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## **Marquette University Dining Services:**

### **Accommodations for Students with Special Dietary Restrictions**

#### **Introduction**

Every year, high school graduates head off to college to start their first year. Their success at their respective universities hinges upon many factors, including their diet habits. As education and health become increasingly hot topics in modern American society, one must investigate the link between college students' livelihoods and university dining services. My metabolic disorder, phenylketonuria (PKU), necessitates a strict low-protein diet and therefore posed a concern when I began my career at Marquette University. Throughout this research project, I have sought to answer the following question: what is Marquette University Dining Services doing to accommodate students with special dietary restrictions?

In this paper, I present data as a chronological narrative process, beginning with an explanation of PKU and how it affected my first year at Marquette. From there, I explain the various methods I used for analysis. Specifically, to examine Marquette University Dining Services, I interviewed three people, analyzed menu information provided online, and compared this program with another university's program. I learned Marquette has made improvements since my freshman year, but it can improve even further. After describing the results of my research, I suggest several short-term and long-term proposals for change, which will not only enhance Marquette's dining services,

but will also ultimately enrich the health and livelihood of many students on campus, whether or not they require dietary accommodations.

### **Phenylketonuria (PKU) and the First-Year Experience**

Many first-year students are faced with obstacles as they begin their college careers, away from home and everything they have known. My freshman year came with similar anxieties with an additional concern about the maintenance of my metabolic disorder, phenylketonuria (PKU). As a result of this disorder, my liver is missing an enzyme that breaks down phenylalanine, an amino acid found in all natural protein. Due to my inability to break one amino acid down, I must avoid consuming protein altogether. My protein allowance each day is only eight grams, while the average daily recommendation is between seventy to seventy-five grams. Needless to say, I must follow a strict low-protein diet every day. To do this, I eat a lot of fruits and vegetables, and I can also order specialty low-protein products online or over the phone to compensate for certain regular food I cannot have. In addition to following this medical diet, I consume specialty formula three times a day to get the necessary protein without phenylalanine.

As far as researchers and scientists know, medical diet and formula are the only treatments for patients with PKU. If a patient does not follow the recommended treatment, phenylalanine will gradually accumulate in the brain, reaching dangerous or even lethal levels. In other words, consuming too much protein will not show immediate side effects, but it will cause minor brain damage. The damage will vary depending on the developmental stage of the patient's brain, but nevertheless, it can always be harmful, especially as it accumulates throughout the course of life.

When faced with the challenge of maintaining my medical diet in a university setting, my family and I felt the need to prepare ourselves by meeting with Marquette staff to ensure they could meet certain accommodations. Soon after my acceptance to Marquette, my mom and I contacted the Office of Disability Services to learn how I would be able to manage PKU during my undergraduate career. After exchanging a few emails back and forth with various people, we arranged a meeting with the general manager of Sodexo at Marquette. As we walked with him through various dining halls, and I felt comfortable with the options available. When we toured Cobeen hall, he introduced me to the head chef for Cobeen's kitchen. We were told this particular chef would be able to make whatever I wanted for dinner, as long as I brought it in a few hours ahead of time. I cannot possibly express how relieved we felt after that day. All of the people we met that day seemed so accommodating and willing to help. Even if I did not decide to follow through with any of the special accommodations, it was so nice to know that the staff was willing to work with me to figure out a system that would keep me healthy and satisfied.

Sure enough, I found that maintaining my diet at Marquette was a lot easier than I had expected, and I did not take advantage of the special services that had been offered to me. During my first year, I remember eating countless amounts of salads and sushi from the AMU's Marquette Place. Some days, if everyone wanted to eat at Schroeder Hall and I knew I shouldn't eat higher-protein pasta or pizza, I would get a Caesar salad from the AMU and bring it to Schroeder so I could still eat with my friends. While it was annoying to have to do this, I understood it was necessary if I wanted to maintain normal phenylalanine levels and good grades.

