

Housing & Food Service Committee Annual Committee Report

Committee Name: Housing and Food Service Committee

Chairperson: John Hardin III

List of members: Tony Perez, Brandi Brannon, John Mahoney, Chris Bell, Valerie Armstrong, Dina Neal, Roger Blackmon, Christie Lehman, Bobby Scott, Toni Bell, Rhonda Knox

Dates of meetings: May 3, 2012

Accomplishments: Fulfilled Annual Meeting Requirement

Recommendations: N/A

Membership suggestions: N/A

Attachment of agendas and minutes (including attendance)

Submitted by: Brandi Brannon

Date submitted: May 7, 2012

HOUSING AND FOOD SERVICE COMMITTEE

Thursday, May 3, 2012

10:30am in the Student Services Conference Room

Meeting Agenda

Purpose:

To monitor and review functions and services associated with housing and food service.

Responsibilities:

1. To meet in October and May to review matters concerning dormitory life and campus food service. *–John B. Hardin, III*
2. To foster a good relationship between personnel of the food service provider and the College community. *–John B. Hardin, III and Tony Perez*
3. To recommend ways to make dormitory living an integral part of the College experience. *–John B. Hardin, III and Brandi Brannon*
4. To promote a learning environment in the residence halls that supports the educational mission of the institution. *–John B. Hardin, III and Housing Staff*

HOUSING AND FOOD SERVICE COMMITTEE

Thursday, May 3, 2012

10:30am in the Faculty/Staff Lounge

Meeting Minutes

Members Present: John B. Hardin, III, Brandi Brannon, Rhonda Knox, John Mahoney, Toni Bell, Chris Bell, Bobby Scott, Sjhonton Fanner, Valerie Armstrong, Roger Blackmon, Samantha Hoelscher, Taylor Steward, Travis Rose, Tony Perez, Kevin Lallmann, Lyndsey Lipscomb, and Holli Reyna. Also present Teresa Willett from Great Western Dining.

Members Absent: Dina Neal, Christie Lehman

Dean Hardin called the meeting to order at 10:32am. Dean Hardin noted that almost all committee members were present and that he appreciated the good turnout.

Dean Hardin wanted to bring to the group's attention that starting next Fall we will have a little different procedure when new ideas/comments/suggestions come up in housing or food service-related areas, to send an email to Brandi Brannon, who will collect the comments and send them to Dean Hardin so the ideas/comments/concerns can be addressed at the upcoming meeting of this committee.

Dean Hardin reviewed the responsibilities of the committee and said we would hear from these respective departments to address the committee's responsibilities during the meeting.

Dean Hardin called on Tony Perez, Director of Housing, to review the Student Housing Resident Survey (Exhibit A) that was collected at the end of the Spring semester 2011 at checkout. Overall, the majority of students felt the environment at the dorms was a positive experience. Dean Hardin added that we have had very few complaints this year about the dorms.

Dean Hardin also asked Tony to explain the other handout that was provided to the group, "Agencies of Assistance" (Exhibit B). Tony explained that a copy of this document is provided for each dorm room to make students aware of available services in the area.

Dean Hardin again called on Tony to go over the feedback from the Dining Services Consumer Survey (Exhibit C). The Dining Survey was collected at checkout of Fall 2011. Overall the vast majority of student feedback was that the overall food service program is "usually acceptable" or "very acceptable".

Teresa Willett, of Great Western Dining, was present to offer some comments after review of this survey. She asked that VC Staff stress to their students that the dining service employees need time to address their specific requests, especially at lunch, when students seems to want things immediately. Another concern she would like us to remind students about is that in between the lunch & dinner meals, any food provided to students is not included as part of their meal plan and needs to be paid for. Dean Hardin said the staff needs to do our part in reminding students about this procedure, as well as the dining staff making themselves available to collect the fees from students during this timeframe.

Chris Bell offered his compliments to the dining staff and thanked Teresa for their efforts. He said the quality of the food has definitely gone up this year and the staff is very friendly and courteous, especially in accommodating student requests. Dean Hardin seconded Chris's compliments of the food service staff.

Dean Hardin also reminded everyone to suggest that students utilize the Suggestion Box as the best way for us to receive their anonymous feedback about any dorm, food service or campus-related issues or concerns. Sjhonton Fanner, Director of Student Activities, collects the comments from the suggestion box & provides those to Dean Hardin. Staff can also send Brandi an email as soon as these ideas/issues/concerns arise.

Dean Hardin then asked the committee members for any other comments or concerns regarding housing or food service. Travis Rose addressed his concern about the beds/mattresses in the Baseball dorms. He said bed bug infestation on some of the older mattresses and bed frames has continued to grow and has become a serious issue that needs to be addressed. Dean Hardin and John Mahoney said the issue was duly noted and would be addressed this Summer.

Kevin Lallmann made the motion to adjourn the meeting, which was seconded by Chris Bell. The meeting was adjourned at 11:10am.

Vernon College Student Housing Resident Survey Spring 2011

1= Agree Completely 2=Somewhat Agree 3=No Opinion

4=Somewhat Disagree 5=Disagree Completely

Place an X in the appropriate box

		1	2	3	4	5
1	The check-in procedure was quick and efficient.	79	7	1	2	3
2	I received adequate notice of the rules and policies for residency in the dorm.	81	6	0	2	3
3	The size of the dorm rooms met my expectations.	53	25	7	3	4
4	The furnishings of the dorm are adequate for my needs.	64	16	7	0	5
5	Maintenance always fixes my problems in a timely manner.	66	15	6	2	3
6	The exterior of the dorms is well-maintained and clean.	72	14	2	1	3
7	The Housing Office staff is helpful in meeting my goals for residential life.	81	6	1	1	3
8	There are enough on-campus after-hour activities for me to participate.	68	12	6	3	3
9	The fees for room and board are about what I expected.	71	8	5	3	5
10	The overall environment at the dorm is a positive experience.	78	6	1	3	4

92 Residents Surveyed Spring 2011 Semester

53 male students

33 freshman

20 sophomores

Exhibit A

39 female students

22 freshman

17 sophomores

Agencies for Assistance

NAME / SUBJECT	ADDRESS	PHONE NUMBER
Adoption		
Gladney Center for Adoption	Fort Worth, TX	817-922-6000
Aids Counseling / Testing		
National STD Hotline		800-227-8922
National Hotline (Spanish)		1-800-232-4636
Texas Hotline (Spanish)		1-800-232-4636
Wichita County Health Department	1700 3 rd Street	761-7800
Wilson Family Planning Clinic	1301 3 rd Street, Suite 100	723-0755
Birth / Death Certificates		
Wichita County Health Department	1700 3 rd Street	761-7800
Birth Defects / Disability		
North Texas Rehabilitation Center	1005 Midwestern Parkway	322-0771
Texas Medicaid	1328 Oakhurst Dr.	767-1720
Breast Feeding Classes		
United Regional Health Care System	1600 8 th Street/1600 11 th Street	764-7000
Bus Tickets		
Faith Mission	1300 Travis Street	723-5663
Child Abuse / Neglect		
Child Advocates	808 Austin St.	766-0552
Child / Adult Abuse Hotline		1-800-252-5400

Child Protective Services	925 Lamar St.	235-1995
Child Care		
Child Care Learning Center (CCMS)	4309 Jacksboro Hwy Suite 230	723-8774
Child Care Referrals (TANF only)	4309 Jacksboro Hwy Suite 230	723-8774
Wilson Family Planning Clinic	1301 3 rd Street, Suite 100	723-0755
Clothing Assistance		
Goodwill	4117 Hilcrest Plaza	553-3021
Faith Mission (Tues & Thurs 7:30 a.m.)	1300 Travis Street	723-5663
Faith Village Church of Christ	4100 Mcniel Avenue	692-0032
The Sonshine House (Tues & Thurs 1 – 4)	1004 Bluff	723-2731
Commodities		
Ben Donnell Activity Center	115 East Wichita St.	720-0780
Beverly Drive United Methodist	813 North Beverly	761-5937
Burkburnett Service Center	Burkburnett	569-0821
Faith Baptist Church	3001 Southwest Parkway	692-4220
First United Methodist Church	1006 11th Street	613-0025
Senior Citizens Center	503 W. Michigan Electra, TX	495-4311
Victory Baptist Church	1400 Midwestern Parkway	767-2640
Consumer Information		
Consumer Credit Counseling Service	3210 Kell Blvd., Suite 200	696-2227
Death – Grief Support		
Hospice	4909 Johnson Road	691-0982
Sudden Infant Death (SIDS)		800-221-7437

