**Northern Michigan University**

**Improvement Plan / Assessment Report Form**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | Dining Services |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 2012\_ to June 30, 2013\_ | Date Submitted: | October 2012 |
| Submitted by (Unit Representative) | Sharon Carey |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes X No** |
| Our mission is to provide the highest quality dining opportunities, support and services to the University community. As a self-funded auxiliary, Dining Services strengthens the residential and commuter life experience, promotes nutritional education, diversity and cultural awareness. Dining Services encourages sustainable practice, manages operations to meet financial objectives and provides services to enhance the teaching and learning environment. |

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| **Improvement Plan** |  |  |
| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Action Plan/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) |
| *Objective*: Monitor the quality of satisfaction for students that dine in NMU dining operations by conducting the National Association of College and Universities Customer Service Benchmarking survey. A specific goal is to see an improvement in Menu rating with an increase to industry averages.*Rationale (Why you are setting this objective; mark with “X”)*: Effectiveness/quality action Efficiency/cost action  Compliance issue X Satisfaction measure X Create baseline  Other (explain): *Alignment (Refer to last pages)*1. *Which AQIP category does this address? 3*
2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*:
 |  | *Measures*:1a. Conduct Survey (November 2012).1b. Obtain results from survey (January 2013). 1c. Conduct meeting with, ASNMU, Presidents of residence hall and dining staff to review results and create action plan for improvement; selecting a desired goal of increased satisfaction per the survey (March 2013).1d. Take action plan and organize plan and objectives for 2013-14 AQIP.  |
| **Assessment Report** |  |  |
| **Summary of Data Collected** *(Provide trend data and summary)* |  | **Description of how results were used to improve services** *(Offers conclusions or interpretation and explains how data was used to make changes for improvement as related to the objective)* |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) |
| **Improvement Plan** |  |  |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective**  |
| *Objective*: NMU Dining will proceed with further review and development of a 5 year strategic plan for the newly combined Dining and Simply Superior Catering services that considers operational goals and plans and the office space configuration for improved effectiveness and efficiency.*Rationale (Why you are setting this objective; mark with “X”)*:X Effectiveness/quality action X Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Alignment (Refer to last pages)*1. *Which AQIP category does this address? 6 8*
2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*:
 |  | *Describe timetable plans to achieve objective*.2a. The strategic planning committee consisting of Director of Dining, CEC, Marketing Manager, Director of Catering, and Reservation Coordinator will review the operational goals and plans; assessing the reconfiguration of the office space (December 2012- June 2013). 2b. Benchmarking to industry standards from the National Association of College and University Food Service, (NACUFS) As described at http://www.nacufs.org/. Establish a draft with objectives and draft strategic plan for DS/SSC to present to Director of Auxiliary Services – review, rework and finalize draft. (January 2013- February 2013)2c. Distribute strategic plan draft with goals to dining service staff for input (March 2013) and revise as needed.2d. Confirm final draft with senior administration concerning strategic objectives for approval and support, revisions as necessary (April 2013) and revise as needed2e. Publish for staff and campus community. (June 2013)*Beyond completing the above steps, how will you judge whether the objective was a success? Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*? To reduce operating cost and improve office efficiencies and service for our customers. Operating costs are determined by labor cost reduction. Office efficiencies are demonstrated by cross training, restructuring of space to reduce distractions for the TOPS staff members. There is one central location for all customers to receive service. |
| **Assessment Report** |  |  |
| **Summary of Data Collected #2** (*Summarize the evidence)* |  | **Description of how results were used to improve services** |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) |
| **Improvement Plan** |  |  |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective**  |
| *Objective*: *Rationale (Why you are setting this objective; mark with “X”)*: Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain): *Alignment (Refer to last pages)*1. *Which AQIP category does this address?*
2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*:
 |  | *Describe timetable plans to achieve objective*.*Beyond completing the above steps, how will you judge whether the objective was a success*?  |
| **Assessment Report** |  |  |
| **Summary of Data Collected #3** (*Summarize the evidence)* |  | **Description of how results were used to improve services** |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) |

**AQIP Functions within the University:**

Some unit objectives address specific operational issues directly related to AQIP reporting. Listed below are AQIP categories. Use these category numbers to describe the context of each objective, i.e. which category does that objective address?
 (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

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| ***AQIP Categories*** |
| Category 1 | Helping Students Learn documents the curricular and co-curricular processes and student learning support. |
| Category 2 | Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach. |
| Category 3 | Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies targets and meets their needs. |
| Category 4 | Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. |
| Category 5 | Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. |
| Category 6 | Supporting Institutional Operations documents student and administrative support services, safety, and facilities. |
| Category 7 | Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards. |
| Category 8 | Planning Continuous Improvement documents NMU’s strategic and administrative planning processes. |
| Category 9 | Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies). |

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location  |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity.  |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives.  |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula.  |