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**Program Efficacy Report  
Spring 2011**

**Name of Department**: Food Services

**Efficacy Team: Celia Huston, Kathy Kafela**

**Overall Recommendation (include rationale): Continuation**

**Next Program Efficacy Update: 2013/2014**

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| **Food Services focus daily on meeting the nutritional needs of faculty, staff and students. The Department is aware of their strengths and weaknesses and incorporates those strengths and weaknesses into planning. For instance, the department is aware that their main location is not convenient to the entire campus due to the location of the new Campus Center and the ongoing construction of the campus. The department has taken steps to lessen the inconvenience by staffing a food cart on the north end of campus, accepting phone orders to expedite cafeteria service and enhancing their automated payment options. Food Services will have a permanent retail location in the new Math/Science Building. Food Services is in compliance with the State and Federal Regulations and has received the grade of “A” from health department.**  **Customer satisfaction is determined by a student survey and while results are tabulated and displayed in the EMP One-Sheet, but if it has been analyzed and/or incorporated into planning it was not noted in the efficacy document. Food Services has limited productivity data. The EMP One-Sheet list campus FTEs and while Food Services does serve the entire campus community there is no data that tells us the type or number of contacts that are made at each of the current retail locations. The number to daily/weekly/monthly transactions might be a better measure of productivity and the data may already be being tracked by the cash register.**  **Overall, Food Services meets campus expectations. Their mission is tied to the campus mission. They serve quality food to an ethnically diverse population. Good nutritious meals at affordable pricing contribute to student success. The cafeteria dining room is not only a place for students to eat, but an area they can us for social/recreational purposes.** |

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part I: Access** | | |
| ***Demographics*** | *The program does not provide*  *an appropriate analysis regarding identified differences in the program’s population compared to that of the general population* | *The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.*  *If indicated, plans or activities are in place to recruit and retain underserved populations.* |
| **Efficacy Team Analysis and Feedback:**  Food Services has four locations throughout the campus that serves the entire college population. These services are provided through a variety of ways, cafeteria, food cart, vending selection and catering services for all populations on campus.  Food Services serves the entire campus and therefore their service population exactly mirrors the campus population in ethnicity, gender and disabled students. | | |
| ***Pattern of Service*** | *The program’s pattern of service is not related to the needs of students.* | *The program provides evidence that the pattern of service or instruction meets student needs.*    *If indicated, plans or activities are in place to meet a broader range of needs.* |
| **Efficacy Team Analysis and Feedback:**  Food Services provides quality hot and cold meals for breakfast, lunch and dinner. Food Services hours are adequate to meet campus needs. The food cart is open on the north end of campus during high traffic times. Vending machines are available 24/7. Food Services also provide catering for campus & student events. | | |
| **Part II: Student Success** | | |
| ***Data demonstrating achievement of instructional or service success*** | *Program does not provide an adequate analysis of the data provided with respect to relevant program data.* | *Program provides an analysis of the data which indicates progress on departmental goals.*  *If applicable, supplemental data is analyzed.* |
| **Efficacy Team Analysis and Feedback:**  **Food service contributes to student success by offering nutritious hot and cold food options at a reasonable cost. Good nutrition enhances student learning and employee performance. Food service has collaborated with EOPS & STAR programs to accept food vouchers for students needing meals.**  **The cafeteria dining room provides students, staff and faculty with a place to relax, network with their peers and study. WiFi is available so students are able to access online resources.**  **Food Services employee’s student workers each semester.** | | |
| ***Student Learning Outcomes*** | *Program has not submitted student learning outcomes for all courses certificates or degrees. Does not have a three-year plan on file.*  *Program has not analyzed assessment results and implemented changes where appropriate.* | *Program has submitted student learning outcomes for all courses certificates or degrees. Program has a three-year plan on file.*  *Program has analyzed assessment results and implemented changes where appropriate* |
| **Efficacy Team Analysis and Feedback:**  **N/A** | | |
| **Part III: Institutional Effectiveness** | | |
| ***Mission and Purpose*** | *The program does not have a mission, or it does not clearly link with the institutional mission.* | *The program has a mission and it links clearly with the institutional mission.* |
| **Efficacy Team Analysis and Feedback:**  **The mission of Food Services is aligned with the campus mission.** | | |
| ***Productivity*** | *The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.* | *The data shows the program is productive at an acceptable level.* |
| **Efficacy Team Analysis and Feedback:**  **Food Services notes that they measure productivity and customer satisfaction thru surveys, but does not discuss the results of the surveys in their efficacy document. A chart that includes survey result is in their EMP One-Sheet shows results over a three month period in 2010 with results ranging from 51% to 88%. Food Services should analyze these results and incorporate them into their planning processes. Additionally, if Food Services is, or has the ability, to track the number of transactions by day and hour the data would be beneficial for productivity numbers and could further be used in planning.**  **Food Services is subject to outside measures of productivity such as compliance with State and Federal regulations. Food Services has received an “A” from the Health Department for the past three years indicating that Food Services maintains cleanliness and safe food handling practices.** | | |
| ***Relevance, Currency, Articulation*** | *The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* | *The program provides evidence that curriculum review process is up to date. Courses are relevant and current to the mission of the program.*  *Appropriate courses have been articulated with UC/CSU or plans are in place to articulate appropriate courses.* |
| **Efficacy Team Analysis and Feedback:**  **N/A** | | |
| **Part IV: Planning** | | |
| ***Trends*** | *The program does not identify major trends, or the plans are not supported by the data and information provided.* | *The programidentifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provides data from internal research or research from the field for support.* |
| **Efficacy Team Analysis and Feedback:**  **One trend is an increase in the use of credit/debit cards by customers. Additional credit/debit machines would expedite check-out time and decrease wait time.**  **The downturn in the economy may results in increased theft. Food Services will plan additional security measures.**  **Additionally, Food Services noted in increase in requests for special dietary & ethnic meal, plans to provide nutritional information, ways to reduce costs and save energy.** | | |
| ***Accomplishments*** | *The program does not incorporate accomplishments and strengths into planning.* | *The program incorporates substantial accomplishments and strengths into planning.* |
| **Efficacy Team Analysis and Feedback:**  **Food Services identifies several accomplishments. The installation of their first debit/credit machine has been successful and as noted in their planning they intend to add more debit/credit machines. A new microphone was purchased to announce food ready for pick-up in the cafeteria dining room. Signage regarding security cameras is a first step in plans to deter theft.** | | |
| ***Weaknesses/challenges*** | *The program does not incorporate weaknesses and challenges into planning.* | *The program incorporates weaknesses and challenges into planning.* |
| **Efficacy Team Analysis and Feedback:**  **Food Services sees the physical location of the main cafeteria as a challenge. Located on the south end of campus, the cafeteria is a long walk for many customers. There is a plan to open another site in the new Physical Science building. The acquisition of an additional debit/credit machine would speed up services. Theft is an on-going problem and the department has requested that shelving for backpacks be installed to prevent customers from bringing back into the merchandise area.** | | |
| **Part V: Technology, Partnerships & Campus Climate** | | |
|  | *Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.*  *Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate* | *Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.*  *Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.* |
| **Efficacy Team Analysis and Feedback:**  **Food Services has received several technology enhancements including the debit/credit machine, new fax/copiers and use of Power Point to inform campus of hours and daily specials. The EMP One-Sheet includes further technology plans including a second debit credit machine and use of the new campus website for advertising.** | | |