aid, which takes 2-4 weeks to process, at which point you can either physically pick up, or have a cheque mailed to you--then you of course have to physically go to a bank to deposit or cash. This process could easily be streamlined and/or automated and involve direct deposit into an accessible bank account
- give students a democratic voice in food service contracting to ensure the university and its contractors are aware and can act on student food service wishes
- STOP WASTING FOOD. Food service policies surrounding the disposal of any food that hasn't been refrigerated for a short period of time is absurd and creates enormous food waste that plenty of people would be happy to eat if it were made known and publicly available to them. Liability concerns are a poor excuse for the quantity and frequency of unspoiled food waste. Get waivers signed by anyone that wishes to use said food and/or write new policies to indemnify UNBC and its food service contractors from any health and legal repercussions. People have a right to choose their own risk levels
- Advertise, provide options at low cost for students
- Opportunities to sign up for gift certificates from grocery shops in PG. Opportunity to request for subsidized meal tickets
- Healthy shopping lists to help make sure you are buying the right foods. Also make cafeteria more accessible. The food in the front counter is not always the best but I don't always want "all you can eat"
- Could a portion of our tuition/student fees be redirected to invest in paying for the good food boxes for those in need?
- Something like the corner store where snacks can be bought
- Hot water dispensers should be placed in convenient locations. More microwaves would be good - when you have a 15 min break in a 3 hour class you never seem to have enough time to heat your food up and actually enjoy eating. A lunch break really is not a lunch break if you still have to eat in class
- GET RID OF THE MANDATORY MEAL PLAN. IT IS SO EXPENSIVE AND PROBABLY DETERS ALOT OF STUDENTS (SUCH AS MYSELF) FROM 1. LIVING IN RES AND 2. EATING FROM THE CAFETERIA

- Support your students and their ability to cook for themselves. The cafeteria and meal plan is horrible and there needs to be a better option for students (under 19) to eat while at school
- Keep up with the UFM (just being able to taste garden-fresh carrots each week gets me excited to grow my own vegetables in the summer), keep the vegetable gardens (I may not have used the NUGSS Food Bank but I have definitely picked vegetables from the garden, there is much less stigma attached to that). Perhaps another thing is to promote for students to pack their own lunches instead of buying lunch every day (I recognize this might mean the uni makes less money) but making a lunch versus buying a lunch saves a lot of money. If I bought food every day, I would definitely be food insecure. Along with this, I think it's great that the Dining Centre has so many cooking nights and neat food themes. This promotes for students that cooking is fun
- More choice and facilities for students to get food on campus. expand the student gardens
- Let them know about the information of food banks and tell them about food security
- Maybe one day a week where the Stackers Deli has a discount on their food so that people could afford to eat a healthy sandwich from there on the days when they don't have time to prepare a healthy lunch to take with them
- Provide more information about what could potentially happen and host events that doesn't necessarily need to be social that provided food i.e presentation
- Food banks are great, but maybe including cooking options or education on how to buy cheap local food. For example food sharing with other students would allow people to share in a portion of local meat at a much cheaper rate
- Perhaps free healthy snacks - for example: apples? PG has a high supply of crab apples that go to waste seasonally, perhaps we could pick them up from locals and distribute to students/faculty on campus
- There is no corner store to even buy a simple bread, milk or eggs if you don't have time to go grocery shopping. This is a university with students living on campus. Even if it is a smaller university than other universities, it can at least have few more options in terms of places that provide food or groceries on campus, so students don't have to go in town all the time or spend money at cafeteria even if they don't want to
- I know many people who would go on the meal plan if it was less money. Barring that, getting the word out there more about the NUGSS food bank would be good, as I didn't even know it existed until this survey
- I think the meal plan is a great choice and has worked well for me. However, making the meal plan mandatory can be inconvenient for some students in residence
- Talk more openly about the use of food banks so that people feel less ashamed to use them
- food bank more prominently advertised, bring back the corner store and have healthy, affordable options
- I suggest implementing work for food programs, and make them available to anyone. People wouldn't have to feel embarrassed because the program would be for everyone, those who are experiencing food insecurity and those who would just like to save a few dollars. It could be done at several levels, from doing a job and getting a meal to x hours of work equals \$y in food. We wouldn't have to feel like we were taking a handout that is meant for someone worse off than ourselves (i.e.: actually starving)
- I am upset that UNBC got rid of the store. It was a good place to get a healthy snack for 2-3\$ without breaking my bank. I cannot afford the new cafeteria, so that greatly upsets me that they took away my best option for choosing a healthy and cheap snack
- 1) Councilors at UNBC could be made more aware of food security issues so that they can help students make connections between situations of high stress and related effects on their food security, as well as work with students to find appropriate solutions. 2) There are very few options for food on campus, I believe due to the monopoly of Chartwells. It would be better to have more variety of food venues available on campus. 3) The pay-as-you-enter cafeteria system discourages community use of food space and discourages students from bringing other (home cooked) food to join their peers in the

