

Comprehensive Program Review Report



Program Review - Food Services

Program Summary

2021-2022

Prepared by: Zachary Patterson - Food Services Manager

What are the strengths of your area?: Students and staff on all three campuses have a variety of choices to choose from to satisfy their daily cravings:

Visalia Campus

- Giant Grill - Our newest location opened in the fall semester of 2018. This fast-casual restaurant specializes in high-quality, exciting burgers, shakes, and specialty breakfast offerings
- COS Cafe - Specializing in authentic Mexican cuisine, the COS cafe will satisfy all your cravings for spicy home-cooked food
- Student Union - Located in the Alta Peak building, this newly renovated space houses the COS Cafe as well as the Giant Grill. This is the perfect place to get some snack foods, a cold drink, and socialize with friends
- The Grind - This full service coffee shop serves the highest quality artisan coffee beverages and fresh baked pastries in the central valley
- Food Court - This fast, quick-stop convenience store provides students and staff on the go with an option of food and beverages without the wait

Hanford Campus

- The Avenue - This fast-casual eatery offers a variety of different choices ranging from fresh sandwiches and salads with house made dressings, pressed paninis, to a full line of espresso beverages

Tulare campus

- Bookstore/ Food Court - The perfect place to get your essential school supplies as well as a quick bite to eat
- Mobile Coffee Cart - Our newest addition to the Tulare campus launched in October of 2019. This is a completely mobile, self-contained coffee shop that can be moved to any location on campus to serve students and staff the highest quality espresso beverages

The Food Services department serves over 1800 customers daily.

What improvements are needed?: More Options for Students

- New, fresh, inexpensive items need to be added to the COS Cafe menu that align with the desires of the student population
- More variety for students to choose from in the Student Union, and Food Court areas
- Inexpensive yet nutritious options
- Investment into new machinery to expand inventory and replace broken/ malfunctioning equipment

Describe any external opportunities or challenges.: There are many challenges when it comes to Food Services. One of the most prevalent is the amount of competition there is in the surrounding areas. This is a common challenge of any Food Services environment. One of our greatest opportunities is that we have a captive audience on campus, if we offer the food that students want to eat, at the price they are willing to pay, there is no reason to have to take our competition into consideration. Currently we are experiencing an average transaction dollar amount of about \$6 across all three campuses. We have to continue to bring in new and exciting offerings for students to maintain a high level of sales and constantly strive to be relevant to them on a daily

basis.

Overall SAO Achievement: •We have designed and built a new, exciting coffee shop on the Visalia campus called The Grind

- The Avenue is now open on the Hanford campus serving high-quality food and beverages
- The COS Grill opened at the end of the Fall semester of 2018. This is the replacement of the Carl's Jr. franchise that was located in the Alta Peak building
- The Coffee Cart on the Tulare campus in Building B serves exceptionally high quality espresso beverages to thirsty students every day
- The Food Court on the Visalia campus went through an extensive remodel while we were closed through 2020 and 2021. We reopened this September 2021. The space has been beautifully and thoughtfully remodeled to create a welcoming and extremely organized shopping experience for our students.

Changes Based on SAO Achievement:

Outcome cycle evaluation: The 2019/2020 school year has proved to be the most challenging year thus far for the Food Services department. We were closed since the beginning of March due to Covid-19. We are only open now during the Fall 2020 semester in a very limited capacity with no hope of any higher volume until the Fall 2021 semester at the earliest.

Fall 2021 has been a difficult semester for many reasons, most of which is staffing of students workers, and the training needed to bring everyone up to a baseline standard. We have managed to open every venue we typically do, aside from the Coffee Cart in Tulare. We have had to reduce the number of offerings at each location, and put in place a temporary menu with a reduced number of options.

Action: 2021-2022 New Menus Across The District

New menus at all food venues across the district

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: 4.1 Increase us of data for decision making in the department
4.2 Improve organizational effectiveness by strengthening operations

Person(s) Responsible (Name and Position): Food Services Manager

Rationale (With supporting data): We have four restaurants that have their own unique menus that have been in place for years, The COS Cafe, The Giant Grill, The Grind, and The Avenue. We will be updating every single menu to be relevant to our current student population. Not only will we be updating all of the menu items, we will also be redesigning the menu boards on display with new graphics. Part of this redesign will not be customer facing, but will help to strengthen the operations as a whole. We will create a recipe book that describes in detail the recipes for every prep item, as well as easy to follow assembly instructions for every menu item. This will make training new students and staff members significantly easier than it has been in the past.

