

# Annual Program Review 2011-2012 ADMINISTRATIVE PROGRAMS

#### **FOOD SERVICES**

#### **Authorization**

Author/Manager: Nancy Jordan

Dean:

Date Received by Program Review: December 8, 2011

#### **Overview of the Program**

**Statement of Purpose –** briefly describe in 1-3 sentences.

To provide quality dining services to meet the diverse needs of the campus population.

Please list the most significant achievement accomplished since your last program review.

Provided the campus with quality dining options, 12 hours per day, despite staffing & student worker reductions. Met the nutritional needs of the daytime and evening students, staff and faculty.

List the current major strengths of your program

- 1. Quality food product at reasonable prices.
- 2. Maintained a consistently low food cost percentage (25% 30%)
- 3. Implementation of a new cash register system that enables customers to purchase their food with credit cards. In addition, GCC Food Service Gift Cards (debit cards) are now available for purchase.

List the current weaknesses of your program

- 1. Staffing Shortage
- 2. Limited food prep areas in the kitchen area and poorly designed front service line.
- 3. Outdated and aging equipment that requires constant repairs adding to department expense.

#### 1.0. Trend Analysis

Use the data provided to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

Service				Custome			
Area	Service Provided	Criteria	2007- 2008	2008- 2009	2009- 2010	2010- 2011	Trends
Upstairs Cafeteria	Serves breakfast & lunch. 60% of the food is produced in	# Served	87,210	77,924	80,159	77,013	Decrease in sales due to staff & student
	this area for distribution to other food service venues	Revenue	Data not avail.	260,615	280,664	256,338	worker reductions
Downstairs Cafeteria	Fast food options from 7 am-7pm.	# Served	164,067	126,243	139,840	134,154	Decrease in sales due to
	Deli sandwiches, salads, soup, grab & go items.	Revenue		398577.00	450725.00	435333.79	staff & student worker reductions
Milky Way Cafe	Fast food options for breakfast & lunch to meet the	# Served	32,359	28,711	24,242	Only open 10 days	Milky Way closed 3/2011 due to lack of
	needs of the lower portion of the campus	Revenue		75211.00	68918.00	37,215.28	staffing/student workers
Catering	Provide private catering services	# Served	n/a	n/a	n/a	n/a	Catering orders remained
	for all campus needs: breakfast, lunch & dinner	Revenue		26657.00	22014.00	28302.00	constant

STAFFING	Management.	Classified	Hourly	Student Workers Hrs.
2007-2008	1	12	0	11,872
2008-2009	1	10	0	7,392
2009-2010	1	10	0	10,944
2010-2011	1	9	0	4,160

1.1. Describe any trends and how this affects students (if applicable) and your service recipients, area or the district.

Staff Reductions – classified staff (retirees), student worker hourly allocation.

Affect: Impacts the ability to provide efficient and prompt food order processing for campus population. Customers inconvenienced by longer wait times to receive their orders.

Impacts the ability to utilize other staff members when position vacancies arise due to illness, vacations, lunch and break periods. Manager has been required to fill vacant positions reducing her time being able to spend on management responsibilities.

Necessity to close revenue generating venues; i.e. Milky Way, Casa Ortega.

1.2. Is there other relevant quantitative/qualitative information that affects the evaluation of your service area?

Reduction of classes offered each semester due to budget restraints impacts or daily sales. Not as many students on campus.

Affect: Due to all of the above (1.1, 1.2) reduction in revenue generated. College is required to subsidize Food Services with monetary supplementation.

#### 2.0. Outcomes

Please provide the following information for each service function in this area.

Program Service/Function	Outcome Developed	Have outcomes been assessed? Yes or No	Has the assessment data been analyzed? Yes or No	Has the data been used for program improvement?
Food Product Expenses	Track food purchases through monthly financial reports	Yes	Yes	Yes
Annual Campus Food Survey	Using data captured from 2011 Student Survey	Yes	Yes	No

- 2.1. Please comment on your answers above. Include whether evidence from assessments shows that the program is improving and/or achieving desired outcomes.
  - Food Product Expense
     Continuing to reduce annual food cost expenses beginning from year 2007/2008
     through present period.
  - 2. Annual Student Satisfaction Survey 2007-2011.

    Reflects a decline in satisfaction. Does not detail areas not meeting student satisfaction.
- 2.2 Briefly summarize any elements of your program/services that have been changed or will be changed as a result of assessments.

Annual Student Satisfaction Survey -

Work with Ed Karpp to revise section on Campus Food Services to provide more detailed information that will isolate precise areas of food services performance that are not meeting student needs and expectations.

Once data is received, outcome assessed and analyzed, plan of action will be developed to increase customer satisfaction campus wide.

2.3 Based on the program assessment evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process and your plans to continue progress.

Identified that the content in the annual Student Satisfaction survey for Food Services is unsubstantive. Survey questions need to be more detailed to gain useful information to support implementation for change. Find out what students are looking for in food services.

#### 3.0. Reflection and Action Plans

3.1 What recent activities, dialogues, discussions, etc. have occurred to improve program outcomes or processes?

Collaborating with Ed Karpp to revise survey. Just beginning process. Survey to be finalized by March 2012.