While I had figured out a system that worked for me, I had to wonder if other students had enough assistance from Marquette dining services to maintain healthy eating habits. Before starting my freshman year at Marquette, I had met another girl with PKU who was also about to begin her first year here. During the school year, we did not communicate much about our experiences with the dining services, but second semester she contacted me and complained about the limited options available to us. I told her I was living off of salads and sushi and just trying to make the meal plan work with my dietary needs. To my surprise, she explained that she was trying to receive a refund for her meal plan because she was unable to reach an agreement about accommodations with the Marquette dining staff. Along with my personal motivations, Helen's negative experience helped me formulate a research question. I wanted to discover what the Marquette Dining Services was doing to provide enough healthy food to its students, and in particular, what steps they were taking to accommodate students living with special dietary restrictions.

### **Methods Used for Investigation**

After reflecting on my own experience with Marquette University Dining Services during my first year, the first step of my research process involved a personal interview with my friend from freshman year, Helen Baker\* (\* indicates name change). Helen began her freshman year at Marquette at the same time that I did, and she had ultimately received a refund for her meal plan second semester. As it happened, Helen had a very difficult time trying to reach an agreement with the dining staff providing the necessary special accommodations. I was eager to hear more about her experience and how she thought Marquette's dining services could improve.

To further my knowledge of Sodexo at Marquette, I contacted the General Manager, Kevin Gilligan, via email in order to ask him several questions. Mr. Gilligan was very helpful by answering my questions about what kinds of steps his staff takes when a student presents a particular dietary need. Through this correspondence, I was able to gain a better understanding of Sodexo's progress since my first year (2009-2010). With this new information, I wanted to propose more ideas to improve our system even further.

As a method of comparison, I contacted dietitians at the University of Wisconsin-Madison in order to learn how their program functions. UW-Madison is widely renown for their Genetics and Metabolic Departments, so I thought it would be interesting to see if they were able to better accommodate students given their research and advancements in relevant medical areas. I exchanged emails with Denise Bolduc, a UW-Madison dietitian who works with the University Housing Food Service. Ms. Bolduc was very helpful by explaining some basic details about their program and other resources they offer to students on campus. Through my correspondence with Ms. Bolduc, I was able to compare Marquette's dietary accommodation system to another university's, which was a very valuable portion of my research project.

Finally, to analyze resources provided by Marquette dining staff and Sodexo, I examined the Marquette University Dining Services website. This website offers breakfast, lunch, and dinner menu listings for different residence dining halls. To determine the effectiveness of this site, I looked at the variety of options available and the nutritional information provided.

## **Narrative of Results and Discoveries**

Through a variety of different methods, I was able to discover the truth about Marquette University Dining Services and analyze the accommodations that are offered to students with special dietary restrictions. The following section is a chronological narrative of the results of my research.

### Another First-Year Experience:

Beginning the research process, I contacted a fellow PKU patient and friend, Helen Baker, to arrange a personal interview. She was very willing and eager to share her story. To prepare for freshman year, Helen and her family contacted the dining staff in the spring, and the staff told them they could figure out all the details of her accommodations the week before Helen was scheduled to start classes. They assured Helen that everything could be figured out in a timely manner. When Helen suggested bringing her own food into the dining halls, she was told that the staff would not allow that. During the interview, Helen says, “We were going to send low-protein pasta...because we get it free in Wisconsin...and they insisted, ‘No, we’ll buy it for you’... So I went down, had a meeting with them, and basically said, “Here’s exactly where you can get it from, this is exactly what you can purchase.’ And...they never did it” (Baker). The dining staff admitted that they needed to “shop around” for alternative specialty foods at a lower price. Helen and I laughed at this because all PKU patients understand that low-protein specialty foods are extremely expensive and cannot be found at Whole Foods stores, where Marquette staff was supposedly trying to look for Helen’s alternatives. They continued to promise Helen and her family that they were doing all that they could do to help her and that they would purchase her food in a timely manner.