Priority: Low

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Action: 2021-2022 Utility Cart

Replacement Utility Cart

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Program Review - Food Services

Leave Blank:

Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Food Services Manager

Rationale (With supporting data): Food Services relies heavily on one single utility cart to transfer food, materials, supplies, and people across the Visalia campus all throughout the workday. Our current utility cart is in far beyond repair. The cart itself has been through multiple crashes over the past 15+ years of service, and is constantly falling apart and held together by duct tape and zip ties. We have had to replace the entire battery system three times over the past two years, and it is in need of replacement now. There is an issue with the inverter, the device that converts the AC power coming in from the wall to DC power to charge the batteries, it is causing the batteries to constantly deplete their storage and run completely empty therefore damaging the batteries. The electrical system is malfunctioning in many ways. The headlights have been broken out after being destroyed in one of the crashes and held in place with duct tape, the horn no longer functions, the liftgate was disabled during one of the battery replacements, and the ignition no longer needs a key to start it (this has resulted in multiple vehicle thefts of the cart itself).

Food Services travels all throughout the Visalia campus delivering food and supplies to staff, students, and multiple Food Services venues. We are the visual representation of College of the Sequoias Food Services department when we are traveling across campus. We have become a laughing stock to anyone that sees us limping across campus in this cart, or broken down in the middle of campus being hoisted up by a fork lift.

Priority: High

Safety Issue: Yes

External Mandate: No

Safety/Mandate Explanation: Food Services relies heavily on a utility cart to transfer food, materials, and people all over the Visalia campus from 5:00 AM - 10:00 PM Monday through Friday. We are in need of a safe and reliable transportation vehicle that does not put our staff, student workers, or students walking on campus in danger.

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Continue Action Next Year

This Above Base Request was granted this past cycle. We have been unable to take delivery of the new Utility Cart due to shortages in the supply chain of the manufacturer. We have requested and have subsequently been granted approval of a carryforward of the funds for this request.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objective 4.3 - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.

Action: 2021-2022 Mobile Ordering

Mobile Ordering

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: District Objective: 4.1 Increase use of data for decision making in the department, & 4.2 Improve organizational effectiveness by strengthening operations

Program Review - Food Services

Person(s) Responsible (Name and Position): Zachary Patterson

Rationale (With supporting data): Customers are now able to order food from the COS Cafe kitchen without waiting in a line. Customers have the ability to customize their order exactly how they want it, pay for the food online, and simply come in for a contactless pick up of their order or have it delivered to their office. This will result in a reduction in wait time for all customers. Orders can now be placed with an option to specify the time the customer will be picking it up. This will allow extra time for the food services worker to prepare the food, and less time the customer has to spend waiting for the food to be prepared.

Students and Staff can now plan out their lunch breaks with ease, and be assured that their food is ready when they want it to be.

- Ease of use for students and staff
- Speed and service
- Consistency and availability of products
- New organizational systems to fulfill orders
- Safe and efficient

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action	
<i>Updates</i>	
Update Year: 2021-2022	10/15/2021
Status: Continue Action Next Year	
Mobile ordering will continue to be an Action into the foreseeable future. This mode of ordering and pickup has become the new standard that many staff and faculty have come to rely on, especially due to the Covid-19 pandemic. Now more than ever people are not comfortable waiting in long lines or being packed into small areas with other people. When you can simply place your order online and come pick it up you spare yourself any potential exposure. We had to temporarily suspend the delivery portion of our online ordering for two reasons: one is the overall lack of skilled student worker help, and the other is that we have not been able to purchase a new utility cart to run order across campus throughout the day.	
Impact on District Objectives/Unit Outcomes (Not Required):	
<hr/>	
Update Year: 2020 - 2021	10/14/2020
Status: Continue Action Next Year	
Mobile ordering on the Visalia campus has now become the new standard modus operandi of Food Services. We now have to ability to create as many digital storefronts as we have actual brick and mortar venues in our department. We use a website design software known as Weebly, this makes it extremely easy to add and edit items in real-time throughout our different online stores. We can quickly accept orders and notify customers of expected completion time. Customers receive notifications via text of the different stages their order is in, accepted - in production - completed - ready for pickup - delivered.	
Impact on District Objectives/Unit Outcomes (Not Required):	

Link Actions to District Objectives

District Objectives: 2018-2021
District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level
District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents
District Objectives: 2015-2018
District Objectives - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.