3.2 Using the weaknesses, trends and assessment outcomes listed on the previous pages as a basis for your comments, please <u>briefly</u> describe your plans and/or modifications for program improvements.

Plans or Modifications	Anticipated Improvements
Upstairs Cafeteria	Renovation of upstairs food production areas and front service line. Replace old outdated equipment.
Casa Ortega (in downstairs Cafeteria)	Terminate Casa Ortega venue and replace with Fresh Fruit/Smoothie Health Food Bar.

Format Rev. 10.10.11

## **2011 PROGRAM REVIEW**

#### **FOOD SERVICES**

#### PT Food Services Worker II

# A:FOD-1

**Section 4: CHAC REQUEST** 

If this is a repeat request, please list the year(s) requested: 2010/2011

- **4.1**. Describe the position including the complete description used to advertise for the position. Also include the division/department/program or service and full-time percentage for the position.
  - 2 Part-time, (hourly) Food Services Worker II 24 hrs. per week, 50% of full time positions Carries out a wide variety of routine assignments in a college cafeteria and to assist others in performing specialized aspects of food service operations.

#### 4.2 Criteria:

a) Are there state or federal mandates particular to this program/service? If so, please describe.

No			

b) How does this position support the objectives and functions of the college in regards to the Mission Statement, EMP goals, annual college goals and/or student need?

These positions would assist in providing easily accessible, continuous food services for campus students, faculty and staff to meet their nutritional needs during the daytime and evening hours.

c) Please provide quantitative data to support your request (such as program review, research office reports, surveys, etc.)

2010-2011 Final Budget Reports, AR/AP Reports; reflecting total monthly and annual sales. Reflective of staffing reduction (employee retirements student workers) impact on decrease in sales due to venue closures and reduction in customer service operating hours.

d)	Is this request related to compliance	with a	collective	bargaining	agreement?
	If so, please explain.				

	No
L	e) Are there industry standards that directly relate to this position? If so, please explain.
	No

#### 4.3 Additional Information

a) What implications does the addition of this position have on: budget, staffing, facilities and equipment?

Increase in annual Food Service salary expense. No increase on benefit expense since these are two (2) hourly positions.

Facilities would not be impacted.

b) Discuss any benefits your program may have lost from not receiving this requested position.

Continued reduction in venue operations, customer service hours. Elimination of daily menu specials, weekly specials, Faculty/Staff Tuesday lunches. Additional job responsibilities added to manager's existing workload.

c) Are there any special concerns that are not addressed in this request? If so, please explain.

None

d) Describe how this position enhances student success and/or program outcomes.

Food Services would be able to extend hours of operation, as well as the possible re-opening of closed food venues to meet students' nutritional needs from 7:00AM – 9:00PM. Currently the last venue closes at 7:30PM leaving students with only vending machine food options.

**4.4** Please attach data from Human Resources on new classified hires in your program during the past five years, including the full-time percentage of each new hire.

Subject: Re: Food services new hires

From: njordan@glendale.edu

Date: Tue, December 6, 2011 1:49 pm
To: "Nicole Hise" < nhise@glendale.edu>

This is to confirm that in the last 5 years, you have had (1) permanent new hire:

Jeffrey Hechter, Cook DOH: 4/28/08

# **2011 PROGRAM REVIEW**

Section 4		
Resource	Req	uest

Food Services New Food Venue

A:FOD-2

Noodiloo Noquot
Type of Resource Request:
Facilities/Maint Classroom Upgrades New space Conference/Travel Instructional Equip Training X Other Computer/Hdware Software/Licenses Supplies
Mandatory: Is this request for one-time funding? _X_ OR Does this request require ongoing funding?
If this is a repeat request, please list the Resource ID code or year requested:
Mark if the following apply to this request: Health & Safety Issue Legal Mandate Accreditation Requirement Contractual Requirement
<b>4.1</b> . Clearly describe the resource request.
New Food Venue: Removal of Casa Ortega venue – Replace with Fresh Fruit/Smooth Health Food Bar Removal of old equipment and replace with 1 refrigeration unit - \$8,000.00 Purchase of 3 new commercial blenders / 1 commercial fruit/vegetable juicer - \$2,967.00  Amount requested \$11,000.00
4.2. Justification and Rationale: What planning goal, core competency or student outcome does this request address? Use data from your report to support your request.
College food trends and data reflects students attending surrounding college campuses are looking for healthier dining options. By offering a fruit/juice health food bar, this venue would meet those trends and be reflected on the 2012 Annual Student Satisfaction Survey.
4.3. What measurable outcome will result from filling this resource request?
Student/Campus population satisfaction.
Increase in revenue from sales. Enhanced variety of dining options.

### **APPROVALS**

AGENCY	DECISION						
The Program Review Committee has reviewed the data, outcomes and plans in the report and finds this request to be:	Well supp	Well supported					
	Adequately supported				Х		
	Not supported						
	Reason:	Sect.1: Data	Sect.2: SLOs		Sect.3: Plans	Other:	
							1
Standing Committee Review of Resource Request Prioritization							
Committee: Administrative Affairs Score							