INSTITUTIONAL PROGRAM REVIEW 2013-2014
Program Efficacy Phase: Administrative Services

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.

For regular programmatic assessment on campus, the Program Review Committee examines and evaluates the resource needs and effectiveness of all instructional and service areas. These review processes occur on one-, two-, and four-year cycles as determined by the District, College, and other regulatory agencies. Program review is conducted by authorization of the SBVC Academic Senate.

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 appropriate committees

Our Program Review process includes an annual campus-wide needs assessment each Fall, and an in-depth efficacy review of each program on a four-year cycle. All programs are now required to update their Educational Master Plan (EMP) narrative each Fall. In addition, CTE programs have a mid-cycle update (2 years after full efficacy) in order to comply with Title 5 regulations.

Two or three committee members will be 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 embedded in the form. As you are writing your program evaluation, feel free to contact the efficacy team assigned to review your document or your division representatives for feedback and input.

Draft forms should be written (and submitted to the Dean) so that your review team can work with you at the small-group workshops (Mar 7, Mar 28, and Apr 11, 2014). Final documents are due to the Committee co-chair by Friday, April 14, 2014 at midnight.

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 work with the writer as they draft their documents during the efficacy process. Another campus concern focused on the duplication of information required for campus reports. As such, the efficacy process now incorporates the EMP sheet, a curriculum report, SLO/SAO documentation already generated elsewhere. The committee continues to strive to reduce duplication of other information while maintaining a high-quality efficacy process.

Program Efficacy
2013-2014

Complete this cover sheet as the first page of your report.

Program Being Evaluated

Food Services

Name of Division

Administrative Services

Name of Person Preparing this Report   **Extension**

Tracy Morrison   8671

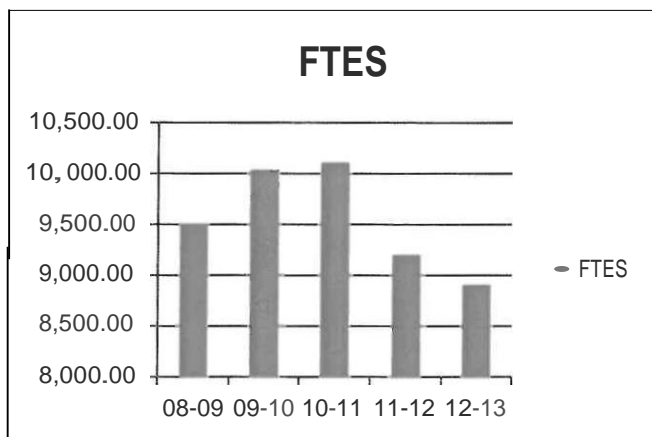**Names of Department Members Consulted**

Valerie Alex Schiel, Rebecca Dean

Name of Reviewers

Work Flow	Due Date	Date Submitted
Date of initial meeting with department	3-4-2014	
Final draft sent to the dean & committee	3-28-2014	
Report submitted to Program Review Team	4-14-2014	
Meeting with Review Team		
Report submitted to Program Review co-chair		

Staffing

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

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

Food Services

FTES

	08-09	09-10	10-11	11-12	12-13
Duplicated Enrollment	74,834	78,161	77,517	67,437	66,418
FTEF	609 51	587 86	590 41	545.85	544.94
WSCH per FTEF	467.38	512.29	513.78	505.69	490.49

All Courses

	08-09	09-10	10-11	11-12	12-13
Success	62%	63%	64%	68%	69%
Retention	79%	81%	81%	84%	89%

	08-09	09-10	10-11	11-12	12-13
Sections	3147	2887	2671	2317	2329
% of online enrollment	8%	8%	10%	10%	15%
Degrees awarded	707	678	598	728	
Certificates awarded	420	458	366	344	

Description:

The Food Services operation is dedicated to satisfying the College's need for nutritious meals for a diverse student body. The department currently operates two retail and provides catering services. We are in the process of re-opening the Coffee shop at the Library. The department employs one manager and six support staff.

