

2017-2018 Assessment Cycle VPAF_Auxiliary Operations: Food Services

Mission (due 12/4/17)

University Mission

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

University Values

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

University Vision

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

College / VP and Program / Department Mission

Mission of College or VP-area

Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."

We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

Mission of Program / Department

Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."

Campus Food Services endeavors to support the University mission by providing well-prepared, nutritious, and cost-effective food choices to a growing and diverse community.

Campus Food Services' staff enhances the university experience by offering a welcoming and professional atmosphere; innovative menus; and fiscal responsibility.

Attachment (optional)

Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)

Assessment Plan (Goals / Objectives, Assessment Measures and Criteria for Success)

Assessment List

Goal/Objective	Decrease repairs through increased and timely Preventative Maintenance and less operator error.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Direct - Expense Tracking for PM's and Repairs (Other)	Decreased expenditures for repairs will indicate improved PM's and proper usage of equipment at fiscal year end.	

Goal/Objective	Improve downtime for equipment to two days or less through better monitoring of Preventative Maintenance and Repairs.		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Direct - Tracking & Monitoring System (Other)	Decreased time from work order submission to work order closure will indicate success with shorter downtime during equipment repairs.	

Goal/Objective	Efficiently utilize TMA and StarRez for tracking internal work orders and create a workable system for tracking and monitoring external work orders with outside vendors (i.e. ICEX, etc.)		
Legends	OO - Outcome/Objective (administrative units);		
Standards/Outcomes			
Assessment Measures	Assessment Measure	Criterion	Attachments
	Direct - Tracking System (Internal & External) (Other)	More efficient tracking of work orders will be evident by shorter downtime's, quicker repairs and less expenditures related to prolonged repairs.	

Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:

- 1) What strategies exist to assess the outcomes?
- 2) What does the program/department expect to achieve with the goals and objectives identified above?
- 3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
- 4) What is the plan for using data to improve student learning and/or operations?
- 5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

1) What strategies exist to assess the outcomes?

- a) Better controls of each process through timely, efficient communication via email, text and regularly scheduled "update" meetings.
- b) More open dialogue between UL Campus Food Services and our food provider, Sodexo.
- c) Implementation of various software platforms to better manage and assess day to day operations (QuickBooks, TMA, StarRez).
- d) Intensive training on appropriate systems in order to better understand how to use them to work to our advantage.

2) What does the program/department expect to achieve with the goals and objectives identified above?

More control with the day to day operations. Better service to students, faculty and staff through efficient utilization of accessible tools. Less expenditures through better management of contracts and servicing partners.

3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?

The current initiatives are expected to create a positive impact on each outcome this year. The anticipated improvements are designed to better serve our student population in the area of food service. These improvements will allow the Department of Campus Food Services to focus on areas related to quality and service instead of focusing its efforts on timely and costly repairs due to poor processes.

4) What is the plan for using data to improve student learning and/or operations?

We will implement the data obtained through our measures to increase productivity and efficiency in all areas related to Food Service.

5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

This data will be communicated with my supervisor, Gray Bekurs, who will disseminate the initiatives, measures and improvements with Mr. Tom Pears and ultimately Mr. Jerry Luke LeBlanc as necessary.

Results & Improvements (due 9/15/18)

Results and Improvement Narratives

Assessment List Findings for the Assessment Measure level for Decrease repairs through increased and timely Preventative Maintenance and less operator error.

Goal/Objective	Decrease repairs through increased and timely Preventative Maintenance and less operator error.
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Assessment List Findings for the Assessment Measure level for Improve downtime for equipment to two days or less through better monitoring of Preventative Maintenance and Repairs.

Goal/Objective	Improve downtime for equipment to two days or less through better monitoring of Preventative Maintenance and Repairs.				
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Standards/Outcomes					
Assessment Measures	Assessment Measure		Criterion		
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Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
	Direct - Tracking & Monitoring System (Other)	Has the criterion Decreased time from work order submission to work order closure will indicate success with shorter downtime during equipment repairs. been met yet? Met	This criterion has been met. Utilizing a Repair Log (living document) that is shared with Campus Food Services and Sodexo. This document is used to report repairs needed in dining areas around campus. This allows Campus Food Services to request necessary repair work from UL Facilities and contractors to ensure equipment and facilities are in good condition. The downtime between reporting and repair has generally been		- Assessment Process: Continuous monitoring: This criterion will be continuously monitored throughout each fiscal year to ensure minimal equipment downtime utilizing the aforementioned reporting and monitoring process.

			less than 3 days (target) and this is evident by lack of service interruption and lack of equipment currently down around campus.		
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Assessment List Findings for the Assessment Measure level for Efficiently utilize TMA and StarRez for tracking internal work orders and create a workable system for tracking and monitoring external work orders with outside vendors (i.e. ICEX, etc.)

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	Direct - Tracking System (Internal & External) (Other)	Has the criterion More efficient tracking of work orders will be evident by shorter downtime's, quicker repairs and less expenditures related to prolonged repairs. been met yet? Not met	An internal business decision was made not to use TMA or StarRez for tracking work orders. The current system utilizing a share Excel document is working well and keeping equipment downtime to a minimum and facilitating quick repairs. Expenditures have increased due to the fact that we are		- Assessment Process: Continuous monitoring: Continuous monitoring of current equipment PM & Repair reporting system will ensure less downtime, quicker repairs and less expenditures in the coming fiscal year. - Resources / Resource Allocation (for

			currently without a PM & Repair provider but we are currently in the bid process for a new partner. Once we have a new partner we anticipate that expenditures will dramatically decrease due to more efficient PM procedures.		Administrative Units): Acquiring a new PM & Repair partner through the current bid process will allow for better PM of equipment resulting in less downtime and fewer expenditures.
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Reflection (Due 9/15/18)

Reflection

The primary purpose of assessment is to use data to inform decisions and improve programs and operations; this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. Recalling this purpose, respond to the questions below.

1) How were assessment results shared in the program / department?

Please select all that apply. If "other", please use the text box to elaborate.

Distributed via email

Presented formally at staff / department / committee meetings (selected)

Discussed informally (selected)

Other (explain in text box below)

2) How frequently were assessment results shared?

Frequently (>4 times per cycle) (selected)

Periodically (2-4 times per cycle)

Once per cycle

Results were not shared this cycle

3) With whom were assessment results shared?

Please select all that apply.

Department Head (selected)

Dean / Asst. or Assoc. Dean

Departmental assessment committee

Other faculty / staff (selected)

4) Consider the impact of prior applied changes. Specifically, compare current results to previous results to evaluate the impact of a previously reported change. Demonstrate how the use of results improved student learning and/or operations.

Utilizing the results from data compilation in regards to participation and satisfaction have allowed us to develop a working plan with Sodexo to continually monitor and increase student satisfaction and dining options around campus in an effort to increase participation and DB usage. Decreasing equipment downtime has allowed for less service interruption resulting in fewer quality and service issues with students.

5) Over the past three assessment cycles, what has been the overall impact of "closing the loop"? Provide examples of improvements in student learning, program quality, or department operations that are directly linked to assessment data and follow-up analysis.

Continuous monitoring of student participation and weekly survey results have shown increased student satisfaction with dining operations and offerings. While participation has fluctuated over the last several semesters between 37 and 40 percent this data has allowed us to evaluate current offerings coupled with survey data to implement new dining concepts and offerings which has proven effective in gradually increasing participation (we are currently up over this time last year). The metrics have also allowed us to work closely with Sodexo to provide higher quality food services and more efficient operations.

Attachments (optional)

Upload any documents which support the program / department assessment process.