Initiative Report for CCS 2009-10

Campus Food Services: Revenue Enhancements: Student and Staff Surveys

Summary:

Student and staff opinions are important to Campus Food Services. Regularly conducted surveys will only improve upon the services offered.

Description

We will implement two annual surveys and tailor that information to increased and varied selections in the Food Court. Surveys help us know what staff and students are looking for. Survey participants will have the chance to win Dining Dollar cards.

Questions and Answers

How is the initiative linked to the Unit Plans most recently submitted?

1. **How does it continue the achievement of those goals?**
2. **If this is a continuation of an initiative started last year, make sure that relationship is clear.**

How is this initiative linked to the efficiencies and productivities plans you had last year?

1. **How does it continue the achievement of these plans?**
2. **If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.**

This initiative is a continuation of a process improvement started 4 years ago.

This initiative advances the implementation of a long-term process improvement.

New information helps us make new decisions.

Describe the resources needed:

No General fund contribution needed

Fund 6 revenues will support survey and survey incentives

What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.

Attaining results from IRAP will give us guidance to the needs and wants of our campus clients. Incorporating products requested from clients will be a measure of success.

Department Priority:

2

Unit Resources:

No General fund contribution needed

Fund 6 revenues will support survey

Funding Request: Carl Perkins

Funding Request: Curriculum Development

Funding Request: Technology Fee