

# **INSTITUTIONAL PROGRAM REVIEW 2010-2011**

## **Program Efficacy Phase, Spring, 2011**

### **Purpose of Institutional Program Review**

Welcome to the Program Efficacy phase of the San Bernardino Valley College Program Review process. Program Review is a systematic process for evaluating programs and services annually. The major goal of the Program Review Committee is to evaluate the effectiveness of programs, and to make informed decisions about budget and other campus priorities.

The Institutional Program Review Committee is authorized by the Academic Senate to develop and monitor the college Program Review process, receive unit plans, utilize assessments as needed to evaluate programs, recommend program status to the college president, identify the need for faculty and instructional equipment, and interface with other college committees to ensure institutional priorities are met.

The purpose of Program Review is to:

- Provide a full examination of how effectively programs and services are meeting departmental, divisional, and institutional goals
- Aid in short-range planning and decision-making
- Improve performance, services, and programs
- Contribute to long-range planning
- Contribute information and recommendations to other college processes, as appropriate
- Serve as the campus' conduit for decision-making by forwarding information to or requesting information from appropriate committees

Our Program Review process is two-fold. It includes an annual campus-wide needs assessment in the fall, and an in-depth review of each program every three years that we call the Program Efficacy phase. Instructional programs are evaluated the year after content review, and every three years thereafter, and other programs are placed on a three-year cycle by the appropriate Vice President.

An efficacy team of two disinterested committee members will meeting with you to carefully review and discuss your document. You will receive detailed feedback regarding the degree to which your program is perceived to meet institutional goals. The rubric that the team will use to evaluate your program is included with this e-mail

When you are writing your program evaluation, you may contact efficacy team assigned to review your department or your division representatives for feedback and input. The list of readers is being sent to you with these forms as a separate attachment.

Forms are due back to the Committee Chairs, Reviews and Division Dean by **March 28, 2011.**

*It is the writer's responsibility to be sure the Committee receives the forms on time.*

In response to campus wide feedback that program review be a more interactive process, the committee piloted a new program efficacy process in Spring 2010 that included a review team who will interviews and/or tour a program area during the efficacy process. Another campus concern focused on the duplication of information required for campus reports. The efficacy process will incorporate the Educational Master Plan One-Page Summary (EMP Summary) and strive to reduce duplication of information while maintaining a high quality efficacy process.

## Program Efficacy, Spring 2011

Please complete and attach this cover sheet as the first page of your report.

**Name of Program:**

Food Services

**Name of Division**

Administrative Services

**Name of Person Preparing this Report**

Tracy Morrison

**Extension**

8671

**Name of Department Members Consulted**

Margaret Sweeney, Valerie A-Schiel,

**Name of Efficacy Team**

Celia Huston, Kathy Kafela

**Program Review Committee Representatives**

Dena Murillo-Peters, Caleab Losee, Rose King, Rocio Delgado

<b>Work Flow</b>	<b>Due Date</b>	<b>Date Submitted</b>
Date of initial meeting with department	February 28, 2011	March 22, 2011
Final draft sent to the dean		March 22, 2011
Report submitted to Program Review Team		March 25, 2011
Meeting with Review Team		

**Staffing**

Please list the number of full and part-time employees in your area.

<b>Classification</b>	<b>Number Full-Time</b>	<b>Number Part-time, Contract</b>	<b>Number adjunct, short-term, hourly</b>
Managers	1		
Classified Staff	5	1	
<b>Total</b>	6	1	

## Part I. Questions Related to Strategic Initiative: Access

### Access

How does the department provide access to the college for students, staff, and the community?

We currently offer four food options on campus; The cafeteria, the Food Cart, Vending selections and Catering services for students, faculty, staff and the community. The Cafeteria located in the Campus Center serves made to order; breakfast, lunch, dinner and a variety of hot meals, deli sandwiches, beverages and bakery items. The Food Cart located in the breezeway of the Health Life and Science Building provides a selection of sandwiches, salads, snacks, hot and cold beverages. There are a variety of vending machines stocked with snacks, coffee, soft drinks and water available from coin operated to debit card available at various locations on campus.

The hours of operation are posted near each entrance of the facility. Services are limited during the academic breaks.

Since the Campus Center Cafeteria is not centrally located, the plan to open a point of sales location in the new Physical Science building will be important for students and staff on the north end of campus. Multiple locations make food purchases more possible for students who have physical limitations or time constraints. Staff and students can utilize the convenience of phone-in ordering. Groups visiting the campus (field trips, meetings, etc.) are welcome to patronize Food Services.

