

## **Annual Committee Report**

Committee Name: Housing & Food Service Committee

Chairperson: John B. Hardin III

List of members: John B. Hardin, III, Tony Perez, John Mahoney, Rhonda Knox, Sjhonton Fanner, Cole Tallman, Chad Smith, Roger Blackmon, Dina Neal, Tony Perez, Melvin Jenkins, Kevin Lallmann, Christie Lehman, Brandi Brannon, Chris Bell, Toni Bell, Teresa Willett

Dates of meetings: May 8, 2014

Accomplishments: Annual committee meeting

Recommendations: N/A

Membership suggestions: N/A

Attachment of agendas and minutes (including attendance)

Submitted by: Brandi Brannon

Date submitted: 5/9/14

## HOUSING AND FOOD SERVICE COMMITTEE

Thursday, May 8, 2014

9:30am in the Faculty/Staff Lounge

### 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.

*Review food service surveys*–John B. Hardin, III, Teresa Willett and Tony Perez

3. To recommend ways to make dormitory living an integral part of the College experience.

*Review housing surveys*–John B. Hardin, III and Tony Perez

4. To promote a learning environment in the residence halls that supports the educational mission of the institution. –Housing Staff

**Housing & Food Service Committee  
Committee Meeting Minutes  
Thursday, May 08, 2014  
9:30am Faculty/Staff Lounge**

**Members Present:** Brandi Brannon, Chad Smith, Chris Bell, Christie Lehman, Cole Tallman, John Hardin, Kevin Lallmann, Melvin Jenkins, Teresa Willett, Toni Bell, Tony Perez, Sjhonton Fanner

**Guests Present:** Cathy Bolton

**Not Present:** Dina Neal, John Mahoney, Rhonda Knox, Roger Blackmon

Dean Hardin called the meeting to order at 9:40am. He explained that he recruited special guest Cathy Bolton to attend our committee meeting to have a faculty representative present at this meeting. He then reviewed the purpose and responsibilities of this standing committee: To monitor and review the functions and services associated with housing and food service.

Dean Hardin turned the meeting over to Tony Perez and Teresa Willett to review the Great Western Dining Food Service Customer Surveys given in early Spring 2014. Overall remarks from the food service survey were positive and high ranking.

Dean Hardin welcomed comments from the committee members concerning food service and reminded committee members to encourage students to use the comments/suggestions box located in the SUB that Sjhonton Fanner monitors.

Teresa Willet explained that she walks the dining hall each day during meals to check in with the students and get their feedback. She makes her decisions heavily based upon students' feedback.

Dean Hardin then reviewed the written comments from the Dining Survey. There was discussion about placing a board to write the daily featured items on the soup/sandwich/extra entrée bar near the beginning of the food service line to highlight these items since they are not on the daily menu so they won't be overlooked.

Tony Perez commented that there were not as many complaints from the dorm students about the food in the dining hall as in years past. There were very few negative comments this year.

Cathy Bolton mentioned that there had been some discussion among some faculty members about the misspelled words on the posted weekly menu and about the menu not being posted at the beginning of the week. Christie Lehman said when the new website is active Teresa will have the ability to go online and post the menu herself so she won't have to send to RunBiz and wait for them to do it.

Kevin Lallmann thanked Teresa & her staff for doing a great job on the travel lunches for the sports teams this year. Melvin Jenkins seconded his comment. The travel lunches helped a lot and saved the teams money.

Cole Tallmann expressed concern about himself and some of his athletes occasionally finding a hair in the food and the growing problem with flies on the food service line. Chris Bell said John Mahoney has ordered machines to mount outside of the SUB for the flies. Teresa said all staff are required to wear hair nets or caps at all times in the kitchen and would like any future incidents with hair brought to her attention in person so she can resolve the matter.

Chad Smith said he is happy with the food service and they are very good overall. Toni Bell said the baked fish is very good and the fried catfish was not very good. Chris Bell said the food is good and the staff is very nice & professional. Dean Hardin echoed his positive comments about the food service staff. Tony Perez said he gets lots of compliments from the students about Mike on the dinner crew for serving big portions and making sure everyone is satisfied.

Moving on the housing surveys. Dean Hardin summarized that the overall comments on these surveys were also very positive. He gave kudos to Steven Kajs in the maintenance department. Ever since he has been on housing maintenance there have been zero issues. He also thanked Sjhonton for being so good at coming up with activities for the students to keep them entertained which is not an easy job. He then went through the written comments from the housing survey.

We will be ordering some new furniture to replace some of the older furniture in the dorms. Coach Lallmann said this was one of the best semesters in quite a while. Tony said Chad Smith being present on campus as the Rodeo Coach has helped a lot with the Rodeo students and Dean Hardin echoed his comments.

