



FOOD SERVICES STUDENT SERVICES ANNUAL PROGRAM REVIEW 2013-2014 AND PLAN 2014-2015

Committee Members: (Alphabetized by last name)

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1. Program Mission/Description:

Program Mission:

Citrus College Food Services' goal is to provide healthy foods and snacks, at affordable 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:

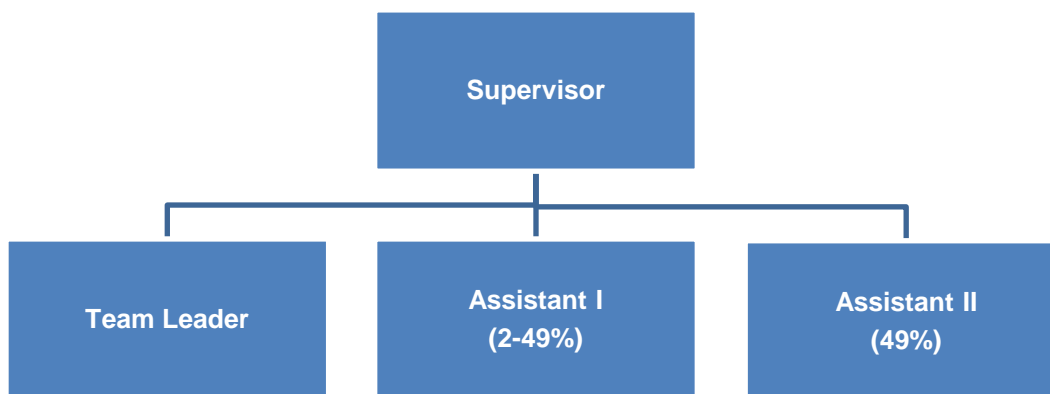
Citrus College Food Services is responsible for providing a wide spectrum of food services in various settings campus wide. The department operates two types of food services: cafeteria and catering, which are subject to Los Angeles County Health Department regulations. Vending and concessions are outsourced.

2. Key Functions/Goals:

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.

Organization Chart with Vacancies



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?*

Prompt: You may also include an analysis of workload/scope of work, and/or additional data (ARCC/Scoreboard and CCSSE surveys) to address this topic. Use existing data or document with a survey.

Populate with the existing Unit Outcomes			
Outcome	Assessment	Result	Change
1. The College's Food Service will assess the opinions of its clientele to ensure that it is providing an acceptable level of services as measured by taste, selection and perceived healthfulness of the current offerings as well as the friendliness of the staff and the satisfaction with overall atmosphere.	Survey	Survey respondents suggested lower prices and healthy menu options such as vegetarian and vegan choices.	Implemented new \$3.50 menu choices and added healthier choices to the menu.
2. Students will identify the Owl Café as a place that offers healthy choices for lunch.	Owl Café Customer Survey	Not yet begun	
3. Improve promotion for cafeteria by offering 1/2 off day of \$3.50 menu with the Associated Students of Citrus College (ASCC) sticker.	Owl Café Customer Survey	Abandon due to cost	

4. Recommendations/Next Steps:

Prompt: Provide an outline of the previous recommendations. Insert progress and titles of persons responsible.

Status should be Completed or In Progress. Indicate actual or estimated completion date by month/year.

	Previous Recommendation and / or Goals 2013-2014	Persons Responsible	Status / Progress	Completed
1	Create a food service marketing plan to increase customers, implement the new menu plan, and increase sales by 5%. CCSP 3.2.4	Supervisor	ASCC helped to get the word out for the new lower priced menu and this has increased sales 2%.	June 2014
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	Supervisor	A new lower priced menu was introduced which included healthier choices.	February 2014

4.a New Recommendations:

Prompt: List new recommendations/goals in order of priority. Indicate estimated completion date by month/year. If applicable reference the Citrus College Strategic Plan (CCSP) objectives that require funding and the Educational Facilities Master Plan (EFMP) goals for this year, using the following format.

Example: **CCSP 2.3.2**
EFMP pg. 361

	New Recommendation and / or Goals 2014-2015	Persons Responsible	Estimated Completion	Budget Priority
1 st	Create a Food Services marketing plan that includes a new menu to increase sales by 3%.	Supervisor, Interim Executive Dean	May 2015	1

Program Projections contained in the Educational & Facilities Master Plan 2011-2020	Progress toward completion: (please check one)		
Food Services	Completed	In Progress	Not yet begun
<i>N/A</i> – There are no projections in the Educational & Facilities Master Plan for Food Services.			

5. Resources Requested:

Prompt: All requests should be linked to recommendations in section 4.a (please refer to the example below). Attach additional pages as needed for complete description / discussion.

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
Health Code Training	Attend training that provides mandated health code updates to meet and maintain health standards required by the Department of Health.	No cost	1
Customer Service Training	Train staff to meet or exceed customer service operations and maintain high quality standards for food service.	No cost	1

Facilities (Facilities)

Describe repairs or modifications needed	Discuss impact on goals / SLOs	Cost	Priority
Repair leaks in two walk in refrigerators by replacing insulation between the wall and the refrigerator wall.	West Point Refrigeration will assess and repair leaks in two walk in refrigerators.	\$6,000	1
Refurbish outdated refrigerators in café.	Pepsi replaced one refrigerator	No Cost	1

Computers / Software (TeCS)

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

Equipment

Item	Discuss impact on goals / SLOs	Cost	Priority
New cooking ware	Reduction in accident potential (OSHA)	\$1,500	1
New grill	Cooking temperature is important for health and safety of all who eat at the café.	\$25,000	1
Refrigerator	Increase in longevity of food (Health Department)	\$25,000	1
2 garbage disposal	Maintain sanitation standards (Health Department)	\$5,000	1

Supplies (Division)

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