Program Review - Food Services

District Objectives - 4.2 -Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

Action: 2021-2022 Food Service break even goal

The Food Service Manager will monitor and reduces the following.

1. Reduce the costs of goods sold to 35% gross revenue
2. Reduce student labor cost to 10% of the gross sales, currently 16.5%
3. Gather data on actual food waste and reduce it to between 0%-5%
4. Increase sales by 5% annually

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: Food service must break even to remain a viable ancillary service of the District.

Person(s) Responsible (Name and Position): Food Services Manager

Rationale (With supporting data): The major factors for Food Services to become a profitable operation are food and labor costs, and gross sales.

The recommended industry standard for food cost is 30%-35% and 33.7% for labor, currently COS Food Services is running at 56% for Food Costs and 47.9% for labor cost.

Food Services must increase sales 5% annually. This sales increase can generate a 2-3% increase to the bottom line.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Continue Action Next Year

This Action will continue to be an area of focus for Food Services. During this past year our sales have taken a huge hit. We have been fortunate though to receive funding that offset all of the losses in revenue that we've experienced. We currently have a surplus of funds that is necessary to continue to pay our employees and pay our bills. We have continued to be in the red this semester, but we hope to finally pull ourselves back up to breaking even or even, hopefully, ending a fiscal year in the black.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

Food Services was closed for nearly six months starting in the beginning of the Spring 2020 semester. Food Services did not earn any revenue during this time. We are currently running at about 1% normal sales volume. We will have to continue this action into next year, postponing any work to reduce our debt owed to the district until then.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objectives: 2015-2018

District Objectives - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.

Program Review - Food Services

District Objectives - 4.2 -Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

Action: 2021-2022 Enhanced Student Focused Marketing Across the District

Food Services will establish and enhance presence within existing COS social media accounts and campus signage across the district.

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: District Objective 4.2 -Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

Person(s) Responsible (Name and Position): Zach Patterson, Food Services Manager

Rationale (With supporting data): Food Services will become more present within the lives of students through the use of carefully planned marketing actions within social media. New food options, and student events within Food Services will be advertised through Instagram, Facebook, and Twitter. Upcoming projects in Food Services will be updated along the way on Twitter to get students involved in the process. Food Services will become more reactive to student concerns or suggestions by monitoring related social media outlets and quickly responding to student's needs.

Better signage on the Tulare campus will increase student engagement and awareness of services that are available to them. Directional signage will be updated periodically to inform students about weekly specials and new offerings. If students are more aware of the food services that are provided for them on campus, we have a better chance of keeping them on campus longer. Having students on campus longer will increase their engagement, and help to support their academic workload.

Priority: High

Safety Issue: No

External Mandate: Yes

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Continue Action Next Year

We have started offering a new discount to students across the District. All student have to do is show their valid COS ID card and they will receive 50% off their entire order. We launched this with a series of Instagram and Facebook Ads that targeted all of the students at COS. We will continue to advertise to all students throughout this semester and next.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

In the beginning of Quarantine back in March we filmed a series of videos for the COS Fac book and Instagram sites focusing on coffee that students can make at home with little to no equipment necessary. These videos received a lot of positive attention and hundreds of views. We have not been able to have a significant presence across the different COS social media account outside of these videos dues to the current state of the campus customer volume.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District

Program Review - Food Services

departments, divisions, and constituents

District Objectives: 2015-2018

District Objectives - 1.1 - Increase overall enrollment by 1.75% annually

District Objectives - 4.2 -Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

Action: 2021-2022 Update Technology and Processes

The Manager will implement new systems to streamline processes.

Point of Sale System

New websites

Digital Storefronts

Accounting Software

Vendor Consolidation

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: District Objective: 4.1.1: Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.

