**Northern Michigan University**

**OUTCOMES ASSESSMENT REPORT**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | **Dining Services** | | | | | | |
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| This document is the | **Plan for July 1, 2011, to June 30, 2012** | | | | | | Date Submitted | **October 2012** |
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| Submitted by (Unit Representative) | | | **Sharon Carey/ prepared by Greg Minner** | | | | | |
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| **University Mission Statement** | | | |  | **Department or Unit Mission Statement** | | | |
| Northern Michigan University challenges its students and employees to think independently and critically, develop lifelong learning habits, acquire career skills, embrace diversity and become productive citizens in the regional and global community.**.** | | | |  | **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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| **Intended Administrative Objective #1** | | | |  | **Means of Assessment for Objective** | | | |
| 1 NMU Dining will determine and establish strategic initiatives for the newly combined Dining and Simply Superior Catering services with a review of operational goals and plans by assessing past plans and practices. | | | |  | 1a. Working with a newly formed committee Dining Services will establish a format for meeting, objectives and a strategic plan for NMU Dining Services.  1b. Establish a draft strategic plan and goals  1c. Meet with senior administration concerning strategic objectives for approval and support, changes as necessary.  1d. Revise and publish for staff. | | | |
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| **Summary of Assessment Data Collected** | | | |  | **Use of Results to Improve Unit Services** | | | |
| Met with Simply Superior Staff and NMU Dining staff to collaborate on strategic initiatives for combining operations: It was determined by the group to work on combined office procedures, staffing and ways to cut expenses from the budget. (January 2012).  Set up the following goals for the project team:   * Assess current office configuration, productivity, operational goals and practices. March 2012 * Determine ways to increase customer satisfaction when coming into office for SS customers and NMU Dining customers. * Discuss current arrangement of office procedures and flow to increase productivity while reducing costs. * Give employees chance to discuss and come with options for increased productivity and lowering costs (2 weeks). Received drawings from furniture company. * Met with staff and determined plan of action (May 2012) * Complete plans (July 2012) | | | |  | From the action plan established – we will move forward on the design of the new front office space. The staff will be reconfigured to provide maximum performance as a customer enters the office.  -An expectation of 10% reduction in student office personnel from the accounting area,  -New use of student employee hiring process to be established (thru these discussion we have started the process of online applications) We hope to implement online applications before fall 2013.  -Reduction in student personnel for catering office space by 10 hours per week.  -Reduction in student personnel for student employment by 10 hours per week. | | | |
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| **Intended Administrative Objective #2** | | | |  | **Means of Assessment for Objective** | | | |
| 2. Launch the new Net Nutrition Web site with information to students, faculty and staff for the residential dining operations. | | | |  | 2a. Meet with Cbord to review the software for Net Nutrition  July 2011.  2b. Review other university Net Nutrition web sites and establish a design and layout for NMU Dining web site. July 2011.  2b. The Registered Dietician, Corporate Executive Chef, Menu Development Systems coordinator to establish a time line for placing Net Nutrition into operational mode. September 2011.  2c. Work with web designer and RD to research menu items and establish items into the data base Food Service Suite system. (February 2012)  2d. Additional training with Cbord to review Net Nutrition for NMU in playground mode, tweek and make modifications as necessary. (March-May 2012)  2e. Launch Net Nutrition (July 1, 2012). | | | |
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| **Summary of Assessment Data Collected** | | | |  | **Use of Results to Improve Unit Services** | | | |
| 2 a.Install and upgrade software with David Silvanic at Cbord Support.Upgrade FSS to version 9.0 and install Net Nutrition 9.0 on the test system. (Now on 9.5) -2011 summer work for Net Nutrition done on the test system.  2 b.Assemble workgroup meeting with NMU Dietitian, Executive Chef and Cbord Implementation Liaison  -Fall 2011:Train staff on nutritional accounting in FSS  -Nutritional data linking in FSS. 1. Focused first on vegan vegetarian recipes and ingredients. 2. Completed Vegan and Vegetarian recipes 3. Expanded focus to orientation and retail operations Menu recipes. 4. January 2012 - Expanded focus to MP and WCD cycle menu recipes. 5. Expanded focus to Station recipes. 6. Created database for 639 ingredients specific to NMU where previously there was no match.  7. Linked ingredients to nutritional data for recipes in the completed menus listed above as well as for WCD, MP, Melted, Fieras inventory of ingredients.  8. We are working on Temaki & Tea.  9. Created “Everyday” menus for Melted, Fieras, Soups, Cereal and are working on Beverages, Salad, Deli, Grain Station and Mongo.  2c. April 2012 – July 2012 Assembled Marketing and Web design team to define the marketing project and timeline.  2d. June-August 1, 2012  1. Web page is functional with several menu including MP and WCD cycle menu.  2. Completed FSS administration tasks with Cbord support  3. Improved nutritional data base by linking nutritional data with menu recipes  4. Developed recipe review process for entering Quality recipes in the data base  5. Continued development of database quality recipes  6. Used service menus for service communication and data collection in the MP and move toward forecasting capability | | | |  | Although we have not launched Net Nutrition to the campus we have been able to launch an area for review and progress updates. We hope to have the full site available for students to view and get additional nutritional data from our published menu in early September 2012.  Continued results from objective:  - We will Continue to clean up data completeness and accuracy  - Continued ongoing management staff training on use of Cbord  - Improve Inventory Management using FSS to improve purchasing function in all units  - Installed Motorola Symbol MC70 devices  - Implement hand held scanners for inventory to improve speed of routine inventory process  - Set Par and reorder points in the data base for inventory for inventory items  - Establish a routine inventory process in preparation of semi-automated purchasing  - Improved FSS item maintenance – purge old data, complete data fields where necessary  - Install UPC barcodes in our FSS database  - Continue to produce Quality NMU Standard Recipes  - Outlined proposal for menu and recipe development process  - Developed ongoing recipe research and review process  - Wrote the FSS recipe review standards for six dimensions of quality for FSS requirements and NMU quality standards.  Net Nutrition link:  http://netnutrition.nmu.edu/NetNutrition/Home.aspxth Chef. | | | |
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| **Intended Administrative Objective #3** | | | |  | **Means of Assessment for Objective** | | | |
| 3. Improve 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. | | | |  | 3a. Determine method of survey, paper or online and prizes to be given for taking survey (October 2011).  b. Market survey and promotes via web site and advertising.  c. Conduct Survey (November 2011)  d. Obtain results from survey (February 2012)  e. Conduct meeting with staff of dining operations to review results and create action plan for improvement. (March 2012).  f. Take action plan and organize plan and objectives for 2012-13 AQIP and match up with Strategic plan.  (June 2012). | | | |
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| **Summary of Assessment Data Collected** | | | |  | **Use of Results to Improve Unit Services** | | | |
| 3a. Determined the method of survey to be online and prizes to be given for taking survey (October-November 2011).  b. Market department mailed survey data to NACUFS affiliate, test sent out and we proceeded to promote via web site and advertising.  c. Conducted on line survey to students and customers of all retail and residential dining customers, included email addressed provided by campus survey office. (November 15-30 2011)  d. Obtained results from survey (April 2012) | | | |  | Since we did not receive the results of the survey in time for implementation for the Winter semester we are planning a review session of the results and plan to work with newly elected ASNMU officials and the Council of Housing Presidents to review key results of the survey and provide recommendations for improvement, (summary attached) We will also conduct meeting with staff of dining operations to review results and create action plan for improvement. (August 2012).  Finally we will take our action plan and organize objectives for 2012-13 AQIP and match up with Strategic plan (August 2012). | | | |