NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

Unit: _Food Services____

Please give the full title of your unit.

Contact Person: _Beth Gomez_____
Due: AUGUST 31, 2015

Please send an electronic copy to your area Vice President

Form Last Revised: AUGUST 2015

Norco College

Web Resources: http://www.norcocollege.edu/about/president/strategic-planning/programreview/Pages/index.aspx

Annual Administrative Program Review Update
Instructions

The Annual Administrative Program Review is conducted by each unit and consists of an analysis of changes within the unit as well as significant new resource needs for staff, resources, facilities, and equipment. It should be **submitted** *or* **renewed every year** in anticipation of budget planning for the fiscal year, which begins July 1 of the *following* calendar year.

The questions on the subsequent pages are intended to assist you in planning for your unit.

The forms that follow are separated into pages for ease of distribution to relevant subcommittees. **Please keep the pages separated** if possible (though part of the same electronic file), **with the headers as they appear**, and be sure to include your unit, contact person (this may change from topic to topic) and date on each page submitted. Don't let formatting concerns slow you down. If you have difficulty with formatting, Nicole C. Ramirez can adjust the document for you. Simply add responses to those questions that apply and forward the document to nicole.ramirez@norcocollege.edu with a request to format it appropriately.

If you cannot identify in which category your requests belong or if you have complex-funding requests please schedule an appointment with your college's Vice President for Business Services right away. They will assist you with estimating the cost of your requests. It is vital to include cost estimates in your request forms. Each college uses its own prioritization system. Inquiries regarding that process should be directed to your Vice President.

The college has adopted a Total Cost of Ownership calculator for the use of determining cost of faculty, personnel and other needs related to a department or program. The calculator is located under the Office of the Vice President, Business Services, as "Total Cost of Ownership (TCO) Spreadsheet" at the following link: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

Mission

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Vision

Norco – creating opportunities to transform our students and community for the dynamic challenges of tomorrow.

Educational Master Plan/Strategic Goals and Objectives 2013-2018

Goal 1: Increase Student Achievement and Success

Objectives:
1. Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
2. Improve transfer rate by 10% over 5 years.
3. Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum.
4. Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).
5. Increase completion rate of degrees and certificates over 6 years.
6. Increase success and retention rates.
7. Increase percentage of students who complete 15 units, 30 units, 60 units.
8. Increase the percentage of students who begin addressing basic skills needs in their first year.
9. Decrease the success gap of students in online courses as compared to face-to-face instruction.
10. Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2: Improve the Quality of Student Life

Objectives:
1. Increase student engagement (faculty and student interaction, active learning, student effort, support for learners).
2. Increase frequency of student participation in co-curricular activities.
3. Increase student satisfaction and importance ratings for student support services.
4. Increase the percentage of students who consider the college environment to be inclusive.
5. Decrease the percentage of students who experience unfair treatment based on diversity-related characteristics.
6. Increase current students' awareness about college resources dedicated to student success.

Goal 3: Increase Student Access

Objectives:
1. Increase percentage of students who declare an educational goal.
2. Increase percentage of new students who develop an educational plan.
3. Increase percentage of continuing students who develop an educational plan.
4. Ensure the distribution of our student population is reflective of the communities we serve.
5. Reduce scheduling conflicts that negatively impact student completion of degrees and programs.

Goal 4: Create Effective Community Partnerships

Objectives:
1. Increase the number of students who participate in summer bridge programs or boot camps.
2. Increase the number of industry partners who participate in industry advisory council activities.
3. Increase the number of dollars available through scholarships for Norco College students.
4. Increase institutional awareness of partnerships, internships, and job opportunities established with business and industry.
5. Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
6. Increase community partnerships.
7. Increase institutional awareness of community partnerships.
8. Increase external funding sources which support college programs and initiatives.

Goal 5: Strengthen Student Learning

Objectives:
1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of faculty development workshops focusing on pedagogy each academic year.

Goal 6: Demonstrate Effective Planning Processes

Objectives:
1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
3. Ensure that resource allocation is tied to planning.
4. Institutionalize the current Technology Plan.
5. Revise the Facilities Master Plan.