Assessment:

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

Program Goals:

- Provide automated credit and debit card payment options at all food locations for customers
- Make Food Services the campus preferred local food vendor
- Provide adequate numbers of retail outlets and hours of service to satisfy the demands of a rapidly growing student body.
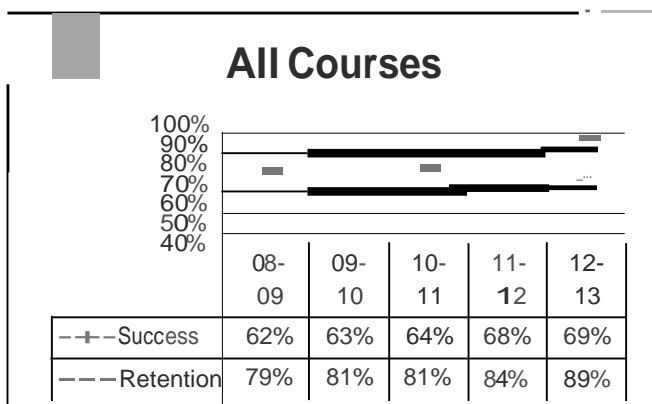
Challenges and Opportunities:

- Additional FTE staff is necessary to maintain quality of service and hours of operation.
- Food Services find 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 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.

