
Dining Services July 2012 Open Forum Listening Sessions

Student Learning Outcomes: **Need an overall Dining experience that positively contributes to student learning outcomes by facilitating students' healthy eating habits and encouraging social interactions and gathering. Dining Services needs to contribute positively to student learning outcomes. High quality customer service will contribute to students having a positive experience. A vibrant dining program contributes to a vibrant student center.**

Fiscal	Notes
2010-11 revenue is down about 8% from 2009-10.	Need to return to long term sustainability. Need to stabilize annual sales & return to positive net income. 2010-11 net revenue was negative, but would have been slightly positive with a lower cost allocation. Fund balance was \$222,000 and cash is positive.
Financial reporting	Need clear, relevant management reports: monthly and annual reports of sales and costs and at least annual financial reports.
District fiscal sustainability	Long term Dining Service needs to remain competitive with area competitors. Dining needs to operate efficiently and generate a reasonable level of financial cushion to weather any unexpected fiscal problems. Need to reduce the risk of Dining becoming a drain on the District. Dining needs costly equipment upgrades -- Where to find upgrade funds?

Students	Notes to Consider
Meals & snacks	Students need access to a variety of healthy meals and snacks. Dining hours need to meet student needs. Prices need to be affordable and competitive.
Financial Aid	Need to offer more services to students on financial aid, such as electronic financial aid vouchers, Dining credit until financial aid is funded, etc.
Online & distance students	Dining serves students physically on campus.
School Spirit	Generic dining experience is no good. Need a CR cafeteria.
Student Services	Students need to be able to get in, order, pick up, pay with meal card, credit or debit card, check or cash. Dining needs to be efficient, extra clean, up-to-date, and inviting.
Student employment	Need good student employment and training opportunities, internships.
Accessibility & accommodations	Need a complete Dining experience at all levels that provides reasonable accommodations when students request help.
Closing the Loop	Need a plan for ongoing student input and feedback, an advisory group, surveys, incentives. Need a plan to evaluate the feedback and then make changes as appropriate.

Technology	Notes to Consider
Point-of-Sale (POS), inventory & reporting system	Need to replace the cash registers/POS and upgrade the inventory, financial management and reporting system.
Interface to District	Need a better Datatel interface to accept electronic financial aid vouchers, electronic meal plan payments, etc.
Sales trends	Need to stay up-to-date with student purchasing habits - latest food trends, healthy options, etc.

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Website Website need to provide up-to-date information on hours, services, etc.

Facility	Notes to Consider
Décor, atmosphere	Need to update to meet current trends for more open atmosphere. Need to address aging facility with affordable updates. Cafeteria is also a student gathering place. Dining needs to contribute to a vibrant student center.
Inventory	Need to ensure that inventory is updated, is selling and is properly priced.
Cleanliness	Need dining facilities that are exceptionally clean and well taken care of.

Centers	Notes to Consider
On campus food services	Need to upgrade services to better serve the centers. Students at centers need access to basic dining services.

Faculty and other employees	Notes to Consider
Variety of choices	Faculty and other employees need Dining Services to offer healthy choices for adults.
Catering	Dining needs to provide high quality catering, beverage services for meetings, etc.

Dining employees	Notes to Consider
Employees	Need a Dining solution that contributes to the success of our Dining employees. Need to create facility, inventory, technology, marketing, training, and other systems that are well understood, effective, contribute to meeting the District's Strategic Plan and Education Master Plan, and help Dining employees to succeed.
Management	Need proactive management who keep Dining operating smoothly and who communicate periodic updates and provide early alerts on any problems.
Diversity & equal opportunity	Need plan to ensure the dining environment welcomes and fosters diversity and equal opportunity.
Staffing	Dining needs to be properly staffed & have additional staff at peak times. Need to keep up with innovations.
Training	Need access to ongoing food safety training. Employees need to complete periodic training to enhance skills and maintain high customer service standards.

Dining Corporate Responsibility	Notes to Consider
Green	Need to embrace environmental sustainability, recycling, reduce waste.

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Dining Services needs to contribute positively to student learning outcomes.

Ethical treatment Need a plan to ensure that products and services come from vendors using ethical practices and practicing appropriate corporate responsibility.

Energy usage Need to reduce energy usage and reduce waste through efficiency upgrades.

Dining Mission	Notes to Consider
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Current Mission	To provide quality dining experience and on-campus employment opportunities with nutritional food choices and flexible work schedules.
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The primary purpose of College of the Redwoods Dining Services is to provide a quality dining experience and on-campus employment opportunities with nutritional food choices and flexible work schedules.

Proposed Mission?	Dining operates on sustainable business principles ensuring that operating expenditures and long term capital costs are covered each year, and that Dining Services maintains a reasonable reserve for unanticipated events and for potential innovations. Excess equity will be invested for the benefit of the students of the District.
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