



FOOD SERVICES NON-INSTRUCTIONAL ANNUAL PROGRAM REVIEW and PLAN 2013-2014

Committee Members:	
Philomena O'Shea	Martha McDonald

1. Program Mission/Description:

Program Mission:

Citrus College Food Services 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. The Food Services department recognizes that all individuals are innately valuable to Citrus College and the department.

Program Description:

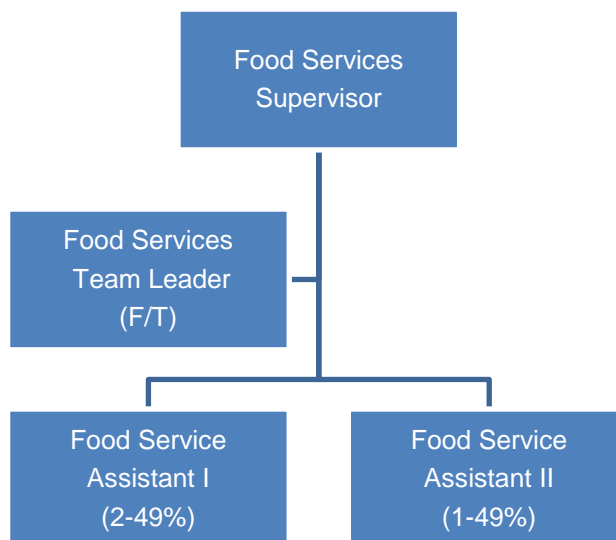
Citrus College Food Services is responsible for providing a wide spectrum of services in various settings campus wide. The department operates two types of food services: cafeteria and catering, which are subject to Los Angeles County Health Department regulations. Vending and concessions are outsourced.

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

Key functions/goals include:

- 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 without compromising quality.

Organizational Chart



3. Assessment of Outcomes:

Assessment: How did you assess the outcomes? What method did you use?

Result: What was the product or consequence of your assessment?

Change: What will you do differently as a result of what you learned from the assessment?

Populate with the existing Unit Outcomes			
<u>Outcome</u>	<u>Assessment</u>	<u>Result</u>	<u>Change</u>
1. 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.	No survey conducted in 2011-2012	Campus wide usage survey will be conducted during 2012-2013
2. 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.	An on-line 17 item campus wide survey was administered during 2012-2013 which assessed on campus dining habits, food and beverage preferences, and satisfaction with the on-campus dining services. A total of 543 surveys were completed: faculty/staff (n=218), students (n=261), and unknown (n=64).	Survey results indicated: <ul style="list-style-type: none"> majority of the respondents purchased lunch frequently Main reason they do not purchase food on campus is the food is too expensive, café not open late, or lack of variety, need for healthier options 	Based on survey results, a new menu is under development to address student and staff preferences.

4. Recommendations/Next Steps:

	Previous Recommendation	Progress / Persons Responsible	Status	Est. completion
1	Improve promotion for cafeteria <ul style="list-style-type: none"> • Sampling of food around campus • 1/2 off day with ASCC sticker • Sampling food in cafeteria 	Philomena O'Shea	In progress - Promotion must be an ongoing process if the Cafeteria is to increase its profits.	In progress
2	Liven up the atmosphere of the dining room by replacing T.V.s	Eric Magallon/facilities	Not completed for unknown reasons. Many requests to take care of this issue have been made.	ASAP 2013
3	Reduce deficit by \$38,000	Philomena O'Shea	In progress - Deficit reduction is an ongoing process in order to meet the budget goals set for me by Citrus College.	June 2013

	New Recommendation	Persons Responsible	Est. completion	Priority
1	Create a food service marketing plan, to increase customer traffic, implement the new menu plan, and increase sales by 5%. CCSP 3.2.4	Philomena O'Shea	June 2014	1
2	Create a new, streamlined menu to meet the recommendations of upper management and the needs of the students while reducing cost. CCSP 3.2.4	Philomena O'Shea	June 2014	1

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 health code.	Meeting standards of the department of health. Insuring highest quality of food and service.	None	1
Meetings on customer service.	Meetings to exceed the standards of the food service department. Insuring highest quality of food and service	None	1

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Building / Room	Priority
Repair leaks in two walk-in refrigerators by replacing insulation between concrete wall and refrigerator wall.	Maintain sanitation and proper food storage.	Kitchen	1
Refurbish outdated refrigerators in café.	Will cut future costs by preventing constant repairs and food losses.	Cafe	1

Computers / Software (TeCS)

Item	Discuss impact on goals / SLOs	Cost	Priority
Point of Sale system	Increase sales speed and efficiency.	\$35,000	3

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
New cooking ware	To reduce potential accidents (Occupational Safety and Health Act of 1970)	\$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