Non-Academic Program Review

DATE: 9/1/2024
SUBMITTED BY: Jason S Wood Sr.
YEAR: 2023-2024
DEPARTMENT: Auxiliary Services
PARTICIPANTS: Jason S Wood Sr., Adrianna Wolfenbarger

Non-Academic Program Review (NPR) provides offices, programs, or departments an opportunity to systematically assess and reflect upon effectiveness and efficiency in operations. The Program Review process provides information that supports decision-making at the college, leads to improvement of services, and contributes to the Strategic Plan implementation. The Institutional Assessment Handbook (see HLC 2025 Resource Room > Assessment folder) includes further information to help Departments complete this report. Contact the Assessment Committee for questions.

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1. What was/were the department's assessment goal(s) for this reporting year? (See Assessment Handbook)

Bookstore: Expanding coffee menu to more specialty type coffees
Food Services: Decrease Waste/ Disposable to go containers

2. What were the desired outcomes? (See Assessment Handbook)

A. Increase offerings & Revenue in coffee sales by 10%
B. Decrease waste/disposable to go containers in food services by 2%

3. List the assessment methods. Are they direct or indirect? (See Assessment Handbook)

Bookstore: Direct from coffee sales receipts/income report
Food Services: Indirect from information gathered during interviews with kitchen staff

4. Summarize the assessment data findings for this reporting year.

Bookstore: Prior coffee menu number of items (3) vs new coffee menu number of items (24) and an increase of 654% in coffee sales.
Food Services: Current daily kitchen waste is 50% less than prior current daily waste.
5. What is your analysis of the assessment findings?

Bookstore: Coffee sales have increased (654% increase explained in Evidence folder), and demand is growing at a substantial rate. The wider variety of menu options has significantly helped to increase sales/demand.
Food Services: Limiting to go containers decreased waste and number of pickups of trash daily. The staff will continue to limit "to-go" containers. Additionally, ongoing menu reviews will continue to focus on popular menu items with little waste. Since student preferences change with each new yearly cohort, it is important to adjust menus at least annually.

6. What is the action plan for the next academic year? How do you plan to improve what you are doing?

Bookstore: New for the 2024-2025- Open Starbucks “We Proudly Serve” program to meet the demand
Food Services: offering healthier choices from fresh self-prepared items in lieu of premade frozen items

7. If the action plan includes increases in human or fiscal resources, indicate the needs here. If additional funding is needed, your administrator must approve the action plan. Contact your administrator for further information regarding this plan.

Bookstore: Coffee sales have increase exponentially to a point that the noncommercial coffee machine we are currently using will no longer meet the needs of the demand. Moving to the Starbucks “We Proudly Serve” program will give the college an opportunity to reach and serve more of our students and community. Additional staffing may be required after a timely period of assessing the demand.
Food Services: Additional staff may be required for the additional step required to prepare a heathier product type menu.

8. Complete the department's Accomplishments item(s) for the reporting year for the Assessment Committee.

☐ Goal 1: Mission Driven UA Rich Mountain's mission is a guide to all operations.

Click or tap here to enter accomplishment.

☐ Goal 2: Operate with Integrity UA Rich Mountain acts with integrity in its operations.

Click or tap here to enter accomplishment

☐ Goal 3: Provide High Quality Education UA Rich Mountain provides high quality education, wherever and however its services are delivered.

Click or tap here to enter accomplishment.

☐ Goal 4: Continuous Quality Improvement UA Rich Mountain evaluates the effectiveness and quality of student learning to promote improvement.

Click or tap here to enter accomplishment.

☒ Goal 5: Effective & Efficient Operations UA Rich Mountain is effective and efficient within its operations and infrastructure.

Increased coffee sales and community traffic in the Bookstore
Decreased waste in Food Service by limiting to-go containers

9. List any proposed additions (strategies or actions) to the Strategic Plan for the College Effectiveness Committee.

Click or tap here to enter text.

10. **List all internal and/or external evidence documents** that you have uploaded. These include evidence for the Program Review, Accomplishments, and any documents needed for the next HLC Assurance Argument (Refer to 2019 Assurance Argument on Intranet).

Click or tap here to enter text.

11. Department Directors must mark the Self-score section of the attached rubric before uploading this report to the HLC 2025 Resource Room to the Non-Academic folder. Your Administrator will finalize the rubric.

Rubric for Non-Academic Department Reports Select score from drop-down lists		
3 = Excellent 2= Satisfactory 1=Revision needed 0 = Missing		
Department or Program Information	**Self-score**	**Supervisor score**
Assessment goals and outcomes for the completed year are clearly state (1,2)	3	Choose a score.
Findings and analysis include methods and data. (3,4,5)	3	Choose a score.
Action plan is discussed (6)	3	Choose a score.
Accomplishments and Strategic Plan Information		
Accomplishments are correctly written and listed under appropriate goal(s). (7)	3	Choose a score.
Proposed additions to the Strategic Plan are included (8-optional)	3	Choose a score.
Evidence documents for Accomplishments and Assurance Argument are listed-and should be uploaded (9)	3	Choose a score.
Administrator Comments: Type here for Supervisor's Comments.		