

Crafton Hills College - Outcomes Assessment Report

Program/Service Area: Cafeteria

Year: 2011-2012

a. The Cafeteria has two SAOs that were developed in 2009. One full assessment cycle has been completed with a second assessment cycle in the final stages of completion. These SAOs are assessed by analyzing the results of two surveys--the Cafeteria POS survey and the Administrative Services Employee Satisfaction Survey. The following is a report on the individual SAOs. Reference the attached copy of the Administrative Services Outcomes 2011.

SAO #1 - The Cafeteria POS survey asks the evaluator, "The Cafeteria is a high quality service" The SAO is "Maintain agree and strongly agree on the Cafeteria POS Survey at 85%." The first assessment cycle was completed with the evaluation of the POS survey in 2009.

The second assessment cycle for SAO#1 is completed. The POS survey has was re-administered in Fall of 2011 results are described below.

SAO #2 - The Administrative Services Employee Satisfaction Survey asks the employee how satisfied they are with "Your ability to provide input into issues that affect your work?" SAO#2 is to reduce dissatisfied to 10%. The second assessment cycle has been completed.

b. Upon assessing and evaluating SAO #1 at the completion of the first assessment cycle, it was determined that the quality of service could be improved by installing a credit card transaction machine. The machine was installed early 2010. The second assessment cycle results show a decrease in satisfaction to persons who felt the cafeteria is a high quality service. In order to improve this perception to the goal of 85% "agree and strongly agree" the following strategy will be implemented in 2012--Reduce lines by adding an additional cash register during peak periods or otherwise adjust cafeteria operations.

Other improvements and efforts that are applicable to improving the quality of service (SAO#1) are the following:

- The Cafeteria manager has concentrated the limited manpower available to work during peak customer periods of the day. This helps to maximize service when the need is at its most highest in demand.
- The Cafeteria is focused on offering choices of food that maintain adequate nutrition for students.

Upon assessing and evaluating SAO#2 at the completion of the second cycle, the results show an improvement in the overall "ability of employees to provide input into issues affecting their work." The first cycle completed in 2009 indicated that 52.4% of those surveyed indicated they were satisfied/highly satisfied with their ability to provide input, with 19% dissatisfied/highly dissatisfied. In 2011, 83% indicated they were highly satisfied/satisfied with 17% highly dissatisfied/dissatisfied. Although these figures are applicable to all of Administrative Services, we have extrapolated those figures to apply to the Cafeteria as well.

c. The plan to continuously complete the assessment cycle is to re-administer the surveys every 2 years. As circumstances change, some adjustments/revisions to the SAOs may be warranted.