

**Aramark Campus Dining Service
Harding University
Outcomes Assessment Plan
2008-2009**

18-Aug-08

Institution Mission/Goals	Administrative Objectives	Means of Assessment & Criteria for Success
<p>#3 The University provides adequate resources, a supportive environment, and effective management to support the University's instructional and extracurricular programs.</p>	<p>1) Provide a satisfying dining experience in every food service venue on campus by improving our method of feedback from students on the meal plan.</p> <p>2) Establish an environment in the cafeteria that acknowledges and welcomes students of diversity, thereby assisting the University in achieving their goal of increasing the diversity of the student body.</p> <p>3) Develop a proposal for a food & beverage option to be included in the University's goal of renovating the Mabee Business Bld.</p>	<p>1a) Achieve a survey score of .25 points or greater on customer service segment of survey from the previous survey.</p> <p>1b) Conduct monthly food committee meetings, soliciting input for improvement and discuss progress on previous suggestions.</p> <p>1c) Publicize availability of CampusDish website to solicit comments on the food service program. www.harding.campusdish.com</p> <p>2a) Include international "themed menus" in the cafeteria monthly specials with authentic menus and decorations.</p> <p>2b) Conduct surveys after the specials to determine satisfaction & gather input for future events.</p> <p>2c) Volunteer to sponsor the Multi-Cultural Club on campus.</p> <p>1a) Conduct surveys & traffic counts to determine appropriate food & beverage option. Consult with University/architects to identify appropriate space within the facility.</p>
<p>Aramark serves Harding University Students, Faculty, Staff, and Campus Guests, with a dynamic food service program, including Cafeteria service, Retail Food Service, Catering and Athletic Concessions.</p>		