Person(s) Responsible (Name and Position): Food Services Manager

Rationale (With supporting data): Point of Sale - New point of sale system will allow Food Services to be more efficient in transaction tendering, and improve the connection with the customers during this process. New software will allow the cashier to quickly and easily tender transactions in any way the customer prefers. We can accept cash, card, and even touchless forms of payment such as Apple Pay and Android Pay. The software can be easily edited on the back-end by the manager to include special offers, discounts, and new menu items. The sales data is now network based, so it does not need to be hard-wired to a computer; the data is automatically available online in real-time to the manager. The new hardware that is associated with the POS system allows for greater flexibility in its uses. It can be easily relocated to another area of the campus for use during catering or campus events, anywhere that has a power outlet and a wifi connection. This sort of flexibility will allow Food Services to be able to engage with students and staff throughout campus, going to where they need us, no longer where we need them. A new POS system will also save thousands of dollars per year in credit card fees. This will take us from an average of 8%-10% fees for every card swiped, to 2.5% flat fee for every card swiped.

Accounting System - The software used to manage all of the accounting and inventory is in need of updating. The current software is rigid in its flexibility, and limiting in its possibilities for expansion of the department. A new system is needed to allow for growth and diversification of the department. Sales data needs to be automatically downloaded into the system, or into the cloud, to reduce the amount of manual labor. Reporting needs to be centrally located and easily accessible. A more intuitive software design will streamline all of the processes from inventory control, vendor payment, category sales reporting, to monitoring and tracking of trends.

Vendor Consolidation - Vendor consolidation will reduce the amount and frequency of orders being placed. This will reduce the amount of manual labor involved in placing each order. Reducing the amount of vendors used to purchase food services items will allow the department to better negotiate pricing using the elevated buying power. Focusing buying on fewer vendors will also allow the department to take advantage of industry rebates for educational members, this will give the department thousands of dollars in rebates each year.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Program Review - Food Services

Update Year: 2021-2022

10/15/2021

Status: Continue Action Next Year

We will continue to have this as a live Action. We are constantly trying to do more with what we have, and new technologies has been critical in allowing us to get things done quicker and easier so we can dedicate more time to our customers.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

We will continue to upgrade our technology and systems every semester so we can keep up with our customer's ever-changing demands and preferred method of communication.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objectives: 2015-2018

District Objectives - 4.1 - Improve operational systems based upon data driven decision-making as described in the COS 2.0 manuals.

District Objectives - 4.2 -Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

Action: 2021-2022 Tulare College Center Bookstore Update

TCC Bookstore Regeneration

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: District Objective: 4.1 Increase use of data for decision making in the department
4.2 Improve organizational effectiveness by strengthening operations

Person(s) Responsible (Name and Position): Food Services Manager

Rationale (With supporting data): The TCC Bookstore was originally planned to be a destination for students and staff to eat and socialize, while providing a space where they can have all their different supply needs fulfilled. It is currently underutilized and in need of a regeneration. The design of the space was poorly thought-out and haphazardly executed. This renovation will convert this space into the destination on campus that it was always meant to be. We will install a full service deli and lounge inside of the space in a creative, unique way. This will become a place for students and staff to eat, study, and socialize; as well as a space that bolsters collaboration and creativity.

Priority: Medium

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Program Review - Food Services

Update Year: 2021-2022

10/15/2021

Status: Continue Action Next Year

This will continue to be an Action for the next few years. We plan on integrating this renovation with the new building that will be built on the Tulare campus.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

This Action will continue into next year. We are currently closed on the Tulare campus with no plan to re-open until at least August of 2021.

We have completed the initial part of the regeneration with the Coffee Cart. The cart has become a huge success on the Tulare campus. We have established ourselves in Building B, along with all of the students that use that space for studying and meeting with fellow students over a cup of coffee.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Action: 2021-2022 Student awareness through media

Strategically placed directional signage on the Tulare campus

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

Leave Blank:

Identify related course/program outcomes: More awareness of products and services will increase student involvement in the school and will help to increase student enrollment by 1.75% for the district (Objective 1.1).

Person(s) Responsible (Name and Position): Food Services Manager

Rationale (With supporting data): Better signage on the Tulare campus will increase student engagement and awareness of services that are available to them. Directional signage will be updated periodically to inform students about weekly specials and new offerings. If students are more aware of the food services that are provided for them on campus, we have a better chance of keeping them on campus longer. Having students on campus longer will increase their engagement, and help to support their academic workload.

Priority: High

Safety Issue: No

External Mandate: Yes

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Continue Action Next Year

We have put in place directional signage and have continued to add signage to the information display in Building B. We will continue to add more signage to the front of the space, and rename the entire area this year. We will also work with the Dean of Facilities to update all of the campus maps online and in person to display the most current venue names.

