

**ADMINISTRATIVE UNIT REVIEW  
REPORT OVERVIEW – (2019-2021)  
AUXILIARY SERVICES**

**Section 6a: Measurement Tool and Timeline**

How did you measure your success toward the 1-3 outcomes and mission fulfillment? What tools did you use? How frequently did you gather relevant data? Provide any data references that you used.

**Goal 1:** Provide menus with a variety of entrée offerings (3 Breakfast, 5 Lunch, 4 Dinner).

Create weekly meal plan, Sodexo Chef and General Manger, that offers a variety of meal entrées (3 breakfast, 5 lunch and 4 dinner) at each given meal period. A yearly survey distributed to residential and non-residential students, faculty and staff will be used to identify the degree of satisfaction with the variety of entrée choices.

**Goal 2:** Provide a wide selection of textbook options, both online and in store. Providing students with at least two options to purchase textbooks. *Revised goal is to offer students affordable academic material(s) through the use of OERs and digital content.*

Work with instruction and publishers to procure digital options most desirable and affordable for students. Use MBS reports to show the increase/decrease of total eBooks and other digital materials purchased per term.

**Goal 3:** Report a net neutral or 1% increase in revenue by the end of academic year 2019/20.

Work with campus departments to promote utilization of Copy Center. Use Banner reports to show a percentage change in copy revenue in the Copy Center.

**Section 7: Data**

What data have you gathered that inform your department's effectiveness?

**Goal 1:** Spring 2019, a survey was distributed to residential and non-residential students, staff and faculty. When compared to the Fall 2018 survey, the Spring 2019 survey indicated a 13% improvement (“very satisfied”) in the variety of food choices. Due to COVID, the food service program closed at the end of spring term 2020. Given the closure, the variety of specific entrée choices could not be gathered. No survey was conducted ‘19-20 or ‘20-21.

**Goal 2:** Due to COVID and College closure, 2019-20 and 2020-21 school years brought many challenges for the bookstore (Auxiliary Services). The bookstore moved from a traditional bricks and mortar bookstore to a fully operational online bookstore. The use of OER's and digital

content replaced the need to provide a wide selection of textbook options. This trend is projected to continue as the industry moves from physical textbooks to OERs and eBooks.

*\*Digital Content Purchased*

	2019-20	2020-21
<i>Fall</i>	33	384
<i>Winter</i>	41	745
<i>Spring</i>	151	641
<i>Summer</i>	6	47
<b>TOTAL</b>	231	1817

\*Digital sales from all vendors.

*Number of Online Orders*

	2019-20	2020-21
<i>Fall</i>	329	2000
<i>Winter</i>	278	1607
<i>Spring</i>	1208	1354
<i>Summer</i>	75	404
<b>TOTAL</b>	1890	5365

Due to system limitations, a specific number of orders and/or dollar amount of the reduction of physical textbooks cannot be illustrated. The future focus will be on providing digital content.

**Goal 3:** Comparing revenue (net increase/decrease) in Banner (FGRCHFB) the Copy Center’s revenue declined by 23.8% in 2020 as compared to 2019. Since the College’s closure due to COVID, the Copy Center has been closed and/or providing limited services since spring term 2020.

**Section 8: Summary and Analysis**

What do these data suggest about your department’s effectiveness? Which measurements are strong and affirming?

What do these data suggest about your department’s effectiveness? Which measurements are strong and affirming? Consider the following:

- Have you accomplished your outcomes? Is there a need for a new direction?
- Which measurements indicate an area that you would like to focus on for improvement?
- Identify the goals and improvements that your department is committing to over the next year to help you accomplish your outcomes.

- What support do you need from the college to carry out your planned improvements? Identify your biggest area(s) of need to help accomplish outcomes. Review question #2, including staffing, budget, services, and location.

**Goal 1:** Based on respondent feedback from the Spring 2019 survey, this goal was met. There was a noticeable improvement in “variety of food choices”. Ongoing development of menu entrées that guarantee variety will continue to be monitored. Closure due to COVID and a new management team elicits the need for regular feedback regarding entrée variety.

**Goal 2:** Due to COVID, the need to provide a variety of textbook options shifted to providing digital content through OERs and eBooks. Industry trend is to transition physical textbook offerings to OERs and digital content (eBooks). To this extent, the bookstore met its goal of providing digital content to students.

**Goal 3:** This goal was not achieved. Giving the changing environment during COVID, the Copy Center is no longer staffed. Limited services are provided. College staff will be encouraged to use department copiers or take bigger requests off campus. Instructors will also be encouraged to place academic materials (course packs) on Banner/Canvas.