Goal 7: Strengthen Our Commitment To Our Employees

Objectives:
1. Provide professional development activities for all employees.
2. Increase the percentage of employees who consider the college environment to be inclusive.
3. Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.
4. Increase participation in events and celebrations related to inclusiveness.
5. Implement programs that support the safety, health, and wellness of our college community.

COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS
DUE: AUGUST 31, 2015

Administrative Unit: _Food Services

Prepared by: __Beth Gomez_____

Date: _____8/31/15_____

Submit only your Worksheets. **Do not alter the forms**, or eliminate pages. If a page does not apply simply mark N/A.

I. The Unit PROGRAM REVIEW

The Administrative (Unit Program Review) is meant to provide a broad understanding of the unit, current trends related to the unit's mission, and how the unit serves to meet the overall mission or goals of Norco College and the Riverside Community College District.

1. **What is the mission of your unit?**

   ```
   To provide quality dining services to meet the diverse needs of Students, Faculty and Staff.
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2. **Identify or outline how your unit serves the mission of Norco College.** *Please limit to a single paragraph.*

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   Quality, healthy dining options – Offer nutritional food items for day and evening students, faculty and Staff.
   ```

6

3. **List the major functions of your unit**.

Function
Quality food at reasonable competitive prices
Diversified menu that offers options for every customer
Competitive Catering menu

4. **Briefly comment on the status of your 2015 goals and objectives.**

Lower food cost — Cost of sales has been at or lower than historical costs. This is a challenge as food costs increases can be out of our control.

Open coffee cart, STEM center — STEM Center kitchen was open for a short period of time last Spring. Due to the departure of the FS Manager, this location's consistent opening had to be delayed.

Keep under budget with working hours — Student workers costs rose way above budget and projections. As a result, many changes were made and this will be carried over as a goal for the following year.

Increase Management Oversight — Due to the departure of the FS Manager, increased oversight by the VPBS was done. This allowed a closer analysis into some of the long standing issues with the Corral.

5. **MAJOR Goals and <mark>Objectives 2015 – 2016</mark> (do not include normal functions of your unit). In order from 1 – 5 is best. With 1 as the most important.**

   Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit to discern if there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
1. Reduce the amount of financial contribution to the Corral.	10/1/15	6/30/16	Closer analysis of monthly financial statements. Perpetual meeting with Management to discuss financials will need to occur.	1,2,3
2. Increase service options for students	12/1/15	6/30/16	Place the Koffee Kart in the student lounge area to serve those students. In addition, schedule regular posted hours for the STEM Center food services area.	1,2,3
3. Improve overall financial outlook for Fund	11/1/15	6/30/16	Develop strategies to reduce expenditures and increase revenue.	1,2,3

<mark>Previous Year's Assessment</mark>

SAO Assessed:	Assessment method used:	What was your target or benchmark?	What were the results?	How do you anticipate using these results?
Increase sales from one year to the next	Daily Report	Increase in sales	There was an increase in sales over the prior year	As a benchmark for the following year to continue to improve

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				bottom line.
Satellite food options	Traffic/Sales report	Increase in sales	There was an increase in sales over the prior year	To assist in making decisions on to how best serve students
Grab and Go	Daily Report/ How much was sold	Increase in sales	There was an increase in sales over the prior year	To assist in making decisions what to offer to our customers

- **Reflective Question: What did you learn that will impact your unit for the future?**

    Strategic planning and decisions have positively affected the bottom line.

