



FOOD SERVICES NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2012

1. Program Description/Mission:

Citrus College Food Services is responsible for providing a wide spectrum of services in various settings campus wide. The department operates two types of food services: cafeteria and catering, which are subject to Los Angeles County Health Department regulations. Vending and concessions are outsourced. The Food Services department recognizes that all individuals are innately valuable to Citrus College and the department. The department's goal is to provide healthy foods and snacks, at appropriate prices, as well as clean facilities where students and staff can relax, study and/or visit with friends.

2. Key functions/goals of this Department/Program:

- To provide a comprehensive range of food services to the campus community including students, faculty, staff and visitors
- To provide a healthy food source that is attractive, flavorful, nutritious, and competitively priced in order to support and promote a supportive learning environment.
- To prepare and serve foods reflective of an increasingly diverse population.
- To provide a clean cafeteria that is inviting, supplements campus life and promotes student engagement.
- To operate at a profit.

3. Assessment of Outcomes:

Populate with the existing Unit Outcomes			
<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
The college's food service will assess the opinions of its clientele to ensure that it is providing an acceptable level of service as measured by taste, selection and perceived healthfulness of the current offerings as well as the friendliness of the staff and the satisfaction with the overall atmosphere.	A survey of customers will be conducted which will measure their levels of satisfaction regarding the taste, selection, and perceived healthfulness of the current offerings as well as the friendliness of the staff and the overall atmosphere (Appendix A).	No survey conducting in 2010-2011	Campus wide usage survey will be conducted during 2012-2013

4. Recommendations/Next Steps:

	Previous Recommendation	Progress/ Persons Responsible	Status	Est. completion
1	Improve promotion for cafeteria -Sampling of food around campus -1/2 off day with ASCC sticker -Sampling food in cafeteria	Philomena O'Shea	In process	In process
2	Liven up the atmosphere of the dining room	Philomena O'Shea/facilities	complete	September 2011
3	Reduce deficit by \$38,000	Philomena O'Shea	Not reached	June 2012

	New Recommendation	Progress/ Persons Responsible	Status	Est. completion
1	Create a food service marketing plan, to increase customer traffic, implement the plan, and increase sales by 5%. (3.2.4)	O'Shea		June 2013
2	Create and distribute a new campus wide usage survey for the assessment of customer needs satisfaction.(3.2.4)	O'Shea		November 2013
3	New signage to improve visibility of food services on campus (3.2.4)	O'Shea, Lopez		June 2013

5. Resources requested**FOOD SERVICES****Certificated Personnel (FNIC)**

Position	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Classified Personnel

Position	Discuss impact on goals / SLOs	Cost	Priority
N/A			

Staff Development (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
Meetings regarding cross contamination and sanitation.	Meeting standards of the department of health. Insuring highest quality of food and service	\$0	1
Meetings on time and temperature	Meeting standards of the department of health. Insuring highest quality of food and service	\$0	1

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
Repair leaks in 2 walk-In refrigerators by replacing insulation between concrete wall and refrigerator wall.	Maintain sanitation and proper food storage.	Kitchen	1

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
POS System			

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
New cooking ware	Reduction in accident potential.(OSHA)	\$1,500	1
New grill	Cooking temperature (Health Department)	\$25,000	1
refrigerator	Increase in longevity of food (Health department)	\$25,000	1
2 garbage disposals	Maintain sanitation standards (Health department)	\$5,000	1

Supplies (Division)

Item	Discuss impact on goals / SLOs	Cost	Priority
New all-in one printer	Decrease cost for ink cartridge Provides more convenience with delivering messages	\$500	2

Appendix A



Owl Café Customer Survey

1. I use my Credit/Debit card at the Café.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

2. The cashiers are courteous and friendly.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

3. I like the fresh cooked breakfast and lunch from the grill.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

4. I am happy with the sandwich line.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

5. The selection at the Mexican line is satisfactory.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

6. I enjoy the tossed-to-order salads.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

7. I like the idea of having daily specials.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

8. I like the “grab & go” food.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

9. I feel there could be a wider selection of items.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

10. I believe the food is satisfactory.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

11. The service was quick and friendly.

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

12. Do you think the café is clean and sanitary?

- Strongly Agree Agree No Opinion
 Disagree Strongly Disagree

Feel free to write any additional feedback on the back of this survey. Thank you for your input. In appreciation, please enjoy a complimentary medium soft drink.