

## **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, Christie Lehman, Brandi Brannon, Chris Bell, Toni Bell, Teresa Willett

Dates of meetings: May 13, 2013

Accomplishments: Annual committee meeting

Recommendations: N/A

Membership suggestions: N/A

Attachment of agendas and minutes (including attendance)

Submitted by: Brandi Brannon

Date submitted: 5/14/13

## HOUSING AND FOOD SERVICE COMMITTEE

Monday, May 13, 2013

11:00am 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 AND FOOD SERVICE COMMITTEE

Monday, May 13, 2013

### Meeting Minutes

*Members Present:* John B. Hardin, III, Tony Perez, John Mahoney, Rhonda Knox, Sjhonton Fanner, Cole Tallman, Chad Smith, Roger Blackmon, Dina Neal, Tony Perez, Melvin Jenkins, Christie Lehman. Also present Teresa Willett from Great Western Dining.

*Members Absent:* Brandi Brannon, Chris Bell, Toni Bell

The meeting was called to order by committee chair John Hardin at 10:05am. Dean Hardin opened the meeting by stating committees have a list of duties, responsibilities and charges that are fairly lengthy. He continued that there are two committees that are about as straightforward as you can write a standing committee list of responsibilities and duties and this is one of those. The Housing and Food Service Standing Committee is required to meet in October and May, with a charge to review any and all matters concerning dormitory life and food service.

Dean Hardin reviewed the responsibilities of the committee which were provided on the agenda for the meeting.

Dean Hardin started with the review of the Great Western Dining service surveys. Tony Perez distributed the surveys to dorm students, faculty, and staff. Temperature of food was surveyed by the majority as very acceptable. Variety of choices on menu was surveyed by the majority as usually acceptable. Quality of food was surveyed by the majority as very acceptable. Quality of service was surveyed by the majority as usually acceptable. The majority of those surveyed agreed that overall food service was usually acceptable. The committee agreed this was very positive feedback.

Dean Hardin reviewed the comments written by the surveyors'. Many of the comments are typically on the surveys every year; ex: chicken being the main entrée several times per week and wanting more low fat options. There was a comment that the addition of fat free dressings would be nice and Teresa said she could definitely do that. Dean Hardin gave kudos to Sjhonton and Teresa for the comment about the finals dinner being really good. Dina Neal also voiced how well she enjoyed the soup and salad bar. There was a comment on the survey about the food temperature varying most days, but Teresa feels this has been resolved with the addition of the food domes. There was a comment that the food is sometimes too salty or buttery, and Dean Hardin said he knows this is a matter of preference but understands the comment. There was a comment about there being too many starches per meal, needing more green beans and corn. Teresa said everyone seems to like green beans, corn, and carrots the most so that is what she tends to have; she stays away from the mixed vegetables.

Dean Hardin mentioned the suggestion box being right there where people have access to it and they were getting a lot of suggestions/comments for a while but it has seemed to drop off. He said if the students are really unhappy they tend to speak up. Teresa said she also gives out her own, more detailed surveys, every fall and spring semester. They have come back saying the students wanted more

corn dogs, pizza, and chicken nuggets. Dean Hardin asked Teresa about making their own pizza; she will make them homemade, or order the basics with the crust and add the toppings. The students like either.

She also goes around and asks how things are and is usually told they are very good. Teresa noted how well things seem to be going with the new four cycle menu she has in place. She said overall it has been a very good year for her and the food service staff.

Dean Hardin told Teresa to pass the compliments on to her staff, as overall the survey was very good.

Moving on to the next item on the agenda; the housing resident surveys. These surveys are given at checkout from the dorms in December and in May. The majority of the students completely agree/somewhat agree that the overall environment at the dorms was a positive experience. The majority of the students agreed completely that maintenance always fixes problems in a timely manner. Dean Hardin told John Mahoney this was a good time to say kudos to Mr. Kajs. Ever since he has been over the dorm maintenance, it seems that issue has gone away. Overall Dean Hardin could not believe how positive the numbers were on the housing survey.

One of the comments on the dorm survey was that the baseball dorms are too small and have no closet space. Dean Hardin said this is probably a true statement. Another comment was that the furniture is old and outdated. Dean Hardin mentioned that the dorm fees have stayed the same for a very long time; the furniture may not be brand new, but it is not torn up and it works. Dean Hardin said unless the dorm rates go up, the furniture we have will have to work. There was a comment to have a stereo system in the basement. Dean Hardin said he has no problem with this as long as there is an auto on/off button. There was a comment about not enforcing a curfew since the students are 18 and over. Dean Hardin pointed out that coaches enforce a curfew for their athletes and that the curfew for a non-athletic student is 11:30 pm and then they must be in a same sex room. A new TV in the basement was also listed in the comments; Tony said he would bring a list over of flat screen televisions they have at Wal-Mart, and also a list for a gaming system. More sand for the volleyball pit was also listed. John Mahoney said he will be able to get more sand in August for around \$2,000. There was a comment about the internet being too slow. There have been no complaints about this lately.

Dina Neal said this year students who have MAC's always have trouble with blackboard. Dean Hardin asked if there was a go-to person for computer problems; Dina told him Roxie Hill. Dina told the student they would have to talk with a MAC person about the compatibility. Melvin Jenkins said he has a MAC and experienced the same issue but it is workable now if you go through Chrome. Melvin said a poster can be placed on a wall around housing that says – to use an alternate browser for internet access, if they're having a problem getting on blackboard. Christie said they send the info out in an email to the students.

