

The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office/program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual cycles provide data for a periodic (every five years) comprehensive review that shows evidence of improvement and outlines long-range goals.

The Program Planning and Assessment process will improve and increase the flow of information and data at Hartnell College. The result of the process will also improve institutional effectiveness.

Service/Office/ Non-Instructional Program	Date Completed (must be in final form by 3/31/14)*	Date Submitted to VP
<i>Cafeteria</i>	6/18/14	6/27/14

*Please note that you should work with your colleagues and supervisor/director/dean to ensure that this report is completed, revised as needed, in its final form and submitted no later than the end of March.

List of Contributors, including Title/Position

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<i>Jill Sweeney, Food Service Manager</i>

This PPA

Please complete this section for services/offices/non-instructional programs scheduled for comprehensive review in spring 2014. Go to Section II for services/offices/non-instructional programs scheduled for annual review in spring 2014.

A. OVERALL SERVICE/OFFICE/PROGRAM EFFECTIVENESS

1. Describe your service/office/non-instructional program in terms of its overall effectiveness over the past several years.

Please consider the questions below in describing your area.

- *What are your area's primary functions?*
- *How are students/*(d)8177(ser)(7s16846(nts)m)2

2. What staffing factors /challenges have influence d the effectiveness of he

This s

B. SERVICE/ PROGRAM MODALITY

1. Describe the different physical locations (campuses, sites, etc.) at which, the various delivery vehicles (phone, online, face-to-face, etc.) through which, and the times (of day, evening, week, etc.) at which the service/program is provided to intended recipients. Consider staffing and other resources available to serve user needs for each location, vehicle, and time specified.

On the main campus we have a full service kitchen that includes a grill, soup area, and sandwich area. Soon it will include a salad bar. Hours of operation are Monday through Thursday 8:00 a.m. through 7:30 p.m. and on Fridays 8:00 a.m. through 2:00 p.m.

On Our Alisal Campus we have limited services. It was not designed to be a full service kitchen, rather a small café only serving food that has been prepared on main campus and transported over. The hours of operations are Monday through Thursday 9:00 a.m. through 1:30 p.m.

2. Compare service /program quality provided across locations, vehicles, and times. Are there differences? To what do you ascribe the differences in your service/program? Discuss any other relevant factors regarding diverse service/program modalities and environments.

On the main campus we have a full service kitchen; this allows the department to provide a full range of services to include catering. Catering service is

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2014.

A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2015-16. An activity can address many different aspects of your service/office/program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources

1. List information concerning new projects or activities planned. Please keep in mind that

*** Please complete this page for each new activity.

Food services staff development

2. This item is used to

e) What are the barriers to achieving success in this activity?

The current staff has been in their current positions a long time . The only barrier I foresee at this time is changing the way things have been done in the past. I will work with cafeteria manager to develop staff training related to customer service.

B. RESOURCE REQUESTS

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APPENDIX A . Strategic Priorities & Goals (from Hartnell College Strategic Plan 2013 -2018)

Priority 1: Student Access

Goal 1A:Hartnell

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

Priority 6: **Partnership with Industry, Business Agencies and Education**

Goal 6A: Hartnell College is committed to strengthening and furthering its current partnerships, in order to secure lasting, mutually beneficial relationships between the college and the community.