	Dental	
Interfaith Ministries	1101 11 th Street	322-1365
Wichita County Health Department	1700 3 rd Street	761-7800
	Disability	
Association for Retarded Citizens	3307 Buchanan	692-2303
North Texas Rehabilitation Commission	1005 Midwestern Parkway	322-0771
	Employment	
Texas Workforce Commission (TWC)	1401 Holliday Suite 324	767-0882
Workforce Solutions	4309 Jacksboro Hwy	723-8774
	English Lessons	
Region IX Education Service Center	301 Loop 11 Suite 300	322-6938
	Eyeglasses	
Interfaith Ministries	1101 11 th Street	322-1365
	Food (Call ahead to see if available)	
Church of Christ	10 th & Broad	322-8005
Edgemere Church of Christ (Friday 10-1pm)	4728 Neta Lane	766-0107
Faith Village Church of Christ (Thurs. 1-6pm)	McNiel and Callfield Street	692-0032
Floral Heights Methodist Church (M/T/Th 9:30-	2214 10 th Street	723-7151
Interfaith Ministries	1101 11 th Street	322-1365
Maurine Street Church of God	2201 Maurine Street	723-7533
Our Lady of Guadalupe (Sat 12-1 p.m.)	421 Marconi	766-2735
Salvation Army	403 7 th Street	322-9822

The Sonshine House (Tues & Thurs 1 – 4) Texas Department of Human Services	1004 Bluff 115 West Morris	723-2731 1-888-3536
Furniture		
Faith Mission	1300 Travis Street	723-5663
Salvation Army	403 7 th Street	322-9822
Gasoline		
Faith Mission	1300 Travis Street	723-5663
Interfaith Ministries	1101 11 th Street	322-1365
Salvation Army	403 7 th Street	322-9822
Hospitals		
Kell West Regional Hospital	5420 Kell Blvd.	692-5888
North Texas Surgi – Center	917 Midwestern Parkway East	767-7273
United Regional Health Care System	1600 11 th Street / 1600 8 th St	764-7000
HealthSouth Rehabilitation Hospital of Wichita	3901 Armory Road	452-9578
Housing Assistance		
Faith Mission	1300 Travis Street	723-5663
First Step Family Store	911 Indiana	322-4911
Housing Authority	1111 Ross St.	552-5744
Salvation Army	403 7 th Street	322-9822
Section 8 Housing	1300 7 th St.	761-7454
Legal Assistance		
Family Law Hotline		1-800-777-FAIR
Northwest Texas Legal Services (Civil Matters	703 Scott Ave.	723-5542

	Literacy	
Wichita Adult Literacy Council	301 Loop 11	322-6928
	Mammogram	
Wichita County Health Department	1700 3 rd Street	761-7800
	Maternity Homes	
Gladney Center for Adoption	Fort Worth, TX	817-922-6000
Loving Christian Maternity Home	Wichita Falls, TX	691-9935
	Meals	
Faith Mission	1300 Travis Street	723-5663
Meals on Wheels	1008 Burnett Street	322-6232
Salvation Army	403 7 th Street	322-9822
	Medicaid	
Medicaid Eligibility	1328 Oakhurst Dr.	767-1720
	Medical Assistance	
Interfaith Ministries	1101 11 th Street	322-1365
Family Health Center	1301 3 rd St. Suite 200	767-8334
North Central Texas Community Health Care	200 Martin Luther King	766-6306
Wichita County Health Department	1700 3 rd Street	761-7800
Wichita County Human Service	600 Scott Street	766-8199
United Regional Health Care System	1600 8 th Street / 1600 11 th St.	764-7000
Wilbarger Wellness Center	2500 Wilbarger Street	552-9351

	Military	
Sheppard Family Support Center	Sheppard AFB	676-4257/4358
	Miscellaneous Assistance	
Attorney General (Child Support)	813 8 th Street Suite 300	322-2557
Social Security Administration	1000 Burnett	322-5215
Wilbarger Wellness Center	2500 Wilbarger	N/A
Workforce Investment Act	4309 Jacksboro Hwy Suite 300	322-1801
	Parental Classes – Lamaze	
Wichita County Health Department	1700 3 rd Street	761-7800
United Regional Health Care System	1600 11 th Street / 1600 8 th St	764-7000
	Poison Control	
North Central Texas Area Hotline		1-800-553-6573
United Regional Health Care System	1600 11 th Street / 1600 8 th St	764-7000
	Pregnancy Testing	
Wichita County Health Department	1700 3 rd Street	761-7800
Wilson Family Planning Clinic	1301 3 rd Street, Suite 100	723-0755
Pregnancy Help Center	2300 Pease St.	357-0220
	Prescription Assistance	
Faith Mission	1300 Travis Street	723-5663
Interfaith Ministries	1101 11 th Street	322-1365
Routh Street Women's Clinic	Dallas, TX	1-800-742-8489
Salvation Army	403 7 th Street	322-9822
Western Women's Surgery Center	Dallas, TX	1-800-727-2255