Impact on District Objectives/Unit Outcomes (Not Required):

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Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

This Action will continue into next year. We are currently closed on the Tulare campus with no plan to re-open until at least August 2021.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

District Objectives: 2015-2018

District Objectives - 4.2 -Improve the efficiency, effectiveness and communication of human, physical, technological, and financial resources to advance the District Mission.

Action: 2020-2021 Espresso Machine

New espresso machine for The Grind on the Visalia campus. This is an Above Base Resource Allocation Request.

Leave Blank:

Implementation Timeline: 2020 - 2021

Leave Blank:

Leave Blank:

Identify related course/program outcomes: District Objective: 4.1 Increase use of data for decision making in the department

4.2 Improve organizational effectiveness by strengthening operations

Person(s) Responsible (Name and Position): Zach Patterson - Food Services Manager

Rationale (With supporting data): The Grind on the Visalia campus has been open since the Spring of 2016. In this time we have continued to progress so rapidly that we have outgrown our space, and our equipment can no longer keep up to the demand. The current espresso machine was purchased on an extremely tight budget. We found this machine on ebay. This machine started it's life in 1996 in Seattle in a Starbucks. It made it's way to a small shop in Salt Lake City where is was refurbished and then sold to COS online.

Only two of the three group heads, where the espresso is made, of the machine is currently functioning. There are no technicians that are able to service this machine in any capacity for less than the cost of the entire machine. All servicing and preventative maintenance of this machine has been done by the Food Services Manager.

A new espresso machine is essential to continued growth of The Grind. During the Spring semester of 2019 The Grind served over 7,200 beverages to customers on the Visalia campus. The Grind has to have a machine that is running perfectly and efficiently at all times. If our current machine has any issues we will have to close the entire store until it is back up and running. The entire future success of this location hinges on this one machine.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Action Completed

We were granted the necessary funds for this machine during the last cycle. The machine that we purchased is beautifully designed and is a welcome relief to our baristas and our customers. We are able to produce better tasting products at a much

Program Review - Food Services

faster speed thanks to this machine.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

We have updated this Action and are continuing with our request for funds for a new espresso machine. We did not receive funds during the last cycle of Above Base Resource Allocation Requests due to more important and necessary request coming in. We are still in need of replacing this machine, so we will continue to seek funds to satisfy this request.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Action: 2020-2021 Food Vending - Hanford

Cancellation of the food vending contract with Valley Wide Vending, and installation of COS owned vending machines.

Leave Blank:

Implementation Timeline: 2019 - 2020, 2020 - 2021

Leave Blank:

Leave Blank:

Identify related course/program outcomes:

Person(s) Responsible (Name and Position): Zach Patterson - Food Services Manager

Rationale (With supporting data): The vending machines on the Hanford campus are a lifeline for students taking classes in the early mornings and late into the evenings. These machines are the only place that students can get a bite to eat, or something more substantial without traveling back into town.

There have been many issues with the current vending company, Valley Wide Vending, that we have not been able to get resolutions on. These range from machines not being serviced or filled, and being allowed to sit empty for no reason, to the company themselves refusing to pay commission on any of the food they've been selling for all of the years they have been in place.

Food Services will take over all aspects of food vending on the Hanford campus. We will put new machines in place that we fill on a regular schedule with the items that students want to buy. The Food Services Manager will also take over all the servicing of the machines when mechanical issues arise.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Action Completed

We were granted the funds to purchase three vending machines for the Hanford campus. All machines are in place and are serviced multiple times per week by the Food Services Manager.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

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Status: Continue Action Next Year

This Action has been postponed for the remainder of the 2020-2021 school year. We will re-evaluate this Action in August of 2021 when we re-open to students. Currently this service is the only source of food for the few staff and faculty operating on this campus.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Action: 2020-2021 Food Vending - Tulare

Cancellation of the food vending contract with Valley Wide Vending, and installation of COS owned vending machines.

Leave Blank:

Implementation Timeline: 2019 - 2020, 2020 - 2021

Leave Blank:

Leave Blank:

Identify related course/program outcomes:

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Food Services will take over all aspects of food vending on the Tulare campus. We will put new machines in place that we fill on a regular schedule with the items that students want to buy. The Food Services Manager will also take over all the servicing of the machines when mechanical issues arise.

