

# UNC Asheville Division of Student Affairs Departmental Annual Report

*Department Name Dining Services  
Year 2008-2009*

## Department Mission

UNC Asheville Dining service is passionate about providing excellent food at the highest levels of quality, value, and service. We believe that the dining experience is more than simply serving delicious food. In fact, we believe that nourishing students is not only our business; it's our commitment to the community we serve. We take dining service to a new level by nurturing our customers' health and environment to create positive contributions to the lives of our customers. Fueling Bright Minds... One bite at a time

## Executive Summary -

*This year's goals focused on retention, health and wellness and diversity. It has been a journey that has created new programs out of great ideas from focus groups such as the Wellness Committee, Dining Services Student advisory Committee and customer feedback through our assessments. Below are some of those great programs:*

### *Diversity*

*Theme meals focusing on*

<i>German</i>	<i>Oktoberfest</i>
<i>Italian</i>	<i>Italian Feast</i>
<i>Asian</i>	<i>Chinese New Year</i>
<i>Hispanic</i>	<i>Cinco de Maya</i>
<i>St. Patrick's Days</i>	<i>Clover all Over</i>

### *Health and wellness*

*No Fried Fridays*

*Lunch and Learns with the RD*

*Wellness Check Up cash*

# Goals & Assessment

## 1. Departmental Goal

Increase student retention

## 2. Linkage to Foundation Documents

- a. **Division Goal** – *Students live passion with compassion*
- b. **University Strategic Action Plan** – *Increase student engagement, retention, diversity and graduation rates while maintaining or improving selectivity*
- c. **University Strategic Plan Learning Goals** – *Students practice lively engagement with others and the world*
- d. **UNC Tomorrow Priorities** – *4.2.4 UNC should maintain affordability and increase financial aid*
- e. **Community Principals** – *A college is an open community, a place where freedom of expression is uncompromisingly protected and where civility is powerfully affirmed*
- f. **CAS Standards** - *none*

## 3. Measured Outcomes – *Our goal was to increase customer satisfaction by 5 pts in both fall and spring semesters. Our overall average increase for this year was a 4 pt increase.*

- a. **Action Plan** – *Although we missed our targeted goal this year by 1 point our plan is to use this information to improve year on year satisfaction and add new items to help meet that demand*
- b. **Assessment Method** – *The tool we used to measure our success was through our bi-annual student satisfaction surveys*
- c. **Summary of Findings** – *We found that although individual customer service has improved year on year our focus needs to be for events that break up the monotony throughout each semester.*
- d. **Decisions** – *We have not only increased our theme meals for the coming year and are in the process of developing a calendar that allows students more advance knowledge of those events*
- e. **Timeframe to reassess** – *Our next assessment of this process will be October of 2009*

# Goals & Assessment

## 1.) Departmental Goal

Create an environment that embraces multicultural values among our student's faculty and staff

## 2.) Linkage to Foundation Documents

- a. **Division Goal** – *Students appreciate and respect diversity*
- b. **University Strategic Action Plan** – *Assert and demonstrate our individual and collective responsibilities to invite, honor and learn from our differences. Intentionally reflect the vibrant demographics, In all it's complexity, of our city, our region, our state and our world*
- c. **University Strategic Plan Learning Goals** – *Students understand the interconnectedness of all disciplines, ideas, actions and individuals*
- d. **UNC Tomorrow Priorities** – *4.4.4 UNC should promote the arts and cultural enrichment in all regions of the state*
- e. **Community Principals** – *A college is a just community, a place where the sacredness of the person is honored and where diversity is aggressively pursued*
- f. **CAS Standards** – *none*

## 3.) Measured Outcomes – *Our goal was to create an environment that embraces multicultural values among our students, faculty and staff. If successful our outcomes would show that 75% of African American, Asian and Native American (ALANA) students and gay, lesbian, bisexual, transgender and queer (GLBTQ) students would indicate that they find dining services staff and facilities warm and inviting*

- a. **Action Plan** – *Create a community board that identifies our associates and their history in Asheville, plan special theme meals with the Intercultural Center that highlights cultural foods while maximizing student involvement, we also planned to start a focus groups to identify needs for our students and receiving feedback to insure a friendly environment for all multicultural groups on campus including ALANA and GLBTQ students.*
- b. **Assessment Method** – *The creation of focus groups for ALANA and GLBTQ and our corporate survey*
- c. **Summary of Findings** – *Due to the current structure of our corporate surveys we are unable to add questions that would allow us feedback that is quantitative. We are working on a new measurement for the coming year to extract some of that information.*
- d. **Decisions** – *We are working on a way to extract the data that is convenient to students, faculty and staff*
- e. **Timeframe to reassess** – *Fall 2009*

## Goals & Assessment

- 1.) **Departmental Goal**  
Increase the awareness of personal health and wellness for members of the campus community
- 2.) **Linkage to Foundation Documents**
  - a. **Division Goal** – *Students promote and practice wellness*
  - b. **University Strategic Action Plan** –
  - c. **University Strategic Plan Learning Goals** – *Students practice lively engagement with others and the world*
  - d. **UNC Tomorrow Priorities** – *4.5 thru 4.5.3 UNC should lead in improving the health and wellness of all people and communities in our state*
  - e. **Community Principals** – *A college is a disciplined community, a place where the individuals accept their obligations to the group and where well defined governance procedures guide behavior for the common good*
  - f. **CAS Standards** – *none*
- 3.) **Measured Outcomes** – *Increase participation with students, faculty and staff working with the registered dietician from 2 per month to 7 per month*
  - a. **Action Plan** – *working with the work place wellness committee Janet developed a lunch and learn program that invited faculty and staff to join a scheduled meal to discuss healthy eating habits and good exercise habits*
  - b. **Assessment Method** – *This program will be assessed in August prior to the starting of the new year, there are currently 2 more Lunch and Learns before we survey the participants*
  - c. **Summary of Findings** – *Through discussions we are educating members of the community how to use the many dining services tools to help make better dining choices.*
  - d. **Decisions** – *We plan on using the survey from the committee in August to promote a new calendar that promotes new items in the dining hall and upcoming Balanced Choices meals*
  - e. **Timeframe to reassess** – *August 2009*