While the staff always said that they would take care of the situation, they were ultimately making promises they did not intend on keeping. Helen says, “We contacted someone from the dining staff in the spring. And they had actually told us, ‘Oh, you know, don’t worry about it. We’ll figure it out like the week before class starts.’ And they said, ‘It’ll only take us a week to get the foods,’ and we foolishly believed them” (Baker). Frustrated with this entire experience, Helen and her mom decided it was time to take more action. Her mom started making phone calls and sending emails to Marquette’s staff, complaining that her daughter was paying entirely too much money to not be fed. Mrs. Baker persisted and said that Helen would suffer serious problems if something were not done to aid the situation. Eventually, having received no response from dining services staff at Marquette, Mrs. Baker confronted the CEO of Sodexo across the nation. Helen says, “My mom had to threaten them and say, ‘I’m taking this to the media if something’s not done because she’s paying like, \$1800 a semester and not being fed’ ...They ended up coming back and saying, ‘Well, this is way too complicated’ ...They said, ‘Um, we’ll just refund her money’” (Baker). Rather than accommodating Helen and her special dietary restrictions, Sodexo granted her a refund and she lived without a meal plan for the remainder of her time at Marquette.

As a result of this unfavorable experience and other extenuating circumstances, Helen transferred to Alverno College for the Fall 2011 semester and has been there ever since. Today, she lives at home and commutes to campus where she is currently studying to become a nurse. Helen admits she was very homesick as a first-year student at Marquette, so her life at home is more comforting. However, she states, “I like it more being at home just because it’s easier, but I wish I could have made it work” (Baker). It’s

a shame that this experience made Helen's time at Marquette so unfavorable. Marquette is an outstanding university with lots to offer to students, but her encounter with the dining staff ultimately (in-part) motivated her transfer.

This interview led me to believe that at that time, the Marquette University Dining Services was not doing enough to accommodate students living with special dietary restrictions. I coded this interview in six different ways: "Family: Involvement in the Process and Motivation to Maintain Diet," "Measures Taken to Receive Accommodations," "Conflicting or Broken Promises Made by Marquette Dining Staff," "Frustrations; Particularly Surprising or Shocking Events," "Eating Habits and Diet Logistics," and "Resolutions to Problems." Through these lenses, I was able to analyze Helen's experience, and this gave me very valuable insight into how the Dining Services was working to effect – positively or negatively – students' health.

#### Information About Sodexo at Marquette:

Moving forward, I decided to contact the current General Manager of Sodexo at Marquette, Kevin Gilligan, and ask what kinds of changes or improvements have been made within our program since 2009 and 2010. When I first emailed Mr. Gilligan, I explained my metabolic disorder and my experience with Marquette's dining services during my freshman year, and I asked what kinds of accommodations his staff is willing to make now. Additionally, I asked if there was anyone on his staff that was particularly knowledgeable about specialty diets or dietary restrictions. I wanted to gauge the level of education his staff underwent to learn about the proper way to accommodate certain students, given their particular dietary needs.

Mr. Gilligan responded by saying, “We’ve certainly come a long way since 2009” (Gilligan). To my surprise, Sodexo at Marquette has made improvements regarding special accommodations since my freshman year. Mr. Gilligan said,

To answer your questions specifically, my leadership team and most of my managers are fairly familiar with a variety of dietary needs and restrictions as it is a part of everyday life as a college food service partner. We have trainings available for managers to better prepare them for their jobs. That being said, we are by no means medical professionals. We refrain from answering medical questions when it comes to diets... We do work closely with the Office of Disability Services as well as Health Educators on campus depending on the severity of the individual situation (Gilligan).

Upon reading Mr. Gilligan’s email, I was very pleased to hear the various changes that have been implemented within Sodexo at Marquette over the past few years. When I interviewed Helen Baker, it was clear that the dining staff did not fully understand the complexities and details surrounding PKU, and that hindered their ability to find a solution and provide accommodations to Helen. PKU is especially complicated, so it is encouraging to know that Marquette’s dining staff is working to educate themselves on specific details and restrictions. The dining staff’s willingness to work with the Office of Disability Services and Health Educators is promising and will greatly contribute to the program’s ability to accommodate students with special dietary restrictions.

#### Comparison to University of Wisconsin-Madison:

In order to further analyze our program, I contacted my dieticians at the University of Illinois-Chicago in order to find contacts at surrounding universities. One

of my dieticians, Barbara Goss, put me in contact with some dieticians at the University of Wisconsin-Madison. Denise Bolduc is a UW-Madison dietician who works with the University Housing Food Service. Ms. Bolduc explained Madison's "A la Carte" meal plan system and Cbord program. She says,

UW Madison is unique in that we have a retail dining service. The students pay some dining overhead in their room rate. After that they pay a very nominal markup on whatever they choose to eat. Our students can live with us, but they are not required to purchase a meal plan or eat here. Of course we want them to eat here, but they only pay for what they take. For someone like you the plan would be ideal as you would be limited in what you could eat (Bolduc).

