

BOOK OF ABSTRACTS



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20726 | FCNAUP student's satisfaction with U. Porto canteens

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Abstract

Introduction: University canteens may promote healthy habits, but students' perceptions about them tend to be unfavourable. Accessing satisfaction and understanding the reasons behind dissatisfaction may improve their use. As FCNAUP's canteen is under discussion, it is important to access the self-perceived needs and preferences of its students.
Aim: To study the characteristics associated with U. Porto canteens satisfaction by FCNAUP students.

Methodology: In this cross-sectional study 98 FCNAUP students answered an online questionnaire including sociodemographic and academic data, information on meals and canteen use: sex, age, civil status, housing type, curricular year, time spent in and time to get to the faculty, food choices' main driver, origin and setting of the student's lunch, frequency of canteens use and satisfaction with them. We applied chi-square's, Student's t, Mann-Whitney's, Kruskal-Wallis' and Friedman's tests, and Spearman's correlations, with an $\alpha=5\%$. Post-hoc analysis used Bonferroni's correction.

Results: Only 41.2% of students attended the canteen at least once a week and 31.7% were not satisfied with the meals. General satisfaction was not significantly associated with sex, civil status, housing type, food choices' main driver or time to get to the faculty, canteens' frequency or lunch origin ($p>0.05$). Satisfied students were younger (age: median = 20 vs. 22, $p=0.011$) and had lower education (median = 3rd vs 2nd grade, $p=0.020$). The satisfaction differed ($p<0.001$) between features: dessert and menu were the most appreciated and the least appreciated were infrastructure and service (soup and main dish had intermediate appreciation).
Conclusions: Being younger and attending lower curricular year were the only variables associated with satisfaction. Infrastructure and service were the least appreciated features. These results should be borne in mind when developing the FCNAUP's canteen.

Keywords: Nutrition, Students, University, Canteen, Canteen use, Satisfaction, Determinants

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