

Dining Services and Bookstore Services Request for Proposal Considerations
Feedback Themes from Listening Session Number One
Sunday, July 29, 2012

ATTENDEES: 5 Participants

Bookstore and Dining Services Considerations— Meeting participants submitted the following observations regarding both bookstore and dining services:

1. Foundation oversight of the dorms and bookstore would benefit the district
2. Auxiliary operations should cover their own operational costs, but major capital upgrades should be supported by the District
3. The District probably ought to hire the Foundation director first, then proceed with the request for proposal process
4. Instead of contracting with an outside firm to provide bookstore and dining management, the district may benefit more by hiring an effective manager from the local talent pool.
5. The District should increase marketing efforts to generate more business for dining and the bookstore.

Dining Services and Bookstore Services Request for Proposal Considerations
Feedback Themes from Listening Session Number Two
Monday, July 30, 2012

ATTENDEES: 32 Participants including conference callers from Sites

Bookstore Considerations:

1. In order to integrate bookstore operations with Financial Aid, EOPS, Datatel and Webadvisor, the bookstore needs an updated Point of Sale (POS) system
2. The requirements of both Financial Aid and EOPS should be explicitly outlined in the Request for Proposals
3. Students would benefit from a book rental system
4. Current bookstore software can accommodate book rentals
5. Current bookstore software can accommodate and facilitate textbook adoption tools
6. The bookstore currently offers store credit. Credit is tracked manually.
7. The bookstore should offer more locally made products
8. A number of tools helpful to students could be implemented if a new POS system was in place
9. In the past, bookstore and dining services have been outsourced to third party management. In those cases the benefits to the District were difficult to identify. In what ways do we expect third party management to benefit the district in the current context?
10. When negotiating with third party management, remember to consider self-published material authored by CR faculty that must be offered to students at \$0.00 profit.
11. The bookstore could save energy by replacing the halogen light bulbs with a more efficient option, such as LED
12. Bookstore staff is always very friendly and accommodating
13. Participants appreciate the opportunity to be involved in the decision making process

Dining Services Considerations:

1. Students and the District would benefit from a POS system that integrated with Datatel, Financial Aid, EOPS, etc.

2. A Point of Sale system that could accommodate debit cards would be convenient for students and staff, but transaction fees associated with use of debit cards is costly for the vendor, especially considering the high percentage of the sale the fee represents for lower dollar amount sales.
3. The current CR meal card system utilizes Blackboard hardware and software. The system requires that the cashier sums the food items on the register, then swipes the meal card on a separate system and enters the total again to debit the meal card.
4. Existing management is very accommodating and often fulfills last minute catering requests.
5. Dining Management is hoping to gain back a cooler door from Pepsi so that more grab-and-go items can be offered.
6. TV's in the cafeteria dining area belong to MTV. The TVs and content are controlled by MTV. CR is allotted 15 seconds of programming every hour. The contract renews annually.
7. Management of dining services was outsourced a number of years ago, then returned to the district. Previous third party management did not offer high quality products. If the district contracts for third party management, the district needs to specifically outline required quality levels, such as Grade A, Prime, etc.
8. The Dining Services facility would benefit from higher capacity energy infrastructure. A new vent hood could help reduce energy consumption as the existing one has no variable controls. Current electrical limitations are preventing utilization of needed equipment.