

## CCS 2011-12

### CFS Goal: Student and Staff Surveys

#### Summary:

We will continue to implement campus-wide surveys to help us know what staff and students are looking for in consideration of the current operations and future redesign project.

#### Description

We will continue to implement campus-wide surveys to help us know what staff and students are looking for in consideration of the current operations and future redesign project. Currently, CFS staff is collecting roughly 100 surveys per week which include the following information: customer demographics; satisfaction levels of cleanliness, food quality, food freshness, menu variety, speed of service, and pricing and value; and key success factors for students in the first floor remodel. PUG and BLT survey groups will be implemented. Inter-departmental survey support through IRAP, Student Government, and other Student/Staff Services groups will be incorporated to develop and analyze survey instruments and results.

#### 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 started last year. This initiative advances the implementation of a long-term process improvement.

**Describe the resources needed:**

No General fund contribution needed. Fund 6 revenues will support training.

**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.**

Increased efficiency and productivity, including instructional learning outcomes; Revenue enhancement.

**Department Priority:**

**Unit Resources:**

Funding Request: Carl Perkins

Funding Request: Curriculum Development

Funding Request: Technology Fee