



# Program Review Request

## Administrative Services – Food Services

### Program Review Purpose

*“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009*

### DATA

<b>Total sales in 2022-2023:</b>	Unknown
<b>Describe the types of food available to GWC students/employees:</b>	Low cost, healthy offerings as well as snack foods.
<b>Number of employees:</b>	0
<b>Hours of operation:</b>	0800-1400

<b>List the Administrative Service Outcomes (ASOs) for food services:</b> <i>If you have not defined your ASOs, please describe how you will define them in 2023-2024.</i>	We need to revamp food services on campus. We currently offer vending and cafeteria style options.  We will be successful if we can renovate our kitchen facilities and generate sufficient sales to justify contracting for services that make money for the campus and contractor.
<b>Describe how you assessed your ASOs this year? (e.g., survey, document review)</b> <i>If you have not assessed ASOs, describe your plan to assess in 2023-2024.</i>	Anecdotal.
<b>What were the findings of your ASO assessment?</b>	Anecdotal.
<b>How do you plan to strengthen practices/policies to improve your outcomes?</b>	We need to assess our food offerings. A substantive review of our facilities and opportunities to meet basic student and employee food needs is called for. Using a professional service to conduct a contemporary and competent evaluation of needs and facilities should be contracted.

<b>Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more stakeholders (students, employees) or improving your outcomes.</b>
We will hire an industry expert to evaluate food offerings and the infrastructure needed to meet student and employee needs.



## Program Review Request Administrative Services – Food Services

### PROGRAM-SPECIFIC QUESTIONS

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**Describe the functions of food services?**

To provide nourishing and low cost food to our students and employees.

**What does food services do exceptionally well?**

Our current tenant is very accomodating but has other challenges that necessitate this review.

**How does fiscal services help GWC meet its mission?**

*Golden West College provides an intellectually and culturally stimulating learning environment for its diverse student population. The College provides enriching and innovative programs that help students: transfer to four-year institutions, earn associate degrees, complete certificates in career and technical education, advance their careers, and demonstrate college readiness. The College is committed to continuous assessment and improvement of student learning and institutional effectiveness.*

By providing nourishing and low cost food to our students and employees.

**How can food services adapt to handle the increased volume in programs requiring additional tracking and reports?**

This is an example of why we need to fund a thorough review of services and infrastructure.

**What are the most impactful changes in processes to the food services that can improve service to students and the campus community?**

We need to purchase all new refrigeration, freezer storage, and heating elements to be safe and functional.

**What are the biggest challenges facing the food services in completing its role?**

Cost.

### GOALS AND REQUESTS FOR FUNDING

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**Requests – If you are requesting any of the following, they MUST be addressed within your goals. These forms must be submitted separately from the Program Review.**

- Faculty
- Equipment, Facilities, Technology
- Support Staff

**GWC Strategic Plan Goals Legend**

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and



# Program Review Request

## Administrative Services – Food Services

academic programs that lead to student success.

3. **Completion:** GWC will ensure students’ timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

### GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

*Please refer to your previous Program Review cycle and summarize all outcomes for each goal.*

**Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not.**

Unknown if a previous review for food services has been done.

### GOALS FOR CURRENT PROGRAM REVIEW CYCLE

*Current goals should be connected to GWC’s Strategic Plan Goals.*

#### **GOAL 1 (Required)**

**Description of goal:**

Help meet food insecurities.

**What actions will be taken to accomplish the goal?**

Conduct a professional review of services and our infrastructure to provide proper food services.

**What metric will you use to measure your goal?**

Successful bid responses; completed evaluation; updated cafeteria facilities; contract that benefits the college.

**Which of the College’s missions and goals does this goal support? (check all that apply)**

- Enrollment
- Equity and Success



# Program Review Request

## Administrative Services – Food Services

- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

### **GOAL 2 (Required)**

<b>Description of goal:</b>
Update cafeteria facilities.

<b>What actions will be taken to accomplish the goal?</b>
Conduct a professional review and implement findings, if appropriate.

<b>What metric will you use to measure your goal?</b>
Refresh of cafeteria; contracted food services that meet GWC needs.

### **Which of the College’s missions and goals does this goal support? (check all that apply)**

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

### **GOAL 3 (Required)**

<b>Description of goal:</b>
Contracted food services that meet GWC needs.

<b>What actions will be taken to accomplish the goal?</b>
Complete a contemporary and professional evaluation of our current cafeteria capabilities and needs.

<b>What metric will you use to measure your goal?</b>
Contracted food services that meet GWC needs.

### **Which of the College’s missions and goals does this goal support? (check all that apply)**

- Enrollment



# Program Review Request

## Administrative Services – Food Services

- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

### OTHER INFORMATION

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#### What additional information would you like to share about your program?

We offer a number of food services on campus. However, a functioning food court that has all of the needed equipment to attend to our students and employees is essential. This will require an update of decades old equipment. A thorough evaluation of our current services and infrastructure needs is required.