### Pattern of Service

Describe the pattern of service and/or instruction provided by your department, and how it serves the needs of the community.

We provide a variety of nutritious, high-quality foods that are readily available on campus in convenient locations and at consistent convenient hours. Typically patrons must come to the Cafeteria or Food Cart to purchase food. Food carts are walk-up serving stations. The Cafeteria combines walk-up, phone-in and special orders. The Cafeteria provides numerous food and beverage choices each week. The menu changes daily so there is always something to appeal to every faculty, staff and student. There are plans to open another point of sales located in the Physical Science building for those on the north end of the campus. Catering services are provided through the department for faculty/staff meetings and for student and campus events. The food service department provides ice carts for clubs whenever they have events on campus at no cost to the students. Our primary goal is to provide the best services at the best prices.

Hours of operation/pattern of scheduling

The hours of operations are posted near each entrance of the facility. The Cafeteria hours are 7:00am to 8:00pm Monday–Thursday and Friday 7:00am to 1:30pm with overlapping scheduling during peak hours. The Food cart is available Monday-Thursday 10:30 am to 2:00 pm. Snacks, Coffee, Soft drinks, and Water vending machines are available around campus 24-hours daily. Catering services are scheduled as needed.

Alternate Delivery Methods

Phone ordering available for pick-up for customers to expedite time in Cafeteria. Adding a Point of Sale (POS) system would increase volume of people and decrease time standing in line.

Weekend and evening services

N/A

## Part II. Questions Related to Strategic Initiative: Student Success

Describe the services and/or instruction provided by your program and how the services in your program support student learning.

Food Services primarily provide food and beverages and an open and welcoming environment for students, faculty and staff. Nutritious hot and cold options for breakfast, lunch and dinner are available, as well as many healthy snack items and beverages. We offer convenient hours of operation for the student that may have morning and evening classes. Vending Services are throughout the campus 24-hours daily. The Cafeteria should be viewed as an important part of the educational experience of a student. The Cafeteria is a place for students to communicate and relax before or after class and one of the few times for social gathering outside the classroom. A high-quality diet in a convenient manner at reasonable cost provides students the opportunity to meet and dine with other SBVC students or those in the community. Certain groups spend a good deal of time in the cafeteria on a regular basis. There are many regular customers among students and staff. Staff and students use the area for study sessions and club meetings while having meals. The Food Cart location provides quick, easy access for patrons with time restraints on the north end of the campus. Overall students; faculty and staff do not need to leave campus for meals. Collaborating with the EOPS and STAR Programs we except food vouchers for those students needing assistance with meals. We support student learning when we hire and train SBVC student workers in the skills needed for food services.

## Part III. Questions Related to Strategic Initiative: Institutional Effectiveness

### Mission and Purpose:

*SBVC Mission: San Bernardino Valley College provides quality education and services that support a diverse community of learners.*

What is the purpose of the program?

Food Services provide a variety of nutritious, high-quality foods that are readily available on campus in convenient locations and at consistent convenient hours.

How does this purpose relate to the college mission?

We directly support the SBVC community by providing quality food services; our menu is designed with a diverse community in mind, something for everyone. Friendly service is an important component of Food Services.

### Productivity

How does you department measure productivity and customer satisfaction? Provide a chart or table with three-years of data. What does the data reveal about the productivity of your program over a three year period? Relevant data to your program might include:

- Relative status of the department at SBVC in comparison to the same department at other multi-campus districts in terms of
  - i. staffing levels
  - ii. compliance with state, local, and federal regulations:
- Average time to respond to requests for service
- Average time to respond to complaints

- Results of user satisfaction surveys: enclosed with report
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Food Service measures productivity and customer satisfaction through surveys. Surveys are placed in the dining area or patrons may go online. Food Services Department is in compliance with the State and Federal Regulations. Our department has received the grade "A" for the Inspection Summary Report from the Health department for the past 3 years. Additional staffing is needed to provide adequate and sufficient service to our campus. We will continue to improve the quality of food and services by utilizing new trends and initiatives to better serve and retain customers.

#### **Part IV. Planning**

What are the trends, external to the institution, impacting your student enrollment/service utilization? How will these trends impact program planning?

