

Appendix.3

Link to the live questionnaire:

<https://docs.google.com/spreadsheet/viewform?formkey=dFBDRDFSVkxwRy1leIUzY0VCdmotWHc6MQ#gid=0>

Screenshot of the webpage:

Cardiff University Coffee Shops



This survey is going to be used to help inform a requirements gathering project on the university's coffee shops. It's focus is on all of us as students or staff that use the coffee shops, the feedback that you give will help inform change and hopefully make the coffee shops better meet the our needs.

•Required

Which Coffee shop do you use the most? •

Aberconway Snack Bar

Please indicate your gender below

Male

Are you member of Staff, Student or gust at the university

Staff

The Shop



During a typical month how often do you visit a university coffee shops?

- ☐ 1-3 times
- ☐ About every other week
- ☐ About once a week
- ☐ More than two times a week
- ☐ Not at all
- ☐ Other:

What do you do when you're spending time in the coffee shops? do you:

- ☐ Do written work
- ☐ Do work on a portable device; laptop, tablet, etc.
- ☐ meet with colleagues to discuss work
- ☐ As a social space to chat with friends
- ☐ To read
- ☐ Listen to music
- ☐ Other:

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied
How satisfied are you with the seating that is provided within the coffee shop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On scale of 1 to 5 how comfortable is the coffee shop?

	1	2	3	4	5	
completely uncomfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	completely comfortable

If your unsatisfied with the environment of the coffee shop. What would you suggest is needed to improve the situation?

	Strongly Disagree	Disagree	Agree	Strongly Agree
The coffee shops open at a convenient time and suites your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your extremely dissatisfied or dissatisfied the opening times of the coffee shops, what times would suit you?

	Not at all	A little	Somewhat	Very much
Would you enjoy having background music in the coffee shop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you enjoy having TV's in the coffee shop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Signs

	Strongly Disagree	Disagree	Agree	Strongly Agree
It's easy to recognised from the street that a university building contains a coffee shop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you rate the quality of the signs used in the coffee shop?

	1	2	3	4	5	
Poor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Excellent

Outdoor seating

	Strongly Disagree	Disagree	Agree	Strongly Agree
There is a need for outdoor seating areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Cardiff University Coffee Shops



Product & Price



	Strongly Disagree	Disagree	Agree	Strongly Agree
The hot drinks sold in the coffee shops offer value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Given the choice would you prefer your coffee (hot drink) from a machine or a person making it on a coffee bar?

- ☐ coffee (hot drink) from a machine
☐ coffee (hot drink) from a person making it on a coffee bar

How would you rate the quality of coffee provided by the coffee shops?

1 2 3 4 5
Poor ☐ ☐ ☐ ☐ ☐ Excellent

How would you rate the quality of hot drinks provided by the coffee shops?

1 2 3 4 5
Poor ☐ ☐ ☐ ☐ ☐ Excellent

When you visit a coffee shop, what drinks do you frequently buy?

This can be in any coffee shop that you visit (Costa, Starbucks, shot in the dark etc.)

- ☐ Coffee
☐ Espresso
☐ Ice coffee, "Frappuccino's"
☐ Fruit shakes
☐ Hot Chocolate's
☐ Brewed tea
☐ Bottled soft drinks
☐ Other:

	Extremely Dissatisfied	Dissatisfied	Satisfied	Extremely Satisfied
How satisfied are you with the selection of hot food for sale in the coffee shop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If your extremely dissatisfied or dissatisfied with the hot food that is for sale in the coffee shop, then how do you think they could improve?

Strongly Disagree

Disagree

Agree

Strongly Agree

The sandwiches that are on sale in the coffee shop offer value for money

☐☐☐☐

How would you rate the quality of sandwiches provided by the coffee shops

1 2 3 4 5

Poor ☐ ☐ ☐ ☐ ☐ Excellent

If have rated the sandwiches low on quality, then how you think they could be improved?

Extremely
Dissatisfied

Dissatisfied

Satisfied

Extremely
Satisfied

How satisfied are you with the range of pastries in the coffee shop?

☐☐☐☐

If you're extremely dissatisfied or dissatisfied with the pastries, what do you think can be done to improve the situation?

What sweet pastries would you like to see being sold in the coffee shops?

☐ Croissant

☐ Pain Au Chocolat

☐ Pain aux Raisins

☐ Cinnamon swirl

☐ Other:

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Cardiff University Coffee Shops



Do you think there is a need for card payment in the coffee shops?

- ☐ Yes
- ☐ No

If they were next door to one and other would you go to a university coffee shop or (Costa, Starbucks, The Gate etc.)

- ☐ University
- ☐ Outside the university

What are the main reasons for your choice of the previous question?

Is there any comments that you would like to add about the coffee shops? how they could provide you with a better service, what good or bad about them.

Optional

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