

Department: Dining Services

Year: 2009-2010

Departmental Goal	Increase student retention
Outcomes	<ul style="list-style-type: none"> • Increase overall satisfaction in residential from 92% to 95% Fall 08-Fall 09 • Increase overall satisfaction in retail from 93% to 95% Spring 09 – Spring 10 • Increase overall satisfaction in residential from 91% to 95% Fall 08-Fall 09 • Increase overall satisfaction in retail from 91% to 95% Spring 09 – Spring 10
Action Steps/Strategies	<ul style="list-style-type: none"> • New programs designed around local programs such as Madison County day and other themed meals that create excitement for our students • Continue to develop supervisors round table to include more training designed to increase student satisfaction • Increase student workers from 8 to 12
UNCA Student Affairs Strategic Directions	Students live life with passion and compassion
UNCA Strategic Action Plan	Increase student engagement, retention, diversity, and graduation rates while maintaining or improving selectivity
UNCA Strategic Plan Learning Goals	Students practice lively engagement with others and the world
UNC Tomorrow Priorities	4.2.4 UNC should maintain affordability and increase financial aid
Community Principles	A college is an open community, a place where freedom of expression is uncompromisingly protected and where civility is powerfully affirmed
CAS Standards	None

Departmental Goal	Increase awareness of personal health and wellness for members of the campus community
Outcomes	<ul style="list-style-type: none"> • Increase participation with students, faculty and staff attending programs developed by Registered Dietician by 25% • Increase balanced choice offerings to include health dessert options by 5 new items • Increase participation with health risk assessment program with Human Resources from 43 participants to 100 participants
Action Steps/Strategies	<ul style="list-style-type: none"> • Collaborate with Well Work Place committee to promote health risk assessments and getting annual check ups completed • Create Facebook page designed to promote our programs and create a new avenue to get feedback. Goal is to have 400 friends listed by December
UNCA Student Affairs Strategic Directions	Students promote and practice wellness
UNCA Strategic Action Plan	
UNCA Strategic Plan Learning Goals	Students practice lively engagement with others and in the world
UNC Tomorrow Priorities	4.5- thru 4.5.3 should lead in improving the health and wellness of all the people and the communities in our state
Community Principles	A college is a disciplined community, a place where individuals accept their obligations to the group and where well defined governance procedures guide behavior for the common good
CAS Standards	None

Departmental Goal	Being fiscally responsible for university funds by reducing overall utility costs in the dining hall
Outcomes	<ul style="list-style-type: none"> • Decrease electrical consumption by 5% overall in the building from 08-09 • Reduce water and sewage consumption by 5% from 08-09 • Reduce waste of disposables by 10,000 lbs from 08-09
Action Steps/Strategies	<ul style="list-style-type: none"> • Turn of lights in the outer seating area during day light hours • Replace all bulbs in seating area with energy efficient bulbs (replace as they fail) • Reduce dish machine running time by 3 hours per day to reduce power, water and

	sewage • Add reusable silverware to eco-clam program to reduce disposable waste
UNCA Student Affairs Strategic Directions	Students serve the local and global community
UNCA Strategic Action Plan	Pursue creative daily practices of sustainability and responsibility; Establish sustainable best practices in technology, infrastructure and campus planning
UNCA Strategic Plan Learning Goals	Students build a strong understanding of self, purpose, connection to the world, and their potential for changing it.
UNC Tomorrow Priorities	4.6.1 UNC should community awareness of environmental and sustainability issues
Community Principles	
CAS Standards	None