

Comprehensive Program Review Report



Program Review - Food Services

Program Summary

2022-2023

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 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: 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.

Spring 2022 was a much stronger semester than the previous couple years. We were back to operating at a more normal level. Our student workers were higher performing, and we ran into less issues filling positions.

Summer 2022 was a very smooth, efficient summer. All of the Food Services classified staff were working on the Visalia campus, as well as a select group of our higher-performing students. We were able to put on some fun limited time events every week, and had a great time serving all of the staff and faculty on the Visalia campus.

Fall 2022 is proving to be the busiest semester that Food Services has ever seen in it's entire history. We have set new records sales days many times and have continued to maintain this level of volume for the last two months. We are very eager to see if this level of sales volume is here to stay, or if it will fade once the student discount goes away in 2023.

Action: 2022-2023 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
3. Gather data on actual food waste and reduce it to between 0%-5%
4. Increase sales by 5% annually

Leave Blank:

Implementation Timeline: 2022 - 2023

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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: 2022 - 2023

10/14/2022

Status: Continue Action Next Year

This Action will continue to be an area of focus for Food Services. At June 2022 YTD our COGS was very high at 51% our gross

Program Review - Food Services

revenue. Costs are up for us in all areas. Our student labor costs are still a little higher than we need them at 14.7% of our gross revenue. Our total revenue was way up over the past year. We made over \$600,000 more than the previous year, of course this was due to Covid and being shut down for most of the year. This year so far has been our busiest we have ever seen. We have also transferred the salary expense for the management staff over to the district, this will be a huge savings for Food Services moving forward.

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

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):

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.

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

District Objectives: 2021-2025

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

Action: 2022-2023 New Menus Across The District

New menus at all food venues across the district

Leave Blank:

Implementation Timeline: 2022 - 2023

Leave Blank:

Leave Blank:

Identify related course/program outcomes: 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): 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:

Program Review - Food Services

Update on Action

Updates

Update Year: 2022 - 2023

10/11/2022

Status: Continue Action Next Year

We have currently updated the COS Cafe menu, as well as The Avenue menu. We still need to modify the Giant Grill menu. The Grind menu has been reformatted, but the items themselves are the same, it just looks much nicer and more modern now.

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: 2021-2025

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

Action: 2022-2023 Mobile Ordering

Mobile Ordering

Leave Blank:

Implementation Timeline: 2022 - 2023

Leave Blank:

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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): 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:

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Update on Action

Updates

Update Year: 2022 - 2023

10/11/2022

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. We currently have this ordering option disabled. The immense volume we saw in the beginning of the semester has not slowed down, so adding this to the current workload would only slow the kitchen down further. We will have to re-think how we implement this feature if the volume we are currently experiencing is going to be our new norm.

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

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):

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.

District Objectives: 2021-2025

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

Action: 2022-2023 Student awareness through media

Strategically placed directional signage on the Tulare campus

Leave Blank:

Implementation Timeline: 2022 - 2023

Leave Blank:

Leave Blank:

Identify related course/program outcomes: More awareness of products and services will increase student involvement in the

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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: 2022 - 2023

10/11/2022

Status: Continue Action Next Year

New signage is finally getting done this year. We will be rebranding The Bookstore on the Tulare campus to now be The Student Store. This will be clearly marked on all maps and directional signage.

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

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):

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.

District Objectives: 2021-2025

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

Action: 2022-2023 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: 2022 - 2023

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.

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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: 2022 - 2023

10/11/2022

Status: Continue Action Next Year

We released a series of social media campaigns targeting students at COS to spread awareness of the 50% discount this past year. This was a tremendous success. Everyone was aware of the discount, and now our sales are continuing to be much larger than they typically are this point in the semester. We also started using social media preemptively this summer to advertise for student workers on all campuses. We have never received such a positive response before. We were able to get all positions filled, and even create positions that we've never had to create before because of the immense volume we've been seeing. Social media will continue to be a powerful tool for us to reach students across the district.

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

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):

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 - 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.

District Objectives: 2021-2025

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous

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improvement across all District units and constituents from 2021-2025.

Action: 2022-2023 Tulare College Center Bookstore Update

TCC Bookstore Regeneration

Leave Blank:

Implementation Timeline: 2022 - 2023

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

Update Year: 2022 - 2023

10/11/2022

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: 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):

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

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District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous

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improvement across all District units and constituents from 2021-2025.

Action: 2022-2023 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: 2022 - 2023

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

Update Year: 2022 - 2023

10/11/2022

Status: Continue Action Next Year

We will continue to have this as a live Action. We will always have opportunities for new technologies to help us do more for our customers.

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

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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):

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

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District Objectives: 2021-2025

District Objective 4.1 - Increase the effective use of data and transparency in decision making at all institutional levels from 2021-2025.

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

Action: 2021-2022 Utility Cart

Replacement Utility Cart

Leave Blank:

Implementation Timeline: 2021 - 2022

Leave Blank:

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 there storage and run completely empty therefor 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

Program Review - Food Services

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: 2022 - 2023

10/11/2022

Status: Action Completed

We were granted permission to use these funds to purchase new dish machines in place of the Utility Cart. Facilities gifted us their old carts so we no longer needed a new one. The new dish machines are a great addition to our kitchens.

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

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.

District Objectives: 2021-2025

District Objective 4.2 - Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025.

District Objective 4.3 - Improve professional development practices District-wide for all District employees to support equity and operational effectiveness from 2021-2025.

Action: 2021-2022 Pizza Oven

New Pizza Oven in The Giant Grill - This is an Above Base Resource Allocation Request

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 Giant Grill has sold over 600 pizzas this semester, all while using a single deck of a double deck, malfunctioning oven. Our current oven was loaned to us through a partnership with Sysco where we were required to purchase a certain brand of pizza to run through the machine. We no longer do any purchasing through Sysco, so the machine is being used to bake pizzas that weren't designed to be baked inside of it. Not only that, but one of the decks of the machine had some catastrophic electrical issues where the power supply started to heat up and then catch fire. After this incident we are only able to use a single deck of the oven to bake pizzas.

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We need a countertop machine that has two independent high-watt chambers that can accommodate at least 1500 pizzas per semester. We also need a stackable oven so as we grow we can easily add more ovens to increase our output.

Priority: Medium

Safety Issue: Yes

External Mandate: No

Safety/Mandate Explanation: Current pizza oven has multiple electrical issues and has caught fire during regular use.

Update on Action

Updates

Update Year: 2022 - 2023

10/11/2022

Status: Action Completed

We took delivery of these new pizza ovens at the end of March of 2022. Once we got them installed and turning out pizzas we quickly saw how necessary this purchase was. In the last 6 months we have sold 814 pizzas, grossing us over \$5,600 in sales. The initial investment was \$1,667.05, so it has definitely earned its fair share of revenue. We have already explored the idea of adding more ovens to our kitchen because we seem to not be able to keep up with demand. We're limited now by the existing electrical infrastructure of the kitchen.

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: 2021-2025

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