One trend is the increase in credit/debit sales; additional credit/debit processing machines are needed. A Point of Sale system would expedite customer, staff and office time. Use of the internet via email and texting as a method of communication could be further utilized in receiving customer orders and transmitting information. Continuing to place supply orders via the internet can be further utilized. Specialized dietary meals are often requested. Consideration should be made for more healthy food choices, vegetarian/vegan and ethnic options. Energy/waste reduction could become an important cost-saving factor. Consider better control of A/C in office area, recycling or waste-reduction programs. A challenging economy may result in more shoplifting/product theft; planning for tighter or additional security could be considered. There will be an increase desire for nutritional information, this can be provided (calorie count, grams of fat, ingredients) on request and also posted.

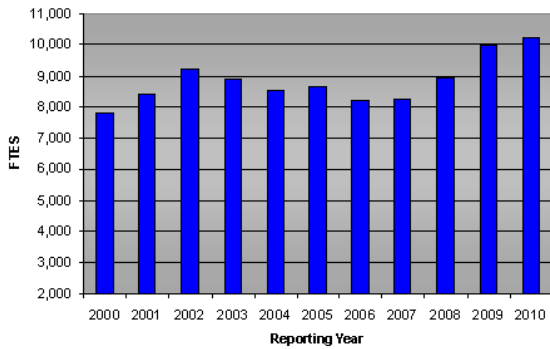
#### **Accomplishments and Strengths**

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding the accomplishments of the program, if applicable. In what way does your planning address accomplishments and strengths in the program?

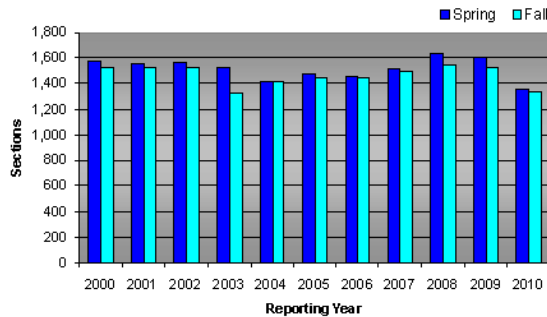
Signage is posted notifying customers of security cameras to deter theft. A Debit/Credit card machine has been installed in the department to allow students the use of their debit or credit card opposed to getting cash from the ATM machine where they are charged an additional fee. The Debit machine is a profitable method to increase sales. New microphone installed for customers to hear orders called out to be picked-up. The Food Cart location provides quick, easy access for patrons with time restraints on the north end of the campus. Overall students; faculty and staff do not need to leave campus for meals. Continue to expand service access to student's meals. To be financially self-sufficient department. To continue to look for partnerships and coalitions among public and private sectors to enhance programs and quality of food. The department continues to remain in compliance with the State and Federal Regulation.

# FOOD SERVICES

San Bernardino Valley College FTES

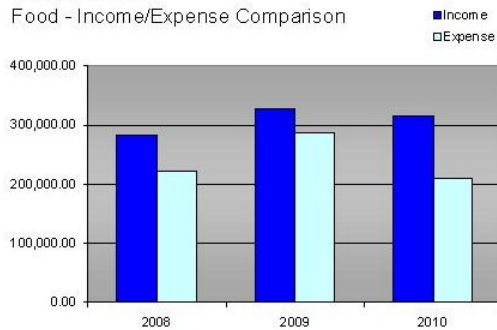


Campus Section Count



Food Services

Food - Income/Expense Comparison

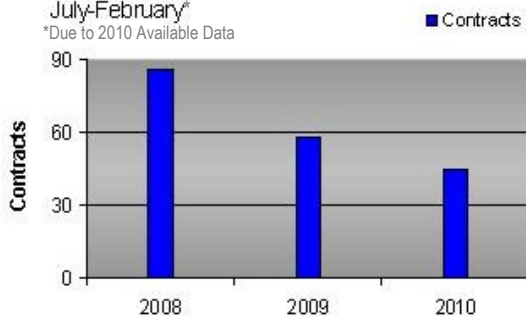


Food Service

Catering Contracts

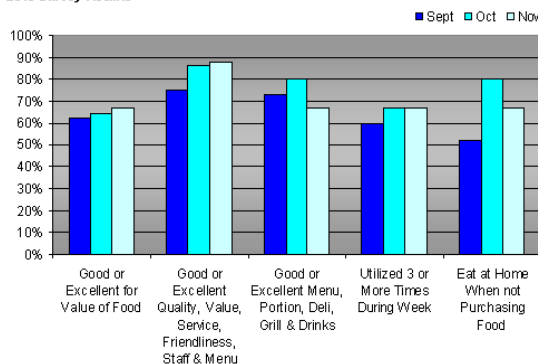
July-February\*

\*Due to 2010 Available Data



Cafeteria

2010 Survey Results



## Description:

Food Services is dedicated to satisfying the College's need for nutritious meals for a diverse student body. The department currently operates one retail outlet and an exterior food cart service when adequate staffing is available. The department employs one manager and six support staff members.

