APR Report for the Year 2017-2018
2018-2019 Cycle

Section I: Program Description

IA1. Program (Select your program from the drop down list)

ADM SRVCS Cafeteria

IA2. Other Program (If your program is not on the above list, write it in here)

IB. Program Lead (Your first and last name)

Geoffrey Dunham

IC. Program Mission Statement

Provide the Program's Mission Statement.

It is the objective of the Cafe to provide a place where all feel welcome while maintaining a standard of quality in the college food service industry. The Taft College Cafeteria provides a great setting for interaction with faculty, students, and staff; and a comfortable place for off-campus students and visitors.

ID. Program Summary

Provide a brief summary on the current status of the program being reviewed.

The Taft College Cafeteria is a college owned and operated food service establishment. The purpose of the Cafe is to provide quality food in a casual dining setting for on and off campus students, as well as faculty and staff. We provide a full meal plan for all on campus dorm students and provide travel meals for all athletic programs. As well we offer catering for campus events, meetings, and are often a venue for community gatherings.

We continue to support the Taft College Foundation with fundraising events at limited cost to bring necessary resources for the college and at the same time continue to draw attention to the quality product we serve.

Section II: Looking Back—2017-2018

IIA. Present the Results (Rubric Criterion 3)

Provide a descriptive summary of the outcomes from the 2017-2018 cycle of program review.

Point of Sale System was implemented at the end of 2017. At that time sales were split, 50% cash 50% credit/debit. At this time, that split is now 40% cash 60% credit/debit. The POS system continues to speed up transaction time, and reduce customer wait time.

Last satisfaction survey taken was in Spring of 2017. We worked with IR office on new survey for point of service in 2018. That survey was never conducted by the IR office.

IIB. Probe the Results: I Wonder . . . (Rubric Criteria 1, 3)

In this section, judge whether the activities you implemented in 2017-2018 to reach your goals were effective. Did the activities have an effect on the outcome? Please describe WHY you believe your outcomes came out the way they did. Did you reach your goals? If yes, explain why. If you did not reach your goals, explain why.

Activity: Point of Sale System implementation continues to be successful.

Outcome Measure: Percentage of Credit Card usage went from 50% to 60%.

IIC. Ideate Innovations: What if . . . (Rubric Criteria 1, 5)

In this section, describe activities you believe would have an effect on your 2018-2019 outcome measures.

Improve satisfaction: Work with IR office to get better satisfaction data through point of service and or secret shopper.

Section III: Looking Forward—2018-2019

III. List Your 2018-2019 Goals—Be Quantitative!

List your 2018-2019 APR goals in terms of their expected changes on the outcome measures as indicated earlier. Each goal that requires resources, impacts other areas, or otherwise is substantive requires the submission of an APR Goal form. Keep in mind the scoring rubric criteria:

1. The relationship between program review narrative and the APR Goal is evident and strongly supported by evidence.
2. The APR Goal directly implements institutional planning document goals.
3. The outcome directly implements institutional planning outcomes, and is transferrable and/or scalable institutionally.
4. APR Outcome indicators, methods and/or timelines use institutional measures, transferrable/scalable institutionally
5. Before/after benchmarks and timelines are completely specified, identical methods, transferrable/scalable.

Create new survey or secret shopper program with the assistance of the IR office, to better capture satisfaction data. This new approach should more accurately capture satisfaction data and hopefully raise it from 59% to 90%.

Section IV (Optional): Evaluation of Program Review and Planning Process

IVA. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process worked best and why?

The additional information provided by IR office, for program review was very helpful.

IVB. Evaluation of Program Review and Program Planning Process

In this cycle of program review, what aspects of the program review and program planning process would you change and why?

There are several sections where data seems repetitive.