cafeteria. I suggest that this could easily be changed to make a more friendly, inclusive, and health-promoting food environment

- More robust food bank, better awareness for these programs - they are not well advertised or well-known unless you are involved with the GSS and/or frequently on campus
- free cooking class communal cooking group (cook healthy meals in large quantity with a group of people and go home with prepared food for freezer)
- A place such as the corner store for preparing food, having microwaves, hot water taps, and utensils for preparing food from home
- let us take small things like apples out of the caf on the go
- Provide a list of community food banks, places to receive free meals (Saint Vincent De Paul, Sikh Temple, etc.)
- More aggressively advertise financial aid options, advertise the food bank more
- I think UNBC could offer discount cards for student to buy fresh produce and staples but I still worry that it won't reach to the people that need it
- Cheaper food options. BETTER HOURS and healthier and tastier options. The on-campus options are extremely limited for off-campus students and terrible options
- I think making information around food security more available might be beneficial to students who may not know that there is help available, or feel unsure about accessing Food Bank services. It might also be helpful (though I doubt this would ever be implemented) if UNBC took student financial need and situation more into account in regards to tuition and school fees. Perhaps by offering discounted prices to students who can least afford to go to school and to eat at the same time
- Get cheap local food people in, bread guy, home sweet home. support people in the community and support the students who work their asses off for your diplomas by maybe subsidizing a solid food program that can compromise to those not on the food plan. education everywhere about healthy and safe eating is important too
- Community garden plots. Rent a plot or community plots that anyone can use
- Turn the old corner store into a mini grocery store where students can buy everyday things at an affordable price
- I would suggest that a grocery store with organic foods should be opened by UNBC and marketed to both students, staff, faculty and the Prince George community. Foods could be sourced from local farmers to promote activities of small scale farmers in and around Prince George
- Healthier less expensive food options, my last college had a free meal of soup on Wednesdays first come first serve
- Cooking classes or information. Not just to people on the meal plan. Maybe student life could offer some stuff once a month, a cooking night or something. There are a lot of students who genuinely don't know how to cook or where to start!
- Put a Food Centre in the spot across from the Women's Centre!
- More public advocacy to make hunger a topic of discussion instead of something hush hush
- My concern is for international students who are forced to be on the meal plan at the cafeteria. The food provided there is not culturally appropriate and therefore they should not be forced to be on the meal plan
- Cheaper food at the cafeteria (you should NOT have to pay to get in that is bullshit). There used to be a make your own salad thing that you could go in and get at the cafeteria for like \$4-5 and now you can only get pre-made ones which are both more expensive, less fresh and bad for allergies. There also used to be great affordable stuff at the corner store and I would have a much easier time if we had the corner store again
- Knowledge about nugss food bank qualifications

- Have the food bank be easily accessible and if one is in food crises, there should be a place they can turn to
- UFM coupons (like food stamps) Good Food Box coupons Ensure wasted food from the cafeteria is made available to food vulnerable people
- Give out free passes to the caf for those who need them

### UNBC CUPE/Exempt

Multiple comments on the need for cheaper food options and alternatives to the cafeteria were deleted, but were frequent as were comments on the loss of the corner Store.