It is clear that UW-Madison's "A la Carte" system is much more suitable for students with dietary restrictions, as they only pay for what they buy throughout the semester. Meanwhile, Marquette's meal plan options require each student to pay one fee for meals they might not necessarily eat. Ms. Bolduc further explains,

If someone comes here with a dietary need, they usually start with me. We talk a bit about their dietary restrictions and I show them how to navigate the system. The past few years we have worked very hard to collect nutrition and ingredient information on the products we purchase. This information is entered into our menu management system called Cbord. Students can go on line to check out our menus. They can click on an item they are interested in and the nutrition and ingredient label will come up. If they have a food allergy they can view the items that are OK for them to eat (Bolduc).

This information from Ms. Bolduc was incredibly helpful in determining how our program works in comparison to other universities' programs. After this step in my research project, it was clear that UW-Madison's system is more convenient and helpful for students.

Close Analysis of Website Information:

With this new understanding, I sought another aspect of our program to analyze, which led me to critique the Marquette University Dining Services website. After my correspondence with Denise Bolduc and a quick survey of UW-Madison's website, it was evident that their site and Cbord program were incredibly thorough. This allows for a great resource to be available to many students on their campus. Therefore, shifting my focus back to Marquette's program, I wanted to determine if our website was an adequate resource to students, whether they required special dietary accommodations or not. I examined the variety of meals offered, what kinds of ingredients were used, and what specific nutritional information was provided.

In my analysis, I found that there was a significant lack of entrees utilizing fresh produce, an essential component to most people's diets. I also noticed there was only a small portion of entrees indicated as Vegetarian or Vegan. This severely limits the options Vegetarian or Vegan students have available to them, which decreases the chances of these students staying healthy and satisfied under the restrictions of Marquette's meal plan. Furthermore, I noted that nutritional information for entrees and other side dishes was not entirely thorough. While a lot of information was provided, the nutritional facts of each entrée did not include a list of ingredients, which is a feature of UW-Madison's Cbord. While implementing this would require a lot of time and effort

on behalf of the Marquette Dining Services staff, it would be very helpful for students to be able to see a list of ingredients. It would allow them to fully understand if the entrée or dish will work with their specific diet. In total, I identified a few areas in which the Marquette University Dining Services website could improve.

### **Proposals for Change**

Upon reviewing the various outcomes of my research, I was able to construct several short-term and long-term proposals for change on Marquette's campus. I believe the ideas I propose in this last section will ultimately enrich the health and livelihood of many students on campus, whether or not they require special dietary accommodations.

#### Short-Term Proposals:

My first suggestion for the dining staff at Marquette is to create more menu items utilizing fresh produce, which seems to be significantly lacking. While there are some entrees and dishes listed that use fruits and vegetables, I think Marquette could increase the number even further. Fresh fruits and vegetables are essential components to a well-balanced diet, and implementing more of these foods would help to enhance everyone's health. Furthermore, this would be extremely beneficial to students with dietary restrictions, such as Vegetarians, Vegans, and PKU patients like me.

Secondly, the Marquette Dining Services should post more thorough nutritional information for each menu item listed on the Marquette Dining Services website. While there has been a lot of improvement in this area over the past few years, it can ultimately improve even further. I propose that the dining services staff should work to gather lists of ingredients for all menu items and post this information on its website. When analyzing UW-Madison's Cbord information provided on their University Housing Food

Service website, I noticed their information was extremely thorough. It is inevitably very helpful for students to have this information at their disposal before deciding where and what to eat. The differences in Marquette's information and UW-Madison's information prompted this specific proposal (please refer to Appendix A). If Marquette were to implement this, it would be very helpful for the student body at large, especially individuals with dietary restrictions or food allergies.