Part 1: Questions Related to Strategic Initiative: Access

Use the demographic data provided to describe how well you are providing access to your program by answering the questions below.
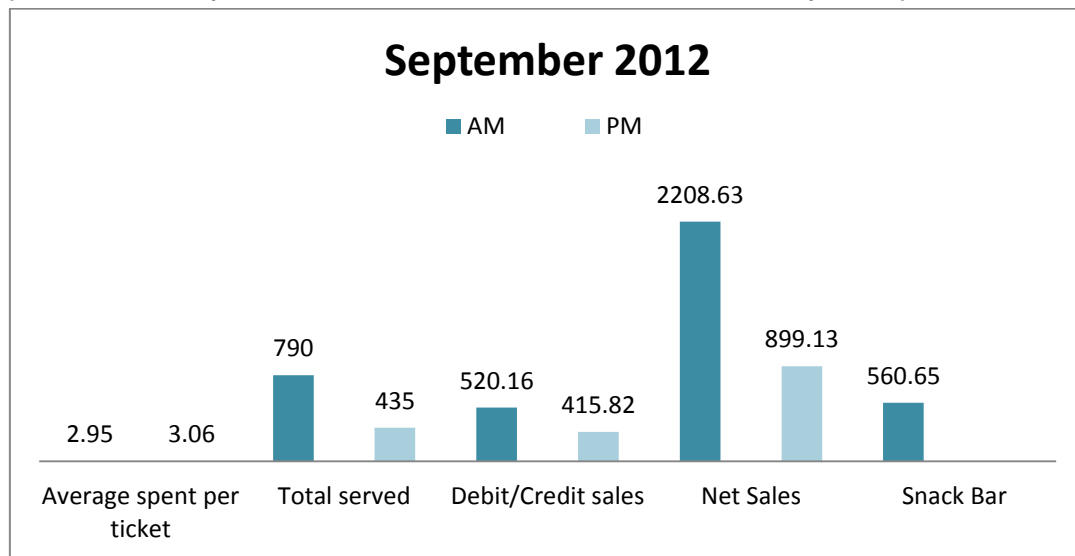
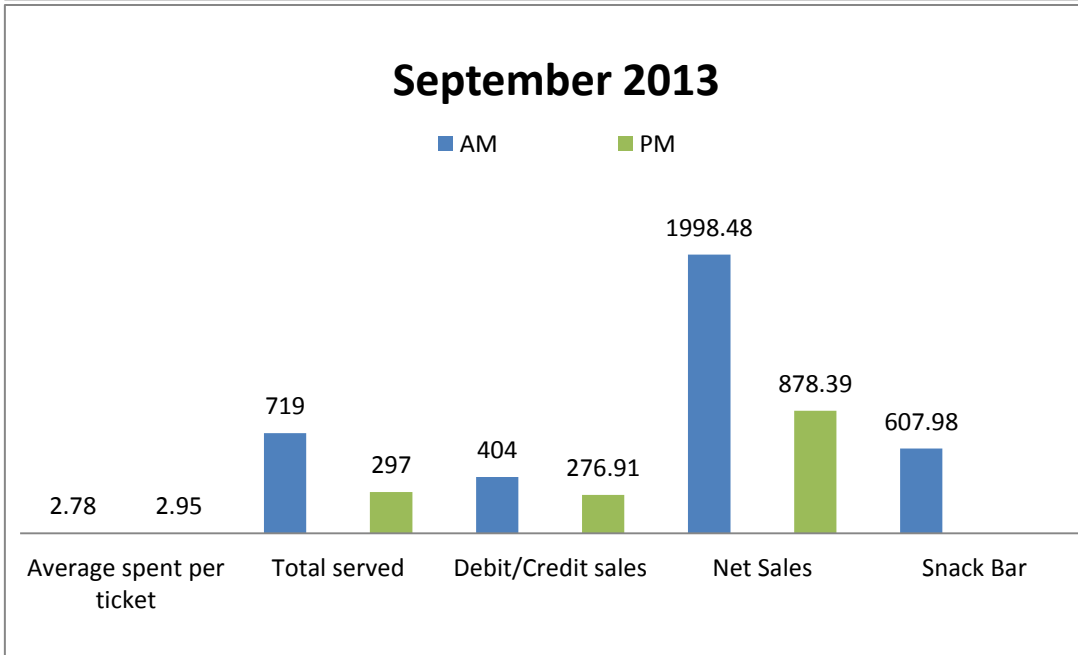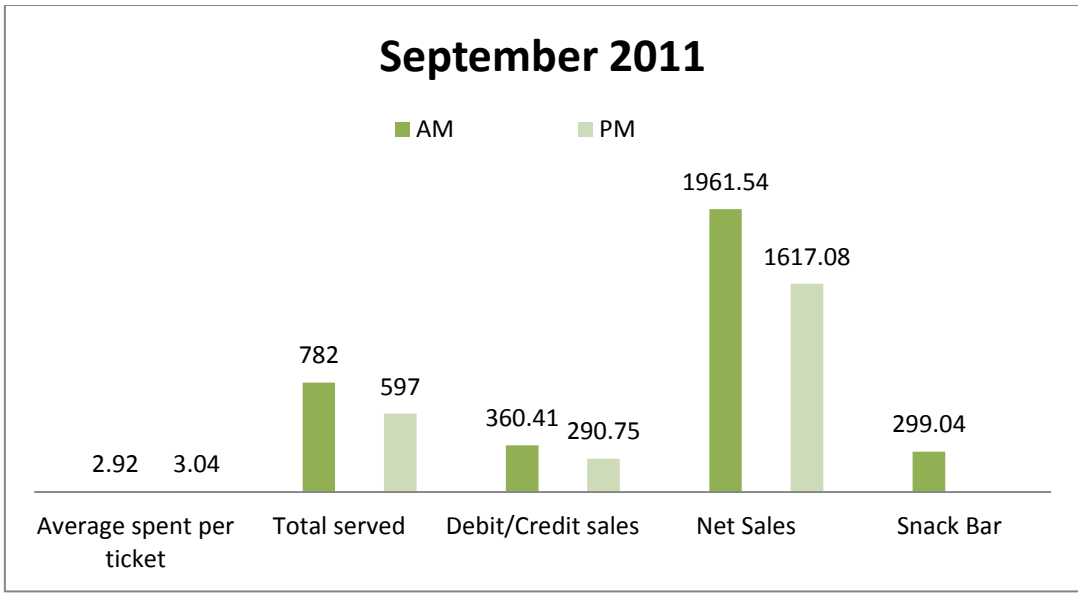| Strategic Initiative	Institutional Expectations	
	Does Not Meet	Meets
Part 1: Access		
Demographics	The program does not provide an appropriate analysis regarding identified differences in the program's population compared to that of the general population	The program provides an analysis of the demographic 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.
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 warranted, plans or activities are in place to meet a broader range of needs.

Program (%)	Demographics Spring 2010 -Spring 2013	Campus (%)
4.5	Asian	4.5
19.1	African-American	19.1
1.9	Filipino	1.9
50.0	Hispanic	50.0
1.0	Native American	1.0
0.7	Pacific Islander	0.7
20.6	White	20.6
2.2	Other/Unknown	2.2
54.3	Female	54.3
45.7	Male	45.7
5.7	Disability	5.7
29.2	Average Age	29.2

Provide an analysis of how internal demographic data compare to the campus population. Alternatively provide demographics relative to the program that are collected. If internal data is not collected, describe plans to implement collection of data.

