

Bakersfield College

Program Review – Annual Update 2017

I. Program Information:

Program Name:

Program Type: Instructional Student Affairs Administrative Service

Bakersfield College Mission: Bakersfield College provides opportunities for students from diverse economic, cultural, and educational backgrounds to attain Associate and Baccalaureate degrees and certificates, workplace skills, and preparation for transfer. Our rigorous and supportive learning environment fosters students’ abilities to think critically, communicate effectively, and demonstrate competencies and skills in order to engage productively in their communities and the world.

Describe how the program supports the Bakersfield College Mission:

Program Mission Statement:

The mission of the Food Services Department is to enhance and support the educational and student wellness goals of Bakersfield College. In pursuit of this mission, the Food Services Department acts as a partner in the district community which includes students, parents, teachers, staff, administrators and members of the larger Bakersfield area. The Food Services Department is dedicated to offering nutritious and enjoyable meals while maintaining high quality food standards, fulfilling customer desires, partnering with the learning environment, generating income which can augment district resources, and meeting the needs of the district community.

II. Progress on Program Goals:

A. List the program’s current goals. For each goal (minimum of 2 goals), discuss progress and changes. If the program is addressing more than two (2) goals, please duplicate this section.

Program Goal	Which institutional goals from the Bakersfield College Strategic Plan will be advanced upon completion of this goal? (select all that apply)	Progress on goal achievement (choose one)	Comments
1.	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	
2.	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities	<input type="checkbox"/> Completed: _____ (Date) <input type="checkbox"/> Revised: _____ (Date) <input type="checkbox"/> Ongoing: _____ (Date)	

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|---|--|--|
| <input type="checkbox"/> 4: Oversight and Accountability
<input type="checkbox"/> 5: Leadership and Engagement | | |
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B. List new or revised goals (if applicable)

New/Replacement Program Goal	Which institutional goals will be advanced upon completion of this goal? (select all that apply)	Anticipated Results
	<input type="checkbox"/> 1: Student Learning <input type="checkbox"/> 2: Student Progression and Completion <input type="checkbox"/> 3: Facilities <input type="checkbox"/> 4: Oversight and Accountability <input type="checkbox"/> 5: Leadership and Engagement	

III. Trend Data Analysis:

Highlight *any significant changes* in the following metrics and discuss what such changes mean to your program.

- A. Changes in student demographics (gender, age and ethnicity).
- B. Changes in enrollment (headcount, sections, course enrollment and productivity).
- C. Success and retention for face-to-face, as well as online/distance courses.
- D. Other program-specific data that reflects significant changes (*please specify or attach*). All Student Affairs and Administrative Services should respond.

IV. Program Assessment (focus on most recent year):

Use attached Assessment Report Form AU Tab

- A. Describe *any significant changes* in your program’s strengths since last year.
 - *Hired new cook to help increase sales in both catering and cafeteria sales*
 - *Five new items added to daily menu and opened hot line specials*
 - *Digital menu board installed to support overall look of grill*
 - *Created Service Recovery Card for staff*
 - *Increased catering sales by over 100%*
 - *Stream lined catering policies and procedures.*
 - *Implemented no tax regulation for students*
 - *Continue with the safety first culture*
 - *Promote health and wellness on campus*

- *Develop new food service assistant manager position*
 - *Developed P&L for accurate financial reporting*
 - *Successfully received A's during three (3) health inspections this year*
 - *Successfully hosted 525 Caterings*
 - *Successfully served over 265,000 guest in the Food Court and Panorama Grill YTD.*
- B. Describe any significant changes in your program's weaknesses since last year.
- *Food Services Assistant Managers position is posted*
- C. If applicable, describe any unplanned events that affected your program.
- *Few month delay in hiring and approving of student workers significantly affected scheduled work hours for classified staff and compromised quality and volume of food production*
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V. Assess Your Program's Resource Needs: To request resources (staff, faculty, technology, equipment, budget, and facilities), please fill out the appropriate form. <https://committees.kccd.edu/bc/committee/programreview>

A. Human Resources and Professional Development:

1. If you are requesting any additional positions, explain briefly how the additional positions will contribute to increased student success. Include upcoming retirements or open positions that need to be filled.
 - *Assistant Food Service Manager*
 - *The Assistant Food Service Manager will coordinate, plan and organize daily activities of the Bakersfield College Cafeteria and Bakersfield College Concessions operation. Assigning these duties to other staff in the Food Service Department violates the CSEA Contract. Union member supervising union member does not administer good management practices.*
 - *If this Position is not filled there will be continued stress on the Food Service Manager. The Food Service Manager Spends 50-70% of their time dealing with daily problems of the operation, thus has very little time to "manage" the department for the future.*
2. Professional Development:
 - a. Describe briefly the effectiveness of the professional development your program has been engaged in (either providing or attending) during the last year, focusing on how it contributed to student success.
 - b. What professional development opportunities and contributions can your program make to the college in the future?

B. Facilities:

1. How have facilities' maintenance, repair or updating affected your program in the past year as it relates to student success?
 - *The physical plant of the Food Service Department is extremely old. We understand plans are being made to remodel the Food Service Department along with the rest of the Campus Center. This project is two or three years away, the majority of the equipment, (stove, oven, broiler & fryer), in the main kitchen's "Cook Island" are over 30 years old with some over 65 years old. An equipment replacement plan has been developed by Chef Sabella with the assistance of the M&O Department.*

- *Because of how old the kitchen is some areas have become potentially hazardous do to wear and tear. Most obvious areas are the floors and ceilings.*
- *Credit Card acceptance is needed at the stadium. The stadium has been “wired” for credit card. This will definitely capture the 30% potential patrons that do not typically carry cash. If credit cannot be accepted. I recommend an ATM machine be installed within walking distance of the stadium.*

2. How will your Facilities Request for next year contribute to student success?

- *I truly believe that The Food Service Department has a direct effect on recruitment and retention rates. If we are able to create a hub where students feel at home and can network we can provide for them a place where they love to be and want to be. This can be achieved by doing a complete overhaul of the Cafeteria.*

**Provide a new open concept through the Food Service Area with several stations for Internal and External patrons. Provide a welcoming environment with lounge chairs and tables etc.*

C. Technology and Equipment:

1. Understanding that some programs teach in multiple classrooms, how has new, repurposed or existing technology or equipment affected your program in the past year as it relates to student success?
2. How will your new or repurposed classroom, office technology and/or equipment request contribute to student success?
3. Discuss the effectiveness of technology used in your area to meet college strategic goals.

D. Budget: Explain how your budget justifications will contribute to increased student success for your program.

VI. Conclusions and Findings:

Present any conclusions and findings about the program. This is an opportunity to provide a brief abstract/synopsis of your program’s current circumstances and needs.

The Food Service Department is an asset to Bakersfield College and the Kern Community College District. The Department is an enterprise fund and needs to be allowed to operate like one