Directions: The primary purpose of this update is to provide an overview of your unit's assessment activities (plans, data, responses to data, etc.) for the previous academic year as well as your plans for assessment in the upcoming academic year. If you have any questions regarding the assessment process on this aspect of the report, please contact your vice president, or the Assessment Co-chairs, Sarah Burnett at sarah.burnett@norcocollege.edu or Greg Aycock at greg.aycock@norcocollege.edu. See Appendix 1 for more information about assessment.
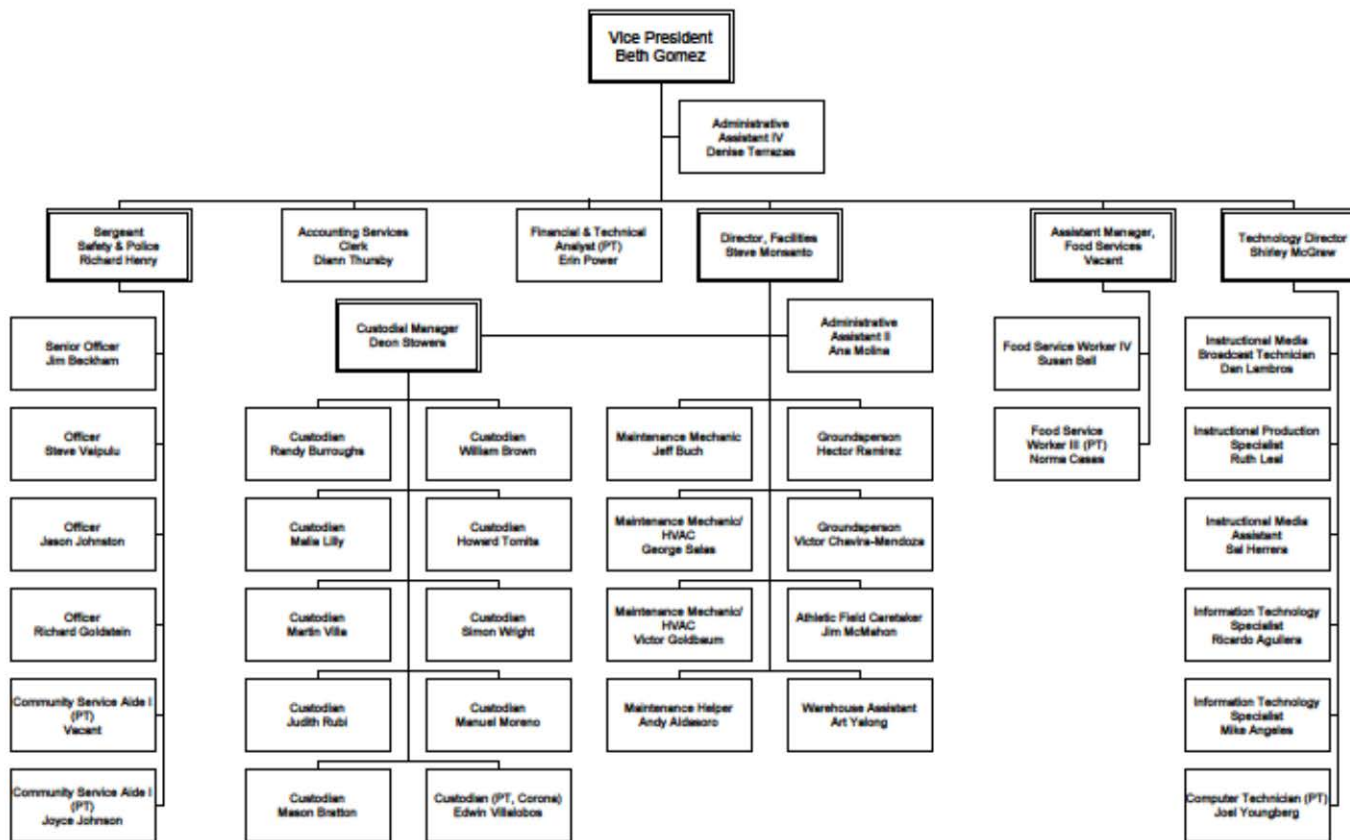
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Current year's assessment plan

SAO to be assessed:	What assessment methods do you plan to use?	When Will Assessment Be Conducted and Reviewed?	What result, target, or value will represent success at achieving this outcome?	How do you anticipate using the results from the assessment?	EMP GOALS
In support of students, the food services will expand their services.	Analysis on services offered to students. In addition periodic surveys will be sent out to determine satisfaction with services and options.	Periodically throughout the year.	Positive feedback and an increase in sales and the bottom line.	To decide what and where services and options will be offered to students and constituents.	1,2,3
In support of students, food services will monitor financial statements to improve bottom line	Periodic analysis of financial data, sales and inventory.	Daily, monthly and quarterly.	An increase in the bottom line and a decrease in the amount of financial support from the college.	To set the choices we offer as well as the locations to serve our students.	1,2,3

Provide the official Organizational Chart of your unit which includes all levels of services and positions. *If necessary, provide very brief narrative descriptions by numbering the chart and including a numbered list with clarifications on a subsequent page. The official chart can be obtained from Human Resources.*

If you wish make this an appendix item.