Priority: High

Safety Issue: No

External Mandate: No

Safety/Mandate Explanation:

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Action Completed

We were granted the funds for this request of two vending machines for the Tulare campus. All of the machines have been purchased and installed. The machines are serviced multiple times per week by the Food Services Manager.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

This Action has been postponed for the remainder of the 2020-2021 school year. We will re-evaluate this Action in August of 2021 when we re-open to students. Currently this service is the only source of food for the few staff and faculty operating on this campus.

Impact on District Objectives/Unit Outcomes (Not Required):

Program Review - Food Services

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Action: 2020-2021 Food Court Remodel

Food Court Remodel and Modernization

Leave Blank:

Implementation Timeline: 2020 - 2021

Leave Blank:

Leave Blank:

Identify related course/program outcomes: District Objective #2: Increase/ Improve the rate at which students complete degrees, certificates, and transfers.

Person(s) Responsible (Name and Position): Zachary Patterson - Food Services Manager

Rationale (With supporting data): A newly updated and renovated space is essential to the future growth of Food Services on the northern side of campus. Any update or renovation done to this area is required to have many updates that were not required at the time of original construction. This project will bring the Food Court up to being health code compliant, and will allow Food Services to dramatically expand our current offerings. We will be able to reach hundreds of new students and staff members each day that we have never been able to reach do to the size of the campus and the finite amount of time they have to eat. Currently, The Food Court sees over 800 students and staff come through it's doors. This space is not equipped to be able to handle customer volume any higher than this level. The Student Union only sees a little over 700 customers each day with far more staff, and far more space to accommodate this level of volume comfortably.

Priority: Medium

Safety Issue: Yes

External Mandate: Yes

Safety/Mandate Explanation: The space is not Health Code compliant in it's current condition. The two garage doors need to be removed and replaced with solid closing doors to prevent pests and insects from entering the facility. New flooring also needs to be installed. The current flooring is either in disrepair or missing entirely. Wall coverings such as FRP need to be installed throughout the facility wherever food is being prepared. A larger 3-compartment sink, as well as a dedicated hand-wash station, need to be installed. A curbed mop sink will need to be installed inside of the facility, or within a reasonable distance from the facility.

Update on Action

Updates

Update Year: 2021-2022

10/15/2021

Status: Action Completed

The Food Court remodel has been successfully completed in September of 2021. The remodel was slow, but it was extremely thorough and extensive. Every aspect of the space was re-worked and redesigned by the Food Services Manager and the Dean of Facilities. Every area was thought through from the perspective of the customers as well as the staff working in the space. Every detail was thought out from the space to display retail items to the way we designed the layout to influence queueing in a specific way. The space is beautiful, comfortable, and more importantly obsessively clean and tidy.

Impact on District Objectives/Unit Outcomes (Not Required):

Update Year: 2020 - 2021

10/14/2020

Status: Continue Action Next Year

The Food Court remodel has officially began. We have demolished the entire interior of the space. All of the drywall up to 8 feet has been removed to expose the electrical and plumbing so we can relocate everything to our exact specifications. All equipment has been removed, as well as all of the Pepsi equipment to make room for the construction work. We have completed the initial

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Floor Plan of the remodel, a copy is in linked under the Action.

Entry to the space will be through one double-door glass entryway. Traffic will flow to the left in a clock-wise motion first passing a cabinet system that will display our hot food, as well as our new large commercial coffee brewer and fountain machine. Next along this wall is a flush mounted cold filtered water dispenser then a large bank of Pepsi coolers that are enclosed in cabinetry allowing ample access and cleaning up the look of the refrigeration. Next, you will make your way around a pony wall (short 4 foot wall) that will be paneled in slat board that will display all of our ambient temperature snack items. Next is a large open-air cooler filled with fresh RTD&E (ready to drink and eat) foods. As you make your way back up to the front entryway you will pass through even more slat board shelving filled with grab and go snacks as well as a new wall of glass that once was an open garage roll top doorway. The front counter is right up at the exit capping off a clean flow from entry to exit in the new space.

Impact on District Objectives/Unit Outcomes (Not Required):

Link Actions to District Objectives

District Objectives: 2018-2021

District Objective 4.1 - Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents