Food Service

Outcomes:

1 Provide meals and services that exceeds student expectations
2 Provide students with healthy diverse meal options
3 Efforts made to meet the dietary needs of all students
4 Involve campus community in making decision that affect Food Service needs (shared goverance)
5 Annual professional development and continued education for food service staff
6 Increase traffic to the Cafeteria and Chandie's Castle

		O1	O2	O3	O4	O4	O6
	Assessment Tools:						
1	Student Survey at End of Semester	A					
2	Facebook Surveys During Semester	A					
3	Diversity Events Hosted		X				
4	Menu Healthy, Meal Choices		X				
5	Chandie's Castle Options		A	A			
6	Food Reqest Survey to Students		A	A	A		
7	Participation in Staff Senate				X		
8	Participation in Dean's Council				X		
9	Professional Development Opportunities					A	
10	Advertisements in Newspaper						A
11	Facebook Posts						A
12	Assessment of Hours						A

A = Assessment Date Collected
X = Chance to Experience / Learn / Support

Evidence:

Goal #1 - Provide students with healthy, diverse meal options:

* Continued a daily breakfast menu per student request
* Continued Soup as a healthy choice - in season
* Continued beverage counter available from breakfast until closing
* Continued Cold Breakfast / Cereal Bar available from 6:00 am until closing
* Continued salad sandwich/soup bar available from 11:30 am until closing
* Soup Bar - in season, made as the healthy choice option
* Continued soft serve ice cream available from 11:30 until closing
* Five (5) Diversity meals were prepared and serviced this past fiscal year
* Six (6) Theme meals were prepared and served this past fiscal year

Goal # 2 - Efforts are made to meet the dietary needs of all students:

* Making food purchases in regard to dietary needs - vegetarian, gluten, fresh, etc.
* Food preparation and serving with dietay needs in consideration - baking, grilling, sauses/gravys to the side, less fat, etc.

Goal # 3 - Involve campus community in making decision that affect FS needs - shared governance:

* Posting the weekly menu and happenings on the NCTA Facebook page and FB page for the Community
* Hold monthly Food Service Staff meetings during the school year, FS Student worker meeting held quarterly
* Four (4) Dean's Council Meetings attended. Attended by Cindy as the Staff Senate President
* Ten (10) Staff Senage meetings attending

Goal #4 - Full Time (REG) FS Employees annual professional development / continued education: Not met this year due to COVID

Goal #5 - Increase traffic in the Cafeteria and Deli:

Cafeteria -

* Student count saw a decrease at the Cafeteria by 46.8%
* External customer count saw a decrease at the Cafeteria 35%
* Cafeteria open 7 days per week instead of 5 days per week
* Extended the evening meal serving time from 7:30 pm to 8:00 pm

Castle -

* Student count saw a decrease at the Castle by 23%
* External customer count saw an increase at the Castle by 26%
* Deli changed to being open 5 days per week instead of 7 days per week

Total number of student meals in both locations combined decreased by 42.7%

Total number of external customer count in both locations combined increased by 7.7%

Goal # 6 - The NCTA Food Service Department to be Financially Self-Supporting

* Goal # 6 was added for the fiscal year coming up 2019/2020
* See page 6 for Revenue Deposit information
* UNL changed the primary vender from CashWa to US Foods on January 1, 2020

* Vender change not a good fit for NCTA

* US Foods does not carry all the food that we are used to purchasing

* US Foods stated price savings, often same price if not higher in price

* Having to order food not available from US Foods with CashWa

* US Foods delivery times were late in afternoons into the evenings

* Went back to ordering food exclusively from CashWa

* All prices increase due to not having a contract price

* Added freight/delivery charges since not under contract

* COVID 19

* Less Traffic - spring semester closing early

* Less Revenue - spring semester closing early, less events (FFA, Rwandan)

* Additional Paper Goods /Supplies Cost

* Additional Cleaning Goods / Supplies Cost

Revenue Deposits and Traffic - Between Fiscal Year 2016/2017, 2017/2018, 2018/2019, 2019/2020

Cafeteria:

#	F Yr	Cash & Check Sales	Tax on Cash & Checks Sales	Cash Check Total	Credit Card Sales	Tax on Credit Card Sales	Credit Card Total	Sales Total Only	Tax Total Only	Total Sales & Tax	External Head Ct.	Student Head Ct.	Total Head Ct.
1	19/20	$ 20,303.60	$ 886.31	$ 21,189.91	$ 8,254.52	$ 539.56	$ 8,794.08	$ 28,558.12	$ 1,425.87	$ 29,983.99	2005	23713	25718
2	18-19	$ 25,136.36	$ 629.69	$ 25,766.05	$ 8,096.07	$ 524.36	$ 8,620.43	$ 33,232.43	$ 1,154.05	$ 34,386.48	3068	44575	47643
3	17-18	$ 8,102.80	$ 474.50	$ 8,577.30	$ 5,863.97	$ 346.65	$ 6,210.62	$ 13,966.77	$ 821.15	$ 14,787.92	1485	33279	34764
4	16-17	$ 4,395.25	$ 263.24	$ 4,658.49	$ 1,872.15	$ 91.75	$ 1,963.90	$ 6,267.40	$ 354.99	$ 6,622.39	0	31688	31688

* External Customer Count was not implemented until Oct 2017

Castle:

#	F Yr	Cash & Check Sales	Tax on Cash & Checks Sales	Cash Check Total	Credit Card Sales	Tax on Credit Card Sales	Credit Card Total	Sales Total Only	Tax Total Only	Total Sales & Tax	External Head Ct.	Student Head Ct.	Total Head Ct.
1	19/20	$ 29,957.35	$ 1,380.69	$ 31,338.04	$ 19,501.21	$ 1,192.50	$ 20,693.71	$ 49,458.56	$ 2,573.19	$ 52,031.75	6730	5217	11947
2	18-19	$ 14,175.00	$ 243.32	$ 14,418.32	$ 6,249.95	$ 228.03	$ 6,477.98	$ 20,424.95	$ 471.35	$ 20,896.30	4990	5948	10938
3	17-18	$ 13,679.40	$ 306.15	$ 13,985.55	$ 5,596.15	$ 198.87	$ 5,795.02	$ 19,275.55	$ 505.02	$ 19,780.57	3713	27631	31344
4	16-17	$ 17,706.65	$ 369.14	$ 18,075.79	$ 5,126.17	$ 153.64	$ 5,279.81	$ 22,832.82	$ 522.78	$ 23,355.60	0	37607	37607

Adding Cafeteria and Castle Totals Together:

#	F Yr	Cash & Check Sales	Tax on Cash & Checks Sales	Cash Check Total	Credit Card Sales	Tax on Credit Card Sales	Credit Card Total	Sales Total Only	Tax Total Only	Total Sales & Tax	External Head Ct.	Student Head Ct.	Total Head Ct.
1	19/20	$ 50,260.95	$ 2,267.00	$ 52,527.95	$ 27,755.73	$ 1,732.06	$ 29,487.79	$ 78,016.68	$ 3,999.06	$ 82,015.74	8735	28930	37665
2	18-19	$ 39,311.36	$ 873.01	$ 40,184.37	$ 14,346.02	$ 752.39	$ 15,098.41	$ 53,657.38	$ 1,625.40	$ 55,282.78	8058	50523	58581
3	17-18	$ 38,556.66	$ 780.98	$ 39,337.64	$ 11,709.97	$ 560.79	$ 12,270.76	$ 50,266.63	$ 1,341.77	$ 51,608.40	5198	60910	66108
4	16-17	$ 37,331.56	$ 738.31	$ 38,069.87	$ 6,998.32	$ 245.39	$ 7,243.71	$ 44,329.88	$ 983.70	$ 45,313.58	0	69295	69295