

Program Review Comprehensive Report



Program Review - Administrative: Food Services

Area Overview

2014 - 2017

Mission: To provide quality dining services to meet the diverse needs of Students, Faculty and Staff.

Identify or outline how your unit serves the mission of Norco College: Quality, healthy dining options- Offer nutritional food items for day and evening students, faculty and Staff.

List the major functions of your unit: Quality food at reasonable competitive prices
Diversified menu that offers options for every customer
Competitive Catering Menu

SAO Assessment: Reflect on the last 3 years of SAO assessment and describe what you've learned.: 1. In support of students, food services will expand food options in the corral. We will conduct an analysis on services offered to students by visiting other community college food services and make comparisons. Our target is to increase sales by offering products that people want to purchase at the right price. We will adjust our product mix based on assessment. We started to make more grab and go hot items as well as cold items. Student feedback suggested that they preferred an item that was ready to go. In 2017 the positive feedback helped us generate an increase in sales to the bottom line by \$64,912.00 and net sales increase of \$30,000.00 over previous year. In 2016 the positive feedback helped increase sales to the bottom line by \$53,385.00 and net increase of \$54,921.00 over previous year. In both 2015 and 2014 there was an increase in sales over previous year.

2. In support of students, food services will monitor financial statements to improve the bottom line. Financial statements were looked at on a monthly basis, and other financial data, sales and inventory analyzed on a daily, monthly, and quarterly basis. Targeted benchmark for the past 3 years has been to reduce the amount of interfund transfer. We eliminated the salad bar as it was taking 2 man power hours to set up and only selling 8 salads in average per day. In 2015, 2016 and 2017 the amount of interfund transfer was only \$25,000.00 compared to \$125,000.00 in 2014. Although the amount of the interfund transfer was the same the last 3 years, we were unable to reduce it in 2016 due to expense increase due to Union negotiated requirements for employees to be full-time 12 month employees. In 2017 we made a reduction in paper goods expenditure by eliminating products not used frequently which helped save \$1,365.00 for the year. The goal remained the same for 2017 but due to increase in labor wages and student employee wages we were unable to reduce this amount.

3. Implement Satellite food options. In 2016 we opened the STEM Center snack bar for breakfast in Fall semester and lunch for spring semester. The goal was to attract some of the JFK student as well as stem students to buy at the snack bar. We worked close with stem center to make sure we had the snack bar open at peak class times. Our target was to make at least \$200.00 each shift. Our results were not great as we were only making an average of \$20.00 per day. In 2017 we implemented specialty coffee to the Corral. Even though it was not a satellite food option many students were excited and help increase revenue.

4. Improve Catering Service. Since 2016 we have accommodated more request for special catering with items not on our catering menu by 20%. By either price matching outside catering or making accommodations we increased catering sales in 2017 by \$21,363.00 compared to previous year. One of the goals for 2017 was to create a survey for feedback. This is still pending as its has to be specific to each catering.

Attachments:

[2014-17 FOOD SERVICES_SAO_AdminSvcUnit.pdf](#)

[2014-17_ADMINServices_FOOD_SERVICES_ResourceRequests.xlsx](#)

Goal: Reduce Financial Contribution to the Corral.

Monitor Financial Statements to reduce/eliminate amount of Financial contribution to the corral which is currently \$25,000. from the bookstore contact.

Goal Status: In Progress

Goal Year(s): 2018 - 2021

How do your goals support the Educational Master Plan?: By reducing/eliminating the amount of Financial contribution to the corral, those contributions can be used in other ways to such as scholarships for students or other resource allocations.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 4 Objective 3: , Goal 6 Objective 3:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 4 - Objective 4.3 - Increase the number of dollars available through scholarships for Norco College students.

Goal 6 - Objective 6.3 - Ensure that resource allocation is tied to planning.

Goal: Increase service options to students

Introduce new menu items, add new mobile food cart, and implementing marketing strategies.

Goal Status: In Progress

Goal Year(s): 2018 - 2021

How do your goals support the Educational Master Plan?: With new menu items that students have suggested, a mobile food cart that is accessible at peak times and a better marketing strategy students will have a positive view of the Corral and its environment.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 2 Objective 3: , Goal 2 Objective 4:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 2 - Objective 2.4 - Increase the percentage of students who consider the college environment to be inclusive.

Goal: Improve overall financial outlook for Fund

Eliminate items in the menu that are not generating revenue, adding new menu items, implementing a mobile cart, making reductions in areas that are not going to affect student satisfaction of the Corral. Continue to Train students and staff. Develop strategies to reduce expenditures an increase revenue.

Goal Status: In Progress

Goal Year(s): 2018 - 2021

How do your goals support the Educational Master Plan?: increasing a possitive view of the Corral with students, staff and faculty.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 2 Objective 3: , Goal 7 Objective 1: , Goal 7 Objective 5:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 2 - Objective 2.3 - Increase student satisfaction and importance ratings for student support services.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal 7 - Objective 7.5 - Implement programs that support the safety, health, and wellness of our college community.

Goal: Inprove catering service

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continue to accommodate, add new items to catering menu, update catering guide and request form for ease of service, and price match when possible. Conduct catering surveys.

Goal Status: In Progress

Goal Year(s): 2018 - 2021

How do your goals support the Educational Master Plan?: Increase community partnership.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 4 Objective 6: , Goal 7 Objective 4:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 4 - Objective 4.6 - Increase community partnerships.
Goal 7 - Objective 7.4 - Increase participation in events and celebrations related to inclusiveness.