

Student Life Dining Services Program Review Executive Summary

Program Review Details

Self-Study Standards: The 2019 Council for the Advancement of Standards (CAS) Self-Assessment Guide (SAG) on Dining Services.

Campus Site Visit Dates: Wednesday, April 3rd – Friday, April 5th, 2024

Action Plan Objectives:

Based on the program review external committee recommendations and self-study findings, the following themes and action steps were created as strategic priorities for the Student Life Dining Services over the next five years.

Financial Efficiencies

- Enhance and market the Traditions Plus meal plan to increase revenue.
- Review current meal plan structure, with attention to offering a meal plan to third year students and expanding off-campus meal plans.
- Develop and promote food and meal specials during off hours.
- As the reserves are replenished, prepare a five-year capital planning budget.
- Track food waste and give it a dollar value.
- Review all food operations on the regional campuses, with specific attention to locations, hours of operation, self-service markets and food trucks.
- Review the hours of operation on all food operations on the main campus using an hourly breakeven analysis and adjust the hours based on the findings.
- Look at ways to best utilize all units over the summer.
- Evaluate the business arrangements of all food locations in academic buildings and Regional Campuses.

Human Resources and Staff Retention

- Address wages at all levels and continue advocating for team members using the NACUFS Salary Survey.
- Explore the hiring of one more dietitian.
- Develop a training manual and formal training process for newly hired managers and full-time staff.
- Have monthly or quarterly meetings with direct reports that include performance review using the goals established for the team members by the team member and their supervisor.
- Increase succession planning.
- Reduce the reliance on temporary employees.
- Ask for help during busy periods, especially weekends at the beginning of fall semester and during home football weekends.

Technology Utilization

- Continue to look for technology solutions to create efficiencies and consistencies within operations.
- Implement a RACI model when evaluating technology solutions.
- Continue to work towards one system for better reporting, communications and training consistency (agnostic technology).
- Utilize AI technology to reduce labor costs, solve current obstacles and develop innovative programming around new technology solutions to impact sustainability initiatives, food costs, and communications.

Communications and Customer Experience

- Explore ways to simplify the meal plans as students, families and outside support staff have trouble explaining and understanding them.
- Advocate for marketing support for Dining Services featured programming.
- Improvement on nutritional icons to encompass the big nine food allergies
- Share financial information, especially food cost, with all members of the management team. Offer training sessions covering how to utilize financial information.
- Involve team members in equipment purchases.
- Continue to utilize technology to communicate clearly amongst all partner teams and dining services staff.
- At an all-staff meeting, demonstrate how the duties and responsibilities of all team members affect the overall performance of DSP.

Last updated August 2024.