We currently offer four food options on campus; The Cafeteria, the Snack bar, 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 Snack bar located at the Physical 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, having the Snack bar at the north end of campus is imperative. Multiple locations make food purchases more possible for students who have physical limitations or time restrains. Staff and students can utilize the convenience of phone-in ordering. Catering services accommodate the needs of our customers by providing quality, cost effective food and service in an appealing and caring environment. Groups visiting the campus (field trips, meetings, etc.) are welcome to patronize Food Services. We have a diverse student population that is complimented with a variety of cultural food options to choose from. Though demographics reflect a more dominant Hispanic and female population we provide food options to satisfy all. We have records to reflect daily sales; however currently we're not able to record the ethnicity. The Food Service Department plan to survey students & staff to note their ethnicity on questionnaire for future reference.


September 2012

■ AM   ■ PM

	Average spent per ticket	Total served	Debit/Credit sales	Net Sales	Snack Bar
AM	2.95	790	520.16	2208.63	560.65
PM	3.06	435	415.82	899.13	

September 2011

Legend: AM, PM

	AM	PM
Average spent per ticket	2.92	3.04
Total served	782	597
Debit/Credit sales	360.41	290.75
Net Sales	1961.54	1617.08
Snack Bar	299.04	

September 2013

Legend: AM, PM

	AM	PM
Average spent per ticket	2.78	2.95
Total served	719	297
Debit/Credit sales	404	276.91
Net Sales	1998.48	878.39
Snack Bar	607.98	

Pattern of Service

How does the pattern of service and/or instruction provided by your department serve the needs of the community? Include, as appropriate, hours of operation/pattern of scheduling, alternate delivery methods, weekend instruction/service.

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 Snack Bar to purchase food. The Snack Bar is a walk-up serving station. 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. The Snack Bar is located in the Physical Science building for those on the north end of 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. The hours of operations are posted near each entrance of the facility. The Cafeteria hours are 7:00am to 7:00pm Monday – Thursday and Friday 7:00am to 2:00pm with overlapping scheduling during peak hours. The Snack Bar is available Monday – Thursday 10:30am to 6:00pm and Friday 8:00am to 1:OOpm. Snacks, Coffee, Soft drinks and Water vending machines are available around campus 24-hours daily. Catering services are scheduled as needed. Phone ordering is available for pick-up for customers to expedite time in the Cafeteria. We now have POS system at both stations in the Cafeteria to allow for increased volume of people and decrease time standing in line. There are no weekend services unless scheduled for a catering function.

Catering Analysis
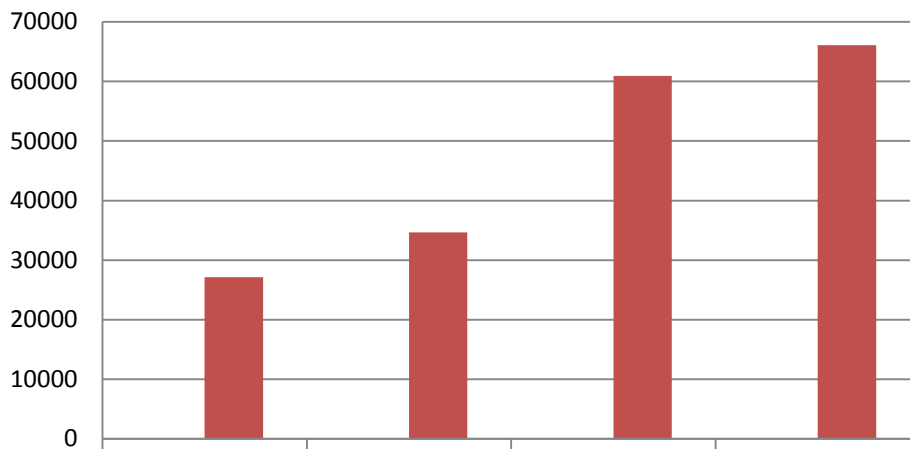
	2009 - 2010	2010 - 2011	2011 - 2012	2012-2013
Total Customers	70	103	117	120
Revenue	$27,131.07	$34,654.91	$60,905.81	$66,079.66
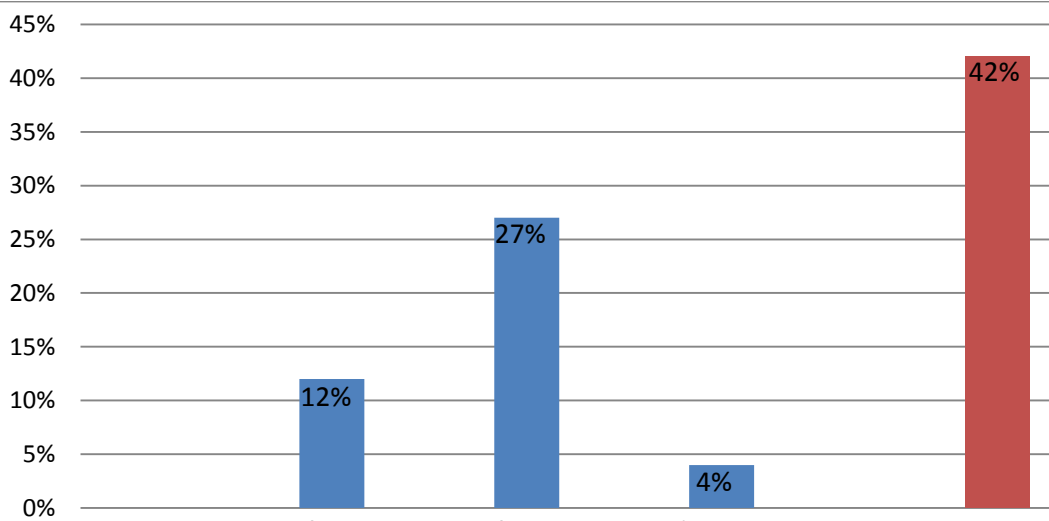
Sales Increase per Fiscal Year / Sales Increase Overall