My last short-term proposal to improve Marquette University Dining Services and their accommodations to students is to encourage the managers to host/participate in Health Educator Workshops for dining hall staff members when a student presents a special dietary request or need. This proposal was generated by my correspondence with Kevin Gilligan of Sodexo at Marquette. He says, "We would certainly welcome a training session with on campus personnel to further our knowledge" (Gilligan). This idea sounds very practical and beneficial; it allows the dining staff to be more educated about the specific restrictions of a particular diet. This would have been extremely helpful when Helen Baker was going through her ordeal with the dining staff. If the staff had been taught about the particular parameters of PKU, they would have understood that patients with PKU need specialty foods in order to maintain healthy phenylalanine levels. Therefore, they might have been more willing or able to accommodate Helen by reaching an agreement about her food in a timely manner. Although some dietary guidelines are straightforward, I propose these educational workshops take place if a student presents a particularly complicated or rare set of special dietary circumstances. This change would benefit the students, health educators, and dining hall staff, as they would all be able to reach an understanding in a shared learning environment.

Long-Term Proposals:

Looking forward to the development of Marquette University, the first long-term proposal towards improvement of dietary accommodations is to construct kitchen facilities in *every* residence hall on campus, available for student use exclusively. This would offer students a place to prepare their own food, which is beneficial for a variety of reasons. Firstly, college is a time when students can gain independence and learn how to take care of themselves. Giving first and second-year students a chance to prepare their own food would enable them to learn an essential skill that they might not otherwise have. Kitchen facilities are not only practical, but they would also contribute to the development of Marquette's students. With newly constructed kitchen facilities, students would be able to gain food preparation skills for their own gain rather than having to rely heavily on their meal plan. Furthermore, kitchens at each residence hall would give students a place to prepare specialty food suitable to their particular dietary needs. Personally, I lived in Abbottsford Hall during my freshman year, and there are no kitchens available. I would have really appreciated the opportunity to cook my low-protein specialty foods in my residence hall, and that opportunity would probably have kept me healthier than I was otherwise. Thus, constructing kitchen facilities in every residence hall would not only benefit students with special dietary restrictions, but it would also help the undergraduate/underclassmen student body as a whole.

Additionally, I propose development of an "A la Carte" meal plan option for undergraduate students in addition to current meal plan options. This meal plan would be available for students with especially complicated dietary restrictions and obtainable through an application process, to ensure that the individual is properly qualified to opt-

out of the regular meal plan options. This proposal was motivated by my correspondence with UW-Madison dieticians who explained their school's "A la Carte" meal plan. This type of system is a lot more suitable for students with dietary restrictions, for it gives them the chance to only pay for what they choose to buy. When generating this idea for change, I understood that a complete transformation of our current meal plan system to an "A la Carte" system is not necessarily realistic, given the procedures of undergraduate residence and the amount of money that is generated from the current plans. That being said, this proposal would be a good compromise between Marquette and students with dietary restrictions. This option still allows Marquette to receive money from students; therefore, it is a clear improvement from the solution reached with Helen Baker's situation in 2009. Instead of granting refunds to students with especially complicated diets, this "A la Carte" meal plan option would still help generate money to Marquette's Residence Life/Dining Services program(s). This system would also be beneficial to the individuals with special dietary restrictions, for they would only pay for food items they choose to buy. Marquette's current meal plan options require one fee for a certain number of meals that one does not necessarily use. For students with medical diets, this can be a big waste of money, as they are not always able to find acceptable options. For these reasons, I believe developing an "A la Carte" meal plan option for students with special dietary restrictions would be beneficial for both Marquette and its students.

My final long-term proposal for change is to form a Vegetarian/Vegan and/or Specialty Diet Advisory Board(s) composed of Marquette students, Health Educators/dieticians, and dining hall manager(s). These advisory boards would host monthly meetings to develop and test new recipes with the aim of improving healthy

menu options suitable to their own particular needs. This particular idea was generated from Pooja Patel's article, "What's a Veggie Student to Do?" in which Patel explores how certain universities are making their campuses more Vegetarian and Vegan-friendly. Specifically, Patel says:

The University of Maryland at College Park recently created a "Vegetarian/Vegan Advisory Board" composed of students, the school dietician, a student employee and dining hall managers. They meet monthly to test recipes, with the goal of improving the vegetarian menu and adding more non-meat choices (Patel).