- An on-site food bank for anyone in need would be a great idea. Financial support through the food plan program would also help
- Farmer's market as option for local produce and consider more fruits and vegetables as part of food choices
- Cheaper food options, certainly. Education as to cooking, food budgeting (to reduce waste), etc. A food bank, or access/information to a food bank
- Expand student food bank to UNBC community
- Miss the corner store & the bread guy. Would UNBC ever offer lunch-time information sessions regarding food security?
- Like the foods that were offered in the old "Corner Store" - frozen entries, microwave soups, etc. The Pub, however, offers some \$5 meal options which are better than the cafeteria at \$10+ per person
- give shopping classes - how to effectively shop, i.e., shop the sales, and raw food is less expensive than processed. Also, offer basic cooking lessons
- we should maybe have a food bank all year round, if we already do, I have no knowledge of it. There should be bins placed in each building for people to drop food off. There should definitely be cheaper food options on campus. I feel like \$10 to go to cafeteria is too much. A few more options would be nice
- I think cheaper food options may be a good options. While the dining hall theory is okay, the prices charged for admission are too high to sustain that on a daily level. Going back to being able to take out a meal - as was done in the past (and at a per unit price) - may encourage more use of the dining hall and provide individuals with healthy options, for at least perhaps one meal a day
- Qualifying for reduced rates with Food services -Regular Easy, healthy recipe suggestions, food options -Workshops, info booths, tables on campus -Food bank for students and staff who qualify for assistance
- partner with local and regional organizations; greenhouse, food options/types for year round growth in the northern region; ongoing education and awareness for public and corporations; development of programs for corporations to get involved. Community garden development, break down some of the barriers to these opportunities
- More information and healthier options. Even the cafeteria should have more calorie and nutrition information available. If I am diabetic I shouldn't have to guess at the amount of sugar and carbohydrates in a sauce
- Food vouchers
- More healthy food variety available for take out
- Food vouchers at campus eateries for those in need for as long as need be - I'm sure that there is quite a bit of food wastage going on, so it would be better to offer free meals to those in need than to have it go to waste
- Place to get some fresh produce on a regular basis
- larger campus community vegetable garden

- Frankly, work load means scrambling at lunch and wolfing something down at the desk to get right back to work. If only that could change a bit!
- Regular areas where faculty, staff and students could drop off donated food items any time of year, and a discreet place that people could access that food if needed
- Food bank accessible to staff. Being included in discussions about food vendor options on campus before decisions get made by upper admin
- Healthier food options at events and functions for faculty, staff, and students. These would also need to be cheaper (catering options are expensive for healthy snacks which forces departments with tight budgets to opt for things like pizza rather than veggies etc.). FYI, I had previously contacted them about this, as their mission statement has a requirement to provide healthier options, but the response was they would not be changing their catering menu any time soon. It would be nice for the cafeteria to offer more VEGAN selections, and also stick to what the ingredients are on the website. The hours for the cafeteria seem very short for students (summer and off time). With fewer kitchen, and mandatory meal cards this unfair
- UNBC Community should provide food for people who are need. I have frequently put items on the shelf in the Student Building but have noticed there is never an abundance of food. If the UNBC Community were aware of the shortage maybe the situation would change
- Bring back the corner store
- I am not sure that this is UNBC's role to provide direct food security. From my perspective, UNBC's role would be provide knowledge that helps develop policy around food security for the region
- free mini workshops about how to prepare / grow low cost nutritious food in any living situation
- Continue the Farmer's market from year to year; ensure food bank stocked over summer months and maintained over summer months for student use
- grocery store gift cards
- As this university is situated so far away from any other sources of food, there should be more options for cheaper food so students and others can be more secure. Sometimes if I run out of time to make lunch I am stressed out about spending money here on food due to being on a budget
- Subsidized food coupons for eating on campus (cafeteria). When I worked for a company in South Korea we could purchase lunch coupons for approximately \$1 and use them for lunch in the company cafeteria
- Nothing. UNBC is not a charity, nor does it have an obligation to provide services available elsewhere. A counselor can refer people to local food banks. The university should not become part of an inefficient patchwork of social services
- Maybe change the format at the restaurant so that people have the option of purchasing one menu meal, instead of the all you can eat
- I believe both NUGSS and CUPE have small food banks but it would be nice to see a general one for UNBC that was more accessible to everyone
- More options for receiving food help discretely or anonymously. I am aware of a co-worker that was extremely worried about her food security during the faculty strike earlier this year. She is a single mom with no family in town and was extremely embarrassed to have to visit the food bank to feed her family
- healthy low cost vegetables/fruit from local farmers in small quantities. i.e. sandwich bag of cut carrots celery etc. small, cheap healthy options to get you through your work day
- consider a food court option instead of a monopoly
- Food diversity and variety that includes very healthy, whole food options that aren't inaccessible due to cost. This would require a moral investment into options that are not motivated by profit margins and corporate policy