- 09-10/10-11: 12%
- 10-11/11-12: 27%
- 11-12/12-13: 4%
- 42% (Overall)

Part II: Questions Related to Strategic Initiative: Student Success

Strategic Initiative	Institutional Expectations	
	Does Not Meet	Meets
Part II: Student Success- Rubric		
Data/analysis 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.
Service Area Outcomes (SAOs)	Program has not demonstrated that they are continuously assessing Service Area Outcomes (SAOs) based on the plans of the program since their last program efficacy. Evidence of data collection, evaluation, and reflection/feedback, and/or connection to area services is missing or incomplete.	Program has demonstrated that they are continuously assessing Service Area Outcomes (SAOs) based on the plans of the program since their last program efficacy. Evidence of data collection, evaluation, and reflection/feedback and connection to area services is complete.

Explain how the services in the program support student success.

Food Services primarily provide food and beverages in 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 who 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 Snack Bar 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 various High Schools, EOPS and STAR Programs we accept 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.

Demonstrate that your program is continuously assessing Service Area Outcomes (SAOs) based on the plans of the program since the program's last efficacy report; refer to the data provided. Include evidence of data collection, evaluation, and reflection/feedback, and describe how the SAOs are being used to maintain and improve area services (e.g., discussions, revisions, assessments, etc.).

See Strategic Initiative 5.1

Food Service has continuous training for staff/students that are employed. Training emphasizes Food Safety and Sanitation while keeping up with the ever changing regulations and health codes. Employees are required by law to obtain a valid food handler license upon working in the department.   We also continue to provide excellence service, respect, integrity accountability and most of all teamwork. Food Service has added an additional POS system in the service area which expedites time customers stand in line. Along with healthy nutritious options, convenient hour, cost effective prices. We offer incentive cards for frequent patrons to reward their support.   We provide prompt courteous efficient service, in an attractive clean environment, that contributes to a positive academic performance.

Part III: Questions Related to Strategic Initiative: Institutional Effectiveness

Strategic Initiative	Institutional Expectations	
	Does Not Meet	**Meets**
Part III: Institutional Effectiveness – Rubric		
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.
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.
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.

Mission and Purpose

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

What is the mission statement of the program?

The San Bernardino Valley College Food Services is a hospitality organization dedicated to providing the SBVC community and guest with high quality foods and services in a variety of settings. We are readily available on campus in convenient locations and 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. We assure production of the highest quality within budget and provide a variety of nutrient rich food presented in a tasty, appetizing manner.

Productivity

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three year period?
Include data that is relevant to your program. Examples of data may 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
- 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 5 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.

Relevance and Currency, Articulation of Curriculum

If applicable to your area, describe your curriculum (e.g., seminars, workshops, presentations, classes, etc. for Administrative Services).

Food Services share an area with the Culinary Arts program where classes are available for training in food safety and sanitation, food preparation.