Norco College
Business Services

| Vice President Beth Gomez |
| Administrative Assistant IV Denise Terrazas |

Sergeant Safety & Police Richard Henry
Accounting Services Clerk Diann Thursby
Financial & Technical Analyst (PT) Erin Power
Director, Facilities Steve Monsanto
Assistant Manager, Food Services Vacant
Technology Director Shirley McGrew

Senior Officer Jim Beckham
Custodial Manager Deon Stowers
Administrative Assistant II Ana Molina
Food Service Worker IV Susan Bell
Instructional Media Broadcast Technician Dan Lambros

Officer Steve Valpulu
Custodian Randy Burroughs
Custodian William Brown
Maintenance Mechanic Jeff Buch
Groundsperson Hector Ramirez
Food Service Worker III (PT) Norma Casas
Instructional Production Specialist Ruth Leal

Officer Jason Johnston
Custodian Malia Lilly
Custodian Howard Tomita
Maintenance Mechanic/ HVAC George Sales
Groundsperson Victor Chavira-Mendoza
Instructional Media Assistant Sal Herrera

Officer Richard Goldstein
Custodian Martin Villa
Custodian Simon Wright
Maintenance Mechanic/ HVAC Victor Goldbaum
Athletic Field Caretaker Jim McMahon
Information Technology Specialist Ricardo Aguilera

Community Service Aide I (PT) Vacant
Custodian Judith Rubi
Custodian Manuel Moreno
Maintenance Helper Andy Aldasoro
Warehouse Assistant Art Yalong
Information Technology Specialist Mike Angeles

Community Service Aide I (PT) Joyce Johnson
Custodian Mason Bratton
Custodian (PT, Corona) Edwin Villalobos
Computer Technician (PT) Joel Youngberg

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6. **Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)**

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2011	2012	2013	2014	2015		2016-2017	2017-2018
Administration			.75	.85	1		1	1
Classified Staff FT			1	1	1		1	1
Classified Staff PT			.75	.85	.9		1.5	1.5
Confidential Staff FT								
Faculty Reassigned FTE Full time								
Faculty Reassigned FTE Part time								
Total Full Time Equivalent Staff			2.6	2.7	2.9		3.5	3.5

Cpmplete the Management and/or Staff request form that follow if new employees are needed.

When filling out the form on the <u>*next*</u> *page please* **consider** *the following in framing your "reason:"*

a. *Has the workload of your unit increased in recent years?*

6.

a. *Has technology made it possible to do more work with the same staff? Or, has technology increased your work load (adding web features which need updating for example)?*

b. *Does the workload have significant peaks and valleys during the fiscal year that would be best filled by part time staff?*

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7. **Staff Needs**

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)[1]

List Staff Positions Needed for Academic Year_____2016_____ Place titles on list in order (rank) or importance.	**Indicate (N) = New or (R) = Replacement**	**Annual TCO***	**EMP GOALS**
1. **Food Service Worker III (.475 FTE)** Reason: To assist with extremely busy times. To assist in food preparation, catering and alleviating long lines in the Corral.	R	$30,000	1,2,3
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

* TCO = "Total Cost of Ownership" for one year is the cost of an average salary plus benefits for an individual. Use space for language or linking resources to assessment.