- Just give me a comfortable place to eat instead of ruining what was once a good cafeteria. And hire somebody else to make the food. Chartwell's is disgusting, and the food served at the cafeteria is too disgusting to think about, much less actually eat
- I think a year round food bank would be an excellent idea
- bulk buying options for dry goods, pet food, etc. also reduced cost staff options for meal plans through the cafeteria for breakfast / lunch
- Better accessibility to food. Having all the food choices at one end of the university doesn't work well for those who may not have the time to walk over and purchase
- Maybe a drop in centre for a free meal if needed
- community kitchen better use of the PGPIRG gardens on site
- Offer a UNBC-specific food bank Offer food vouchers or cafeteria vouchers for emergency situations Find a way to use left-over food from events, in a secure manner
- whatever assistance is decided upon, it would need to be done in such a way as people feel they can access it without the greater UNBC community knowing
- Workshops, lectures, courses on daily shopping for food with healthy choices and extending the budget to be able to have the healthier choices
- Food bank, emergency grocery gift cards. Grocery stores accept certificates for fruit and vegetables that are provided to low income families through the Family Resource Centre
- The idea of a food bank is a great idea - stocking it with healthy tinned and packaged items. Grocery store gift cards to purchase fresh items or ability to provide someone with a 'good food box' (from NUGGS I believe)
- Food education, specifically on getting the most for your money, cooking vs. eating out, brown bag lunches etc.
- provide more resources on campus (healthy food purchasing options - groceries)
- Develop a food bank of dried and canned goods, but try to make these items as healthy as possible. Offer fresh food at key times of the year (Christmas) where risk of food shortage is higher
- Staff meal plan option. Lunch 5 days per week at the dining hall, option to have it deducted from salary just like parking
- Cancel or alter the portion of the contract between the university and the cafeteria/catering company that disallows people/centres to bring in food from outside. This means the community cannot support small/local businesses. This also contravenes some community/grassroots efforts, for example, if community members cook and bring food to campus to support their friends, even if this is not technically catering, these people are sometimes admonished.
- Treat food as the centre of community
- more pot lucks and more events that focus around food. sharing of recipes

### UNBC Faculty Association

- higher salaries
- Would like to see the corner store reopened. Gives other alternatives for snacks, such as nuts and fresh fruit without having to go all the way to the cafeteria
- continue Farmers Market
- Make the cafeteria easier to access
- having a coordinator or facilitation of this type of service widely advertised as a private and confidential service...people may not want to discuss dire needs especially in a position of being a faculty member
- Food drives for students, marry up with local retailers to offer incentives to shop. Start a food club
- Food bank would be a great idea for struggling campus community members
- expand food shelves storage on campus (a larger room)

- Better food options on campus (quality for a reasonable price), expansion of student food cupboard (supported by the university as well as through donations)
- Get rid of the single-source food provider on campus - encourage the diversity of potential food, allow potluck interactions, competition will improve both price and type of food available
- It might be useful to access a kitchen where people can come together as group cooking. They get to divide food
- A cafeteria focused on keeping prices low, profits local, and nutrition high. Why are we subsidizing multinational corporations and allow them to exploit our students?
- Redirection of food otherwise wasted from on campus (tim's, food services)
- food banks could be an interesting idea on campus... would it be possible for the good food box system to include a 'pitch-in' system where you pay more and donate to others who may be short?
- Food banks, wholesale foods, or more direct purchasing from local farmers, ranchers, etc.
- coordinating a weekly or monthly food box that people could opt into for cheaper, healthier food options; food banks on campus - more for students, but others too if necessary
- selling a lunch box style food, but good quality ones
- Subsidies for those with a demonstrated need at the UNBC cafeteria
- Emergency financial funds
- voluntary food bank; food 'bursaries'; donation of food cards; some small \$ from salary/mo to go to food support; financially supporting students' production of food in greenhouse in return for accessing part for distribution to those needed it
- Anonymous registry - posted needs from the UNBC community that can be filled by those who have, and picked up confidentially by those who have not
- Cheaper food options; option for basic (unprocessed foods) on campus, available consistently (not only once a week, as with Tuesday farmers
- Readily available information on ingredients
- designated person on UNBC-FA so that faculty could know that the FA could be approached in confidence
- Encourage and subsidize on-campus food production that is organic and sustainable
- Food in the northern end of campus - somewhere!
- expanded food shelves - Stores on/near campus - partnerships with local farmers
- More private access to food boxes...the farmer's market and food banks may be too visible for people to access assistance....all the above ideas are great, but there needs to be a level of confidentiality associated with accessing food through the proposed services.