Assessment Review Questions
Dining Services

1. What evidence do you have that students achieve your stated learning outcomes?

**Student Employees**
1 & 2 These outcomes will be measured by two tools that are in the development stages. The Current Student Employee Survey and the Former Student Employee Survey are scheduled for implementation in spring semester 2006 and July 2006 respectively.

**Student Customers**
We have assessed the special meals which provide different, cultural foods offered in Dining Services locations on the Customer Satisfaction Survey. Students appear to enjoy the different foods that are offered at those times based on their responses on the survey.

Student customers are able to take advantage of “Ms. Manners” through various organizations multiple times per year which enables them to practice etiquette skills in a business environment. Students provide feedback to Career Services which is relayed to Dining Services on the business etiquette skills gained during the “Ms. Manners” program.

Each year Dining Services provides nutritional information to students in multiple arenas, from individual counseling to nutritional promotions that inform students on how they can make sound nutritional choices. Students have continued to purchase/consume healthy options that are served in Dining Services locations thereby supporting the notion that some students have knowledge to make sound nutritional choices.

2. What have you learned as a result?

Our student employees continue to utilize their positions in Dining Services as a learning arena outside of the classroom. While we do not have a current tool in place for measurement, feedback from former employees lets us know that the learning has taken place. Our plan is to formalize feedback with the surveys.

Student customers are pleased with the different, cultural foods that are offered in Dining Services and have provided suggestions for additional options that they would like to see offered.

Businesses that hire UWP Alumni are pleased with the etiquette skills that have been acquired while on campus.
While we provide nutritional information to our customers, the choices many customers make are not always the most nutritional ones.

3. What, if any, changes will you make in order to improve student learning?

   We will continue to serve as a resource for out-of-classroom learning in the form of internships and will possibly seek out students to complete internships in Dining Services to assist students in developing organizational skills.

   We will continue to refine/improve our training programs to include information on assisting the students in making mature, responsible decisions.

   We will modify menus to include additional foods that represent different cultural and culinary experiences.

   It would appear that we need to continue to provide additional nutritional information to the student customer to improve the nutritional choices that are made when eating in Dining Services.