Submitter's Signature: *Rick Hicks*

Date: 10/5/2023

#### Supervisor's Review

As the supervisor of this program, I have reviewed this request.

- No concerns
- I have concerns

Comments: Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

Vice President's Signature: *Rick Hicks*

Date: 10/5/2023



# Program Review Request- Facilities, Equipment, Technology & Other

Golden West College

## FACILITIES, EQUIPMENT, TECHNOLOGY & OTHER FUNDING REQUEST

Submitter's First Name:	Rick
Submitter's Last Name:	Hicks
Submitter's Email:	rhicks@gwc.cccd.edu
Submitter's Phone Number:	714-895-8157
Who is your Dean/Supervisor?	Meridith Randall
Are you the Department Chair?	No
Who is your Vice President?	NA
Program/Department:	Food Services

### Type of Review:

Note: Library and Counseling should submit individual Program Reviews: one for Instruction and one for Student Services.

- Instruction
- Student Services
- Administrative

### Directions:

- Fill out the GOAL section, including narrative (required) and include supporting data (if necessary/desired).
- Fill out the REQUEST FOR FUNDING section, indicating a request for Facilities, Technology or Equipment, including description of the item(s) being requested and total dollar amount.
- Fill out one form per GOAL/REQUEST FOR FUNDING.

## GOAL

<b>Description of Program's Goal (required):</b>
To provide healthy, affordable food options for students and employees at GWC.

<b>Data to support the Program's Goal (if necessary/desired)</b>
<a href="#">Data Dashboards</a>
<b>If additional data is necessary/desired, fill out a <a href="#">Research Request</a> - May take up to 4 weeks</b>
Our current cafeteria infrastructure is very old and long past its life expectancy. Our cooking, cooling and freezing capabilities are almost nonexistent. Our equipment is constantly broken and we now face the potential of no longer finding parts for the equipment or anyone with the skill and expertise to repair it. All of the equipment related to storing, freezing, heating, cooking, cooling, etc., must be replaced.
We are facing the potential of the Health Department not permitting us to continue to provide food services, our current tenant may decide to part ways leaving us without a replacement, and, serious health issues could arise if the food is not stored or prepared properly.

<b>What actions will the program take to accomplish this goal?</b>
We will get updated quotes to replace the freezing, cooling, storage and cooking equipment needed to run a full service cafeteria.



# Program Review Request- Facilities, Equipment, Technology & Other

Golden West College

What metric will you use to measure this goal?
Purchase, install and use.

**Which of the College’s missions and goals does this goal support? (Vision 2030)**

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

Please describe how this goal supports the College’s missions and goals <a href="#">(Vision 2030)</a> .
Providing low cost food options is directly in line with our mission and goals. Keeping students fortified to face the rigors of school by offering a variety of low cost food options will motivate students to remain on campus and can serve as a draw to other students when considering which college to attend.

## REQUEST FOR FUNDING

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**Request: What do you need to accomplish this goal? (Mark one per request)**

- Facilities (e.g. improvements/repairs to classrooms, offices and buildings)
- Technology
- Equipment
- Other (e.g. conferences, funding for professional development)

**Description of Item(s) / Cost**

All requests must have a sales quote that includes:

1. Sales tax
2. Installation fee
3. Training fee
4. Service life agreement/fee

*Please note: approved requests over 10k will need 3 quotes before purchase*

Description of Item(s)	Total Dollar Amount Requested
These quotes have not yet been obtained. We have experience with older, stale estimates in addition to the experience of constant repair and/or replacement of parts so an educated estimate can be made. Freezer Storage	\$70,000



# Program Review Request- Facilities, Equipment, Technology & Other

Golden West College

Cooler	
Low Boy	
Cooktop and Oven	
Click or tap here to enter text.	Click or tap here to enter text.
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Click or tap here to enter text.	Click or tap here to enter text.
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### Do you have any existing funds in your budget to cover this expense? Please describe.

Yes, the campus has sufficient funds including capital outlay if needed.

### Will there be an on-going cost for this request? What is the total cost of ownership?

In addition to standard warranties, the purchase should include a maintenance agreement for each item to extend their life and ensure proper repairs are made by qualified technicians when needed.

### Supervisor's Review

As the supervisor of this program, I have reviewed this request.

No concerns

I have concerns about this recommendation

I believe department or wing funds exist to cover this request:  partial  full payment

**Comments:** Click or tap here to enter text.

**Supervisor's Signature:** *Rick Hicks*

**Date:** 10/6/2023

**Vice President's Signature:** *Rick Hicks*

**Date:** 10/6/2023

## OFFICE USE ONLY

### President's Recommendation:

Funding recommended

Funding not recommended

**President's Signature:** Click or tap here to enter text.

**Date:** Click or tap to enter a date.



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