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[1]   If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

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8. Equipment (including technology) Needs <u>Not</u> Covered by Current Budget[2]

List Equipment or Equipment Repair & Technology Needed for Academic Year_____ **Please be as specific and as brief as possible.** Place items on list in order (rank) or importance.	Annual TCO**			
	Cost per item	Number Requested	Total Cost of Ownership	EMP GOALS
1. **Refrigerator** Reason:			**$8,000**	**1,2,3**
2. **Small Grab and Go refrigerators** Reason:	**$4,000**	**2**	**$8,000**	**1,2,3**
3. Reason:				
4. Reason:				
5. Reason:				
6. Reason:				

** TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year.

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[2] If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

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9. **Space Needs Not Covered by Current Building or Remodeling Projects*[3]**

List Space Needs for Academic Year_____ (Office space, storage, etc.,) Place items on list in order (rank) or importance.	Annual TCO* Total Cost of Ownership
1. Reason:	
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*Please contact your campus VP of Business or your Director of Facilities, Operations and Maintenance to obtain an accurate cost estimate and to learn if the facilities you need are already in the planning stages.

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[3] If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

Unit Name: _____

10. **Professional or Organizational Development Needs*[4]**

List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.	**Annual TCO**		
	Cost per item	Number Requested	Total Cost of Ownership
1. Food service seminars / retail shows Reason:			**$2,000**
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[4]   If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

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11. **OTHER NEEDS**[5]

List Other Needs that you are certain do not fit elsewhere. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Ownership
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

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[5]   If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

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12. **Long Term Planning Needs[6]**

If your unit anticipates significant additional needs for personnel, equipment or facilities will occur two to five years from now please list those here*	Fiscal Year Needed	Number Requested	Total Cost of Ownership
1. Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

TCO: http://www.norcocollege.edu/about/business-services/Pages/index.aspx

Significant needs are generally those with annual costs over $20,000. They may be the result, for example, of institutionalizing a grant, anticipated growth, or major equipment coming to the end of its life.

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[6] If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the "reason" section of this form.

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Assessment

Why Administrative Units Conduct Assessments: Research indicates that collecting and analyzing evidence leads to improvement of institutional or unit level effectiveness. In addition it:

- Ensures units are examining their services and programs
- Documents outcomes assessment and internal improvement efforts
- Allows each unit to demonstrate how well it is performing
- Allows for requesting resources
- Relies on fact, not perception
- Allows unit staff to prioritize improvements.

Steps to Developing Assessment Plans & Reports

1. **Unit develops measurable Service Area Outcomes (SAO).** An SAO is a "specific statement that describes the benefit that a [unit] hopes to achieve or the impact [. . .] that is a result of the work that your unit performs. Outcomes should be:
   - Challenging but attainable"
   - Articulate what the unit wants to achieve
   - Indicate end results for the unit rather than actions
   - Relate to the unit's mission and vision
   - Focus on the benefit to the recipient of the service
   - Be stable over a number of years. If it is time dependent, it is most likely a goal not an outcome; and
   - Be measurable and directly related to the work of your unit.[7]

   Stems for writing outcomes can include:
   - "In support of student learning, staff will _____"
   - "Students are aware of _____"
   - "Administrators (or staff) have the _____"

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[7] Source: The American University in Cairo. "A guide to developing and implementing effective outcomes assessment: Academic support and administrative units." December 1, 2007. Retrieved on the internet at http://ipart.aucegypt.edu

2. **Unit defines how it will assess progress (non-evaluative) towards the outcomes.** The unit might consider taking an inventory of current tools being used. For example:
   - What information is being collected already?
   - What assessment are you already using?

   Methods that can be used to measure progress include, for example:
   - Student satisfaction surveys
   - Number and type of complaints
   - Growth in a specific function
   - Comparisons to professional organizations' best practices
   - Focus groups
   - Opinion surveys
   - Time to complete a task

3. **Unit completes the assessment plan and carries out the assessment**. In order to ensure the plan is completed:
   - Designate a coordinator for the assessment project and/or assign responsibility for individual components.
   - Develop a timeline indicating when work will be collected, results tabulated, analysis completed, and subsequent dialogues.

   Unit gathers information, analyzes results, communicates findings, and takes action. This step is important as it is used to identify changes needed to improve efficiency, effectiveness, and unit performance. It should also be applied to for planning and budgeting and resource allocation requests (short term and long term). Ultimately it may be tied to the institution's ability to achieve its mission.