## Assessment:

Assessment of Food Services is based on direct customer feedback and campus surveys. A community suggestion box is located at the Service Counter.

## Program Goals:

- A second automated credit and debit card payment station
- Utilize SBVC website for advertising
- Campus' preferred local food vendor
- Adequate numbers of retail outlets and hours of service to satisfy the demands of a rapidly growing student body

## Challenges and Opportunities:

- Additional FTE staff is necessary to maintain quality of service and hours of operation
- Food services finds itself in competition with multiple local establishments and the Culinary Arts Dining Room service
- The current location of the Cafeteria is not conducive to the student population on the north end of the campus

## Action Plan:

Food Services will continue to assess the quality of service provided to the community, ensuring that outstanding customer service will be provided at a reasonable cost. Future opportunities to expand retail outlets and hours of operation will continue to be examined.

# Letter Grade Card

Facility: San Bernardino Valley College

Address: 701 Smt Vernon SB



Cafeteria

GRADE

**A**

☐ NO CORRECTIVE ACTION REQUIRED

☒ MINOR VIOLATION(S) OBSERVED

☐ MAJOR VIOLATIONS OBSERVED IN THE FOLLOWING AREAS:

☐ Food Temperature Controls

☐ Food Protection

☐ Employees / Food Handling

☐ Vermin

☐ Liquid Waste Management / Plumbing

☐ Water / Sanitizing

☐ Worker Certification / Consumer Information

☐ Facility Condition

☐ Structural / Restrooms

☐ Janitorial / Signs

A COMPLETE INSPECTION REPORT CAN BE VIEWED AT THIS FACILITY UPON REQUEST AND IS AVAILABLE AT ENVIRONMENTAL HEALTH SERVICES

TO VIEW ALL FOOD FACILITY SCORES/GRADES, VISIT OUR WEB SITE:

[www.sbcounty.gov/dehs](http://www.sbcounty.gov/dehs)

*M. Krueger*

ENVIRONMENTAL HEALTH SPECIALIST

3-15-11

DATE

## ENVIRONMENTAL HEALTH SERVICES OFFICES

### Central Valley Region

San Bernardino ..... (909) 387-3047

### East Valley Region

San Bernardino ..... (909) 387-4608

### West Valley Region

Rancho Cucamonga ..... (909) 948-6058

### Desert Region

Victorville ..... (760) 243-3773

### Mountain / Highland Region

San Bernardino ..... (909) 387-0214



## Weaknesses

Referencing the narratives in the EMP Summary, provide any additional data or new information regarding planning for the program. In what way does your planning address trends and weaknesses in the program?

The physical location of the Campus Center Cafeteria requires students, faculty and staff to walk to the south end of campus. Utilizing other locations on campus would provide better services. Acquiring additional debit/credit card machines would better serve students and staff in the Cafeteria and across campus. Also adding a point of sale system would greatly improve accuracy and speed of operation. A request was made to install shelves outside the food service area for backpacks as in the Bookstore; this would prevent customers from bringing bags into the merchandise area, hopefully deterring theft. As the college website is updated customer surveys, menus, request for catering and information regarding locations, hours and products could be easily accessible to our customers.

## Currency

Follow the link below and review the last college catalog data. Is the information about your program correct? If not, how does the program plan to remedy the discrepancy? *[In lieu of College Catalog entry, please verify that information on Research and Development website is correct]*

[http://www.valleycollege.edu/Instruction/Files/Catalog/2010-2011/SBVC\\_Catalog\\_1011\\_Complete.pdf](http://www.valleycollege.edu/Instruction/Files/Catalog/2010-2011/SBVC_Catalog_1011_Complete.pdf)

We will be submitting changes to the catalog in regards to the wording and mention of the Food Cart.

## **Part V. Questions Related to Strategic Initiatives: Technology, Campus Climate and Partnerships.**

Describe how your program has addressed the strategic initiatives of technology, campus climate and/or partnerships.

We have received new computers in the office, a new copier/fax, Microsoft Office upgrades and a debit/credit card processor. Food Services use Power point to inform the campus of hours of operations and daily specials.