The last comment on the survey was there needs to be more dorm activities, BBQ and pizza nights. Sjhonton Fanner said they have ice cream feeds, a super bowl party where Subway sandwiches are served, and movie nights with pizza. Dean Hardin says they need to be more specific about things like this.

Dean Hardin said the numbers look great on the student resident survey and we appreciate the comments. He opened it up for comments from the committee. Christie said if there is anything Student Services need the students to know, Christie can always email them on their Vernon college email.

Dean Hardin complimented Tony and the other assistant coaches for being with the students at all times and doing such a wonderful job with the students. The assistant coaches spend an enormous amount of time with these students and he wants to thank them and also the RA's.

John Mahoney motioned to adjourn the meeting which was seconded by Dean Hardin at 11:56 am.

# Great Western Dining Service

## Customer Survey Results

### Spring 2013

**Very Acceptable      Usually Acceptable      Not Acceptable**

#### 1. Temperature of Food

|           |    |    |    |
|-----------|----|----|----|
| Hot Food  | 25 | 86 | 22 |
| Cold Food | 32 | 86 | 15 |
| Beverages | 74 | 44 | 15 |

#### 2. Variety of Choices on Menu

|           |    |    |    |
|-----------|----|----|----|
| Breakfast | 47 | 58 | 28 |
| Lunch     | 28 | 75 | 30 |
| Dinner    | 30 | 78 | 25 |

#### 3. Quality of Food

|                    |    |    |    |
|--------------------|----|----|----|
| Entrees            | 24 | 80 | 29 |
| Starches           | 32 | 65 | 36 |
| Vegetables         | 22 | 83 | 28 |
| Fruits             | 44 | 72 | 17 |
| Salad Bar          | 49 | 74 | 10 |
| Desserts/Ice Cream | 52 | 65 | 16 |
| Beverages          | 75 | 53 | 5  |

#### 4. Quality of Service

|                                    |    |    |    |
|------------------------------------|----|----|----|
| Promptness of Service              | 50 | 67 | 16 |
| Presentation/Attractiveness        | 44 | 66 | 23 |
| Cleanliness of trays, dishes, etc. | 55 | 68 | 10 |
| Atmosphere of Dining Area          | 60 | 61 | 12 |
| Courtesy of Staff                  | 50 | 61 | 22 |
| Courtesy of Manager                | 47 | 65 | 21 |

#### 5. Overall Food Service Program

|  |    |    |    |
|--|----|----|----|
|  | 38 | 65 | 30 |
|--|----|----|----|

Survey was given the week of May 6th  
 133 Housing students, faculty and staff surveyed

# Vernon College Student Housing Resident Survey Spring 2013

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.                                 | 74 | 15 | 9  | 6  | 2 |
| 2  | I received adequate notice of the rules and policies for residency in the dorm. | 67 | 22 | 10 | 4  | 3 |
| 3  | The size of the dorm rooms met my expectations.                                 | 58 | 24 | 14 | 6  | 4 |
| 4  | The furnishings of the dorm are adequate for my needs.                          | 52 | 22 | 16 | 10 | 6 |
| 5  | Maintenance always fixes my problems in a timely manner.                        | 60 | 21 | 15 | 6  | 4 |
| 6  | The exterior of the dorms is well-maintained and clean.                         | 59 | 30 | 10 | 4  | 3 |
| 7  | The Housing Office staff is helpful in meeting my goals for residential life.   | 63 | 20 | 14 | 7  | 2 |
| 8  | There are enough on-campus after-hour activities for me to participate.         | 60 | 24 | 12 | 7  | 3 |
| 9  | The fees for room and board are about what I expected.                          | 63 | 22 | 12 | 5  | 4 |
| 10 | The overall environment at the dorm is a positive experience.                   | 64 | 23 | 13 | 4  | 2 |

**106 Residents Surveyed ..... Spring 2013 Semester**

**50 male students**

**56 female students**

## **DINING SERVICES CUSTOMER COMMENTS**

1. Great staff that work well together
2. Charges vary each time you check out
3. Food service has been great this year
4. Fat free dressings would be nice
5. Chicken seems to be the main entrée several times per week
6. Serve too many starches all in one meal
7. Like the baked items, need it more often
8. More steak and bake
9. Salad and soup are wonderful options
10. Food temp. varies most days, meals sometimes cold
11. Need more choices, different fruits at the salad bar
12. Food is sometimes too salty or too buttered
13. More color and creativity with meals and presentation
14. Low fat options would be appreciated
15. Quality of food needs to be consistent
16. Finals dinner was really good
17. GWD does a good job
18. Too many starches per meal, more green beans and corn
19. Soup bar was a great addition
20. Need more selections, always the same menu, be more creative

Overall the students, faculty and staff rated Great Western Dining as usually acceptable to very acceptable. A few healthier options have been requested such as less fried food, more baked items. The overall consensus is that Great Western does a good job.

## **Student Resident Survey Comments**

1. Baseball dorms are too small, no closet space
2. Furniture is old and outdated
3. Stereo system in the basement
4. Should not enforce a curfew, we are 18 and over
5. We are treated like junior high kids
6. New TV in the basement
7. More sand for the volleyball pit
8. Too loud on the backside
9. Internet is sometimes slow
10. We need more dorm activities, BQ and pizza nights