Program Efficacy Report
Spring 2014

Name of Department: FOOD SERVICE

Efficacy Team: David B. Smith, Kenny Melancon, Laura Cross

Overall Recommendation (include rationale): CONTINUATION

Despite a challenging economy, competition from off-site dining options, and a cafeteria mis-located away from the major flow of student traffic, Food Service is coping diligently and continues to successfully provide quality service to our campus family. They are aware of the challenges and are endeavoring to stay abreast of the ever-changing and fluid situation.

Strategic Initiative	Institutional Expectations	
	Does Not Meet	<mark>**Meets**</mark>
	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 warranted, discuss the plans or activities that are in place to recruit and retain underserved populations.*

Efficacy Team Analysis and Feedback: MEETS

The departmental demographics naturally match the campus numbers. The department is aware of the ethnic mix at SBVC and routinely rotates menus in order to meet a variety of culinary appetites and cultural restrictions.

Pattern of Service	The program's pattern of service is not related to the needs of students.	The program provides <u>evidence</u> that the pattern of service or instruction meets student needs. If warranted, plans or activities are in place to meet a broader range of needs.

Efficacy Team Analysis and Feedback: MEETS

Food Service offers four major food options: Cafeteria, Snack Bar, Vending, and Catering. The Cafeteria offers all three meals and remains open until 7:00 p.m. in order to serve students taking advantage of evening classes. Vending sales are available on a 24/7 basis. Collected data indicates that both debit and credit sales are popular options; phone-in orders and multiple locations allow students with only a brief window of time between classes to get prompt service. Special orders are also accessible. Students who are frequent purchasers are rewarded with incentive cards.

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 <u>analysis</u> of the data which indicates progress on departmental goals. If applicable, supplemental data is analyzed.

Efficacy Team Analysis and Feedback: MEETS

Data is naturally limited with such a disparate collection of sales points, but available statistics (2011, 2012, 2013) indicate a steady stream of customers skewing toward the peak morning and lunchtime hours. The Cafeteria provides a collegial setting both for nutritious food but also the vital socialization that is a healthy aspect of campus life, giving students the opportunity to mingle in a variety of social settings.

Student Learning Outcomes and/or Student Achievement Outcomes	Program has not demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.	Program has demonstrated that they have made progress on Student Learning Outcomes (SLOs) and/or Service Area Outcomes (SAOs) based on the plans of the college since their last program efficacy.

Efficacy Team Analysis and Feedback: MEETS

Employees receive ongoing training regarding food safety and sanitation and the constant flow of updated health codes/regulations. Employees are required to obtain valid food handler licenses. Cleanliness, teamwork are constantly guarded.

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: MEETS

Food Services describes itself as a hospitality organization dedicated to providing our SBVC community with high-quality foods and services in a variety of settings. They focus on convenience, both in terms of hours of service and available locations. The campus mission is also served by the department's healthy Catering department, with a wide variety of options offered for faculty/staff meetings, student and campus events, and special visitor programs. Ice carts are offered gratis to clubs meeting throughout the campus.

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: MEETS

Food Service utilizes campus surveys to measure the pulse of the student body regarding their service. Both online and Cafeteria surveys are available. The State Health Service has granted an A inspection rating for the past five years. With efficient service as a key priority, Food Service has added a POS payment which streamlines payment and eliminates the necessity of making expensive cash ATM withdrawals for a minor purchase.

Relevance, Currency, Articulation	*The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* *Out of date course(s) that are not launched into Curricunet by Oct. 1 may result in an overall recommendation no higher than Conditional.*	*The program provides evidence that the curriculum review process is up to date. Courses are relevant and current to the mission of the program. Appropriate courses have been articulated or transfer with UC/CSU, or plans are in place to articulate appropriate courses.*

Efficacy Team Analysis and Feedback: MEETS

NOTE: Food Service works in tandem with Culinary Arts; classes are available for training in food safety and sanitation, and food preparation.

Part IV: Planning

Trends	*The program does not identify major trends, or the plans are not supported by the data and information provided.*	*The program <u>identifies and describes</u> major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support.*

Efficacy Team Analysis and Feedback: MEETS

Considering social-media trends, Food Services hopes to add POS payments to the north-campus Snack Bar. They also are drawing plans to increase email and texting options for timely ordering and the purchasing of specialty diet plates. The trend toward healthier menus is leading to consideration of increased vegetarian and began options as well as more ethnic fare. As SBVC seeks to improve its renewable energy/ green efficiency, Food Services is exploring ways to conserve energy, champion recycling, and reduce waste. As a service to students, the department is exploring ways to communicate nutritional data on all offered menu items: calories per serving, grams of fat, etc.

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: MEETS

Signage regarding video surveillance is helping to deter theft. POS systems, now a profitable reality, have improved service to students and speeds up delivery. Microphones have been installed to announce order pick-ups. The catering department has experienced steady growth the past three school years. Food Service continues to seek out city partners and public/private coalitions. NOTE: it would be well for the department to articulate some concrete successes in this arena.

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: MEETS

The department addresses repeatedly the ill-advised location of the Cafeteria away from the most-populated north part of campus. However, the Snack Bar is a thriving stop-gap provider of services. Cumbersome payment is being alleviated as point-of-sale machinery continues to be expanded. Backpack shelves (similar to the Bookstore's) could help to deter possible theft at both locations.

Part V: Technology, Partnerships & Campus Climate		
	Program does not demonstrate that it incorporates 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 does not have plans to implement the strategic initiatives of Technology, Partnerships, or Campus Climate.	*Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.*

Efficacy Team Analysis and Feedback: MEETS

It is hoped that the campus's revamped web site can accommodate customer surveys, menus, catering requests, hours of operation, etc. The Food Service computer system has been updated with Microsoft Office upgrades. As mentioned, POS capacity is being added across campus.

Part VI: Previous Does Not Meets Categories	
Program does not show that previous deficiencies have been adequately remedied.	*Program describes how previous deficiencies have been adequately remedied.*
Efficacy Team Analysis and Feedback (N/A if there were no "Does not Meets" in the previous efficacy review): N/A	