Wichita County Health Department	1700 3 rd Street	761-7800
Wichita County Human Service	1700 3 rd Street	761-7800
Wilson Family Planning Clinic	1301 3 rd Street, Suite 100	723-0755
Rape Crisis		
First Step Family Store	911 Indiana	322-4911
United Regional Health Care System	1600 11 th Street / 1600 8 th St	764-7000
American Red Cross-North Central TX		322-8686
Runaways		
Children's Aid Society / Teen Shelter	1101 30 th Street	940-322-3141/800-821-5762
National Runaway Switchboard Hotline		800-786-2929 (RUNAWAY)
Sex Education		
Wilson Family Planning Clinic	1301 3 rd Street, Suite 100	723-0755
Sexual Assault – Incest / Abuse / Family		
Child Protective Services	925 Lamar St.	235-1995
First Step Family Store	911 Indiana	322-4911
National Hotline		800-656-4673 (HOPE)
Teen Emergency Shelter	1101 30 th Street	322-7671
Shelter		
Faith Mission	1300 Travis Street	723-5663
First Step Family Store	911 Indiana	322-4911
Salvation Army	403 7 th Street	322-9822
Speech – Language Services		

North Texas Rehabilitation Center	1005 Midwestern Parkway	322-0771
Subsidized Rental		
Highpoint Village	5500 Professional Drive	723-9932
Housing Authority	1111 Ross St.	552-5744
Indian Falls	4540 Barnett Road	696-2637
Parkway Villas	4800 Brookdale	691-7211
Westmoreland Park Garden Apartments	4806 Johnson Road	692-5422
Substance Abuse–Chemical		
Alanon	5103 Old Jacksboro Hwy.	767-0844
Alcoholics Anonymous	5103 Old Jacksboro Hwy.	322-6452
Narcotics Anonymous		855-3458
Red River Hospital	1505 8 th Street	322-3171
Red River Recovery Center	2501 Taylor	761-3034
Salvation Army	403 7 th Street	322-9822
Southwestern Medical Center	Lawton, OK	580-531-4700
The Treatment Center	2030 Maurine Street	763-1000
Turning Point	624 Indiana Ste. 308	723-2551
Suicide Prevention		
Crisis Assistance Listening Line		866-314-6841
North Texas State Hospital	6515 Kemp Blvd.	692-1220
Red River Hospital	1505 8 th Street	322-3171
T.B. Chest Clinic		
Wichita County Health Department	1700 3 rd Street	761-7800

	Texas Department of Human Services – Surrounding Counties	
Regional Customer Service Hotline.		866-480-2553
	Transportation	
Interfaith Ministries	1101 11 th Street	322-1365
	Utilities	
Faith Mission	1300 Travis Street	723-5663
Interfaith Ministries	1101 11 th Street	322-1365
Salvation Army	403 7 th Street	322-9822

Vernon College Dining Services

Customer Survey Results

Fall 2011

Very Acceptable Usually Acceptable Not Acceptable

1. Temperature of Food

Hot Food	29	76	22
Cold Food	30	76	21
Beverages	65	49	13

2. Variety of Choices on Menu

Breakfast	26	70	31
Lunch	19	75	33
Dinner	24	76	27

3. Quality of Food

Entrees	25	78	24
Starches	25	76	26
Vegetables	19	76	32
Fruits	32	68	27
Salad Bar	33	69	25
Desserts/Ice Cream	43	67	17
Beverages	55	52	20

4. Quality of Service

Promptness of Service	45	65	17
Presentation/Attractiveness	25	79	23
Cleanliness of trays, dishes, etc.	39	71	17
Atmosphere of Dining Area	41	68	18
Courtesy of Staff	40	68	19
Courtesy of Manager	37	66	24

5. Overall Food Service Program

19	75	33
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Male: 62

Female: 65

Freshman: 81

Sophomore: 46

Survey was given the week of November 14th

127 Housing students surveyed