This idea from Patel's article prompted me to create this final proposal. It seems like an excellent way to come up with new menu options, as it allows staff and students to work together to reach a consensus. While the University of Maryland at College Park used this board to create more vegetarian menu items, I think a similar board (or boards) could be formed at Marquette for students with dietary restrictions. This would allow more options to be available to students who might otherwise have a hard time finding something acceptable to eat. The students would be able to provide their opinion about the food while the staff would discuss the logistics and realities of creating the food. The formation of Vegetarian/Vegan and/or Specialty Diet Advisory Board(s) at Marquette would greatly contribute to the health of a variety of students.

### **Conclusion**

In the final analysis, the Marquette University Dining Services program has made meaningful progress since my first year in 2009. My short-term and long-term proposals were generated from the variety of outcomes of research and are ultimately intended to improve Marquette's dining accommodations to students with special dietary restrictions.

More generally, my proposals will also contribute to the health and livelihood of many students on Marquette's campus. These proposals are certainly achievable and realistic, and I can only hope they be taken under serious consideration by Marquette University Dining Services.

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**Appendix A**

Please note the differences between nutritional information of similar entrees provided by Marquette’s Dining Services website (left) and University of Wisconsin-Madison’s Dining and Culinary Services Cbord (right):

<b>Nutrition Facts</b>	
Serving Size 1 Patty (244g)	
Amount per Serving	
<b>Calories 460</b>	Calories from Fat 220
% Daily Value	
<b>Total Fat 24g</b>	<b>37%</b>
Saturated Fat 7g	33%
Trans Fat 0	
<b>Cholesterol 120mg</b>	<b>41%</b>
<b>Sodium 1200mg</b>	<b>50%</b>
<b>Total Carbohydrates 29g</b>	<b>10%</b>
Dietary Fiber 2g	9%
Sugars 5g	
<b>Protein 30g</b>	
Vitamin A 10%	• Vitamin C 6%
Calcium 23%	• Iron 12%
* Percent Daily Values are based on a 2,000 calorie diet.	
<b>Chicken Breast Parmesan</b>	
Golden Fried Chicken Breast Topped with Marinara, Parmesan and Mozzarella	
Contains milk, eggs, wheat, soy beans, gluten, mustard	

<b>Chicken Parmesan Sandwich</b> <span>Close</span>	
<b>Nutrition Information</b>	
Serving Size: 9.250 oz Portion (269g)	
Amount Per Serving	
<b>Calories: 579</b>	Calories from Fat: 270
% Daily Value	
<b>Total Fat: 30 Gram</b>	<b>46%</b>
Saturated Fat: 7 Gram	35%
<b>Cholesterol: 65 MG</b>	<b>22%</b>
<b>Sodium: 1250 MG</b>	<b>52%</b>
<b>Potassium: 10 MG</b>	<b>0%</b>
<b>Total Carbohydrate: 47 Gram</b>	<b>16%</b>
Dietary Fiber: 3 Gram	12%
Sugars: 3 Gram	1%
<b>Protein: 30 Gram</b>	<b>60%</b>
Vitamin A: 4%	• Vitamin C: 20%
Calcium: 20%	• Iron: 10%
<b>Ingredients:</b> Chicken Filet Brd Precooked 5454BB(Skinless boneless chicken breast fillets with rib meat, water, modified food starch, salt, sodium phosphates, carrageenan. Breaded with bleached wheat flour and durum flour (enriched with niacin, ferrous sulfate, thiamine mononitrate, riboflavin, folic acid), water, modified food starch, salt, garlic powder, spices, soybean oil, yellow corn flour, leavening (sodium acid pyrophosphate, sodium bicarbonate), dextrose, extractives of paprika, cellulose gum (sodium carboxymethylcellulose), natural flavor, sodium alginate.), Organic Tomato Pasta Sauce(Ground Organic Tomato Canned(Organic Vine-ripened Unpeeled Ground Tomatoes, Organic Tomato Puree and Sea Salt.), Local Onion Diced - RHC(Local White Onion), SupHerb Fresh Basil Frozen 5 LB, California	

As demonstrated by these two images, UW-Madison’s nutritional information is considerably more thorough and therefore more helpful to students.