Northern Michigan University
OUTCOMES ASSESSMENT PLAN/REPORT FORM
Administrative or Educational Support Unit

Name of Department or Unit: Dining Services

This document is the [ ] PLAN or [ ] REPORT for July 1, 2011 to June 30, 2012
Date Submitted: Sept 2011
Submitted by (Unit Representative): Greg Minner

Department or Unit Mission Statement:

Our mission is to provide the highest quality dining opportunities, support and services to the University community. As a self-funded auxiliary, Dining Services strengthens the residential and commuter life experience, promotes nutritional education, diversity and cultural awareness. Dining Services encourages sustainable practice, manages operations to meet financial objectives and provides services to enhance the teaching and learning environment.

Department or Unit Mission Statement: Was this mission statement revised this year? [ ] Yes [ ] No

Functions within the University:

In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, please type “X” for all AQIP categories directly related to your unit’s core mission. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.)

☐ AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.
☐ AQIP Category 2: Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach.
☐ AQIP Category 3: Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs.
☐ AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs.
☐ AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions.
☐ AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.
☐ AQIP Category 7: Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards.
☐ AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.
☐ AQIP Category 9: Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies).

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document tab.)

Administrative Objective #1 (State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)

Improve the quality of satisfaction for students that dine in NMU dining operations by conducting the National Association of College and Universities Benchmarking survey.

(NMU Dining last conducted this survey in November 2008. It is an annual survey. Dining Services would like to establish this survey as an ongoing gauge of its overall performance on a year to year basis and establish goals for improvement.)

Means/Evidence of Assessment for Objective (Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect? What method is used to collect the data for the statistic?)

1a. Determine method of survey, paper or online and prizes to be given for taking survey (September 2011).
1b. Market survey and promotion via web site and advertising. (October 2011)
1c. Conduct Survey (November 2011)
1d. Obtain results from survey (February 2012)
1e. Conduct meeting with staff of dining operations to review results and create action plan for improvement; selecting a desired goal of increased satisfaction per the survey. (March 2012).
1f. Take action plan and organize plan and objectives for
**Administrative Objective #2** (State a 1-2 year objective intended to improve a unit process, service, or output.)

**Objective:** Launch the new Net Nutrition Web site with information to students, faculty and staff for the residential dining operations.

Net Nutrition is a web based software mgmt. tool from Cbord (Menu Management System) Net Nutrition will allow students to view the menu items they may want to eat and give them the nutritional analysis of the food per serving size.

**Rationale** (Why you are setting this objective; mark with “X”):
- X Effectiveness/quality action
- X Efficiency/cost action
- ☐ Compliance issue
- ☑ Satisfaction measure
- ☑ Create baseline
- ☐ Other (explain):

**Describe timetable plans to achieve objective.**

2a. Meet with Cbord to review the software for Net Nutrition July 2011.


2c. The Registered Dietician, Corporate Executive Chef, Menu Development Systems coordinator to establish a timeline for placing Net Nutrition into operational mode. September 2011.

2d. Work with web designer and RD to research menu items and establish items into the data base Food Service Suite system. (February 2012)

2e. Launch Net Nutrition (July 1, 2012).

**Beyond completing the above steps, how will you judge whether the objective was a success?**

1. Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired?

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**Administrative Objective #3** (State a 1-2 year objective intended to improve a unit process, service, or output.)

**Objective:** NMU Dining will establish a 5 year strategic plan for the newly combined Dining and Simply Superior Catering services.

**Rationale** (Why you are setting this objective? Mark with “X”):
- X Effectiveness/quality action
- ☑ Efficiency/cost action
- ☐ Compliance issue
- ☑ Satisfaction measure
- ☑ Create baseline
- ☐ Other (explain):

**Describe timetable plans to achieve objective.**

3a. Form a committee within DS and SSC to conduct a review of operational goals and plans; assessing past practices and strategic plans, reviewing consultant recommendations and matching those with the Road Map to 2015 determine a plan of action. (October 2011)

3b. Using a template from NACUFS establish a draft with objectives and draft strategic plan for DS/SSC to present to Associate VP – review, rework and finalize draft. (December 2011- January 2012)

3c. Publish draft to NMU Dining Staff and VP Establish draft strategic plan and goals (January 2012)

3d. Confirm with senior administration concerning strategic objectives for approval and support, changes as necessary.

3e. Revise and publish for staff and campus community.

**Beyond completing the above steps, how will you judge whether the objective was a success?**
Summary of Data Collected (Summarize the evidence)
(Fill in only for the REPORT at the end of the year.)

Use of Results to Improve Unit Services
(Fill in only for the REPORT at the end of the year.)

1 Many service units already use an evaluative measure and this approach is now more common in assessment theory— not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you might measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

Road Map Codes to Tie to Unit Objectives
Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at www.nmu.edu/roadmap2015.

<table>
<thead>
<tr>
<th>Code</th>
<th>Innovation Goals</th>
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<tbody>
<tr>
<td>I-1</td>
<td>Balance successful programs with new offerings</td>
</tr>
<tr>
<td>I-2</td>
<td>Professional development program that rewards innovation and collaboration</td>
</tr>
<tr>
<td>I-3</td>
<td>A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad</td>
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<tr>
<td>I-4</td>
<td>Develop the financial resources to support innovation and student success</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Code</th>
<th>Meaningful Lives Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>ML-1</td>
<td>A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world</td>
</tr>
<tr>
<td>ML-2</td>
<td>Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network</td>
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<tr>
<td>ML-3</td>
<td>Integrate the highest possible level of information technology skills and competencies throughout the university</td>
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<thead>
<tr>
<th>Code</th>
<th>Campus Attributes Goals</th>
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<tbody>
<tr>
<td>CA-1</td>
<td>Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus</td>
</tr>
<tr>
<td>CA-2</td>
<td>Enhance processes throughout campus operations to guide the use of resources and inform resource allocation</td>
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<tr>
<td>CA-3</td>
<td>Enhance the portfolio of academic programs, research and other activities that leverage the university’s location</td>
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<tr>
<td>CA-4</td>
<td>Be a model community for sustainable education and practices</td>
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<tr>
<th>Code</th>
<th>Community Engagement Goals</th>
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<tbody>
<tr>
<td>CE-1</td>
<td>Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity.</td>
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<tr>
<td>CE-2</td>
<td>Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives.</td>
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<tr>
<td>CE-3</td>
<td>Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience</td>
</tr>
<tr>
<td>CE-4</td>
<td>Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula</td>
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