

Auxiliary Services Goals and Assessments Year 2011- 2012

Department: Food Services

Department Goals:

- Compare other college retail and catering financial standings to SLCC.

Specific Objectives:

- Understand other Food Service fiscal operations as compared to SLCC.
- Through assessment find opportunities to improve SLCC financial standing.

Assessment Plan: Participated in the NACUFS Customer Satisfaction Survey

College Priority & Goal: Strategic Priority III – Advance a Culture of Evidence and Accountability.

Outcomes:

- All participating institutions lost money on their Retail operations
- Most other institutions that had catering programs also lost money on catering.
- Meal Plans provide the revenue needed to meet their financial goals.