Sjhonton relayed a message he has gotten frequently from the dorm students about problems with the internet and in a particular instance where it caused several students to miss being able to complete a test for Mrs. Whitman's class. Wifi in the dorms seems to be a consistent issue that is out of our control.

Coach Lallmann has had an issue with trash cans in the hallways at the baseball dorms for several years. Dean Hardin said they will get it taken care of.

Dean Hardin announced that Tony Perez has resigned from his position and is leaving us. Many people expressed what a great job Tony has done and how greatly he will be missed.

There being no further business or discussion, Coach Lallmann made a motion to adjourn which was seconded by Chad Smith. The meeting was adjourned at 10:27am.

# Vernon College Student Housing Resident Survey Spring 2014

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.	85	11	8	0	5
2	I received adequate notice of the rules and policies for residency in the dorm.	86	9	7	2	5
3	The size of the dorm rooms met my expectations.	75	19	8	5	2
4	The furnishings of the dorm are adequate for my needs.	69	26	4	7	3
5	Maintenance always fixes my problems in a timely manner.	77	16	10	4	2
6	The exterior of the dorms is well-maintained and clean.	68	22	10	6	3
7	The Housing Office staff is helpful in meeting my goals for residential life.	73	20	7	5	4
8	There are enough on-campus after-hour activities for me to participate.	66	24	10	2	4
9	The fees for room and board are about what I expected.	64	26	12	3	4
10	The overall environment at the dorm is a positive experience.	64	29	7	4	5

Survey was given May

109 Student Residents Surveyed

## **Student Resident Survey Comments Spring 2014**

1. Internet is slow, frustrating when doing my school work
2. Baseball dorm rooms are too small, no closet space
3. Stereo for the basement and a pool table
4. Furniture is old and not comfortable in the basement
5. More movie nights with snacks and drinks
6. Staff is always friendly
7. Spray for insects more often, too many spiders at the dorm
8. Mold is present in my bathroom, spray to kill mold spots
9. Parking lot is dangerous, too many students speeding
10. The backside of the main dorm gets too loud at night
11. Curfew is too early; it should be 1:00 am instead of 11:00 pm
12. Parking lot is too crowded on the backside, don't allow trucks just cars
13. Housing staff/coaches are easy to get along with. Always helpful

**86% overall grade in the agree completely to somewhat agree range**

# Great Western Dining Service

## Customer Survey

### Spring 2014

Please mark each box with a ✓

#### 1. Temperature of Food

Hot Food

Cold Food

Beverages

Very Acceptable

Usually Acceptable

Not Acceptable

	Very Acceptable	Usually Acceptable	Not Acceptable
Hot Food	46	64	5
Cold Food	44	62	9
Beverages	67	45	3

#### 2. Variety of Choices on Menu

Breakfast

Lunch

Dinner

	Very Acceptable	Usually Acceptable	Not Acceptable
Breakfast	47	50	18
Lunch	44	58	13
Dinner	43	60	12

#### 3. Quality of Food

Entrees

Starches

Vegetables

Fruits

Salad Bar

Desserts/Ice Cream

Beverages

	Very Acceptable	Usually Acceptable	Not Acceptable
Entrees	43	63	9
Starches	42	61	12
Vegetables	45	56	14
Fruits	48	59	8
Salad Bar	51	56	8
Desserts/Ice Cream	47	58	10
Beverages	58	49	8

#### 4. Quality of Service

Promptness of Service

Presentation/Attractiveness

Cleanliness of trays, dishes, etc.

Atmosphere of Dining Area

Courtesy of Staff

Courtesy of Manager

#### 5. Overall Food Service

	Very Acceptable	Usually Acceptable	Not Acceptable
Promptness of Service	57	52	6
Presentation/Attractiveness	49	58	8
Cleanliness of trays, dishes, etc.	58	50	7
Atmosphere of Dining Area	60	47	8
Courtesy of Staff	59	49	7
Courtesy of Manager	63	46	6
Overall Food Service	49	57	9

Survey was given in Jan./Feb.

115 Student Residents Surveyed

## **Great Western Dining Survey Comments**

1. Breakfast is the best meal of the day
2. Vegetarian options on a daily basis
3. Beef and a chicken entrée nightly
4. GWD does a good job
5. The night staff is always friendly
6. Silverware is sometimes spotted
7. More variety of fresh fruit, more variety at dinner
8. Food is sometimes overcooked
9. Thanks GWD, staff is always friendly
10. Too much fried food, need healthy options daily – baked fish and chicken
11. Have the option of a sandwich during lunch and dinner
12. Less butter and salt on lunch and dinner items
13. More pizza nights. Have pizza and spaghetti on the same night
14. Have a grill night at least once a month – burgers, steaks, chicken on the grill
15. Steak and bake nights more often

**91% overall grade in the very acceptable to usually acceptable range**