DEP4RTMENif OF PUBLIC HEALTH
DIVISION OF ENVIRONMENTAL: HEALTH SERVICES

LETTER GRADE CARD

Facility: _JB VC — The Kitchen_

Address: _701 S. Mt. Vernon Ave., Sbdno_

GRADE

A

O NO CORRECTIVE ACTION REQUIRED *(MINOR* VIOLATION(S}
OBSERVED

O MAJOR VIOLATIONS OBSERVED

A COPY OF THE MOST RECENT INSPECTION REPORT IS AVAILABLE FOR
REVIEW UPON REQUEST AT THIS LOCATION. INSPECTION REPORTS
MAY ALSO BE VIEWED AT: www.sbcounty.gov/dph/dehs

ENVIRONMENTAL HEALTH SPECIALIST   DATE

If applicable, describe your formal curriculum by answering the questions that appear after the Content Review Summary from Curricunet.

The Content Review Summary from Curricunet indicates the program's current curriculum status. If curriculum is out of date, explain the circumstances and plans to remedy the discrepancy.

N/A

Articulation and Transfer

List Courses above 100 where articulation or transfer is **not** occurring	With CSU	With UC

Describe your plans to make these course(s) qualify for articulation or transfer. Describe any exceptions to courses above 100.

Currency

Follow the link below and review the last college catalog data.
http://www.valleycollege.edu/academic-career-programs/college-catalog.aspx

Is the information given accurate? Which courses are no longer being offered? (Include Course # and Title of the Course). If the information is inaccurate and/or there are listed courses not offered, how does the program plan to remedy the discrepancy?

Changes were provided regarding the Food Cart and replaced with the Snack Bar.

Part IV: Planning

Strategic Initiative	Institutional Expectations	
	Does Not Meet	**Meets**
Part IV: Planning- Rubric		
Trends	The program does not identify major trends or the plans are not supported by the data and information provided.	The program identifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provide data or research from the field for support.
Accomplishments	The program does not incorporate accomplishments and strengths into planning.	The program incorporates substantial accomplishments and strengths into planning.
Challenges	The program does not incorporate weaknesses and challenges into planning.	The program incorporates weaknesses and challenges into planning.

What are the trends, in the field or discipline, impacting your student enrollment/service utilization? How will these trends impact program planning?

Adding POS system is a trend that would have a positive impact in the Snack Bar at the north end of campus. 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 ethic options. Energy/waste reductions could become an important cost-saving factor. Consider better control of NC *in* office area, recycling or waste-reduction programs. A continuing challenged economy may result in more shoplifting/product theft; planning for tighter or additional security could be considered. There is 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 still posted notifying customers of security cameras to deter theft. POS systems have been installed in the department to allow customers the use of their debit or credit card opposed to getting cash from the ATM machine where they are charged an additional fee. The POS system is a profitable method to increase sales. Microphones installed for the customer to hear orders called out to be picked -up in time fashion. The Snack Bar located in the Physical Science building provides for quick, easy access for patrons with time restraints on the north end of the campus. Catering Services have increased over the past 3 years. We take pride in our Excellence. We strive to surpass the expectations through excellence, customer service with diverse catering options. Overall students; faculty and staff do not need to leave campus for meals or catering events. We continue to expand service access to student's meals. To be financially self-Sufficient department. Also 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

incompliance with the State and Federal Regulations.

Challenges

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. Additional POS systems for the Snack Bar would better serve students and staff across campus. The 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.

V: Questions Related to Strategic Initiative: Technology, Campus Climate and Partnerships

Strategic Initiative	Institutional Expectations	
	Does Not Meet	**Meets**
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.

Describe how your program has addressed the strategic initiatives of technology, campus climate and/or partnerships that apply to your program. What plans does your program have to further implement any of these initiatives?

Our computer system has been updated with Microsoft Office upgrades. Along with our debit /credit card processor we now have a new POS system which allows patrons to use their debit and credit cards. Food Services have its Cafeteria menu on the Website and plan to add the Catering menu in the future for customers to view.

VI: Previous Does Not Meets Categories

Listed below, from your most recent Program Efficacy document, are those areas which previously received "Does Not Meet." Address each area, by either describing below how your program has remedied these deficiencies, or, if these areas have been discussed elsewhere in this current document, provide the section where these discussions can be located.

Previous efficacy (2010 – 2011) did not have any areas of Does Not Meet.